



The College at
BROCKPORT
STATE UNIVERSITY OF NEW YORK

THE OFFICE OF STUDENT ACCOUNTS FREQUENTLY ASKED QUESTIONS

1) What is the SUNY College at Brockport Office of Student Accounts (OSA)?

The Office of Student Accounts (OSA) is located on the second floor of the Rakov Center for Student Services. The OSA is responsible for administering a variety of cashier, billing and collection functions, including processing tuition and fee payments, establishing College-approved payment plans, disbursing student refund checks, processing (certain) loan, scholarship, grant and other awards, and counseling students regarding general financial matters.

2) If someone contacts the OSA and asks about the student's account/bill, what information will the office release?

The Family Educational Rights and Privacy Act (FERPA) prohibits the release of any information concerning a student other than the student's name, address, phone number, graduation date, degree(s) awarded, and major to anyone, **including a parent**. Student account statistics (e.g., charges, payments, etc.) can only be disseminated to the student, regardless of who has remitted payment for that account (e.g., parent, grandparent, guardian, etc.), unless the student has completed, signed and returned a "Consent to Release Student Information" (FERPA) form. This form remains in effect until rescinded by the student in writing. Please visit <http://www.brockport.edu/policies/index.php> for more complete information concerning FERPA policies.

3) I would like to get information regarding my son or daughter's student account.

The OSA is happy to assist parents with questions about their student's bill provided that the student has signed the FERPA (Consent to Release Information) form and has listed that individual as an eligible party. FERPA (Family Educational Rights and Privacy Act of 1974) grants certain rights, privileges and protections to students concerning educational records maintained by the College. The law requires that The College at Brockport protect the confidentiality of student educational records, allowing access to information only to those having the written consent of the student. This form can be found at <http://www.brockport.edu/bursar/forms/ferpa-auth.pdf>.

4) How much does it cost to attend The College at Brockport?

The cost of attending Brockport will vary student to student depending on the student's permanent state of residence, charges the student incurs, and types and amounts of Financial Aid the student receives. Students should use the following link to calculate a semester according to their particular needs <http://www.brockport.edu/bursar/bill-pay-refund/studentcharges.htm>.

5) What method of payment can I use to pay my student account balance?

We offer several payment methods to assist you. For your convenience, we recommend using the on-line web payment option to pay via electronic check or credit card (access "Online Services" at www.brockport.edu). Please note that there is **no charge** for electronic payment options. Electronic checks may be paid using a **non-investment** or **non-home equity** checking account only. Savings accounts **CANNOT** be used to make an e-check payment. If you prefer to mail payment via personal or certified check, please make the check payable to SUNY College at Brockport and mail to The College at Brockport, Attn: Office of Student Accounts, 350 New Campus Drive, Brockport, NY 14420. Always include your Brockport (Banner) ID number on any payment or other correspondence, as well as the term for which you are remitting payment. For a complete listing of payment options, access www.brockport.edu/bursar/bill-pay-refund/bill-payment.htm.

6) Do you offer an Installment Payment Plan for the semester?

For those students who prefer the convenience of equal monthly payments, The College offers the option of an installment payment plan. Payment for either fall or spring term may be remitted in four equal payments due on the fifteen of the month. Installments for the fall term begin in July and conclude in October; for the spring term, installments begin in December and conclude in March. A \$35 plan participation fee is due with the first installment. For detailed information regarding Brockport's installment payment plan, access www.brockport.edu/bursar/bill-pay-refund/paymentplan.htm.

7) What happens if a check I used to pay my student account is returned by my bank?

If any check (paper or electronic/ACH) remitted to the College is returned by a bank ("bounced" check), a \$20 returned check charge will be assessed to the student's account, regardless of who wrote the check/owns the checking account. In addition, a hold will be placed on the student's account; the hold will remain until such time that the full payment, including the \$20 penalty, has been received and cleared by the College's bank. Note that we are unable to accept personal checks (regardless of checking account owner) in payment of a "bounced" check.

8) What is "Affirming Enrollment and Accepting Financial Responsibility? What happens if I do not complete this step?

