

Student Account Services - FAQs

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Tuition & Fees

1. How can I pay my tuition & fees?

Tuition and fees are paid on your [Workday](#) account. All payments are made online by ACH, IFT, or credit card. We accept Visa, MasterCard, American Express and Discover.

Wire transfers can be arranged through the Student Account Services Office.

If you are mailing your payment, please send it to Palm Beach State College, Attn: Cashier's Office M/S #11, 4200 Congress Avenue, Lake Worth, FL 33461. Payment can be made with a check or money order and must be received by the specified due date in your account.

Drop boxes are located outside each campus Cashier's Office. Payments left in drop boxes can be made with a check or money order. Payment will be processed within two business days.

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 sign up, log in to Workday under the Finance icon and select Tuition Payment Plan.

2. How much are classes?

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

[Finance | Tuition and Fees \(palmbeachstate.edu\)](#)

Tuition Payment Plan

Sign up for the Tuition Payment Plan by visiting [Palm Beach State College – MyCollegePaymentPlan](#)

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 25 years. For more information about Nelnet Business Solutions, review their website 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 25th 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, the responsible party's financial institution 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.

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

To make changes to your payment plan, simply call Nelnet Business Solutions toll-free at 1-800-609-8056. Please note that NBS has a deadline to increase or decrease your payment plan agreement; please call NBS or view your portal for further details on the deadline.

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** and the vehicle registration. 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 online through the college eMarket portal [Finance | Palm Beach State College \(PBSC\) eMarket](#). 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 [Workday](#) account.

If you are not an active student or do not see the charges on your [Workday](#) account, please see the [security office](#).

Refunds

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

Classes must be dropped by the Add/Drop date for a full refund. 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, although some fees may vary. Refunds will be issued back to the credit/debit card that was used. Check, ACH, or IFT payments will be refunded back to bank account on file. If no bank account on file, a check will be issued to the primary address on file.

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

The refund policies can be found in the college [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 that a refund appeal is approved. Supporting documentation MUST accompany refund requests based on a Palm Beach State College action or personal emergency, such as: the Death of an Immediate Family Member, College Change or Error, Employment, or Medical.

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 [academic calendar](#).

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.

[Admissions | Florida Residency for Tuition Purposes Guidelines \(palmbeachstate.edu\)](#)

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 5).
- If you're qualified expenses were covered by a formal billing arrangement (i.e. another company/agency paid for your fees on your behalf).

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.

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

1098-T can be found in your [Workday](#) account, if eligible, under the Finance icon.

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.

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.
- Qualified expenses waived or paid entirely by scholarship or grant.
- Qualified expenses covered by formal billing arrangement.

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)