

Spring 2010 Bill Payment Procedures And Deadlines For All Students

SPRING 2010 PAYMENT DEADLINE IS DECEMBER 21, 2009

Course schedules will be cancelled for those students who have not made satisfactory payment arrangements by December 21, 2009 at 4 P.M.

Satisfactory payment arrangements mean all of your prior balance is paid in full and ½ of your current semester charges are paid in full.

Visa and MasterCard payments are accepted online at www.nccu.edu , in person at the Cashier's Office, by mail, or by calling 919-530-6209 or 919-530-6234. Other methods of payments we accept are Cash, Check, Money Order, Financial Aid and payments from pre-approved Third Party Agencies. Some pre-approved Third Party Agencies are the Vocational Rehabilitation Services and the Veterans Children Program.

How To Determine The Satisfactory Payment Arrangement

Please verify if your student account is validated for the Spring 2010 Term by going to MyEOL and selecting Student Account and Financial Validation Status. If the message states you are not validated for the Spring 2010 Term, please follow step 1 thru step 3. **Course schedules will be cancelled for those students who are not validated by December 21, 2009 at 4 P.M.**

1st Please view your NCCU Certified Statement By Term online to determine the amount you need to pay to meet the Satisfactory Payment Arrangement criteria.

2nd If you have a balance due for any terms prior to the Spring 2010 Term, all of that prior balance must be paid in full online, by mail, or in person at the Cashier's Office.

3rd When you view your charges for the Spring 2010 Term, divide these charges in half and pay that half plus the \$25.00 Processing Fee online, by mail, or in person at the Cashier's Office.

If you choose to pay half of your bill during registration, you are automatically enrolled in the University Payment Plan and you will be assessed the \$25.00 Processing Fee if you fail to include it in your first payment. The other half of your Spring 2010 charges must be paid in 2 equal installments. This first installment is due by February 10, 2010 and the final installment is due by March 10, 2010. Failure to meet these installment payment deadlines of February 10, 2010 and/ or March 10, 2010 will result in a \$20.00 installment late fee for each missed installment payment deadline.

4th Once your prior balance and ½ of your current semester charges have been paid, you can verify if you have made satisfactory payment arrangements by selecting Student Account and Financial Validation Status. If you receive a message stating you are validated for the Spring 2010 Term, then you have made satisfactory payment arrangements for the Spring 2010 Term.

If you receive a message stating you are not validated for the Spring 2010 Term, please repeat step 1 thru step 3 until you receive the validated status message.

Please note: If you drop or add classes during the Spring 2010 registration process, your validation status may be affected. It is very important that you continue to check your validation status during Spring 2010 registration, to avoid being dropped from your Spring 2010 classes on 12/21/09 at 4 P.M.

Spring 2010 Bill Payment Procedures And Deadlines For All Students

Cashier's office hours, address and payment information

The Cashier's Office hours are from 8:30 a.m. to 4 p.m., Monday through Friday, with extended hours on Tuesdays until 7 p.m. The mailing address is NCCU, C/O Comptroller, P.O. Box 19713, Durham, NC 27707. The office is located in the Hoey Administration Building, Room 12, basement floor. The telephone numbers are (919) 530-6234 and (919) 530-6209 and the fax number is (919) 530-7928.

Credit card payments may also be made via the web at <http://www.nccu.edu>. Click on '**MY EOL**' link on short menu on top of page. Sign into the Intranet portal using network/email user name and password. Click on '**Banner SSB**' under *Personal Assistant*.

or

2) *If you do not have access to my EOL:* Access the NCCU homepage at www.nccu.edu. Click on '**PROSPECTIVE STUDENTS**'. Click on '**Eagles Self Service Portal**' on the menu on the left side of this page. Click on '**Enter Secure Area (User Log In)**'. You will need to enter your User ID [which is your Banner ID #] and your student PIN [which is issued to you by your academic advisor].)

Click on '**Student Account and Financial Validation Status**' link.

Scroll to the bottom of the page and click on '**Credit Card Payment**' link.

Follow instructions for **Credit Card Payment**.

If you have any questions concerning logging into myEOL, contact the ITS Eagle Technical Assistance Center at (919) 530-7676.

Student Accounting office hours, address and general information

The Student Accounting office hours are from 8 a.m. to 4 p.m., Monday through Friday, with extended hours on Tuesdays until 7 p.m. The mailing address is NCCU, P.O. Box 19713, Durham, NC 27707. The office is located in the Hoey Administration Building, Room 207, 2nd floor. The telephone number is (919) 530-5071 and the fax number is (919) 530-7960. The email address is studentaccounting@nccu.edu.

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Attention NCCU Student, Faculty or Staff Member:

Effective July 1, 2009 NCCU will no longer mail paper statements.

