Student Accounts FAQs

Coconino Community College

Payments

What is my balance? (Q1)
Students can contact Student Accounts at 928-226-4237 to find out their balance or they can view their balance by logging into their myCCC portal, selecting the option "Pay Your Bill", and then clicking "Pay in Full Online" which will allow students to view the amount due.

Can I pay my bill online? (Q2)
Yes, log into your myCCC portal and select "Pay Your Bill". Next select "Pay in Full Online" to be directed to the payment processing page. You can pay online for free by using an e-check. Online credit card payments are subject to a 2.75% convenience fee. E-checks create automatic deductions from your bank account based on your bank routing and account numbers.

Is there a fee for paying with a credit card? (Q3)
There is a non-refundable fee of 2.75% for paying with a credit card. This fee is assessed by the payment processor and does not go to CCC. The college offers the following in-person no-fee payment options: debit, check and cash.

If I have third party payment or a 529 college savings plan, can you hold my classes? (Q4)
Please contact Student Accounts at 928-226-4237 to discuss what account options may be available. For Veteran's assistance please dial 928-226-4223.

Payment Plans

How do I sign up for a payment plan, what is the cost and are payments automatically deducted? (Q5)
Students can log into their myCCC account and select "Pay Your Bill". There is a payment plan link with information on how the plan works. Payments are automatically deducted against a bank account or credit/debit card as established by the student at the time of enrollment. The payment plan enrollment cost is $25 which is non-refundable.

Can I use cash to set up my payment plan?(Q6)
Cash is not allowed for the payment plan but electronic checks (direct bank account debits) or credit cards can be used. There is a 2.75% non-refundable service fee when using a credit or debit card for the payment plan.

Do I have to set-up a payment plan if I am trying to get Financial Aid?(Q7)
Registration is not complete without arrangement for full payment, which means classes could be removed from your schedule before financial aid is awarded. The Payment Deadline and Class Removal Schedule for the current term can be found at https://www.coconino.edu/student-accounts .

Does my payment plan automatically stop when I get accepted for Financial Aid? (Q8)
A payment plan does not automatically stop upon receipt of a positive Financial Aid hold. Once a financial aid hold has been placed on a student's account, the student can contact Student Accounts at 928-226-4237 and request to have their payment plan stopped. If a student makes payments through the payment plan, any financial aid disbursed to the account in excess of remaining tuition and fee balances will be refunded to the student. A payment plan must be ended at least 3 days prior to the next scheduled payment plan date in order for the next payment to not be pulled.

I can't afford the down payment for the payment plan, can I make a payment plan with the school? (Q9)
Please contact Student Accounts at 928-226-4376 to discuss what account options may be available.

Refunds

How do I get refunded if I have unenrolled from a class or the class was cancelled? (Q10)
Refunds for classes removed from your schedule before the 100% refund period and cancelled classes are processed automatically via direct deposit or check.

How can I get a refund after the 100% deadline? (Q11)
If you have unenrolled from a class after the 100% refund period and would like to request a full refund, complete the refund request form found at the bottom of the Student Accounts page: https://www.coconino.edu/student-accounts. Return the form to Student Accounts or email it to cashier @coconino.edu. Supporting documentation must be included when returning the form. Per CCC policy, a refund may be considered due to serious illness, death of spouse, parent, child, or military service, and may be pro-rated.

Account Holds/Freeze

Can I register or have a hold removed if I pay a small amount of my past due balance? (Q12)
All past due balances must be paid in full in order for a hold to be released. Please contact Student Accounts at 928-226-4237 to get more information on a past due balance.

I am unable to register, how do I get the hold removed? (Q13)
Please contact Student Accounts at 928-226-4237 to get more information on account holds.

How do I contact the CCC collections Agency? (Q14)
The collection agency sends a letter or will contact student by phone. CCC uses multiple collections agencies, so placement and thus contact may vary. Students can contact Student Accounts at 928-226-4237 to get more information on their account.

Payment Arrangement and Course Removal (Unenrollment)

What does it mean to be unenrolled from a class, dropped from a class or have a class removed from my schedule? (Q15)
Coconino Community College uses the terms "drop" and "unenrollment" interchangeably to represent courses being removed from a student schedule. This may occur by either student or College action. CCC removes students from courses if they do not have payment arrangement by the advertised class removal dates. The advertised dates are also known as the schedule of payment arrangement deadlines for a particular term. Student payment arrangement status may change after an advertised class removal date, so the responsibility for removing classes you do not plan to attend lies with the student.

Why were my classes removed from my schedule? How do I get my classes back after being unenrolled? (Q16)
Classes may be removed from a student schedule for non-payment. The Payment Deadline and Class Removal Schedule by term for non-payment can be found at https://www.coconino.edu/student-accounts. Please contact Student Accounts at 928-226-4237 for more information on removed classes. Students are encouraged to work with their advisors when making schedule changes.

Why do I have to drop my classes if the school has automatic class removal? (Q17)
There is no guarantee that you will be removed from classes simply based on failure to make payment arrangements. When a student determines they do not plan to take a class, it is the student's responsibility to remove the class from their schedule in order to avoid owing for the class or being assessed a no show fee.

Parking Permits & Bus Passes

Where/how do I get a bus pass? (Q18)

Passes are currently available at the Security Desk at both the Lone Tree and 4th Street campuses. In order to be issued a pass, students will need a CCC ID and will complete the application form. Passes are valid through August 31, 2018 or the time of enrollment - whichever is earlier.

How much are the parking permits and where do I go to purchase one? (Q19)

Parking permits are $51.00 for the full year, $34 for Spring/Summer semesters, and $17 for the Summer semester. Permits can be purchased at the Student Accounts counter. Students should be prepared to fill out vehicle information, including license plate number, before receiving a permit.

Why can't I get a parking permit just for Fall? (Q20)

CCC parking permits are based on the academic year only.

Can I get a parking permit and transfer it between vehicles? (Q21)

CCC does not offer transferable permits but students may purchase more than one permit (at the $51 rate) if needed for multiple vehicles.

Schedules & Class locations

How do I read my class schedule? Where are my class rooms? (Q22)

Classes are listed on the schedule by the day and time of week they occur. The schedule states the campus and room location of class. If on Lone Tree Campus (LT), class rooms numbered 100 - 199 are on the north side of campus near the IT helpdesk/computer lab, and classrooms numbered 300-699 are on the south side of campus. There is a key at the bottom of the schedule to help determine the meeting days. If you have any questions or need assistance, please ask a Student Account representative or any CCC employee.