Cancel for Non-Payment: What's New in Spring 2017

What is the "Cancel for Non-Payment" policy?
Under the university's Cancel for Non-Payment policy, students may be dropped from enrollment in their classes if 20 percent or more of their tuition and fees are not paid by January 13, 2016, the spring 2017 fee payment deadline.

Undergraduate students who have not paid 20 percent of tuition and fees by the January 13, 2017 deadline will be dropped on January 16. Students may re-enroll in class the next day. However, they may not be able to enroll in the same classes or at the same times as their prior schedule.

This policy might be better thought of as temporarily "Dropped" for non-payment since students who are dropped will have an opportunity to re-enroll in classes on January 17. However, before they do so, the automated waitlists will be run and other students may fill seats from waitlists.

Is CNP a new policy?
Students have always had to pay a minimum amount in order to be officially registered and gain access to essential campus resources and services (e.g. Class Pass transit). However, students now face the possibility of being dropped from their classes. Also, students now have the option of paying fees by credit card through CalCentral (with a 2.75% fee which only covers the cost of the service provider), which is an option that students and parents have told us they wanted.

How does the new CNP policy benefit students?
Historically, some students enrolled in classes and neglected to drop those classes even if they were not planning or able to attend for the term. As a result, other students would need to wait until the third, fourth or fifth week of the term for a seat that might have been available much earlier. The late dropping and adding was distracting to students and created administrative challenges for students, faculty, and staff. CNP helps avoid this.

CNP also allows students with outstanding financial obligations an opportunity to resolve those before instruction starts, rather than while attending classes or waiting for spaces to open up in the classes they need, so they can instead focus more completely on their studies.

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Additionally, CNP will ensure students have access to essential campus resources and other support services, from the very first day of instruction.

The new pre-instruction deadline will allow us to effectively manage enrollment, resulting in maximum access for students to available classes.

Does the CNP policy apply to graduate students?
Due to the unique nature of graduate student programs and funding sources, this policy only applies to undergraduate students.

What is the expected impact of the new CNP policy? Will many students experience cancellations for nonpayment?
We expect the vast majority of students to pay their fees on time. For example, in fall 2016, 17 total undergraduate students were dropped as a result of non-payment after the extended August 30, 2016 deadline for CNP. Note that those students who were dropped after the deadline had the opportunity to re-enroll in classes; seven were re-enrolled.

Again, after January 13, 2017, undergraduate students who have not paid at least 20 percent of tuition and fees will be dropped on January 16, 2017. Students may re-enroll in class the next day. However, they may not be able to enroll in the same classes or at the same times as their prior schedule.

We understand that the change could create added burdens for some students and have made preparations to mitigate that burden as much as possible. If you are concerned that unpaid charges could impact your spring 2017 classes and registration status, please use this helpful self-assessment tool (registrar.berkeley.edu/cnptool) to see how Cancel for Non-Payment may impact you if you are at risk, and how to seek assistance. Students with additional questions should be referred to Cal Student Central.

How is the campus communicating with students this spring?
For this spring, we wanted to make sure we communicate with students as early as possible, to give them a "heads-up" on spring dates. Our hope is this will help students plan proactively and reach out if they anticipate needing help.

As with fall 2016, we will be working to identify students who are potentially at-risk, and proactively reaching out to them by various means (email, CalCentral, phone) to assist them, if needed.

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We sent a message to all undergraduates in November 2016, alerting them to key financial aid dates and CNP deadlines. This was followed by targeted December messages to remind students with any unpaid charges to please pay them before the spring semester.

On January 10, 2017, the campus emailed all undergraduates (and sent an additional message to staff and faculty) to let students know that financial aid has disbursed and to alert them to key deadlines. We also shared a self-assessment tool (registrar.berkeley.edu/cnptool) with students to help them identify if they may be at risk for CNP and need further support.

How is the campus supporting students through this CNP process?
As with fall 2016, we will be working to identify students who are potentially at-risk, and proactively reaching out to them by various means (email, CalCentral, phone) to assist them, if needed. For students who receive financial aid (the majority of our students do, including our neediest students), their aid will cover their minimum payment so we do not anticipate they will be at risk.

CalCentral will flag students who have not made the minimum payment by the deadline, notifying them directly via email and screen alerts, as well as allowing us to actively reach out to them in order to provide additional support. These emails will be sent after financial aid is disbursed to those students who still owe a portion of their 20 percent, reminding them to pay.

Where can students go for support?
- Self-assessment tool (registrar.berkeley.edu/cnptool)
- Visit registrar.berkeley.edu/cnp
- Students should check their email and CalCentral for messages
- Undergraduates can also reach out to Cal Student Central.
- Graduate students may contact their department advisor for assistance.

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