Gina O’Neal: Hi! My name is Gina and I am with the Student Financial Services office, and I'm here today to tell you a little bit about what our office does. We're also gonna do a short tutorial on your student's student center to be able to navigate to see what their charges are, their financial aid, and we'll get into that just a moment. So an overview of what our office does, so our office handles the student’s account. We deal with the student’s charges. If they're living in on-campus housing, we will also post and collect the payments for the on-campus housing. We handle all of the payments, whether they are personal payments or financial aid. If there is an overpayment, either from financial aid or personal payment, we will also process the refunds. If the student doesn't have any financial aid, we can set up a payment plan to help with the students cost of their tuition registration fees. We also drop students for nonpayment of fees. Before we do that, we do send a courtesy notifications to the student’s wildcat email account. They are responsible for checking that email account. We also will do collections, we will put holds on student’s account if, for some reason, there becomes an unpaid balance on their account. We will generate a 1098-T in January that will be used to help with taxes, and we also handle parking decal sales. And for more information on that, we're gonna take a look at our website.
So our website is csuchico.edu/sfin. The forward slash means you're now on the department's website.
So when the student registers for classes depending on when they register, determines when their fees are due. Most students register when they enroll...when they're here for some orientation, so that's when their fees are due. Every semester we do update this, so you will always know well in advance when the fee payment deadline is.
Fees are charged at either part time, which is 0 to 6 units, or full-time, which is 6.1 units or more.
If you're making a payment on the student's account or you have friends or family that would like to make a payment on the student's tuition registration fees, the easiest way is to click on the CASHNet link on our website. You log in using the student's Chico State ID number and their date of birth, and you don't have to navigate through their student center. So this is often helpful for friends and family to help with the payments.
We also handle the sales of the parking decals. If the student is in on-campus housing, the housing office runs a housing lottery, so you will want to contact the housing office for that. If the student is not in on-campus housing, the general parking information is listed under the parking link. It will have the cost and the dates the decals go on sale and the dates of the pickup.
Another very helpful website is housing's website. So you can see up in the web address, it’s .edu/housing. The fall 16 housing charges won't post until approximately July 12, so if you're trying to budget, and in a future slide we are going to try a budget for the year, you can look at the housing's website. It will list all eight housing due dates and the amount, depending on where the student is living. The first four due dates are for the fall semester, the next four are for the spring semester. The spring semester fees won't show on the student’s account until approximately December 6th. But, all the due dates are here, so you know well in advance for the full year what on-campus housing costs.
So know we're gonna do a tutorial of the student center where they'll be able to see their charges, there financial aid. So in order to access the student center, this unit will go to their portal. They'll click on the **Records, Registration, and Finance** tab. Enter the **Student Center**.
So on the student center, this effective approximately June 20, the student will be able to do an authorization to release electronically. Prior to that, we do have a paper form that the students can fill out. This is the student’s account, the student’s charges, the student’s financial aid. So federal privacy laws require us only to discuss the student’s account with the student. If they want a mom, dad, aunt, uncle, grandparent to help talk about their account with our office, they do have to fill out the authorization to release. So depending on the time, the date that you’re watching this video, is whether you would use the electronic online version or contact our office for the paper version.
The students contact information is also very important. The student is required to maintain this information. The local address, our office will use if the student is getting a refund, either of excess financial aid or excess payments. The local address is the address that we would send a check to. Also the local phone number, if we need to get a hold of the student for any reason – maybe we got a check returned in the mail, maybe we were trying to contact them for additional information – there local phone number is very important.
Also on the student center is the students Holds and To Do List. Our office uses the Holds when the student typically has a balance that needs to be paid. There would be a hold preventing enrollments. Some other offices, some of the students' majors for academic advising or major advising, can put holds on the student's account. It is a student's responsibility to be checking that information and if they have questions, if they click on the details it will give them a phone number to call the office that has placed that hold. On the To Do List, it's typically used by the financial aid office when they're needing more information from the student in order to complete their award. If the student again is not sure what those to do items mean or how to obtain the forms, they can click on more and it'll give them some more information along with financial aid's phone number.
