Policy Title	Student Accounts
Policy Number:	ADM 4.04
Department:	BSMCON
Functional Area:	Finance
Contributing Department	
Approved by:	RHEI Leadership Team
Effective Date:	8/1/2026
Version:	1
Status:	Approved
Manual	To be entered by Compliance360 System administrators or N/A if not in C360
Section	ADM 4

I. Mission, Vision, and Values

This policy reflects our commitment to human dignity, integrity, compassion, stewardship, and service by guiding decisions and actions that uphold respect for all individuals and promote excellence in our work.

This policy aligns with our mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and providing good help to those in need, especially the poor, dying, and underserved by ensuring that our practices support ethical, effective, and accountable service across all areas of the organization.

II. Policy

It is the policy of Bon Secours Memorial College of Nursing (BSMCON), a department operated and controlled by Bon Secours Memorial Regional Medical Center, LLC, which provides higher education in nursing, to administer Student Accounts in accordance with the procedures and deadlines set forth in this policy and when applicable, the requirements of Title IV - Higher Education Act of 1965, as amended (Title IV Regulations).

III. Purpose

The purpose of this policy is to establish roles and responsibilities, internal controls, procedures, and deadlines for the administration of financial transactions, which are contained in Student Accounts.

IV. Scope

This is an Institution-wide policy that applies to all students who are enrolled at BSMCON and subject to financial transactions, regardless of Financial Aid utilization.

V. Policy Details

A. Designation of a Responsible Party

Subject to appropriate oversight by the Chancellor, Bon Secours Mercy Health Higher Education Institutions and the Bon Secours Richmond Market Chief Financial Officer (CFO), the Chief Financial Officer is responsible for monitoring compliance with the requirements of this policy and applicable Title IV Regulations.

B. Components of Student Accounts

Student Accounts are comprised of financial transactions that relate to a particular student over the entire period a student is enrolled at BSMCON.

i. <u>Registration Bill</u>

It is the preliminary, or anticipated, financial transactions that are pending or scheduled for a specific Semester or Term (Module) and are generally not posted yet to the Student Ledger Card (except for Payments). The Registration Bill is comprised of three (3) sections:

a. Charges and Discounts – refers to Tuition and Fees assessed for anticipated enrollment, in addition to any Other Charges, less any Employee Discount, if applicable;

b. Financial Aid – refers to any type of Financial Aid, or financial funding, that is scheduled (or anticipated) to be paid (or disbursed) on the student's behalf; and

c. Payments – refers to any paid, posted, or disbursed payment transaction from a student or Financial Aid.

ii. <u>Student Ledger Card</u>

It is the final, posted financial transactions that occur over the duration of all Semesters or Terms (Modules) (program enrollment).

C. Payment Forms and Deadlines for Student Accounts

i. <u>Forms of Payment</u>

BSMCON accepts personal checks, cashier checks, money orders, and credit cards as methods of student payment. Payments are required to be remitted to the attention of the Bursar/Business Office or through the Student Information System (SIS) Student Portal.

ii. <u>Payment Deadline</u>

<u>Payment of Student Accounts, regardless of payment method, is due in full by 12:00 p.m. on the Friday prior to the start of the Semester or Term (Module). BSMCON does not offer payment plans.</u>

iii. <u>Past Due Student Accounts</u>

a. Start of Semester or Term (Module)

Any positive Student Account balance that results after student payment and/or scheduled Financial Aid is applied to Tuition and Fees in excess of $1.00 at 12:01 p.m. on the Friday prior to the start of the Semester or Term (Module) is considered past due. Students with a past due Student Account balance will be contacted by the Bursar during the Add/Drop Period for resolution. Students with a past due Student Account balance at the end of the Add/Drop Period will be administratively removed from all courses within the current Semester or Term (Module), placed on a Bursar hold in the Student Information System (SIS) and placed on a Standard Period of Non-Enrollment (SPN) by the Director of Records and Registration. At the time that the SPN is effectuated within the SIS, the student will be evaluated for a Financial Refund of any student payment (and cancellation of any scheduled Financial Aid) in accordance with ADM 5.01 Financial Refund policy. Once a student is administratively removed from all courses within a Semester or Term (Module), the student may not enroll for the duration of that Semester or Term (Module).

