

# Payment of Fall Tuition and Fees

Front Line Professionals

August 7, 2018

# Fall 2018 Timeline So Far...

- ✓ July 6: Fall bill available online and eBills emailed to students with balances
- ✓ August 1: July eBill due
- ✓ August 2: Late fees of 2.25% assessed on balances over \$200 (billed via July eBill or past due balances from prior semesters)
- ✓ August 5: Financial aid disbursed
- ✓ August 6: August eBill sent to students with balances (due September 1)
- ✓ August 6: Refund process began

# Outreach Prior to August 1

- Notifications/reminders to students of unsatisfied requirements for financial aid so we could award as much financial aid as possible prior to payment deadline
  - Emails
  - Follow-up letters
  - Text messages
  - Social media
  - Phone calls from Admissions, the Mountaineer Hub, and SFSS
  - Push calls
- Financial aid award letters list estimated cost, aid, and remaining cost (first-time students)
- Cost planners sent to students attending New Student Orientation (who had applied for or been awarded financial aid) showing estimated direct cost, aid, and remaining cost (first-time students)

# Outreach Prior to August 1

- Parent eNews reminders
- Infostations
- July eBill for students with a balance
- Letter in July “to the family of” students about eBill and payment options
- Two email reminders in July for those with a balance
- Reminder postcard in July
- One text reminder in July for those with a balance
- Texts to those who hadn’t submitted student health insurance waiver

# Fall 2018 Timeline Moving Forward

- August 7: Letter “to the family of” students with deadlines and payment options
- August 9: Refunds may be available in bank accounts for students signed up for direct deposit
- August: Weekly email and text reminders to those with balance
- August: Parent eNews reminders & social media
- August 22: Another August eBill sent (due September 1)
- September 1: August eBill due

# After September 1 Due Date

- September 1: Students must be enrolled in a payment plan that covers their balance or pay their balance due down to less than \$1,000
- September 4: Students who owe \$1,000 or more will be removed from fall classes at close of business

# After September 1 Due Date

- If removed from classes:
  - Cannot go to class unless reinstated
  - No eCampus, PRT, or Rec Center
  - On-campus students – can still use dining plan and access residence hall and room until after reinstatement deadline
  - Football tickets not impacted
- September 7: Last day students can be reinstated if they pay their balance to below \$1000 plus a \$250 reinstatement fee
  - If reinstated, eCampus, PRT, and Rec Center access reinstated every half hour

# Reasons for Changes

- The goal of the late fee changes and removal from courses is to reinforce the message to students that the University takes financial responsibilities seriously.
- An important part of transitioning to adulthood is learning the importance of paying bills on time.
- Each semester, the University carries a substantial amount of unpaid balances.
- In Spring 2018, there were nearly 1,400 students carrying a balance of \$1,000 or more for the semester, resulting in over \$7 million due to the University.
- The “soft drop” from courses in spring, changes to late fees, and fall removal from courses are steps implemented to promote increased financial responsibility with students.



# It's Working!

- There has been a significant impact due to assessing late fees on Aug. 2 instead of waiting until Sept. 2

**August 1, 2017**

58.7% Paid in Full

**August 1, 2018**

71.5% Paid in Full

# Payment Methods

- **ECheck** is the recommended form of payment.
  - No convenience fees.
  - Payments post to STAR immediately.
  - Students need the routing and account numbers from their check to pay online through STAR.
- If sending a **paper check** in the mail, a confirmation email will be sent to the student's MIX email once it is posted.
- **Credit card** payments can no longer be taken via phone for security reasons, but can be made online in STAR, in the Parent/Guest Portal if they have proxy access, or in person.
  - *A 2.25% convenience fee applies to all credit card transactions.*

***[studentaccounts.wvu.edu/billing](http://studentaccounts.wvu.edu/billing)***

# Monthly Payment Plan

- Students can sign up for a monthly payment plan to spread payment out over several months.
- Currently first payment is due immediately, then they will have two additional payments: Sept. 1 and Oct. 1
- If students sign up for the monthly payment plan and it does not cover their balance due, they will receive email notification that their plan needs increased.

***[studentaccounts.wvu.edu/payment/tuition-payment-plan](https://studentaccounts.wvu.edu/payment/tuition-payment-plan)***

# We're Here to Help!

- Our goal is to help as many students as possible pay their bill on time
- Student Financial Support & Services is working to ensure students are awarded the maximum amount of financial aid they are eligible to receive based on their unique circumstance
- The Mountaineer Hub can help students understand their options to meet the September 1 payment deadline

# WVU Mountaineer Hub

## Mailing Address

PO Box 6004  
Morgantown, WV 26506

## Location

Evansdale Crossing, 2<sup>nd</sup> Floor  
62 Morrill Way

**Website:** [mountaineerhub.wvu.edu](http://mountaineerhub.wvu.edu)

**Online Assistance:** [mountaineerhub.wvu.edu/contact](http://mountaineerhub.wvu.edu/contact)

**Phone:** 304-293-1988

**Fax:** 304-293-4890

## In-Person Hours:

8:15 a.m. to 4:45 p.m. through August 31

9:00 a.m. to 4:00 p.m. regularly

## Phone Hours:

8:15 a.m. to 4:45 p.m.