An enrolled student at The College at Brockport is defined as one who has registered for courses and has accepted responsibility for payment of all associated charges. The College refers to this as *Affirming Enrollment and Accepting Financial Responsibility*. Each semester, you must indicate your commitment by affirming your enrollment (via the "Online Services" link located at www.brockport.edu) on or before the affirm deadline; in doing so, you are verifying your agreement to pay all charges associated with your student account by the payment deadline (first day of class). Students who do not affirm their enrollment by the affirm deadline will be removed from their courses to maximize seating space in classes for other students. Administrative and/or late fees will be assessed if you fail to pay your account in full by the payment deadline, or if you subsequently re-register for courses after you have been removed from your schedule. You must affirm your enrollment and accept financial responsibility after registering **each semester** on or before the affirm deadline published in the "Schedule of Classes".

9) Will I receive a bill?

Billing statements are produced on a monthly basis for any student with an outstanding balance of \$5 or more. Billing statements are mailed via mail to the address you provide. If you do not provide a specific billing address, your bill will be mailed to your permanent address of record. Students may access their most recent billing activity, including total amount due and payment options, at any time by visiting <http://www.brockport.edu/bursar/bill-pay-refund/index.htm> and following the links provided. We recommend that you discuss your online payment capabilities with any individual who will be remitting payment on your behalf. You will be issued a log-on and PIN exclusive to your account. Parents or other third parties may remit payment online using the invoice number listed on your billing statement. We encourage you to review your online student account on a regular basis to ensure compliance with The College at Brockport payment policies and deadlines, and to share that information with your parents if appropriate. *New charges (e.g., parking fines, library fines, etc.) may be assessed at any time during the semester, and it is the student's responsibility to remit payment according to the payment deadline listed on the billing statement.* Failure to do so may result in a \$30 per month administrative late payment and/or late payment fee. If your billing address changes you must update your record immediately via the "Online Services" link located at www.brockport.edu to ensure receipt of the monthly billing statement and other important student account-related information. *If you fail to update your address, and as a result, do not receive a billing statement, you will remain liable for compliance with all payment deadlines and penalties, including late fees and collection proceedings.*

10) When is my bill due?

Payment should be received by our office on or before the first day of class. Failure to make acceptable payment arrangements or failure to appropriately defer payment based on authorized The College at Brockport financial aid, prior to the first day of class may result in the assessment of \$30 per month administrative late payment and/or late payment fee, the denial of transcript release, diploma release, and/or future course enrollment privileges. If you make a schedule adjustment or incur other charges after the initial billing period, you should verify your new account balance via the "Online Services" link located at www.brockport.edu and inform the responsible billing party of the change. Fees associated with schedule adjustments made after the first day of class must be paid in a timely manner to avoid the assessment of a late payment fee. Remember to update your billing address via the "Online Services" link located at www.brockport.edu as needed to ensure timely receipt of important billing information. **Remember, the student holds sole responsibility for ensuring payment of his/her account and complying with all payment deadlines/policies regardless of who remits payment.**

11) What will happen if my payment is not received by the first day of classes?

In order to avoid the assessment of a \$30 per month administrative late payment and/or late payment fee, payment should be received in our office no later than the first day of class. To ensure that payment is received prior to the deadline, we recommend paying via electronic check or credit card. Access <http://www.brockport.edu/bursar/bill-pay-refund/e-payments.htm> for instructions.

12) Do I have to pay all the mandatory fees?

Yes. With the exception of the "Alumni Fee", the student fees assessed to your account are mandatory. Students may choose to "opt out" of the Alumni Fee by accessing the Campus Information System. The remaining fees are not "usage based"; all students are responsible for full payment of the fees whether or not they elect to use the service(s) funded by the fee(s). Access <http://www.brockport.edu/bursar/bill-pay-refund/studentfees.htm> for detailed descriptions of student fees.

13) Why is the amount of my bill different from my friend/roommate's bill?

It can be confusing to compare your billing statement to that of your friend or roommate. Each student's bill may be different depending on a variety of factors, including the number of registered hours, meal plan option selected, residence hall choice, and financial aid award. If you have a question concerning your bill, the Office of Student Accounts will be happy to assist you. Please contact us at (585) 395-2473 or via e-mail at bursar@brockport.edu.

