WELCOME...

to the Bursar’s Office presentation

Everything you ever wanted to know about student billing, payment deadlines, online payment services and more...

Presented by: Carol Imper
Overview

❖ Bursar Office Functions & Website
❖ One Stop (Enrollment Services Center)
❖ **FERPA & Authorized Payers** - show how easily students can grant permissions to both
❖ Online Billing & Payment Center
  ❖ *Where to view bills, look at real-time account activity, enroll in a payment plan and make a payment*
❖ Cowell Health Insurance $1,824 (winter/spring/summer) - how to waive & deadline **(January 7, 2022)**
❖ Dewar Tuition Insurance Plan **(The Plan)** $192 annually or $64 per quarter - how to waive & deadline **(January 2, 2022)**
❖ Refund Policies - important for both parties
Bursar Office – what we do

❖ Responsible for the management and integrity of SCU’s student accounting records and receivable portfolio for all programs

❖ Process all student account related billing (tuition, health insurance, Dewar tuition insurance plan, housing, financial aid, miscellaneous charges)

❖ Administration of the SCU Pay Site and term payment plans

❖ Process student refunds, overpayments to government agencies, college saving accounts, trust funds, etc.
The official site of the SCU Tuition and Fee Schedule

Helpful HOW-TO’s For Students and Parents

As well as other helpful financial information & today’s presentation materials will be on our Bursar website

www.scu.edu/bursar
OneStop (Enrollment Services Center)

❖ An extension of Bursar, Financial Aid and Registrar Offices.

❖ One key location to assist with questions relating to student billing/payment items, financial aid and enrollment.

❖ Contact info is simple and easy to remember:
  ❖ onestop@scu.edu - 408-551-1000
  ❖ Available to assist M-F 9-5pm
  ❖ www.scu.edu/onestop

❖ Located first floor of the Admission & Enrollment Services Building
FERPA - Family Education Rights and Privacy Act……It’s the law

❖ In a nutshell...

❖ The University can *not* provide information on a student’s account or academic progress to any third party…even parents paying the bill.
Students login to eCampus, click **Academic Tile**, then

**FERPA Release**

- Online FERPA Release via eCampus
- Quick, easy, systematic
- Information is available instantly to pertinent offices.
- Valid throughout student’s duration at SCU
- Helpful **HOW TO** located on our website

More information located at www.scu.edu/ferpa
Financial Responsibility

❖ Students are ultimately responsible for adhering to SCU policies and deadlines, not their parents

❖ Students are required to sign a Financial Agreement outlining Santa Clara’s terms and conditions each year

❖ Students have access to review their signed Agreement on their eCampus

❖ Language available on Bursar website: www.scu.edu/bursar/financialresponsibility
2021 - 2022 Tuition & Fees

❖ Annual Tuition Cost: $55,224

❖ Per Term: $18,408

❖ Per Unit (less than 12 units): $1,534
  ❖ SCU does not accept P/T enrollment, however occasionally a student may only need 1-2 classes to complete their degree.

❖ Housing – rates based on room accommodation & meal plan choice.
  ❖ Go to www.scu.edu/housing for detailed pricing.

❖ University Fees: University Enhancement Fee $636 annual; $212 per term

❖ SCU Sponsored Health Insurance: $1824 (Winter Statement)
  ❖ Health insurance is mandatory! Complete the online waiver by the Deadline date: January 7, 2022 … Go to: www.scu.edu/cowell/insurance

❖ SCU Sponsored Dewar Tuition Insurance Plan “The Plan”:
  ❖ $64/quarter; $192 academic year. Complete the online waiver by the deadline date: January 2, 2022 … Go to: www.tuitionprotection.com/scu
Billing – what to expect

❖ Billing is processed electronically at the beginning of each month and will include:

❖ **Charges**: quarterly tuition & enhancement fee, room & board, Access card charges, and miscellaneous fees

❖ **Credits**: enrollment/housing deposits, all payments, quarterly anticipated & disbursed financial aid, reported external scholarships

❖ An e-bill notification will be sent to the student’s SCU gmail account and any **Authorized Payer** they have set-up.

❖ The student must provide permission for any third party to view financial information and submit payment on their behalf.

**NOTE** – FERPA and Authorized Payer are two separate permissions
Student Setting up an Authorized Payer

To get started:
1. Students login to eCampus
2. Click Financial Accounts tile
3. Click SCU PaySite
4. Click My Account
5. Authorized Payer link: https://commerce.cashnet.com/scupay

Note: When logging into the SCU Pay Site, a black screen will come up. You will be asked to Create a New Password on the initial log in. Remember to write down your username and new password.

