



Office of the President

June 23, 2020

OoP MEMORANDUM No. 2020-623-1

FOR: ALL SENIOR HIGH SCHOOL AND UNDERGRADUATE AND GRADUATE PROGRAM STUDENTS

FROM: (Sgd) DR. JOSE F. PERALTA
President and Chief Academic Officer

RE: ANSWERS TO FREQUENTLY ASKED QUESTIONS (FAQs)

For easy reference, answers to students' **FAQs** are provided:

Payment Options

Q: *When will be the online bank details of PSBA-Manila available?*

A: The application for online banking with BPI is currently on process. Banks are also on skeleton workforce and this delay the approval process. The account details will be communicated as soon as available. In the meantime, kindly use the School's Security Bank details we have already communicated.

Q: *Can I pay using credit card?*

A: No, PSBA-Manila has no credit card facility.

Q: *Can I use money remittance like Cebuana Lhuillier or Palawan Express?*

A: The School has checked with our bank branch of account with Security Bank, and they advised that Security Bank only accepts what we had already made available as payment options, i.e. online bank to bank fund transfer or through GCash. They did not advise to accept payment through money remittance.

Q: *I still opt to pay onsite with the School Cashier, how do I go about it?*

A: If you have not answered the online form for the Survey on Payment Options for Students with Outstanding Financial Obligations, then please accomplish the Appointment Scheduler with the School Cashier which can be accessed through this link-
<https://forms.gle/eTWySDRpbUcFbFAv8>.

Outstanding Balance with the School

Q: *How can I know how much I need to pay?*

A: Send an email to psbamanilacashier@gmail.com, with your student number and full name.



Q: *When will the School Cashier reply regarding my inquiry on my balance?*

A: Please expect a reply within 24 hours of your email inquiry.

Q: *When is the deadline for payment?*

A: The release of E-grades is on June 30. If you want for your grades to be emailed to you by that date, then payment has to be made on or before June 30. Otherwise, it can be any time before enrollment for AY2020-2021, as you cannot be enrolled unless you are cleared of your accountabilities.

Official Receipt

Q: *I have already sent the proof payment to PSBA-Manila, will the School issue an official receipt to me?*

A: Yes, an Official Receipt will be issued once the payment has been validated against the School's bank statements. A scanned copy of the OR will be sent through email.

Rebate/Refund

Q: *Will there be a tuition fee refund charged for second semester of AY2019-2020?*

A: There will be no tuition fee refund. Tuition fees go to the salaries and benefits of employees and Faculty members. Even during community quarantine, the academic staff and support staff continue to work to ensure the delivery of School services. However, in consideration of the adverse economic impact brought about by the COVID-19 pandemic, the School implements the following:

- 20% of the Miscellaneous Fees amounting to Php1,588.00 shall be applied as rebate or refund to Undergraduate Program students.
 - Rebate to be applied to existing financial obligations or to School Fees for the first semester of AY 2020-2021.
 - Refund for graduating students (but if they still have financial obligations with the School, the amount will be offset against their balance).
- As has been previously communicated, the School accepts partial payment of students' financial obligations through submission of Promissory Note (PN). The PN will be submitted through email (psbamanilahr@gmail.com), addressed to the Office of the President. The PN must be duly signed by your parent or guardian. Proof of identification (scanned copy of student ID and government ID of the parent/guardian) must be attached to the PN.

Academic Year 2020-2021

Q: *When is the enrollment for the first semester of AY2020-2021?*

A: The enrollment schedule will be communicated as soon as the School's Academic Calendar has been approved by the Commission on Higher Education (CHED). Tentative first day of regular classes is on August 24, 2020. In the meantime, pre-enrollment is ongoing, so students are directed to accomplish the online Pre-Enrollment Survey. Survey link: <https://forms.gle/tiM74UCDZnWtMhgR8>



Q: *Can the School already share its plan for flexible learning mode?*

A: CHED will release its final guidelines on flexible learning first week of July. Thereafter, the School will submit its Learning Continuity Plan including curricular modifications indicating mode of student interaction, delivery and tools. It will be premature for the School to share more details at this time. We are excited to communicate all the details with students, and we will do so as soon as we receive CHED's approval.

Q: *How much will be the tuition fees?*

A: The schedule of School fees will be communicated when we receive the approval from CHED of our School's Learning Continuity Plan.

Request for Documents

Q: *Is the School open so I can claim the Transcript of Records previously requested and paid for?*

A: Although entry in the School premises for visitors is limited during General Community Quarantine (GCQ), the Registrar will accommodate walk-in and those with appointments. They will observe the health and safety protocols of the School. Please email psbamanila.registrar@gmail.com to check on the availability of requested documents.

Q: *I would like to request for TOR and other documents- how do I go about it?*

A: The Registrar will launch an E-Request for School Documents by June 25, which will include electronic forms, online payment options and options for delivery of requested documents. Details will be communicated accordingly.

**FOR REGULAR UPDATES
MAKE IT A HABIT TO VISIT OUR WEBSITE <http://www.psba.edu>**