

## FAQ: Holds for Unpaid Balances

### What is a UB hold and what does it do?

An Unpaid Balance Hold, aka UB Hold, is placed on a student's [myGateway](#) account if they owe more than \$100 in fees. The UB Hold prevents students from dropping or adding a class. For students who owe less than \$100, the district will not place a hold, and although this debt is expected to be paid, the student may move forward with adding and dropping classes as usual.

### Who do I contact if I have a question?

Students may contact [Admissions & Records for assistance](#).

### Will I be dropped if I have a UB Hold?

No. Students will not be dropped from spring 2023 classes, but they will be prevented from adding or dropping classes. They will also be prevented from registering for future classes. For example, they will be prevented from attending in the summer or fall terms until their balance is paid.

### What can I do if I need to drop a class immediately?

Students may contact [Admissions & Records for assistance](#).

### How do I find out details about my unpaid balance?

Students will be notified by email if they have a hold. They will also see that they have a hold due to an unpaid balance in [myGateway](#). First click on "Registration Tools." From there you can view your hold under "Check for Holds" and view the amount you owe under "Pay Account Balance."

### How long does it take for my hold to be removed?

After a balance is paid, it could take 24 hours for a hold to be removed.

### Can I make a partial payment?

A student may make payments incrementally in myGateway, but partial payments do not remove holds until the balance falls below \$100. Students may contact the [Cypress College Bursar's Office](#) or [Admissions & Records](#) for assistance.

### Is there a payment plan available?

The North Orange County Community College District is currently interviewing potential vendors that could provide this service. A payment plan is currently not available, but again, you may pay in increments to drop your balance owed.

**I cannot afford to pay my unpaid balance. Is there any financial support?**

Many students receive financial aid and may utilize these funds to cover their unpaid balances. Many students are eligible for state and federal aid and have not yet applied. Cypress College Financial Aid staff are available to help students understand what aid is available. Please visit the [Financial Aid website](#) to learn more. You may also access emergency grant funding through our [Foundation](#). Please reach out to our Financial Aid Office to see if you qualify for one of these emergency grants.

**What other resources are available to me?** Cypress College offers free tuition for first-time students taking 12 units or more as part of the [Charger Experience \(Promise\) Program](#). We also provide a free breakfast and lunch program each day. In some programs you have free textbooks provided. If you are not aware of any of these programs, [please reach out to our Charger Experience Team for assistance](#).

**What should I do if I believe my fees should have been covered by a program, such as the Promise Program or by my employer?**

Students who believe a UB Hold was mistakenly applied to their account may contact [Admissions & Records for assistance](#).

Please remember we are here to help! Let someone know—a counselor, instructor, staff, or administrator, if we can help you pay your debt and help you continue with your education. We care, and you matter.