

**Frequently Asked Questions  
Regarding the Fall 2019 Drop for Non-Payment**

**Q: I received notification that I am on the drop list. What does this mean?**

A: Our records indicate that you have not completed a financial arrangement for your Fall 2019 semester. This means having either your student account paid in full, have completed your financial aid or you have set up the semester payment plan option through Nelnet Campus Commerce.

**Q: When will I be dropped?**

A: We will allow you some extra time to care of your payment arrangements. Payment arrangements must be taken care no later than the close of business on September 25<sup>th</sup>.

**Q: What if I am unable to take care of my payment arrangements by the end of the business day on September 25?**

A: You will be dropped from all of your classes on the morning of September 26<sup>th</sup> by the Admissions office staff.

**Q: I am wanting to set up a payment plan. What are the terms and how can I do that?**

A: You must sign up for the payment plan through the MyCrowder portal. Once you are logged in, you will need to click on the "Finances" tab near the top and then select "My Student Account". The payment plan option is located near the middle of the page and you will need to click the e-cashier logo. Right now, there is a 33% down option with two future payments on October and November 5<sup>th</sup> or a 50% down option with two future payments on October and November 20<sup>th</sup>.

**Q: What if I cannot get logged into MyCrowder?**

A: You can call our office at 417-455-5673 or the IT helpdesk at 417-455-5712 to get your password reset.

**Q: What will I owe if I am dropped for nonpayment?**

A: You will be dropped from all classes and will receive a 100% refund of your tuition and fees refunded to your student account, however, some fees are non-refundable including but not limited to application, housing, course and travel fees.

**Q: Can I get reenrolled into my original classes if I am able to get things in place after I am dropped?**

A: No. You will only be able to get enrolled in open courses for the 2<sup>nd</sup> 8-week section that starts on October 14<sup>th</sup>. Upon enrollment in those courses, you will be required to pay for those courses in full or have completed your financial aid package. There is not a payment plan option available for the late courses offered during the 2<sup>nd</sup> 8 week courses.