b. During the Semester or Term (Module) – During Add/Drop Period

Should a student add a course(s) to the current Semester or Term (Module) during the Add/Drop Period, payment must be remitted, or adequate Financial Aid scheduled, by 11:59 p.m. on the last day of the Add/Drop Period. Students with a past due Student Account balance at the end of the Add/Drop Period will be administratively removed from all courses within the current Semester or Term (Module), placed on a Bursar hold in the SIS and placed on a SPN by the Director of Records and Registration. At the time that the SPN is effectuated within the SIS, the student will be evaluated for a Financial Refund of any student payment (and cancellation of any scheduled Financial Aid) in accordance with ADM 5.01 Financial Refund policy. Once a student is administratively removed from all courses within a Semester or Term (Module), the student may not enroll for the duration of that Semester or Term (Module).

c. During the Semester or Term (Module) – After Add/Drop Period

Should a student become ineligible for scheduled or disbursed Financial Aid or be subject to a Financial Refund, payment of a positive Student Account balance is due in full within two (2) business days of the posted transaction. Any positive Student Account balance in excess of $1.00 for a period which is sixty (60) calendar days or more, will be submitted to BSMCON's external Collection Agency and may be subject to additional fees and penalties.

iv. <u>Returned Checks</u>

If a check is returned for Non-Sufficient Funds (NSF), an additional fee not to exceed $25.00 may be assessed to the Student Account.

D. Administration and Deadlines for Student Accounts

The administration of Student Accounts requires the student, Financial Aid Office, and Business Office to work collaboratively to ensure that certain requirements and deadlines contained within this policy are adhered to:

i. <u>Tuition and Fees</u>

Are assessed based on the published rates in the current Academic Year version of the BSMCON College Catalog. BSMCON reserves the right to make changes to the Tuition and Fee structure at any time necessary. Any such changes will be communicated to students through the SIS, and an addendum to the current Academic Year version of the BSMCON College Catalog will be published. Tuition and Fees are assessed as "pending" status generally no later than thirty (30) calendar days prior to the start of each Semester or Term (Module) and are indicated as such on the Registration Bill. Tuition and Fees are posted to the Student Ledger Card on the business day after the completion of the Add/Drop Period.

ii. <u>Other Charges</u>

May be assessed based on the published rates in the current Academic Year version of the BSMCON College Catalog. BSMCON reserves the right to make changes to the Other Charges structure at any time necessary. Any such changes will be communicated to students through the SIS, and addendum to the current Academic Year version of the BSMCON College Catalog will be published. Other Charges may include application fee, Global Outreach Travel Fee, uniform(s), laptop computer bundle, transcript, NLN exam, etc., which may be assessed to the Student Account. Certain items such as a laptop computer, uniform(s), and Global Outreach Travel Fees are **not refundable**. Global Outreach Travel Fees may be assessed, and payment may be due outside of the normal Payment Deadline (referenced above). In such cases, the student must adhere to such published payment deadline(s). In addition, students may incur a shipping charge for books purchased through BSMCON's online bookstore that are subsequently returned. In such cases, any refund associated with book returns will be credited to the Student Account. Further, it is the student's responsibility to know and understand which Other Charges may (or may not) be invoiced to Third Party Payors, including but not limited to, BSMH Tuition Benefits. Students are responsible for the timely payment of Other Charges posted to the Student Account in accordance with this policy.

iii. Financial Aid

Of any type may be scheduled after evaluation of student eligibility and generally no later than thirty (30) calendar days prior to the start of the Semester or Term (Module), as indicated on the Registration Bill. Financial Aid is posted, or disbursed, to the Student Ledger Card upon receipt of Financial Aid source or other determinate.

iv. Student Payments

Are processed by the Bursar on the Student Account no later than two (2) business days after receipt of payment.

v. Third Party Payors

The Bursar may facilitate invoicing certain Third-Party Payors and administering payment on the student's behalf. When a student is eligible to participate in a Third-Party Payor transaction, the student is responsible for submitting adequate documentation (i.e. voucher or other document) to the Bursar generally no later than thirty (30) calendar days prior to the start of the Semester or Term (Module). The Third-Party Payor transaction is "scheduled" and indicated in the Financial Aid section of the Registration Bill. When payment is received from the Third-Party Payor the transaction is posted to the Student Ledger Card.

vi. Employee Discount

Beginning with the 2026-27 Academic Year, BSMCON will be phasing out the Employee Discount that was previously provided to Bon Secours Mercy Health (BSMH) associates and legal dependents (as defined by IRS Tax Code) of BSMH associates on Tuition (not Fees). Students who began enrollment with BSMCON prior to the Fall 2026 Semester will have a grandfather clause and will continue to receive the Employee Discount through the 2027-28 Academic Year. At the completion of the 2027-28 Academic Year any grandfathered students who remain enrolled at BSMCON will no longer be eligible for, or provided, the Employee Discount. Grandfathered students eligible to receive the Employee Discount will continue to have the Employee Discount automatically scheduled on their Registration Bill prior to each Semester and posted upon completion of the Add/Drop Period. Grandfathered students with questions should contact the Bursar for additional information.

