

ADMINISTRATIVE GUIDE TO STUDENT ACCOUNTS

UNIVERSITY CASHIER'S OFFICE

2005 Harris Hall
515-2986

<http://www.fis.ncsu.edu/cashier>
email: studentaccounts@ncsu.edu

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QUICK REFERENCE

University Cashier's Office

Student Accounts	515-2986 (Option 2)
Fax	515-1164
Departmental Deposits	515-2986 (Option 3)
Third Party Billing (GA1's)	513-4277
Fax	513-7486
Collections	515-2985
Tuition Waivers	513-4264

Cashier's Office:	http://www.fis.ncsu.edu/cashier/
Billing Calendars:	http://www.fis.ncsu.edu/cashier/billing/billsched.asp
Sponsored Students:	http://www.fis.ncsu.edu/cashier/staff/instructions.asp
Tuition Waivers:	http://www.fis.ncsu.edu/cashier/staff/waiver_info.asp

Registration and Records	515-2572
Non-Degree Studies	515-2572

MyPACK Portal:	http://www.ncsu.edu/registrar/
Academic Calendars:	www.ncsu.edu/registrar/calendars/index.html

Financial Aid	515-2421
	http://www7.acs.ncsu.edu/financial_aid/

Undergraduate Admissions / Residency	515-2434
	http://www.fis.ncsu.edu/uga/indexFlash.html

Graduate School	
GSSP Eligibility	515-4472
Graduate Residency	513-1287
Grad. Insurance (Hill, Chesson & Woody)	919-645-0240
	http://www2.acs.ncsu.edu/grad/

Distance Education	515-9030
	http://distance.ncsu.edu/

Internship Liability Insurance	515-6122
	http://www2.acs.ncsu.edu/insurance/InternsBroc.html

Housing	515-2440
	http://www.ncsu.edu/housing/index.php

Dining	
Administration	515-7012
All Campus Network	515-3090
	http://www.ncsudining.com/

This guide is intended only as an overview of the University Cashier Office, its policies and procedures. Please contact our office or visit our website for detailed and complete information.

OVERVIEW

The University Cashier's Office (UCO) provides billing, financial aid disbursement and account management services to all students. Additionally, they are the primary depository provider for University departments.

The UCO does not generate the specific charges or credits on a student's account. The charges are initiated by various departments and consolidated on the student bill. In many cases the Cashier's office does not have the documentation for the charge and we may have to refer questions to the initiating department.

TUITION AND FEES

A student's tuition and fee rate is based on their classification (Graduate, Undergraduate, UGS, PBS), residency status (In-state, Out of State) and Major (ex: COE, MBA, CVM) as it is listed with Registration and Records.

- **On-Campus Rates:** The University currently uses a tiered schedule for Fall and Spring semesters to determine tuition rates. Summer session courses are billed per Credit hour. Current semester rates are available at: <http://www.fis.ncsu.edu/cashier/tuition/>
 - Graduate Students may audit one on-campus class in the Fall and Spring semester at no charge when they pay for at least one other on-campus course. When registered for only one Audit course, Distance Education only, or additional audit courses, the cost is the same as for credit.
 - There are no free Audits during summer sessions.
 - Only students who pay the on-campus mandatory fees are eligible to use University services, facilities and programs such as Health Services, gymnasium, Student Center or Athletics. Students taking only Distance Education courses are not eligible.
- **Distance Education:** The tuition and fee charges for Distance Education (DE) courses are separate, and in addition to, the tuition and fees charged for on-campus courses. All DE courses are identified with a 600 section number. DE tuition and fee schedules are available at: <http://distance.ncsu.edu/registration/fees.html>
 - Please note that not all "web based" or "Internet" classes are Distance Education courses. Only courses with a 600 section number are DE courses.
 - Certain DE courses offer or require labs that are not included in the distance education rates. Labs that do not have a 600 section number will be charged on-campus rates.
- **Non-Degree Students:** Undergraduate Studies (UGS) students are charged at the undergraduate rate. Post Baccalaureate Studies (PBS) students who enroll in **only** 100-400 level courses will be charged at the Undergraduate rate. PBS students who enroll in any 500 - 800 level courses will be charged at the graduate rate for **all** courses.

- **Tuition Surcharge:** All new undergraduate students first enrolled in the fall 1994 semester and thereafter will be subject to a 25% tuition surcharge for all credit hours attempted in excess of 140, or 110% of the student's academic program, whichever is greater.

http://www.ncsu.edu/policies/academic_affairs/enrollment/reg_recs/REG02.65.5.php

Late Registration:

Students who register, or are registered by a department during the late registration period will be required to pay their account the same day as registration and will be charged a \$100 non-refundable Late Registration Fee. (Summer - \$35 Fee)

Students who register, or are registered by a department after the last day to register or add a course (10th day of Fall or Spring semesters, 3rd day of Summer sessions) must pay **prior** to registration and will be charged a \$150 non-refundable fee. (Summer - \$35 fee)

UGS, PBS, Inter-Institutional, and all new undergraduate and graduate students are exempt from the \$100 late registration fee, however they are subject to the \$150 fee. For complete information see:

<http://www.ncsu.edu/registrar/registration/lateregistration.html>

Reduction in Hours (Dropping courses):

THE LAST DATE TO REDUCE HOURS FOR A TUITION ADJUSTMENT is the same as the last day to register or add a course. This is the last date for Graduate students to change a single course to Audit with a tuition adjustment.

