Managing Your Student Account at

The College of Saint Rose

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The College of Saint Rose
Bursar's Office
432 Western Avenue
Albany, NY 12203
(518) 458-5464
(518) 454-2054 (fax)
bursar@strose.edu

-How much do I owe and when is it due?

Student billings are available in E-Bill (electronic) format only. During the last week of June, we will send a notice through your College email that an electronic bill (E-Bill) for the fall semester is available for you to view. Additional E-Bill notices will be sent monthly if there is a balance on your account, so be sure to check your College email for billing notices. The first E-Bill notice for the spring semester will be sent in early December. Payment for the fall semester is due August 4, 2016, and payment for the spring semester is due January 4, 2017. If you register after these dates, payment in full is due at the time of registration.

The amount due on your bill is a reflection of your account status at the time the bill was sent. However, changes in registration, financial aid or housing will affect your account balance. Any changes made after the semester due date which result in a balance due must be paid when the change is made. You can check your account online by logging into the secure area of our website at bannerweb.strose.edu.

-Who is responsible for paying my bill?

As the student, you are responsible for paying any amount due on your student account. However, you may wish to set up Authorized User access, so that others (a parent, for example) may also receive E-Bills and are able to view and/or make payments to your student account.

-How do I set up an Authorized User Account?

To authorize access for another user, follow these steps:

- Login to your student account at bannerweb.strose.edu
- Select Pay a Deposit or Set up an Authorized User (the last option on the page)
- Select the Authorized Users Option (at top of screen) and follow the instructions

-When are late fees assessed?

A late fee of $85.00 is assessed monthly on all accounts that are past due. To avoid late fees, it is your responsibility to make sure your student account is up to date.

-How can I make payments to my account?

Credit card and check payments can made online by logging into your student account at bannerweb.strose.edu. Or, you can mail a check, money order, or your credit card (Discover/MasterCard/Visa) information to: The College of Saint Rose, Bursar's Office, 432 Western Avenue, Albany, NY 12203

Another option is to fax a completed credit card payment form, which is available on our website at www.strose.edu, by selecting Offices and Resources, Payment Center, and then Student Account Forms. A completed form may be faxed to (518) 454-2054. We also accept payments at our office, located in the Student Solution Center on the third floor of Saint Joseph Hall. Please call (518) 458-5464 for office hours.

-Do you offer a monthly payment plan?

You may choose to pay current semester balances on a monthly basis. For further information, please go to www.strose.edu, select Offices and Resources, Payment Center, then Payment Resource Center, and finally, Monthly Payment Plan Information.

-I'm expecting financial aid. How will this be reflected on my bill?

Once you sign and return your award letter to Financial Aid, your bill will reflect pending financial aid. This will appear in the "Memos and Authorizations" section on your bill, and will reduce your anticipated tuition liability. It is your responsibility to ensure that we receive your sources of funding (loans, scholarships, etc.) by the semester payment due date. For further financial aid information, please visit our website at www.strose.edu, and select Offices and Resources, then Financial Aid.

-Does my Work-Study award appear on the bill?

A work-study award indicates that you are eligible for employment, but this award will not be deducted from your bill. If you have a work-study position, your paycheck will be available at the Bursar's Office on alternate Wednesdays.

-Why aren't my alternative loans and outside scholarships reflected on my bill?

We are not able to memo alternative loans to your account until we actually receive the funds. In order for us to memo your account for an outside scholarship, you must provide us with a voucher or letter from the awarding organization.

-Will I know when my loans have been received?

When we receive a loan check that requires your endorsement, a yellow loan notification card will be sent to your student mailing address. When we receive loan funds through electronic transfer, a notification letter will be sent to your permanent address.

-What if I withdraw?

If you withdraw from a course or courses, adjustments to your tuition and fees are recalculated on a credit-hour basis. A withdrawal schedule is published in the course listings brochure each semester. *Please note that this schedule also applies to medical withdrawals.* Before withdrawing from any classes, <u>it is advisable to check your financial aid status</u>, as well as any academic policies that might apply.

If you are a fulltime student, you may be interested in purchasing optional tuition refund insurance, which will provide partial reimbursement if you are forced to withdraw from all classes due to a medical reason.

-How are refunds handled?

If there is an overpayment on your account, a refund will be issued during our weekly refund process. A credit will be processed on your Discover/MasterCard/VISA account if this form of payment was received within the previous 30 days. If Parent Loan funds have been applied to your account, a refund up to the amount of these funds will be issued to your parent, unless your parent asks us to issue the refund to you.

Each semester, the first refund checks are processed after the add-drop period ends, and after there is an actual overpayment on your account (about 2 to 3 weeks into the semester). Student refund checks are available for pick-up at the Bursar's Office after 12:00 pm on Fridays, and are mailed to your permanent address if not picked up by 4:30 pm the following Monday.

-Can I use a pending refund to purchase textbooks?

At the beginning of each semester, if your financial aid exceeds your total charges, you may be eligible for a **Bookstore Voucher**. Voucher requests are made through the Bursar's Office and if a voucher is approved, your student account will be charged for the requested (estimated) voucher amount. This voucher may be used to purchase textbooks and supplies in the Campus Store up to two weeks after the semester start date, and any unused portion will be credited back to your student account at a later point in the semester.

To determine ***eligibility*** for a Bookstore Voucher, we will only consider the following:

- Your current account balance, including any payments, loans or aid already received.
- Any pending state, federal or institutional grant aid which appears in the memo section of your student account.

We will ***not be able to consider*** the following pending items:

- Funds expected through a monthly payment program.
- Outside-funded scholarship or tuition assistance programs, including employer assistance programs.
- Graduate Assistantship funding.
- Federal Parent Plus Loans.
- Alternative Loans.

-Can I waive the Health Service Fee if I have my own insurance?

Students who are registered for 6 or more credits are responsible for a mandatory health service fee. This fee enables the Health Service Office to maintain health/immunization records, and to provide basic medical care to students.

-Can I defer my employer-sponsored tuition?

If your employer reimburses you for educational costs, your account may be deferred. Each semester, by the second week of classes, you will need to complete an Employer Reimbursement Form and return it to the Bursar's Office with a letter from your employer. The employer letter must indicate the specific amount or the extent of your tuition benefit. The application form outlines the program policy, and must be completed for each semester of participation. Please visit the forms area of our website for further information.

-Which forms are available on your website?

Many forms that are used for transactions with the Financial Aid, Registrar's and Bursar's Offices are available on our website at www.strose.edu, by selecting Offices and Resources and then the appropriate office.

-Can I cash a check at the Bursar's office?

Work-Study checks for up to $250 may be cashed at the Bursar's Office M-F from 9:00 am to 4:30 pm. You may also cash a check from your personal bank account for up to $50 per day. We are not able to cash third-party checks (checks written to you by others).

-Who do I contact if I have questions?

Questions regarding registration, financial aid or billing should be directed to the Student Solution Center at (518) 458-5464, or by calling (800) 637-8556, and selecting the Student Solution Center option. During peak times, you may need to leave a message, which in most cases we will return within 24 hours.

Frequently–Called Telephone Numbers:

Academic Advisement	(518) 454-5217
Bursar, Financial Aid or Registrar Offices:	(518) 458-5464
Campus Bookstore:	(518) 454-5245
Campus Dining:	(518) 454-5220
Campus Switchboard:	(518) 454-5111
Or	(800) 637-8556
Health Services Office	(518) 454-5244
Library:	(518) 454-5180
Residence Life:	(518) 454-5295
Security:	(518) 454-5187