E. Record Retention of Student Accounts

Student Account records and supporting documentation are maintained in accordance with ADM 1.04 Record Management policy.

VI. Definitions

Academic Year

Is the period of time, generally measured for Undergraduate (i.e., Pre-Licensure BSN and Post Licensure RN-BSN) students as the start of the fall Semester through the last date of final exams during the spring Semester, a total of thirty-four (34) weeks of instruction. For Graduate (i.e., DE-MSN) students it is the period of time that consists of four (4) non-standard 8-week Terms (Modules), which is inclusive of the final examination period, a total of thirty-two (32) weeks of instruction.

Add/Drop Period

Is the period of time, generally measured as the start of each Semester or Term (Module) through 11:59 p.m. on the tenth (10th) calendar day of each Semester or Term (Module) in which students have the capability to add, or drop, courses from enrollment without financial penalty.

Bursar

Is the person responsible for the administration of Student Accounts, which includes, but is not limited to assessing Tuition and Fees, posting of Financial Aid to the Student Ledger Card, and collection of payment on Student Accounts.

Business Office

Collectively refers to the Director of Finance, Bursar and Senior Accountant, who are responsible for the timely and accurately reporting of financial transactions, which include, but are not limited to, Student Accounts.

Collection Agency

It is an external party that facilitates collection of past due Student Accounts on behalf of BSMCON.

Director of Records and Registration

Is the person responsible for student registration/enrollment in course work at BSMCON.

Financial Aid

Is any source of financial funding to defer a student's Cost of Attendance (COA). Examples of Financial Aid may include, but are not limited to, Title IV Financial Aid - Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work Study (FWS), Federal Direct Loans (Subsidized, Unsubsidized, and Parent PLUS), Scholarships, Third Party Payors, etc.

Financial Aid Office

Collectively refers to the Director of Financial Aid, Financial Aid Specialist and Financial Aid Counselor, who are responsible for the timely and accurate awarding, scheduling, and reconciliation of Financial Aid.

Financial Refund

Is a financial return to students necessitated through a variety of situations. Related policy ADM 5.01 Financial Refund should be reviewed in conjunction with ADM 4.04 Student Accounts.

Graduate (student)

Is a student who has already obtained a bachelor’s degree and is pursuing an advanced (i.e., master) degree in a specialized field of study (i.e., DE-MSN).

Institution - BSMCON.

Other Charges

Are charges assessed to the Student Account, which may include but are not limited to, application fees, Global Outreach Travel Fees, books, uniform(s), laptop computer bundle, NLN exam, etc.

Registration Bill

Is the preliminary, or anticipated, financial transactions that are pending or scheduled that relate to a particular student and are specific to a particular Semester or Term (Module). The Registration Bill is comprised of three (3) sections: (i) Charges and Discounts, (ii) Financial Aid and (iii) Payments.

Semester

Is the standard measurement used to group weeks of instructional time in the academic year. Specific to Undergraduate (i.e., Pre-Licensure BSN and Post-Licensure RN-BSN) students, a Semester is generally a period of enrollment that includes fall and spring (16-17 weeks)~~,~~ and summer (8 weeks). For Title IV purposes, a Semester also denotes a Payment Period.

Standard Period of Non-Enrollment (SPN)

Is a leave of absence from BSMCON enrollment not to exceed two (2) consecutive Semesters or Terms (Modules) as further defined by ADM 3.07 Leave of Absence or Permanent Resignation from the College.

Student Accounts

Collectively refers to a student specific record of all pending, scheduled or posted financial transactions over the duration of program enrollment. Student Accounts is generally referred to as transactions contained within the Registration Bill (generally pending or anticipated transactions) and Student Ledger Card (posted transactions).

Student Information System (SIS)

Is the information system used to manage and/or administer student data including, but not limited to, application, admission, registration, Financial Aid, Student Accounts, academic records, etc.

Student Ledger Card

Collectively refers to student specific records of all final (posted) financial transactions that occur over the duration of all Semesters or Terms (Modules) (program enrollment).

Term (Module)

It is specific to Graduate (i.e., DE-MSN) students and is an eight (8) week period of enrollment and instructional time. For Title IV purposes, Term (Module) also denotes a Payment Period.

