

Student Account Services - FAQs

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Fees

1. How can I pay my fees?

By cash, check, money order (made payable to Palm Beach State College), credit or debit card. We accept Visa, MasterCard, American Express, Optima, Discover, JCB or non North American Diners Club. Wire transfers can be arranged through the [Cashier's Office](#). Students can also authorize Florida Prepaid billing online through [PantherWeb](#).

If you are mailing your payment, please send to Palm Beach State College, Attn: Cashier's Office M/S #11, 4200 Congress Avenue, Lake Worth, FL 33461.

To avoid standing in line you may also deposit your payment in the drop box located outside of the [Cashier's Office](#) at each campus location.

(PLEASE NOTE: Payments that are mailed or placed in the drop box MUST be received in the Cashier's Office on the due date by close of business, or your classes may be dropped.)

You may also pay online through [PantherWeb](#).

Students now have the option to pay for their college education in affordable, interest-free installments using the Tuition Payment Plan, administered by Nelnet Business Solutions. To signup, login to PantherWeb using your student ID and PIN, then select Tuition Payment Plan.

2. How much are classes?

You can find tuition costs on the Tuition and Fees page.

Tuition Payment Plan

1. What is the Tuition Payment Plan?

Nelnet Business Solutions (NBS) provides a [payment program](#) used by institutions across the country. They have been in the tuition management business for 15 years. For more Information about Nelnet Business Solutions you may review their web site at <http://www.nelnetbusinesssolutions.com/>.

2. If payments are made automatically from my bank account or charged to my credit card, does that mean NBS or the Institution on this contract has direct access to my account?

No. This is a common misconception about automatic payments. No one other than you and your financial institution has access to your account. When you arrange to make an automatic payment through NBS, you authorize a specific payment amount to be paid by your bank or credit card company on a specific date.

3. **When will monthly payments begin?**

When you enroll you will be required to pay the non-refundable enrollment fee immediately. If you enroll when the plan opens, you may not have a down payment right away, depending on that term's payment requirements. If you enroll later in the registration period you will have a down payment processed immediately. Then monthly payments will be processed on the 20th of each month until the plan is paid in full.

4. **Can I pay the total contract amount in one payment?**

Yes. You may pay the entire contract amount in one payment.

5. **What happens if the payment date is on a weekend or holiday?**

If the payment date falls on a weekend or banking holiday observed by the Federal Reserve, the payment will be attempted on the next business day. Although NBS specifies the date each payment will occur it is the responsible party's financial institution that determines the time of day the payment is debited to the account (this applies to Automatic Bank Payments only).

6. **What happens if a payment is returned?**

If a payment is returned, you will receive an e-mail or letter from NBS with instructions on how the returned payment will be handled. A Returned Payment Fee will be assessed for each returned payment. Your financial institution may also assess a fee. If a returned payment fee is returned, it will be reattempted. Returned Payment Fees are subject to change in future academic years.

7. **Can I make changes to my budget plan?**

Yes. It is easy to make changes. Simply call Nelnet Business Solutions toll free at 1-800-609-8056. All changes must be made at least 10 calendar days before the next scheduled payment date. If you choose the Pay in Full IMMEDIATELY option, no changes can be made to this agreement after it has been submitted.

Parking

1. **How do I get my parking decal?**

In order to obtain a parking decal, all students taking credit or non credit classes will need to present their **Panthercard ID**, the vehicle registration, and a **paid receipt or schedule** showing that classes have been paid. The student will receive one decal valid for the current academic year. Parking decals can be obtained from any campus [Security Office](#).

There will be a \$5 fee for replacement decals or additional decals for second vehicles. Additional decals can be purchased on line through your student PantherWeb account by selecting **Pay for additional items** or by paying in person at any campus Cashiers Office. Paid receipts for replacement or additional decals should be brought to any campus Security Office to acquire the decal.

2. **Where do I pay my parking fine?**

Parking fines can be paid through your student [PantherWeb](#) account or in person at any campus [Cashiers Office](#).

Refunds

1. **How do I drop a class in order to obtain a refund?**

Complete a Add/Drop Form before the refund deadline. Refer to the [Registration Calendar](#) for the deadline date.

2. **If I miss the drop deadline, can I get my money back?**

You can officially withdraw and go to the Campus Registrar's Office to request an appeal for a refund. Supporting documentation MUST accompany refund appeal requests based on Palm Beach State College action or personal emergency.

3. **My class was canceled. How do I get my refund?**

Refunds are issued automatically, unless you register for a class in its place. Refunds will either be issued back to the credit/debit card that was used or mailed to you in the form of a check.

4. **What are the college's refund policies?**

The refund schedule is based upon the dates listed in the calendar of events that appear in the front of the Catalog and in the Palm Beach State College Student Handbook.