14) If there is a charge on my account, will I receive an updated bill?

The Office of Student Accounts generates billing statements once per month for any student with an account balance of \$5 or more. Subsequent charges associated with schedule adjustments and/or other activity must be paid in a timely manner to avoid the assessment of a late payment fee. Students can view their most recent account activity, including new charges, online at <http://www.brockport.edu/bursar/forms/student-acct-summaries.htm>.

15) I have to provide a copy of my billing statement to my employer for reimbursement. How can I obtain a copy?

We invite you to request a copy of your most recent billing statement by contacting the Office of Student Accounts (585) 395-2473.

16) Is it possible to remit a payment online without using the invoice number listed on my billing statement?

It is possible for a student to make an online payment with or without an invoice number. Please visit <http://www.brockport.edu/bursar/bill-pay-refund/e-payments.htm> for instructions. Remember that if someone other than the student is remitting payment online, that person **must** have the invoice number in order to proceed.

17) What if payment for my bill is deferred based on anticipated financial aid, and then I don't get that aid?

If The College at Brockport defers the payment of your bill based on an anticipated/ authorized financial aid award, and if that award is later denied or declined, the outstanding balance will be due immediately and late payment fees and other penalties may apply.

18) Can I use anticipated/future term financial aid to pay a current semester?

We are unable to use anticipated/future term financial aid to pay for current semester charges. Funds awarded may only be used for the specific term in which the award is made.

19) What is Federal Title IV financial aid and how does it affect my bill?

Title IV financial aid funds are awards funded by the federal government (for example, Federal Stafford and PLUS Loans, and Pell and SEOG Grants). The government restricts the use of these funds to payment of current period tuition, fees, and room only. Program regulations, however, do permit students to authorize use of these Title IV financial aid funds to pay for non-institutional expenses (such as books and supplies, parking expenses, or Easy Money) or to pay for minor prior period expenses. To enable The College at Brockport offices to use your Title IV financial aid funds in this manner and for step-by-step instructions, visit www.brockport.edu/bursar/title4recalc/authorizing-title4aid.htm.

20) Why should I complete a Title IV Authorization?

If you would like to use Title IV aid (Federal loans or grants) to pay for the non-institutional expenses (e.g., books and supplies, parking fees, and Easy Money charges) assessed to your student account, you must complete a "Title IV Authorization." More information is available at <http://www.brockport.edu/bursar/forms/authorize-title4.htm>.

21) What does it mean if I have a hold on my College at Brockport student account?

SUNY policy mandates that a hold be applied to any student account wherein a delinquent account balance exists. This hold bars the student from receiving current and future course registration privileges, and prevents the release of transcripts and/or diploma(s). The hold can not be appealed, and will remain in effect until the outstanding balance (or other requirement) has been fulfilled. Additional information is available at www.brockport.edu/bursar/bill-pay-refund/holds.htm.

To ensure that your student account remains in good standing, we invite you to view your most recent billing activity by visiting the Banner Self-Service/Campus Information System at <http://www.brockport.edu/bursar/forms/student-acct-summaries.htm>.

22) Will I be allowed to register for the next semester if my bill is not paid in full?

No. SUNY regulations prevent us from allowing you to register until your existing account balance has been paid in full.

23) The hold on my account is preventing me from registering, is there a way to defer the payment and allow me to register?

SUNY Regulations do not allow us to defer your payments and remove the hold from your account to allow registration until such time as your account has been paid in full.

24) If I owe a balance from a past term, and enter into a special payment agreement, will I be allowed to register for the next semester as long as I am making payments?

No. Students are not permitted to register for the next semester until their previous account balance has been paid in full. This includes students who have made special payment arrangements for current and/or past due balances. Special payment plans are designed with the intent of helping the student to avoid referral of his/her delinquent account to an external collection agency.

25) Why is there a charge for health insurance on my bill? Is it mandatory?

The College at Brockport requires all full time undergraduate and graduate students (12 or more credits) to have health insurance. The annual cost for The College at Brockport Student Health Insurance Plan for the 2008-2009 policy year is \$979. Students with existing, comparable personal insurance may be eligible to waive out of the College plan. If you have insurance with comparable coverage and wish to waive the mandatory student health insurance plan, you **must complete the waiver process** on line by accessing www.aetnastudenthealth.com. Students newly registered for spring 2009 who have not completed a waiver on or before **FEBRUARY 23, 2009** will be charged for the plan on their student bill. Access www.brockport.edu/healthctr/insurance.html for more information.