Please note...if you have more than 1 student at SCU, each will have to create a different user name for you. When you login to one of the accounts, you can then link the two...
**Message:** The 2021-2022 *Health Insurance* and *Dewar Tuition Insurance Plan* waiver is open online for all students at [www.scu.edu/cowell/insurance](http://www.scu.edu/cowell/insurance) and [www.tuitionprotection.com/scu](http://www.tuitionprotection.com/scu). To avoid the charge on the January 1st billing, please waive out before December 29, 2021.

**My Account:** Student can setup Authorized Payer and Parents can update email and password

**Activity Details:** This is real-time account data so it may differ from an actual billing statement

**3-Month Payment Plan:** Winter Enrollment will open on December 1 – 22nd

**Transactions:** Payment of Student Account

**Statements:** Billing statement history located here
Review Payment Plan

Balance due will automatically populate and divide into equal installments.

Email from BursarPayPlan@scu.edu

Must re-enroll in the payment plan each term.

Review and agree to terms and conditions and complete banking information for ACH deductions.
Mail payment to our SCU PO Box

Statement broken down to posted debits/credits vs. anticipated aid

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**Santa Clara University**

**PAYMENT SUMMARY**

<table>
<thead>
<tr>
<th>Description</th>
<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior Statement Balance</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Statement Activity:</td>
<td>$18,620.00</td>
<td></td>
</tr>
<tr>
<td>Anticipated Aid:</td>
<td></td>
<td>-$18,478.00</td>
</tr>
</tbody>
</table>

**Due Date:** December 21, 2021

**Total Amount Due:** $142.00

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**Make checks payable to Santa Clara University.**

Mail payment to:
SCU Payment Processing
PO Box 550
Santa Clara, CA 95052-0550

If you are mailing a payment, include the top portion. Keep the lower portion for your records.

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### Prior Statement Balance

- $0.00

### Statement Activity

<table>
<thead>
<tr>
<th>Date</th>
<th>Term</th>
<th>Description</th>
<th>Charge</th>
<th>Credit</th>
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</thead>
<tbody>
<tr>
<td>11/23/2021</td>
<td>Winter 2022</td>
<td>Tuition Undergraduate</td>
<td>$18,408.00</td>
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<tr>
<td>11/23/2021</td>
<td>Winter 2022</td>
<td>University Enhancement Fee</td>
<td>$212.00</td>
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</tr>
<tr>
<td>11/24/2021</td>
<td>Winter 2022</td>
<td>Dewars Tuition Insurance</td>
<td>$64.00</td>
<td></td>
</tr>
<tr>
<td>11/29/2021</td>
<td>Winter 2022</td>
<td>Dewars Tuition Insurance</td>
<td>-$64.00</td>
<td></td>
</tr>
</tbody>
</table>

**Statement Activity:** $18,620.00

### Anticipated Aid

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter 2022</td>
<td>Actual Expendable Scholarship</td>
<td>$1,166.00</td>
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<tr>
<td>Winter 2022</td>
<td>Federal Pell Grant</td>
<td>$781.00</td>
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</tr>
<tr>
<td>Winter 2022</td>
<td>Horatio Alger Schott Family</td>
<td>$4,166.00</td>
<td></td>
</tr>
<tr>
<td>Winter 2022</td>
<td>Horatio Alger State Scholarship</td>
<td>$3,333.00</td>
<td></td>
</tr>
<tr>
<td>Winter 2022</td>
<td>SCU Bronco Scholarship</td>
<td>$4,166.00</td>
<td></td>
</tr>
<tr>
<td>Winter 2022</td>
<td>SCU Need-Based Grants</td>
<td>$4,866.00</td>
<td></td>
</tr>
</tbody>
</table>

**Less Anticipated Aid:** -$18,478.00

**Projected Account Balance:** $142.00

**TOTAL AMOUNT DUE:** $142.00
When To Pay?

- **Payment Deadline:**
  - Is the 21\textsuperscript{st} of every month for all billed items
  - Billing is done on actual enrollment so statements can fluctuate

- **Term payment deadlines:**
  - Fall – August 21
  - Winter – December 21
    - (3 month winter Payment Plan thru December 22, 2022)
  - Spring – March 21

- $100 late fee and financial hold preventing registration will apply for past due balances

*Please note…we communicate often with your students.*
*If they remind you timely, a hold should not be an issue.*
How To Pay?

