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 and Suzette Calderone
Overview

- Bursar Office Functions & Website
- Enrollment Services Center - **OneStop**
- **FERPA & Authorized Users** - 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 **$2,573** - how to do a waiver, enroll & deadline (September 27, 2019)
- Refund Policies - important for both parties
- Dewar Tuition Insurance Plan - insure for the unexpected!
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, 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.
Bursar Office

SCU Tuition and Fees | Billing | Payment Options | Refund Policies & Processes | Tuition Protection

We are responsible for:
- Communicating the annual tuition and fees schedule
- Student billing and the collection of tuition, housing, and fees
- Organizing payment plans
- Processing student refunds, wire transfers
- Managing Student Holds

Here are a few quick links and how-to's:

**Students**

- How to set up Direct Deposit (PDF)
- How to set up an Authorized User (PDF)
- FERPA Release (PDF)
- Tuition & Fee Verification (PDF)
- To use for employment reimbursement

**Parents/Authorized Users**

- Authorized User Login
- Waiving Health Insurance
- Setting up a Payment Plan (PDF)

Bursar’s Office

- SCU Tuition and Fees
- Billing
- Payment Options
- Payment Policies
- Refund Policies & Processes
- Financial Responsibility
- Student Holds
- Tuition Protection
- 1098-T
- Contact Us

The official site of the SCU Tuition and Fee Schedule

Helpful HOW-TO’s

As well as other helpful financial information & today’s presentation materials

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

- 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
  - Office is open M-F 8:30-5pm
  - www.scu.edu/onestop

- Located first floor of the Admission & Enrollment Services Building

- Open house from 3:30-5pm on day 2, for students/parents to stop by for any last minute questions.
FERPA - Family Education Rights and Privacy Act......It’s the law

- In a nutshell...
  - The University cannot 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

Solution…

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

More information located at [www.scu.edu/ferpa](http://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
2019-2020 Tuition & Fees

- Annual Tuition Cost: $52,998
- Per Term: $17,666
- Per Unit (less than 12 units): $1,472
  - 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](http://www.scu.edu/housing) for detailed pricing.
- University Fees:
  - Student Orientation $305; University Fee $636 (annual)
- SCU Sponsored Health Insurance: $2,573
  - Health insurance is mandatory! Complete the online waiver by the Deadline date: September 27, 2019
  - Go to: [www.scu.edu/cowell/insurance](http://www.scu.edu/cowell/insurance)
Billing – what to expect

- Billing is processed electronically at the beginning of each month and will include:
  
  - **Charges**: quarterly tuition & room/board, orientation fees, 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 Authorizd User they 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 Users are two separate permissions
Setting up an Authorized User

Welcome to your new online billing & payment system. We hope you will find it easy to use. **Students** will have to reset permissions for any authorized users under their HigherOne/CashNet account. Locate the Authorized User box and click **Add New** to get started.

**Students** - Create a name for your authorized user(s) and complete the questions.

- **Authorized User**
- **Email Address**
- **Confirm Email Address**
- **Add a note to the welcome email (optional)**

Should this person...
- be allowed to log in?
- have permission to access electronic bills and if so, also receive electronic bill email notifications?
- receive Installment Payment Plan email notifications?
- be allowed to receive SMS (text message) notifications?

A welcome email will be sent to the email address entered above. The email will contain the optional note, login ID, temporary password and a link to access this site.

To get started:
1. Students login to eCampus
2. Click Financial Accounts tile
3. Click SCU Pay Site

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.
Bucky Bronco has created an account for you at Santa Clara University.

Thank you for sending me to this amazing school !!!
Send treats please your starving student. Love you 😊

Your login information is:

Authorized User: BestMomEver
Password: spZYTzq8X

To access the account, please click the link below:

https://commerce.cashnet.com/scupay

Please note only the student can add, edit, remove an Authorized User
This is real-time account data so it may differ from an actual billing statement.

Billing statement history located here

*Only the student can see payments from multiple users

Payment Plan will open on August 1st. You can also schedule a payment ahead of time.

You can save an account to avoid data entry errors.

This is where you will update your email or password.
Statement broken down to posted debits/credits vs. anticipated aid

Mail payment to our SCU PO Box
When To Pay?

- **Payment Deadline:**
  - Is the 21st 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**
  - **Spring – March 21**

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

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

- **SCUPay Site** - via eCheck a scheduled payment 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

- Interest-free, modest enrollment fee of $40 per term
- Fall plan available August 1
- Enroll by August 21 to maximize plan benefits
- First payment required upon enrollment
- All payments submitted via ACH only
- Future scheduled payments are automatically deducted from your bank account on the 15th 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!
Enrolling in a Payment Plan

Welcome to your new online billing & payment system. We hope you will find it easy to use. Students will have to reset permissions for any authorized users under their HigherOne/Cashnet account. Locate the Authorized User box and click Add New to get started.

Click on the term plan to begin
Review Payment Plan

Balance due will automatically populate and divide into equal installments.

Review and agree to terms and conditions and complete banking information for ACH deductions.

Email from BursarPayPlan@scu.edu
Refund Policies

- Tuition Refund policy (for students completely withdrawing)
  - 100% by the end of the first week of classes, less applicable fees
  - 50% by the end of the second week of classes
  - 25% by the end of the third week of classes
  - 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.
Tuition Protection

- Dewar Tuition Refund Plan
- Protection from financial loss due to medical withdrawal
  - Reimburses 80% of tuition paid out of pocket for personal illness, accident, mental/nervous disorder
  - *Housing not included as it will be prorated*
- Annual Cost: $276 (fall-spring)
  - Only $92 Per Term!!!
  - Plans are available for summer as well
- Must purchase insurance by the first day of school, **September 23rd**
- Enroll online at [www.collegerefund.com](http://www.collegerefund.com)
- Pay with credit card with NO FEE attached
- More questions? Contact our Dewar Rep directly:
  - John Cruden – (415) 246-0738
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 User for you and others helping fund their education
- Don’t forget about FERPA… we are limited to providing information without it
- Complete waiver for the health insurance to avoid being charged
- Know SCU’s refund policies! It can be costly if you don’t
- Seriously consider purchasing Tuition Insurance. Can literally save you thousands of dollars!!
- **New online technology training videos**: www.scu.edu/training/resources/students
- Use IE or Chrome when logging in to the SCUPay site & make sure to check your pop-up blocker
- Send your students our way. We are here to help!
- Relax and have fun! You deserve it !!!
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

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