

FAQ TIPS (FACTS TUITION MANAGEMENT) PROGRAM:

1. How can I sign up?

Via Web only at www.hccfl.edu/tips

2. How does it work?

Brochures are available in the Bursar's Office on campus that details the plan. Generally, payments are taken from a student's checking, savings or credit card account on the 20th of each month depending on when the student signs up. A down payment and/ or enrollment fee *may or may not* be required. The earlier a student signs up, the better the option he/she has.

3. How long do I have to decide?

Students should follow HCC's delayed payment policy. The earlier a student signs up, the better the options he/ she has (i.e. # of payments, amount of down payment & enrollment fee).

4. I'm expecting a refund. When/ how will I receive it?

Generally, refunds are processed within **60 days of the last day to drop/ add**. Refunds are processed by HCC. Student must be sure to officially drop the class **AND** notify TIPS by calling them at 800-609-8056 to adjust the agreement.

5. I added/ dropped a class after I made an agreement. What should I do?

Student must call TIPS immediately to adjust the agreement. If they do not, they may end up overpaying or underpaying their tuition.

6. My agreement was cancelled. Why?

The student's down payment or enrollment fee was not paid (i.e. NSF or wrong account information). Check the website to view why.

7. I keep getting an error message when I try to login on the web. Why?

The login format is the seven digit student ID# and the password is the student's date of birth MM/DD/YY *with the slashes*. If that is not the problem, then the website may have too many users at one time. Try again at a different time.

***** FYI- Holds will be placed on student accounts if he/ she is in default with TIPS after the last payment date with TIPS. If a student says that the balance has been resolved, please let me know and I will check it. The TIPS hold is on the PERC screen and is named "TIPS". Students cannot register, receive transcripts, graduate, etc, until the balance is resolved.******