❖ **SCUPay Site:** make a payment via eCheck or enroll in a term monthly payment plan.
   ❖ Please note online bill-pay from your banking institution will send a paper check so make sure to set-up our correct mailing address and have student name and SCU ID# on remittance.

❖ **By Mail:** SCU Payment Processing, PO Box 550, Santa Clara, CA 95052-0550.
   ❖ Make sure to include the remittance slip for accurate and timely payment posting

❖ **International Wire Transfers:** quick, safe and secure via FlyWire

❖ **OneStop:** can accept check or cash payments at the counter. Payment kiosks are also available to assist students with online payments.

❖ **529 Plans/Trust Accounts:** Billing statement in PDF format can be easily forwarded. Provider will send payment via check so make sure student name/SCU ID# on advice. If enrollment verification is required, have provider send form to OneStop for completion.

*The University does not accept payment via credit card for tuition and fees*
Payment Plan Options

❖ Winter plan available December 1
❖ Enroll by December 22\textsuperscript{nd} to maximize plan benefits
❖ Interest-free, modest enrollment fee of $40 per term
❖ First payment required upon enrollment
❖ All payments submitted via ACH only
❖ Future scheduled payments are automatically deducted from your bank account on the 15\textsuperscript{th} of every month
❖ Plan rebalanced after add/drop to match student account balance. Student and plan owner will be notified of any plan adjustments
❖ Must re-enroll in plan each term!
Dewars Tuition Insurance Plan
“The Plan”

❖ All undergraduate students enrolled in 12 units or more will be automatically enrolled in “The Plan”

❖ Protection from financial loss due to medical withdrawal
  ❖ Reimburses 80% of tuition paid out of pocket for any diagnosed medical or mental health withdrawals
  ❖ Housing not included as it will be prorated

❖ Annual Cost: $192 (academic year)
  ❖ Students will be charged $64 Per Quarter
  ❖ Plans are available for summer as well by contacting Dewar's directly

❖ Students who wish to Opt-Out of “The Plan”
  ❖ *Must complete the online waiver by the Deadline date: January 2, 2022*  
    Go to: [www.tuitionprotection.com/scu](http://www.tuitionprotection.com/scu) or call (617)774-1555
  ❖ It is an annual waiver - you only need to do it once per academic year.
  ❖ *Please consider this inexpensive option to protect you and your student’s investment in their education!*
Refund Policies

❖ Tuition Refund policy (for students completely withdrawing)
   ❖ 100% by the end of the first week of classes, less applicable fees (January 7, 2022)
   ❖ 50% by the end of the second week of classes (January 14, 2022)
   ❖ 25% by the end of the third week of classes (January 24, 2022)
   ❖ No further refunds will be granted after the third week of classes

      ❖ Students that drop any course after the first week of class will not receive any tuition refund for that course

❖ Refunds for credit balances:
   ❖ Processed the 2nd week of school (after add/drop period) via direct deposit
   ❖ Student account must reflect a credit balance
   ❖ Financial aid must be disbursed and posted, not anticipated
   ❖ All refunds are provided to the student unless the credit derives solely from a PLUS loan
   ❖ We do not refund for overpayments on a students’ account

Please Note – students can request a refund for any credit balance. So if you are paying for future terms, please let us know.
Homework & Tips

❖ Set up a checking account for your student so they can begin the road to financial responsibility
❖ Have your student set up an Authorized Payer for you and others helping fund their education
❖ Don’t forget about FERPA… we are limited to providing information without it
❖ If you choose to opt out of the Tuition Insurance Plan, complete waiver by January 2, 2022
❖ Complete waiver for the health insurance by January 7, 2022
❖ Know SCU’s refund policies! It can be costly if you don’t
❖ Use Chrome when logging in to the SCUPay site & make sure to check your pop-up blocker & clear your cache.
❖ Send your students our way. We are here to help!
Contact Information

Bursar’s Office
(408) 554-4424

FERPA VIP’s: (408) 551-1000
Non-FERPA: 1-800-callyerkid

Email: bursarpayplan@scu.edu
Website: www.scu.edu/bursar

One Stop (Enrollment Services Center)
(408) 551-1000
Email: onestop@scu.edu

Overnight mail address only:
SCU Bursar Office
500 El Camino Real
Santa Clara, CA 95053-0615