We have implemented the E-bill process and all statements must be viewed online. We will notify you by email on a monthly basis when a new statement is ready to be viewed online based on the term's billing schedule. The term's billing schedule can be found on the NCCU Home Page at <http://www.nccu.edu>. It is very important to keep your NCCU email account active so you will be able to receive new statement notifications from us. If you want your parents, legal guardians, or spouse to review your statements online, please include their email addresses in your Personal Information Section on **My Eagles Online (myEOL)**. You will be responsible for giving your parents, legal guardians, or spouse your Banner Identification Number and Personal Identification Number (PIN) so they can view your statements online.

Attention Financial Aid Recipients:

TITLE IV FUNDS OPTION:

Effective 2009 Summer 1 and Dual Summer Session, if you incur any Non-Institutional Charges such as parking fines, library fines, medical services fees, etc., we will use your Title IV Funds to pay off any Non-Institutional Charges before you receive any Student Refunds from NCCU. If you would rather pay all Non-Institutional Charges Out-Of-Pocket rather than use your Title IV Funds to pay for these Non-Institutional Charges, please notify the Student Accounting Department via email at studentaccounting@nccu.edu as soon as possible. If you choose this option, we will not process any Student Refunds for you until all of your Non-Institutional Charges have been paid out-of-pocket by you. You must submit an email to the Student Accounting Department at studentaccounting@nccu.edu to notify us that all of your Non-Institutional Charges have been paid in full and you are now requesting any remaining credit on your account in the form of a Student Refund. The scheduled processing of your Student Refund Request will be determined by the Refund Schedule for that particular term. All Refund Schedules for each term will be posted online under the Student Accounting Department Section under Forms prior to the first day of class for each semester. Please make sure to monitor your Account Summary By Term on a weekly basis for any Non-Institutional Charges as well as charges for all required Tuition, Fees, Room, and Board.

Effective Each Fall Term: Due to Federal Regulations, you will only be allowed to use \$200.00 of your 2009–2010 Financial Aid Award to pay towards any balance prior to the Fall 2009 Term.

Spring 2010 Bill Payment Procedures And Deadlines For All Students

Information About Your Room And Board

For inquiries concerning your room, call (919) 530-5157 or (919) 530-6227. For inquiries concerning your meal plan, call (919) 530-5010.

Information About An Insurance Waiver

Students with their own Accident & Sickness insurance are eligible to waive the insurance plan provided by the university. An insurance waiver may be obtained from the Student Health Services Office located in the Old Health Building, 1st floor or on the NCCU website which is <http://www.nccu.edu>. Proof of insurance must be presented to obtain a waiver. **The Student Health Services Office currently processes the insurance waivers instead of the Student Accounting Office.**

The **deadline** for submitting the insurance waiver for students is December 21, 2009 at 4:00 P.M. if you plan to use the insurance waiver credit as part of your Spring 2010 payment. **However, if you don't plan to use the insurance waiver credit as part of your Spring 2010 payment, the deadline for submitting the insurance waiver is January 5, 2010 at 4:00 P.M.**

A new waiver must be submitted each academic year which begins with the fall term.

Website Directions For Insurance Waiver Form:

Go to [http://www.nccu.edu/](http://www.nccu.edu)

Type 'insurance waiver' in the Search window at the top of page.

Select 'SEARCH'.

Select 'NCCU INSURANCE WAIVER FORM'.

Print out the form and fill it out.

Fax the completed insurance waiver form along with a copy of your health insurance card to (919) 530-7969.

The contact person is Kimberly Dobson. Her telephone numbers are (919) 530-7336 and (919) 530-7337. Her email address is kdobson@nccu.edu.

Information about faculty and staff tuition waivers

All approved faculty and staff tuition waivers must be submitted to the Student Accounting Office, Hoey Administration Building, Room 207 before the specified deadlines. **An insurance waiver must also be submitted to the Student Health Services Office for all faculty and staff using a tuition waiver in order to prevent being charged for accident and sickness insurance.**

The **deadline** for submitting approved faculty and staff tuition waivers is December 21, 2009 at 4:00 P.M. if you plan to use the faculty and staff tuition waiver credit as part of your Spring 2010 payment. **However, if you don't plan to use the faculty and staff tuition waiver credit as part of your Spring 2010 payment, the deadline for submitting the insurance waiver is January 5, 2010 at 4:00 P.M.**

Information about your class schedule

For inquiries concerning your class schedule, call the Registrar's Office at (919) 530-5311.

Spring 2010 Bill Payment Procedures And Deadlines For All Students

Information about your financial aid

For inquiries concerning your financial aid, call the Scholarships & Student Aid Office at (919) 530-6180.

Information about your books

(919) 530-5010 or (919) 530-6445.

Students who are eligible for a refund, may use the credit to purchase books. If you have a credit on your account you may go to **My Eagles Online (my EOL)** at <http://www.nccu.edu> and authorize the Eagle Card Office to use all or a portion of your credit toward books. Select **Students**. Select **My Eagles Online (myEOL)**. Select **Students** again. Select **Enter Secure Area (User Log In)**. Enter your **Student ID/Banner ID Number** and **PIN**. Select **Login**. Select **Student & Financial Aid**. Select **Student Records**. Select **Request Book Allowance** and follow the remaining instructions on the web page.

