



## YOU WILL NOT RECIEVE MAILED STATEMENTS

- 1) **What is your contact information?** Email: [bursar@occc.edu](mailto:bursar@occc.edu) Phone: (405) 682-1611 ext. 7825 Fax: (405) 681-4785
- 2) **What are your hours?** Monday 8:00am – 6:00pm  
Tuesday - Friday 8:00am – 5:00pm
- 3) **What is my student account balance?** You can obtain your balance by logging into your student portal. Once there, you have a few options to view your account balance:
  1. Follow the instructions from the “How to Pay” link on our website
  2. Follow the instructions from the “View your Account in Detail” link on our website
  3. Email the Bursar office at [Bursar@occc.edu](mailto:Bursar@occc.edu)
  4. Call the Bursar office at (405) 682-7825
- 4) **When are tuition/fees due?** Tuition and fees are due the first day of each term or on your date of enrollment, to incur no additional finance charges.
- 5) **Can I set up a payment plan for my tuition/fees?** Payment plans are available for each term and **require no action by the student**. Any unpaid balance due, after the first day of a term, is **automatically** put on a month payment plan and is subject to finance and late charges. See <http://www.occc.edu/bursar> for payment due dates and details.
- 6) **What are the details of the payment plan?** Any balance unpaid after the initial due date (first day of a term) is automatically put on a payment plan. Each monthly payment is assessed a 2% finance charge on the outstanding balance. A **late charge of \$20 will be applied to** any payment not received by the monthly due date. Billing statements will not be mailed. It is the responsibility of the student to obtain their billing statement online. More detailed information can be found on our website under “Payment Plans”
- 7) **I’m a con-current student, why isn’t my tuition waived yet?** There could be a few reasons that the tuition waiver hasn’t been applied yet. The tuition waiver won’t go onto the student’s account until close to when that specific term starts. The early 8 week term will go on before those classes start, but the late 8 week waiver won’t apply to the student’s account until closer to that start date. If you feel there is an error on the account, please reach out to us at [bursar@occc.edu](mailto:bursar@occc.edu)





**8) What forms of payment do you accept?**

1. The Bursar office accepts cash, check, cashier's check, or money order.
2. Checks or Money orders can be deposited in the secure drop box located beside the bulletin board at the entrance of the Bursar hallway.
3. Payments can be made Online: you must log in to your MyOCCC Portal.
  - debit/credit card - a 2.75% convenience fee applies
  - eCheck (ACH) - no fee is applied
  - Bursar cashiers DO NOT process debit/credit card transactions
4. Payments may also be mailed to:  
Oklahoma City Community  
College Attention: Bursar Office  
7777 S. May Ave., Oklahoma City, OK 73159
5. **We do not accept payments over the phone.**

9) **I dropped my classes, how do I get my refund?** If you dropped within the refund period you will receive your refund either by the refund preference you selected with BankMobile or back to the debit/credit card you paid with. Refunds will not be issued in the form of cash.

**10) How do I set up my Refund Preference?**

1. Log into your OCCC Portal
2. Click on the Menu Icon at the top left of the web page
3. Select MyMoney
4. Select Refund Preference and you will be re-directed to the BankMobile website

**11) What is the drop date to receive a refund?**

Within the first two weeks (10 days) of a 16-week class; within the first week (5 days) of a (4), (5), (6), or (8) -week class; prior to the 3<sup>rd</sup> class period of an Intercession class.

**12) I dropped my classes why do I still owe?** There are several reasons you may still owe a balance and have dropped your courses. Please email, call, or come by the Bursar Office to review your account.

**13) My BankMobile Vibe card has been lost/stolen.** To order a new card a student must contact BankMobile Disbursements at 1-877-327-9515.





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**14) I should be receiving a scholarship what do I need to do?** Contact the Coordinator of Sponsorship/scholarship at (405) 682-1611 ext. 7294 to ensure that the paperwork from your scholarship or sponsorship has been received. It is your responsibility to follow-up on this communication. Unfortunately, your award certificate is not adequate documentation.