26) Why are there two health fees assessed to my account - one for insurance and the other for the Campus Health Center?

The College at Brockport requires all full time undergraduate and graduate students (12 or more credits) to have health insurance. Students with existing, comparable personal insurance may be eligible to waive out of the College plan by completing the waiver process found at www.aetnastudenthealth.com. The waiver request must be completed before the deadline date published by the College.

The Campus Health Center fee is a mandatory charge. In addition to supporting the operation of the Campus Health Center, the fee is used to promote many health and wellness programs conducted for the benefit of students. *The Health Fee is not health insurance* and is mandatory except for part-time students whose classes are held exclusively at off campus locations or part-time students whose courses are taught after the Health Center is closed. By College policy, students are charged the health fee even when the Health Center is closed and must request to have the fee removed. Waiver requests must be received within the same term as the fee has been assessed, for example, a request to remove a fall term charge must be received within that same fall term.

27) Can the Campus Health Center fee be waived if I am a part-time student and all my classes are scheduled to meet after 5 p.m.?

In order to request a waiver of the Campus Health Center Fee, you must be a part-time student with classes which are exclusively either off-campus or scheduled after 5 p.m. (when the Health Center closes). By College policy, students are charged the health fee even when the Health Center is closed and must request to have the fee removed. Waiver requests must be received within the same term as the fee has been assessed, for example, a request to remove a fall term charge must be received within that same fall term. Please contact the Office of Student Accounts at 585-395-2473 if you need assistance.

28) How can I waive the Alumni fee?

The Alumni fee supports programs and services related to career services, graduating senior programs, the funding of diploma covers, student recognition programs, and alumni-student interaction opportunities. The Alumni fee is optional, and can be waived using the directions available at <http://www.brockport.edu/bursar/forms/waive-alumniffee.htm>.

29) When will I receive my tuition overpayment refund?

We understand that you will be facing many expenses when you arrive at The College at Brockport, therefore we process refunds as quickly as possible. Note that we are unable to allow students to pick up their overpayment refunds at the Office of Student Accounts; as a result, we encourage you to select the "direct deposit" option wherein tuition overpayment refunds will be deposited directly into your personal bank account allowing you to access funds in the most efficient manner (note you must be listed as the owner or co-owner of the bank account). Access the "direct deposit form" via the forms link at www.brockport.edu/bursar. If you do not select direct deposit, tuition overpayment refund checks will be mailed via U.S. mail to the address provided by you. Note that additional charges may be assessed to your account after a refund has been produced; payment must be remitted in accordance with the billing deadline.

Credit balances can not be "carried" from semester to semester. All outstanding credit balances will be returned to a student in the form of a refund check.* Also note that, with the exception of Parent/PLUS loans*, any credit balance will be refunded to the student **regardless of who remitted the payment to the student account** (e.g., parent, grandparent). **If a Parent PLUS Loan overpays a student's account, the refund check will be issued in the PLUS Loan borrower's name unless that borrower requests otherwise.*

30) Can my tuition overpayment refund be deposited directly into my personal bank account?

We encourage students to select the "direct deposit" option wherein tuition overpayment refunds will be deposited directly into your personal bank account allowing you to access funds in the most efficient manner (note you must be listed as the owner or co-owner of the bank account). Access the "direct deposit form" via the forms link at www.brockport.edu/bursar. Remember to attach a VOIDED check or required savings account information to the form to avoid any delay in your direct deposit being established.

If you do not select direct deposit, tuition overpayment refund checks will be mailed via U.S. mail to the address provided by you. Note that additional charges may be assessed to your account after a refund has been produced; payment must be remitted in accordance with the billing deadline.

31) I just signed my Master Promissory note and completed my entrance counseling. How long will it be before my tuition overpayment refund is produced?

There are a number of factors which affect the timing of tuition overpayment refund production. Once you have satisfied all lender and College requirements, and your loan awards have been applied to your student account, a tuition overpayment refund will be generated (if applicable) within 14 days.