Third Party Payor

It is an entity that remits payment to BSMCON on behalf of a student. Examples of a Third-Party Payor include, but are not limited to, VA529 Plans, Veteran Affairs, employer provided tuition benefit plans such as Ed Assist, UPS, Bon Secours Mercy Health (BSMH) Tuition Benefits, etc.

Title IV Regulations

These are requirements imposed under Title IV of the Higher Education Act of 1965, as amended, that institutions must comply with to participate in Title IV programs.

Tuition and Fees

These are charges incurred for academic instruction (Tuition) and other fees related to student learning resources, technology, White Coat ceremony, campus activities, student benefit funds and graduation activities (Fees).

Undergraduate (student)

Is a student who is pursuing a first-level degree (i.e., bachelor) in a field of study (i.e., Pre-Licensure BSN and Post-Licensure RN-BSN).

VII. Attachments

N/A

VIII. Related Policies and Procedures

ADM 1.04 Record Management policy
ADM 3.07 Leave of Absence or Permanent Resignation from the College
ADM 3.08 Add/Drop/Withdrawal from a Course
ADM 4.06 Book Voucher
ADM 5.01 Financial Refund

IX. Regulatory Notices

Nothing in this policy creates a contractual relationship between Bon Secours Memorial College of Nursing (BSMCON), a department operated and controlled by Bon secours Memorial Regional Medical

Center, LLC, and any party. BSMCON, in its sole discretion, reserves the right to amend, terminate or discontinue this policy at any time, with or without advance notice.

X. Version Control

Version	Effective Date	Next Review Date	Description	Supersedes, if applicable	Prepared By
1.0	3/9/2020	N/A	Revised and new template	N/A	Dean of Finance
2.0	6/10/2022	N/A	Update for Chief Financial Officer	1.0	Chief Financial Officer
3.0	5/3/2023	N/A	New template. Updates to Other Charges and Employee Discount for BSMH Tuition Benefit participants	2.0	Chief Financial Officer
4.0	4/23/2024	N/A	Minor language edits	3.0	Chief Financial Officer
5.0	5/19/2025	5/19/2026	Update for Global Outreach Travel Fees and Chancellor	4.0	Chief Financial Officer
6.0	8/01/2026	5/01/2027	Update for DE-MSN program and 8-week Terms (Modules)	5.0	Chief Financial Officer
1	8/1/2026	5/1/2027	Version Changed – BSMH Template Adopted	5.0	Chief Financial Officer

This policy/procedure/guideline is not intended to establish a standard of clinical or non-clinical care or practice. Rather, this policy/procedure/guideline creates a general tool to help guide decision-making with the understanding that different action(s) may be necessary in response to the totality of the circumstances presented.

Sites revised 05/06/2025- Bon Secours Mercy Health adopts the above policy, procedure, policy & procedure, guideline, manual / reference guide / instructions, or principle / standard / guidance document for all Bon Secours Mercy Health entities including, but not limited to, facilities doing business as Mercy Health – St. Vincent Medical Center, St. Vincent – St. Charles Hospital, St. Vincent – St. Anne Hospital, Mercy Health – Perrysburg Medical Center, Mercy Health – Tiffin Hospital, Mercy Health – Willard Hospital, Mercy Health – Defiance Hospital, Mercy Health Allen Hospital LLC, Mercy Health - Lorain Hospital, Mercy Health St. Elizabeth Youngstown Hospital, Mercy Health St. Joseph Warren Hospital, Mercy Health - St. Elizabeth Boardman Hospital, Mercy Health - St. Rita's Medical Center, Mercy Health – Springfield Regional Medical Center, Mercy Health - Urbana Hospital, Mercy Health - Anderson Hospital, Mercy Health - Clermont Hospital, Mercy Health – Fairfield Hospital, Mercy Health - West Hospital, The Jewish Hospital – Mercy Health, Mercy Health – Kings Mills Hospital, LLC, Mercy Health - Lourdes Hospital LLC, Mercy Health – Marcum and Wallace Hospital, Chesapeake Hospital Corporation DBA Rappahannock General, Maryview Hospital, Bon Secours Richmond Community, Bon Secours Memorial Regional Medical Center, Bon Secours – St. Mary's Hospital, Bon Secours St. Francis Health System, Bon Secours St. Francis Medical Center, Bon Secours Mary Immaculate Hospital, Bon Secours - Southside Medical Center, Bon Secours Mercy Health Franklin, LLC, Southern Virginia Medical Center, and Bon Secours Harbour View Medical Center. This also may apply to Bon Secours Mercy Health Medical Group LLC and its medical group affiliates.