

## Finance Department's FAQ's Carlos Albizu University/Miami Campus

**What are the Finance Department's office hours?** Please see chart below for office hours.

Office Hours			
	Finance Office	Financial Aid Office	Registrar Office
Monday	10:00 am - 6:00 pm	10:00 am - 6:00 pm	10:00 am - 6:00 pm
Tuesday	10:00 am - 7:00 pm	10:00 am - 7:00 pm	10:00 am - 7:00 pm
Wednesday	10:00 am - 6:00 pm	10:00 am - 6:00 pm	10:00 am - 6:00 pm
Thursday	10:00 am - 7:00 pm	10:00 am - 7:00 pm	10:00 am - 7:00 pm
Friday	10:00 am - 6:00 pm	10:00 am - 6:00 pm	10:00 am - 6:00 pm

### **How can I contact the Finance Department by phone?**

*Carlos Albizu University* phone number is 305-593-1223. The finance department's extensions for student assistance are 109, 112, and 196.

### **What is the cost of tuition?**

Tuition rates are charged according to the Program/Concentration of the student. Please see table below for a summary.

Tuition	
Undergraduate Courses	\$305.00 per credit
Undergraduate – BBA Fast Track	\$385.00 per credit
ESOL Courses	\$120.00 per credit
Master Courses	\$505.00 per credit
Doctoral Courses	\$640.00 per credit
Undergraduate Global Fee	\$248.00 per semester
Graduate Global Fee	\$298.00 per semester

### **When are tuition fees due?**

Tuition is due in full at the time of registration. This obligation may be satisfied by making a payment arrangement at the Finance Office and/or having a documented Financial Aid award.

### **Can I make a payment and/or request a transcript without having to visit in person**

It is possible to make a payment and/or request transcripts without the student being present, however, in order to make a payment the student must filled out the Credit Authorization form if paying with a credit card and submit via fax to **305-592-1108**. Another option will be to mail a check made to *Carlos Albizu University* in an envelope attention Finance Department. For transcript requests, the student also needs to submit the Transcript Request form which will be given to Registrar.

### **Can I make cash payments?**

The Miami Campus does not accept cash payments. Payments can be made with cashier's check, credit card, money order, and/or personal checks.

### **What happens if my check is returned from the bank?**

A return check fee will be assessed on the student's account and the student's check cashing privileges will be revoked. Any further payments must be made in certified funds (cashier's check and/or money order) or credit card. Returned Check - \$25.00 Fee

**Why do I have a Financial Hold?**

Students who do not satisfy all financial obligations with the Finance Office will undergo a financial hold. A hold on an account will not permit the student to receive any services such as grade reports, transcripts, library privileges, registration processing, etc.

**When will my financial aid arrive?**

Any questions in reference to the amount of Financial Aid the student will receive and disbursement to the University will be answered by your Financial Aid advisor in the Financial Aid Department.

**How long does it take to process my refund check once financial aid has been received by the University?**

Processing financial aid funds requires a 14 business day period. Any financial aid refund check for students is mailed out during this period.

**Can I pick up my refund check?**

All refund checks to the student will be mailed if there are no financial holds.

**I am a Miami-Dade County employee. Where can I obtain the FT-1 form?**

The Finance Department provides the County/student with a Certification of Payment which serves the same purpose. There is a processing time for these requests.

**Who can I contact in order to dispute a charge?**

Contact the Finance Department for any clarification needed on a charge to the students' account. A student can afterwards dispute a charge in a petition submitted with Student Services.