Payment may be made by cash, credit card, check, or money order. Students may pay by credit card online through WebSTAR. See *Pay by Credit Card* in previous section. Payment also may be made by mail or in person at the Cashier's window in the Administration Building. If paying by check or money order, include your Student ID (User) number (begins with G00) on your check. DO NOT MAIL CASH.

IVC has a partnership with a company called Nelnet Business Solutions (FACTS e-Cashier) that provides monthly payment plans (handling fees apply). For more information on this option, please visit: FACTS (e-Cashier) at http://www.imperial.edu, log into the Student Portal and click on WebSTAR then make the following selections: *Student Services Menu, Student Records, Account Summary* and click on *e-Cashier*. **Enrolling in this payment plan will not allow you to have access to you transcripts, enrollment verifications, grades, etc., but it will facilitate paying off your fees.**

Agency payment: Paperwork for fees paid by outside agencies must be submitted to the Business Office.

REFUNDS AND FEES OWED

By California state law, refunds/fee credits can only be given for full-term classes dropped on or before **Saturday, August 31** for the Fall Semester. Tuition and fees will be owed for all full-term classes not dropped by that date, regardless of attendance. Short-term classes must be dropped by the ten percent point of the class. See the Admissions and Records Office for specific deadline dates.

After the late registration period is over, refunds of $20 or more owed to students will be issued. In order to receive refunds and/or financial aid payments, students must "activate" their IVC debit card and select their preferred mode of payment. Debit cards are automatically mailed to new students and those who have re-enrolled and not been issued a card previously. As soon as you receive your card from HigherOne (the issuing bank), follow the instructions to activate it and select the method of payment preferred. Refunds and/or financial aid funds will not be issued until you have completed the activation process.

Imperial Valley College students receiving federal financial aid (Title IV funds) who do not attend any classes will be required to repay all of the funds they received. Students who withdraw from all classes prior to completing more than 60% of the semester will have their financial aid eligibility recalculated based on the percentage of the semester complete, and will be required to repay any unearned financial aid they received. For additional information, contact the Financial Aid Office in the Counseling Center.

GRADES AND TRANSCRIPTS

You may view and print an unofficial transcript of grades earned at IVC using WebSTAR. Grade reports are not mailed.

Official transcripts must be requested through **Parchment Exchange** at www.imperial/edu/docufide. Allow up to five working days for your request to be processed. A link to an informational flyer (which includes steps to creating an account and to request transcripts) is found at www.imperial.edu, click on the home tab and then select *Transcripts*.

REPEATING COURSES

Students who receive a grade of D, F, NC or NP in a course may repeat that course one time to earn a better grade. To repeat a course a second time a student will need to petition to repeat. After the second and/or third grade is earned, the previous grades and credits will no longer be included in the calculation of the GPA. All grades will continue to be shown on the student's transcript. **Also students now will only be allowed to repeat a class two times for a total of three enrollments to include the following evaluative and non-evaluative symbols: D, F, NC, NP or W.**

Some courses, such as PE activity courses, are designated as repeatable in the Class Schedule up to a maximum number of times. **Unless designated as repeatable, students are not eligible to repeat courses in which they have earned grades of A, B, C, CR or P except where special circumstances exist.** Justifiable circumstances may include a significant lapse of time since the course was taken (and the renewed knowledge is needed before the student is prepared to progress to a higher level), or the course is needed for professional certification.

To petition for an exception based on special circumstances, obtain the necessary form from the Admissions and Records Office or Counseling Center. The forms are also found online at http://www.imperial.edu. Click on *Admission, Registration, Student Records* and then *Repeat Petitions or Requests*. **Petitions submitted after the late registration period will not be considered for the current term**. If permission to repeat a course in which a grade of C or higher has been earned is granted, the new grade will appear on the transcript but will not be computed in the GPA, nor will additional credit be granted.