CSU EARLY CHILDHOOD CENTER

Frequently Asked Questions about Billing

What is the ECC Weekly Schedule?
The ECC operates on a variable weekly schedule. Families may request a full day schedule from 7:30-5:30 M-F; TR; or MWF. You will be billed for your contracted attendance schedule, whether or not your child attends. This includes days of inclement weather, university closure, ECC closure, family vacations, and sick days.

How am I charged?
Families are billed depending upon the contracted schedule.

When will I get a bill?
Billing is done one month in advance. Bills are generated around the 10th of each month by CSU and payment is due by the 10th of the following month. Bills are mailed to your home address with the exception of CSU employees and students who receive their bill via their RAMWeb account. Late fees are assessed on a variable basis depending on the monthly due date (usually around the 12th to 14th.)

Where do I send my payment?
CSU’s preferred payment method is electronic check.

If you are a current CSU faculty, staff, or student, you can pay your bill online by going to your RAMWeb account and selecting the “Pay My Bill” link.

Community members not affiliated with CSU contact CSU’s Commercial Accounts department by calling (970) 491-2697 to set up an account. You will then be sent an email with further instructions. This email will direct you to the Aries Web site at https://ariesweb.is.colostate.edu/UNIVERSALID_WEB/Login. Scroll down to the “Commercial Accounts” link. You will need to complete the information provided and then you will be sent a verification code to your email address. You will need this verification code the first time you log on.

Community members will receive a bill each month which includes a payment envelope. If you are unable to pay online, you can remit your payment by sending the payment envelop to the CSU Cashier’s Office, 6015 Campus Delivery, Fort Collins, CO 80523-6015 or go in person to the Cashier’s Office in the Lory Student Center, Main Floor Room 118. The phone number is (970) 491-2767.

Where do I call with questions about my bill?
If you have questions regarding your bill please contact Jamie Alexander at (970) 491-7082.

Should I call if my child is going to be absent?
Yes, please! You should call the ECC absence line at (970) 491-3045 or your child’s classroom if your child will be sick or absent for any reason. (Please note there is no credit given for days your child does not attend.) If you child is sick, please let us know what symptoms your child is experiencing.
Can I change my schedule?
Yes, schedule change requests are accepted if there is space available in the classroom. There is a $25.00 fee to change your schedule. Please request any schedule changes by contacting Jamie Alexander at Jamie.Alexander@colostate.edu. Schedule change requests must be submitted by email or in writing to Jamie Alexander.

Are there sick or vacation days?
There is no credit given for vacation or sick days.

Is my bill the same each month?
Yes. Your monthly bill is based on your contracted days of attendance. Please refer to the current fee schedule. The ECC offers 12-month and 9-month contract options. Annual tuition rates are based on the contracted schedule and annual contract period. Annual tuition rates are divided equally by the number of months in your contract period and billed on a monthly basis.

Is there a discount if more than one child attends the ECC?
Yes. If more than one child from the same family is attending the ECC we offer a 5% discount for the second child.

What do I need to do to withdraw my child from the ECC?
The ECC requires one month (30 calendar days) written notice if you decide to withdraw your child. You will be charged for this time whether your child attends or not. Please send your written notice of withdrawal to Jamie.Alexander@colostate.edu.

Are there any additional or miscellaneous charges?
Yes. Each year or at the time of initial registration, families are required to pay a non-refundable $150 enrollment fee. This fee is due when you sign your annual enrollment contract. The fee covers a CSU technology fee, materials and insurance.

New families are also billed $20.00 for the use of each security keycard issued by the ECC. The card is active for the entire your child attends. Replacement keycards cost $20.00 each.

Additionally, families who sign a nine month enrollment contract are billed a summer hold fee to hold their child’s spot over the summer months. This fee is billed once and is equivalent to 25% of one monthly payment of the following year’s requested schedule.