

## **Frequently Asked Questions**

### **Q1. How do I view my student account information and pay my e-bill online?**

**A.** Log in to MyEOL at *www.nccu.edu/myeol*. Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. You can view charges and credits by selecting 'Account Activity' under the 'My Account' section. You can make a payment by clicking on the green button that says 'Make a Payment' on the 'My Account' page. On the next screen you will have the opportunity to adjust the payment amount if you would like to make a partial payment.

### **Q2. How do I add an Authorized User to my account?**

**A.** Log in to MyEOL *www.nccu.edu*. Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. Select the 'My Account' tab. Select 'Authorized User,' then enter in the email address of the authorized user you want to establish. Select the 'continue' button and complete the next steps to add a user.

### **Q3. Do I have to fill out anything else to apply for financial aid at North Carolina Central University (NCCU)?**

**A.** The FAFSA is the only application required for financial aid at North Carolina Central University. Additional documentation will be requested for students selected for verification, such as federal tax transcripts, W2's, and/or verification worksheets.

### **Q4. What does a negative balance on my e-bill mean?**

**A.** If the amount of financial aid disbursed is greater than your charges, then you will see a negative balance on your account. This means a refund will be paid to the student. Students may use this refund check to purchase books or for other educational expenses.

## **Frequently Asked Questions (Continued)**

### **Q5. Is there a deadline to apply for financial aid?**

**A.** Students enrolling are encouraged to apply for financial aid as soon as possible after October 1 each year. Since financial aid is limited, filing early means there is a better chance to receive grants.

### **Q6. Why do I have a Health Insurance charge on my eStatement?**

**A.** All students enrolled in six or more degree-seeking credit hours are required to have health insurance. The charge for the fall and/or spring semesters will be listed on your eStatement. If you are covered by another policy, you can waive the Student Health Insurance fee by submitting a waiver. The deadline to submit the waiver is approximately 30 days after the first day of class. Student Insurance waivers are credits and appear on your account as a “Health Insurance Waiver.” It may take up to 30 days for the credit to be processed and credited to your account. Please visit [www.nccu.edu/studenthealth/insurance.cfm](http://www.nccu.edu/studenthealth/insurance.cfm) for the insurance premium fee amount and instructions on the waiver process.

### **Q7. What is the cancellation policy for courses?**

**A.** The university requires that account balances be paid in full by the due dates shown on your e-bill in order to avoid cancellation of courses at the beginning of the term. Full payment is defined as: complete payment of tuition, fees, and charges; payment of the difference of all charges *less* offered financial aid; or enrollment in an NCCU payment plan that will cover the total balance.

### **Q8. How do I set-up a book allowance with financial aid funds?**

**A.** Students are allowed to charge textbooks to their NCCU Eagle Card that have a credit balance. Be prepared to purchase textbooks with personal funds in case financial aid funds are insufficient.

## **Frequently Asked Questions (Continued)**

**Q9. I received a scholarship from an outside source. Who do I inform that this will be credited to my account?**

**A.** The name of the scholarship and amount should be placed on the award letter. The student must appropriately comply with the scholarship requirements and submit requested documents to the donor (i.e. proof of enrollment, award, letter, registration) or you may complete the Scholarship Donor Form and submit information to the appropriate office.

**Q10. When will my grant/scholarship disburse to my account?**

**A.** Grants and institutional scholarships will disburse on the first day of classes.

**Q11. Why has my grant amount changed?**

**A.** Grant amounts are based on the number of enrolled hours. Therefore, as you add/drop classes, the total amount of grants are prorated. Once you have finalized your course schedule your grants will not change.

**Q12. Where can I find help with budgeting and managing my debt?**

**A.** At North Carolina Central University, we want to help you manage your money and get through college without racking up unnecessary debt. Learn tips for budgeting smarter, saving money, and becoming financially stable by contacting our default manager at [defaultprevention@nccu.edu](mailto:defaultprevention@nccu.edu).

## **Frequently Asked Questions (Continued)**

### **Q. WHEN AND HOW WILL I RECEIVE MY FINANCIAL AID REFUND?**

**A.** The Student Accounting Office will process refunds. Undergraduate students with loans must be enrolled in at least six credit hours to receive a refund from their loan proceeds. Graduate and law students with loans must be enrolled in at least four and one half credit hours to receive a refund from their loan proceeds. If you have direct deposit, please allow 5-7 business days for your refund check to post. If you do not have a direct deposit, a paper check will be mailed to your permanent address within 7-14 business days from the date the refund was posted to your student account.

**ENROLLED FULL-TIME STUDENTS**, who overpaid their accounts using personal checks, will be refunded within two weeks after the overpayment occurred during the regular refund cycle. Students whose checks are returned because of insufficient funds will be charged a \$25.00 NSF Fee. In addition, NCCU will not accept personal checks of any form/type for the duration of the student's enrollment at NCCU.

### **NON-ENROLLED STUDENTS WITH CREDIT BALANCES**

due to payments by cash, check, or credit will receive refunds at the end of the semester in which the credit occurred.

Overpayments caused by credit card payments will not be credited back to the credit card. All overpayments will be mailed to the Local Address on Record or overpayments will be directly deposited in the student's active direct deposit account on file.

For further information about refunds, please visit the Refund Schedule [www.nccu.edu/admissionsandaid/tuitionandfees/refunds.cfm](http://www.nccu.edu/admissionsandaid/tuitionandfees/refunds.cfm)