Now the section, the **Finances** section. That's where our office has all the information. So on this first page, it's just the account summary. It doesn't give you a whole lot of information. And so that nine thousand dollars that says that it's future due, I'll get into a screen in just a moment that'll give you some more details on that. So on the left-hand side under **Finances**, under the **My Account**, a couple of options I want to point out is to **Enroll In Direct Deposit**. So if the student is receiving enough financial aid to cover all their tuition and registration fees and on-campus housing fees, if they're living on campus, we will electronically deposit that excess funds directly into their checking or savings account. It's a lot faster than waiting for a check in the mail. If the student is trying to use some of their financial aid to buy books, they do need that refund as timely as possible, so we highly encourage students to enroll in direct deposits. If the student is not receiving financial aid and maybe they can't pay all of their tuition and registration fees in one check, we do offer a payment plan. So the payment plan is available in the **Other Financial** drop-down menu. The link would say **Enroll in Payment Plan**, that is available after the student enrolls in their classes. They can enroll in the payment plan, which breaks out the tuition registration fees into four payments. So now we're going to get into when are the charges due? When is that $9000 on this sample student’s account, when that's dues?
So if you click on **Account Inquiry**, the next screen that shows up is the account summary. So we deal with semesters at a time, so we're going to handle the fall charges and financial aid and then we will handle the spring charges and financial aid. So for fall 2016, on this sample student, you can see the outstanding charges and deposits is $9,580. This sample student has pending financial aid of $6,297, which means the student is going to have to pay out-of-pocket out of their own savings account or however they're gonna pay for it a little over $3,000. If the pending financial aid is enough to cover all of the outstanding charges and deposits, then no payment is due. We will defer the outstanding charges and deposits until the financial aid disperses to pay those. So it's only if their pending aid is less than their charges, then they have to make a payment themselves.
So when are the charges actually due? So on this screen, on the **Charges Due** tab, on the top of the screen you can see a breakdown of the charges by due date and amount. So when we looked at the housing’s website, we saw that there was eight housing payments, four for the fall semester. So here you'll be able to see that there's some due in July, September, October, and November. So again after the housing [Inaudible] posts to the student’s account, approximately July 12th, then we will be able to see those charges in the student's account.
If you want a detailed breakdown of what that dollar amount actually is, on the bottom of the screen will give you that detailed breakout of the individual charges.
So now one of the most complicated scenarios we have is when a student lives in on-campus housing and gets financial aid. So when we first looked at our account summary on the first slide, we saw that the student owed a little over $3,000, but when is that actually due because we know housing has...is broken out into four different due dates. So I'm going to take you through how to budget this so that you can plan in advance of when the payments are due. Keep in mind when the financial aid disperses onto the student’s account, which starts happening the week before the semester starts, then the financial aid will pay all the charges that it can and leave the remaining balance. So if you check the student's account late August then you'll be able to actually see the financial aid has dispersed and when you owe the balance in the charges, but we are going to ahead and go through the details now so that way you know how to plan in advance. So the first thing we're going to do is from the Account Summary screen, were going to take the pending financial aid amounts.
And then from the **Charges Due** screen, so we are going to the two different screens we just looked at, on the **Charges Due** screen were going to take the charges that are due by 7/27. So when we break it out by due dates, we can see that there’s enough pending financial aid to cover the first payment, and there is a little bit of financial aid left over.
So now we're gonna look at the charges that are due on 9/7, and again you can see that we have enough pending financial aid that'll cover all of the 9/7 due date and there's a tiny bit left over.
So then when we look at what's due on October 5, we see that now a payment is going to have to be made. So when you're doing your budget, you know that in October, you're going to have to pay 1,597. If you want to pay a little bit in July and August and September and kind of space that out a little bit, you can all on your own. You just have to make sure that the balance that's due by the due date is paid. If you want to pay a little bit in advance, that's great.
An now we're gonna see that the charges for November 2, obviously there's no more financial aid left---we ran out in October---so that full payment is due. So when we add up the portion was paid in October and November, we now get back to our total of $3,283, what the student owes. So when you looked at the account summary on the first page and you saw that $3,000, you can see it doesn't all have to be paid in July. Again you can break that into your own smaller payments, you just have to make sure by the due date that full amount is paid.
So we are here to help. You can definitely call our office, our summer hours are Monday to Thursday 7 to 5:30 and then during the school year we do have Monday through Friday 8 to 5. You can visit our website, you can come and visit our office in person. I highly encourage you to remind your student to check their wildcat email account for their courtesy email reminders. Also remember that this is the student's account, so if you do call our office or come into our office and if the students not with you, we do need that authorization to release.

Thank you.