

Student Bills

Frequently Asked Questions

- 1. I'm supposed to be receiving Financial Aid/Student Loans/Scholarships, but I still got a bill. Do I have to pay this?**

Financial Aid will not be added to student accounts until after the last day to add or drop a class (sometime in the second week of classes). Therefore, you may continue to receive a bill until your financial aid kicks in and the bill is paid. However, as long as you've signed and returned your Deferment Form to the Financial Aid Office, you will not be dropped from classes. If you have not received a Financial Aid Award letter or a Deferment Form, please contact Financial Aid to obtain one. If you are concerned about the status of your financial aid prior, please contact the Financial Aid Office. The cashier does not have access to the financial aid information and will not be able to answer these questions.

- 2. There are classes on the schedule portion of my bill that I dropped. Why am I still being billed for these classes?**

As you look at your student bill, at the top where it says "Fall 2011" you will notice several column headings. Under the column heading "ST" (for Status) the status for the classes that you dropped should be "DD" (drop/delete) and classes that you are registered for should be "RE" (registered). You are not charged for any classes with a "DD" status.

- 3. One of the classes is wrong on my schedule. How can I get this fixed?**

Contact your advisor as soon as possible to get your schedule corrected. It's possible that a mistake was made when writing down your schedule or inputting your schedule into our system.

- 4. I'm supposed to receive a refund from my financial aid, when will it be ready? How will I know when to pick it up?**

Financial aid refund checks will not be ready until at least the second week of classes. Signs will be posted and emails/phone calls will be made when checks are ready. You will need a photo ID to pick up your check. Please do not call in the first few weeks to see if your check is ready as this slows down the processing.