Typically, this is the 10th day of classes for Fall and Spring semesters and 3rd day of classes for summer sessions. Courses dropped/changed after this date are not eligible for a refund or credit. Current semester drop dates are available at: <http://www.ncsu.edu/registrar/calendars/index.html>

NOTE: After the last day to register/add/drop, if a student is changing sections (on-campus for on-campus or DE for DE), dropping one class and adding a class of equal hours (on-campus for on-campus or DE for DE), all transactions must be completed on the same date. If the changes are made on different days the system will NOT generate credits and may charge additional tuition and fees. Ex: Students changing from on-campus to DE or vice-versa will be charged for both classes/sections if change is made after this date.

Reminder: Undergraduates dropping below 12 hours may impact eligibility for financial aid, housing and health insurance. Graduate students should confer with their advisor for course load requirements or restrictions.

Withdrawal (Dropping all Courses):

Students who drop all courses on or after the first day of classes must complete an Official Withdrawal from the University.

Withdrawals (cont)

- Graduate and undergraduate degree students withdraw from the university through the Counseling Center (515-2423).
- Non-degree students withdraw through the Registration and Records (515-2572).
- Refunds for withdrawals are based on a pro-rated schedule, beginning the first day of classes and no refunds are given after 50% of the enrollment period for that semester. The refund schedules are posted on the Cashiers website at:
<http://www.fis.ncsu.edu/cashier/Tuition/withdraw.asp>
- Students who fail to properly withdraw may be held liable for the charges on their account including tuition, fees, housing, and/or dining.
- Students withdrawing after the last date for refund and have documented extenuating circumstances (ex: medical or death in family) may file an appeal for additional refund. Appeal guidelines are available at: <http://www.fis.ncsu.edu/cashier/forms/appeal.asp>

BILLING

The specific billing and payment dates will vary each term as they are influenced by several factors including the school calendar, holidays or adverse weather. However, the semester billing cycles are typically as follows:

<u>Semester</u>	<u>Billed</u>	<u>Due</u>
Fall	July	early August
Spring	November	early December
Summer I & 10 week	April	early May
Summer II	May/June	mid June

Billing schedules are available at: <http://www.fis.ncsu.edu/cashier/billing/>

The initial semester billings include all charges posted to a student's account as of the date of the statement. Students who add coursework, or have other charges applied to their accounts after the initial statement, will be billed during the next billing cycle.

- Information on the billing statement does not reflect recent changes to an account. To view changes and current account balances, students log into MyPACK Portal and under the FOR STUDENTS tab, click on Account Summary link.

eBILL

NC State currently uses an electronic billing system, commonly referred to as **eBILL**: http://www.fis.ncsu.edu/cashier/billing/ebill_info.asp

- Each month, currently registered students with outstanding balances on their accounts receive an email notification from e_bill@ncsu.edu that a new statement is available online via MyPACK Portal
- Students access the billing statement by logging into MyPACK Portal and under the FOR STUDENTS tab click on Account Summary. They can then view, print or forward the statement as needed.

Students are responsible for maintaining current email and correspondence addresses with Registration and Records. Information changes can be made online via MyPACK Portal or in person at Registration and Records.

- The UCO cannot update any personal information for a student.
- Students who require a paper statement may opt-out via MyPACK Portal

PAYMENT

Tuition and fees are due and payable prior to the beginning of each semester. Failure to pay all billed charges may cause a student's schedule to be cancelled. Students with outstanding balances will not be allowed to register for a future semester and may be subject to Penalty and Interest charges.

ePAY

eCHECK is the University's preferred method of payment. Students may pay online by electronic withdrawal from a checking or savings account (e-check) There is no fee to use electronic withdrawals (ACH) from a checking or savings account. http://www.fis.ncsu.edu/cashier/billing/epay_info.asp

Students may also pay with a credit/debit card using ePAY. However, a 2% transaction fee is charged on all credit or debit card payments. Online payments are posted the next business day.

Checks or Cash

Students can make payment with a check by mail, in person at the UCO, or placing it in the drop box outside of Harris Hall. All cash payments should be made in person.

