

INSTALLMENT PAYMENT PLANS
SECTION VI.B.2 – NOTICE AND COMMENT

The Board of Trustees revised Section VI.B.2. Installment Payment Plans of the Lone Star College Policy Manual on **March 7, 2019**. The notice and comment period for the policy was open to the public from **November 12, 2018 through December 12, 2018**. The policy was posted for public comment at <http://www.lonestar.edu/proposed-policies.htm>. Commenters could anonymously submit comments to LSC-PolicyFeedback@lonestar.edu. We received five policy comments.

Comment 1: A policy commenter asked if the Financial Responsibility Agreement could be incorporated into the payment plan enrollment process.

Response 1: All students, whether or not enrolled in an installment payment plan, must sign a Financial Responsibility Agreement (“FRA”) before enrolling in classes. The FRA’s verbiage is different from the agreement students sign before using TouchNet to enroll in a payment plan. Incorporating the FRA into the payment plan enrollment process would make it difficult to track the documents separately if necessary. However, students may use their MyLoneStar student account to sign both the FRA and the payment plan enrollment documents.

Comment 2: A policy commenter inquired about the consequences if a student does not make the first payment prior to the Official Day of Record, and if any groups are exempt from the consequences. The commenter also asked if the consequences are included in the Tuition and Fees Procedures.

Response 2: A student who fails to make full payment by the due date may be charged a late fee, prohibited from registering for classes, or indefinitely denied a transcript until full payment is made. These consequences apply to all students who are financially responsible for tuition and fee payments to the College.

Comment 3: A policy commenter suggested implementing holds on transcripts or degree awards as a consequence of non-payment for students transferring or graduating from the College.

Response 3: Students who fail to make full payment by the due date may be indefinitely denied a transcript under section VI.B.2.02 of the Lone Star College System Board Policy Manual.

Comment 4: A policy commenter stated that students should be able to set up payment plans as soon as they register for classes.

Response 4: The College’s current system does not allow payment plans to be open for more than one term at a time. For example, when Spring registration begins, payment plans for the

Fall term are still active. This prevents the College from enrolling students in payment plans for the next term until plans for the previous term are complete.

Comment 5: A policy commenter expressed satisfaction with the proposed policy as written.

Response 5: The Office of the General Counsel thanks the commenter for taking the time to read, review, and comment on the posted policy.