32) I am a Graduate Assistant. Why isn't my Graduate Assistant Waiver on my student account?

Students are required to bring the Graduate Assistant waiver to the Office of Student Accounts each semester. All Graduate Assistants must also apply for a New York State TAP grant even if you don't believe you are eligible. If you have done both, but still don't see the waiver posted, please call our office at 585-395-2473 for further information.

33) Why doesn't my New York State TAP award show on my student account?

If you believe you are eligible to receive a TAP award, we encourage you to first confirm that you have provided NYS Higher Education Services (www.HESC.com) with all the information needed to determine your TAP eligibility, including your Express TAP Application (ETA). Remember, too, that you need to meet the standards of Satisfactory Academic Progress in order to receive a TAP award.

34) Why haven't I received a tuition overpayment refund from my TAP/PELL award?

TAP and Pell awards are usually credited to a student's accounts in or around the tenth week of the semester.

If you are expecting a TAP award, we encourage you to first confirm that you have provided NYS Higher Education Services (www.HESC.com) with all the information needed to determine your TAP eligibility.

Please contact the Office of Student Accounts at 585-395-2473 with any questions you may have.

35) My lender says they disbursed/sent my alternative loan. When can I expect to see the loan amount reflected on my student account?

Once your lender begins process to disburse your alternative loan, it will take several additional days for those funds to actually be received by the College. Once we receive the funds, we will apply them to your student account as quickly as possible.

36) Why is there a \$20 late add and/or a \$40 late registration fee charge on my student account?

Under College policy, any student whose initial term registration occurs after the published registration deadline will be assessed both a \$20 late add fee and a \$40 late registration fee. A student who makes an adjustment to an existing schedule after that time will be charged a \$20 late add fee.

37) Will I receive a 1098-T tax form?

An IRS Form 1098-T will be mailed to any eligible student at the permanent address s/he has provided to the College around mid-January. The Form 1098-T will contain information regarding charges assessed to the student during the prior calendar year. Students should work directly with their tax preparer to determine which expenses, if any, might be eligible for tax credit. The College at Brockport is unable to provide tax advice. Additional information can be found at the United States Internal Revenue website by accessing www.irs.gov/pub/irs-pdf/p970.pdf, as well as at www.brockport.edu/bursar/tax-relief-act/reporting-fin-info.htm.

38) My parents want a list of all the payments I made to my student account during the year so they can complete their taxes. Where can I get this information?

IRS regulations allow educational institutions to choose whether the financial information reported for tax credits (on the 1098-T form) is based upon "amounts billed" or upon "payments received." SUNY System Administration has determined that all SUNY colleges will report "amounts billed."

The College at Brockport encourages students to keep copies of all payment receipts issued by the Office of Student Accounts. The information listed on the student's 1098-T represents charges billed (to that student) during the previous calendar year. Payments are not included. Students have the option, however, to view payments applied to their student account during the previous tax year by accessing <http://www.brockport.edu/bursar/tax-relief-act/index.htm>.

We encourage families to refer to IRS Publication 970 and instructions for IRS Form 8863 for specific instructions in determining the amounts they may be eligible to report for education tax credits. It is important to note, however, that the College at Brockport cannot provide tax advice. Students should consult with their tax preparer/tax advisor in determining their eligibility to claim any educational tax credit.

39) Can I get copy of my advance tuition and housing deposit form?

If the Office of Undergraduate Admissions has extended you an official offer of admission, don't worry – you won't need the form to pay your deposit. Contact the Office of Student Accounts (585-395-2473); the staff will be happy to assist in processing your advance tuition and/or housing deposit.

If you would prefer to have a copy of the form for your records, please contact the Office of Undergraduate Admissions office at (585) 395-2751.

40) How can I apply for New York State resident tuition status? Am I eligible to receive in-state tuition?

Eligibility for New York State resident tuition status is based upon proof indicating the student has been a permanent resident of New York State for a specified period of time. Requirements for establishing New York State residency vary for different individuals, for example, residency of financially dependent minors is the same as their custodial parents, but international students studying in the United States may or may not be able to establish New York state residency depending on their visa type. Our website, <http://www.brockport.edu/bursar/nys-tuition-status/index.htm>, contains a wealth of information with regard to New York State tuition status, including the application form.