Monthly Payment Plan

The UCO offers a 5-month payment plan with a small enrollment fee. Fall payments are due beginning June 1st and Spring payments begin November 1st. For more information see:

<http://www.fis.ncsu.edu/cashier/billing/mpp.asp>

Sponsored Students

The Sponsor Billing process allows departments and outside agencies to pay a student's account.

- Students who receive a sponsorship should complete the online Notice of Sponsorship each semester.
<http://www.fis.ncsu.edu/cashier/forms/sponsor.asp>
- Completing the form does not credit the student's account, but simply notifies the UCO that payment is expected from another source and will hold a student's schedule during the cancellation process.
- The student remains responsible for all charges on their account until payment is received.
- The student must pay any charges not covered by the sponsorship before the billing due date. (ex: a Department will pay tuition but not fees. The student will report the tuition amount on the form and pay the fees directly to the UCO).

Departmental Payments (GA1)

Departments must notify the UCO of all student(s) and charges to be paid directly by the department by completing the Sponsored Student Authorization (GA1) form **prior to the semester due date**. Instructions and the form are available at: <http://www.fis.ncsu.edu/cashier/staff/>

- Once a completed form is received, the UCO will move the specified charges from a student's account to a special clearing account.
- After the last date to register for a term (10th day of a Fall or Spring semester or 3rd day of a Summer session) the UCO will verify the student's enrollment and debit the appropriate amount to the specified project(s) via a Journal Voucher.
- If a student is to be paid under the Graduate Student Support Plan, the department does not need to prepare a GA1. The Graduate School will notify the UCO of all students who have been approved under this program.
- If payment of a student's account is not received within 90 days of the last day to register for a term, the account becomes subject to penalty and interest charges per NC General Statute 147-86.23.
- To simplify verification of a student's account information, departments may request inquiry access to Student Account Inquiry by contacting our office. The UCO is unable to prepare individual statements to be used by departments for processing payment.
- Do not send any back-up documentation with the GA1. It is required for your records only.
- Payment of charges can be verified via Wolf Reports.

Financial Aid

The Office of Scholarships and Financial Aid (OSFA) awards or administers student financial aid packages and maintains student financial aid records.

http://www7.acs.ncsu.edu/financial_aid/

- All scholarships, grants and departmental awards or sponsorships must be reported to the OSFA.
- Students must be registered for the appropriate number of hours on which their aid package was based on, and have completed all documentation, or their aid will not be disbursed.
- Most aid funds are credited directly to the student's account in the Cashier's Office at the beginning of each semester.
- Financial aid (including scholarships, grants, and loans from all sources) must be used first to pay any outstanding tuition and fees charges, room rent, and meal plan charges each semester.
- If the award exceeds the total charges on a student's account a refund will be processed.
 - Students are encouraged sign up for Direct Deposit to ensure prompt receipt of monies. <http://www.fis.ncsu.edu/cashier/billing/fadd.asp>.
 - Those who do not have Direct Deposit will have a check mailed to the Correspondence Address listed with Registration and Records.

- Students must have Satisfactory Academic Progress to remain eligible for continued financial aid. This policy is separate from Progress towards Degree. http://www7.acs.ncsu.edu/financial_aid/pdf/satprorv06_07.pdf

Faculty Staff Tuition Waiver

Faculty and Staff taking classes may use the Tuition Waiver to pay for up to 3 courses per academic year if they meet the following criteria:

- Work at least 30 hours per week and contribute to an approved State retirement plan.
 - Graduate students and Post Docs are not eligible to use the waiver.
- Member of the Armed Forces who is assigned by military order to an NCSU ROTC program.
- Maintains eligible employment status for the entire semester.
- The waiver is used for Undergraduate, Graduate, or Distance Education courses. The waiver does not apply to non-Credit Continuing Education courses.
- The employee submits a completed and approved form to the UCO no later than the last day to register for a semester. **(Employees must use current form available online)**

For complete information see:

http://www.fis.ncsu.edu/cashier/staff/waiver_info.asp

REFUNDS

The UCO recommends that all students sign up for direct deposit of refunds. Students may sign up online via MyPACK Portal.

<http://www.fis.ncsu.edu/cashier/billing/fadd.asp>

- For students who do not use Direct Deposit a check is mailed to the Correspondence/Mailing Address listed with Registration.
- Refunds are issued on or after the first day of classes for a semester.
- Excess Financial Aid refunds are processed automatically as the aid is applied to a student's account.
- Refunds for overpayment or other credits are processed monthly.

RESIDENCY

Student's residency is determined at the time of acceptance to the University. If a student has been coded as Out of State, under some circumstances, they may be able to claim In-State Residency for tuition purposes.

<http://www7.acs.ncsu.edu/uga/residgen.htm>

- The student completes the "Residence-and-Tuition Status Application" and it is determined that the student is a resident for tuition purposes.
- Active duty military personnel (and their military dependents) whose permanent duty station and location is in North Carolina may be eligible to receive the benefit of in-state tuition.