This must be done prior to the processing of refunds. Students must review their balance to ensure that book charges are on their account. Students are responsible for any book charges that appear on their account after the processing of refunds.

Information about book scholarships

Those students that have Book Scholarships awarded by Financial Aid must go to Follett Bookstore to utilize this award. You must inform a representative of Follett Bookstore that you want to use your book award. Please note if you do not use the award, you lose it.

Online Address Update Procedures

Address Updates can now be accomplished online via the web at <http://www.nccu.edu>. Type 'my EOL' in the Search window at top of page. Select 'SEARCH'.

Select '**My Eagles Online (myEOL)**' result. In the main body of this page select '**Students**'. Select '**Enter Secure Area (User Log In)**'. Student will need to enter their User ID [which is their Banner ID #] and their student PIN [which is issued to them by their Academic Advisor].)

>Select '**Personal Information**' link.

>Select '**Update Address(es) and Phone(s)**' link.

You will be allowed to update your **Local, Campus, Billing, and Mailing Address** and Phone Numbers associated with these Address Types online.

Please remember to inactivate your old addresses and phone numbers. All other addresses must be updated in the Registrar's Office.

The Online Address Feature will be temporarily suspended during the Student Refund Processes. During these times, a message will be displayed stating **"Please Note! The Address Update Feature has been temporarily suspended due to Student Refund Processing."**

Refund Checks will be mailed to the **Local Address** on record for students who do not use the direct deposit option. Please keep your **Local Address** up to date at all times.

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University Payment Plan

The University Payment Plan requires one half of the total cost per semester to be paid by December 21, 2009 at 4:00 P.M. The remaining balance must be paid in two equal installments for the next two months in order to avoid late fees. The fee for the payment plan is \$25.00 per semester. In order to avoid late fees of \$20.00 per installment, the remaining balance must be paid as follows:

First Installment is due by February 10, 2010.

Second Installment is due by March 10, 2010.

The **deadline** for entering into the University Payment Plan for the Spring 2010 term is **Monday, December 21, 2009 at 4 P.M.**

Sallie Mae's TuitionPay Plan

Sallie Mae's TuitionPay Plan is handled by an outside agency. Under this plan, the yearly cost of tuition and fees can be divided into monthly installments. The enrollment fee for this plan is determined by the agency and payments are mailed directly to Sallie Mae's TuitionPay Plan Office. The agency submits your payments to the university on a monthly basis. For more information about Sallie Mae's TuitionPay Plan, call 1-800-635-0120 or visit their website at www.tuitionpay.com. **The last day to participate in this plan is Monday, December 21, 2009 at 4:00 P.M. Please note: Sallie Mae's TuitionPay Plan will not contract for prior balances.**

Important Reminders For Spring 2010 The Spring 2010 Term

Mandatory Direct Deposit Sign-Up For Refund Checks

All Freshmen and Transfer Students must sign up for Direct Deposit in order to receive refund checks.

Online Address Update Feature

Please keep all of your addresses up-to-date online so we will have the correct address to mail your 1098-T form for your tax reporting purposes. Your 1098-T form will reflect your qualified charges, scholarships, and grants for the tax year. Please Note: Your permanent address cannot be updated online. Your permanent address must be updated in the Registrar's Office.

Student's NCCU Email Account

Please check your NCCU email account on a daily basis to make sure that you don't miss important announcements. Since email notifications will only be sent once a month to alert you of an online statement to be viewed, it is very important that you check your Account Summary By Term every week to make sure that all of your charges for the semester have been paid.

Online Account Summary By Term

Please check your Account Summary By Term every week to make sure that all of your charges for the semester have been paid.

Refund Checks

Please check your student account online to make sure all your charges for tuition, fees, housing and meal plan have been charged to your account before you spend your refund. It is your responsibility to pay for your room and board charges if you spend your refund check before these charges have been applied to your student account.

Information About Books

919) 530-5010 or (919) 530-6445.

Students who are eligible for a refund, may use the credit to purchase books beginning August 7, 2009. If you have a credit on your account you may go to **My Eagles Online (my EOL)** at <http://www.nccu.edu> and authorize the Eagle Card Office to use all or a portion of your credit toward books. Select **Students**. Select **My Eagles Online (myEOL)**. Select **Students** again. Select **Enter Secure Area (User Log In)**. Enter your **Student ID/Banner ID Number** and **PIN**. Select **Login**. Select **Student & Financial Aid**. Select **Student Records**. Select **Request Book Allowance** and follow the remaining instructions on the web page.

This must be done prior to the processing of refunds. Students must review their balance to ensure that book charges are on their account. Students are responsible for any book charges that appear on their account after the processing of refunds.

Information About Book Scholarships

Those students that have Book Scholarships awarded by Financial Aid must go to Follett Bookstore to utilize this award. You must inform a representative of Follett Bookstore that you want to use your book award. Please note if you do not use the award, you lose it.