41) Why am I being charged a commencement fee if I won't be graduating this semester?

The \$40 commencement fee is assessed to any student who has achieved the total minimum number of credits (within 30) required to graduate. The commencement fee is used to offset expenses associated with the College's commencement ceremonies. The fee is mandatory for all students meeting the criteria, and is not contingent upon participation in the ceremony. Note that the commencement fee does not include the cost of cap and gown.

42) How can I change my billing/ permanent/ local address/phone number?

Students hold sole responsibility for ensuring that their address(es) and phone number(s) are accurate and up-to-date in the Campus Information System (Banner Self-Service). Please see the instructions available at <http://www.brockport.edu/registrar/services/addresschange.html>.

43) I have legally changed my name. Can you update my Brockport student record?

If you have been granted a legal name change, you will need to complete and return the form found at <http://www.brockport.edu/registrar/forms/addresschangeform.pdf>.

If you need assistance or require additional information, you should contact the Office of Registration and records at (585) 395-2531.

44) I have appealed to the Tuition Refund Committee. When will I be notified of their decision?

The Tuition Refund Committee considers cases in which a student must withdraw or drop courses for reasons beyond the student's control. Only refund petitions made within one year from the end of the term for which the tuition was paid will be considered. Room refunds authorized by the Tuition Refund Committee are calculated by week of occupancy on a prorated basis.

To request a refund, **the student** must provide a signed written appeal that fully explains the extenuating circumstances, along with supporting documentation such as copies of doctors' statements, illness or accident reports, and a statement indicating the resulting financial hardship that will result if the refund is not granted. Appeals should be mailed to:

Chair, Tuition Refund Committee
SUNY College at Brockport
350 New Campus Drive
Brockport, New York 14420

The committee will not consider any case that involves a protested check, or any account, which has been turned over to a collection agency or the New York State Attorney General's Office until the account is cleared.

The Tuition Refund Committee generally meets once per month, and will notify students in writing once a decision has been reached.

45) My logon and/or password for Banner Self-Service/Campus Information System doesn't work. What should I do?

If you need assistance logging on to the Banner Self-Service/Campus Information System, please contact the Office of Registration and Records at 585-395-2531.

46) I dropped a class that had a course fee associated with it before the semester started. Can you remove the fee from my student account?

Many course fees are non-refundable. If your class instructor e-mails our office at bursar@brockport.edu with confirmation that you didn't attend class and did not use any supplies, we may be able to remove the fee from your student account depending on the rules applicable to the specific course fee.

47) How can I order a copy of my official transcript?

You may request copies of official College transcripts by contacting the Office of Registration and Records at (585) 395-2531. Students must be in good financial standing with the College in order for official or unofficial transcripts, to be released. If your account has a hold placed on it, or if the account has been referred to an external collection agency and/or the NYS Attorney General's Office, records cannot be released until such time the financial obligation is fully satisfied. For more information, visit <http://www.brockport.edu/registrar/services/transcript.html>.

48) I'm registered for two different sessions in the summer semester. When is my bill due?

Summer charges should be paid prior to the start of the term. Students can view their most recent account activity, including new charges, online at <http://www.brockport.edu/bursar/forms/student-acct-summaries.htm>.

49) Why am I required to show a valid photo ID when I come to the Office of Student Accounts service counter?

Protecting the personal information of our students, including details concerning the student's account, is paramount to The College at Brockport Office of Student Accounts. By requiring all students to present a valid form of photo identification (College at Brockport student ID, Driver's License, U.S. Passport) when visiting our office, we can help to ensure that a student's personal account information is released only to that student. Remember, students must present a valid photo ID in order to access student account information; if a student does not have a valid photo ID available, our office will be unable to provide specific account information to that student.

The Office of Student Accounts is open from 8:00 a.m. - 5:00 p.m. daily during the academic year, and from 8:00 a.m. - 4:00 p.m. daily during the summer. Still have questions? Feel free to contact us via e-mail at bursar@brockport.edu or call (585) 395-2473.