Any student who officially withdraws from college or reduces his/her course load prior to the end of the published drop/add period is automatically refunded 100% of refundable fees. No grade is recorded on the student's transcript.

No other refunds are granted except in those cases where a student withdraws from classes due to a personal emergency beyond the student's control. Refunds may be granted for up to 60% of the term under these circumstances and will be computed on a pro-rata basis. A grade of "W" will be recorded on the student's transcript and will not affect the student's GPA. Supporting documentation MUST accompany refund requests based on a Palm Beach State College action or personal emergency, such as: Death of Immediate Family Member, College Change or Error, Employment, Medical.

The refund-request process takes approximately four weeks. If the student is no longer attending class, it is the student's responsibility to withdraw from the course(s). Submitting a refund form does not officially withdraw a student from a class or the College.

5. **When will I get my refund?**

Refunds are typically issued within 3-4 weeks after the add/drop period as stated in the College catalog.

Residency

1. How long do I have to live in Florida to be considered a resident?

The Florida Residency Law, for tuition purposes, requires documentation that you have established permanent residency within the state 12 months prior to the start of class. This is to ensure that you are not in the state solely for educational purposes and you are not claimed by, or have the ability to be claimed by a parent for income tax purposes. Check with the Admissions office if you have questions or to change your residency status.

1098-T

1. Who is eligible to receive a 1098-T form?

You may want to refer to the IRS website: <http://www.irs.gov/pub/irs-pdf/p970.pdf>

Palm Beach State College is required to file IRS Form 1098-T for each student that College has received Qualified Tuition and Related Expenses on your behalf. You may receive a 1098-T form but have nothing to claim on tax return. You may receive a 1098-T form but may not have any qualified tuition and related expenses to claim.

- If you're qualified expenses were waived or paid entirely by scholarship you will have nothing to claim (i.e. Box 1 is less than or equal to Box 4).
- If you're qualified expenses were covered by a formal billing arrangement you will have nothing to claim (i.e. another company/agency paid for your fees on your behalf).
- If you did not take 6 or more credit hours a semester you will not qualify to receive Education credits. The box on your 1098-T tax form will not be marked as "Qualifying", therefore, there is nothing for you to claim as Qualified Tuition and Related Expenses from Palm Beach State College.

2. What amount do I claim on my tax return?

It is the responsibility of the tax filers to report accurate information on their tax returns. **Palm Beach State College cannot provide you with advice regarding your eligibility for tax credits, tax return reporting requirements or your tax liability.** You should consult a competent tax professional or the IRS concerning current tax laws and regulations and their potential effect on your tax return. You may want to refer to the IRS website at www.irs.gov. You may also need to file supplemental IRS forms in order to claim any tax credit that may be available to you.

3. What do I do if I haven't received my 1098-T form?

First update your student information on the Palm Beach State College website by signing on and logging in at [PantherWeb](#). You will need your student id number and PIN number. You can also obtain the 1098-T information on our College website under the Records link after you have logged in. The original 1098-T form may not be needed to file your tax return. The information provided on the form may be needed to file your tax return. All the information you need to file your tax return is provided to you on the College website.

4. What do I do with this form?

Palm Beach State College is required to file IRS Form 1098-T for qualified students where College has received Qualified Tuition and Related Expenses on the students'. IF YOU ARE CLAIMED AS A DEPENDENT ON ANOTHER PERSON'S TAX RETURN (i.e. YOUR PARENT'S RETURN), THAT PERSON MAY BE ELIGIBLE TO CLAIM THE TAX CREDITS. GIVE THIS NOTICE TO THAT PERSON.

5. What if the dollar amounts on the form do not agree with my records?

Palm Beach State College reports the payments received as the Qualified Tuition and Related Expenses. QUALIFIED TUITION AND RELATED EXPENSES that are reported on this form are payments received by the College for tuition and certain fees only. These payments do not include books, room and board, supplies, equipment or other non-academic activities or personal living expenses. As a result, the amount shown may be less than the total amount you paid to the College. You may want to refer to question 1, question 7 and question 8.

6. Who will not receive a 1098-T form?

Nonresident aliens will not receive a 1098-T form.

7. What is considered Qualified Tuition and Related Expenses that are eligible for tax deduction?

- Registration Fees
- Special Course Fees attached to classes
- Student Activity Fees attached to classes
- Tuition

8. What is considered Non Qualified Tuition and Related Expenses that are NOT eligible for tax deduction?

- Housing and dining costs
- Course related Books, Supplies and equipment
- Fines
- Application fees
- Transcript fees
- Testing fees
- Non credit course fees (not part of a degree or certificate)