Bellarmine University

Bursar's Office

Undergraduate - Frequently Asked Questions:

- When will I receive a bill?
- Where is my bill sent?
- Paperless Billing – Does that mean my parents won't receive a bill?
- How can I update my address?
- When is payment due?
- What if I cannot make it to the Bursar's Office during regularly scheduled hours?
- Whom do I contact about payment issues or questions about billing?
- What are my payment options?
- How is work-study handled?
- What if I have outside funding?
- What if I have a 529 Plan or a Trust?
- Can I pay online?
- Can I make payment at the Bursar's Office?
- Do you take credit cards?
- Can I set up a payment arrangement?
- What if I sign up for a monthly payment plan and estimate the charges incorrectly?
- What if I cannot pay?
- What if I drop a class?
- What is the refund schedule?
- How are meal plans handled?
- How is parking handled?
- Can I charge books to my account?
- What are financial holds?

When will I receive a bill?

Estimated Statements for the Fall 2014 semester will be generated on or about June 23, 2014. The Estimated Statement will contain estimated charges based on the student's registration and estimated financial aid that has been accepted by the student. ***Payments are due for Fall by August 1, 2014 and for Spring by January 2, 2015.*** *Revised bills are generated after drop/add week at the beginning of each semester and are uploaded to your secure online account and an email is sent to the official Bellarmine University email address of the student.*

Your bill may be accessed online through the my.bellarmine.edu portlet located on the (My Account Information) page of your [Student] tab. Please note: A paper bill is not mailed.

Where is my bill sent?

*Your bill will be uploaded to your secure online account and an email is sent to the official Bellarmine University email address of the student. You will receive an estimated statement uploaded to your secure online account on about June 23, 2014. As of August 1, 2012, Bellarmine University Bursar's Office has gone paperless. In order for parents or other authorized users to receive the tuition bill and monthly statements, students must set them up with an ID and password by logging on to my.bellarmine.edu on the (My Account Information) page of your [Student] tab. Click on '**Add New Parent or Authorized User Login'** and enter your parent/authorized users email address and assign them a login. The system will send an email to the Parent/Authorized User with the login and password so that they may view and/or pay the tuition bill online at any time. E-mails will also be generated to the parents e-mail address so that they will be advised when the statement is available online.*

Paperless Billing – Does that mean my parents won't receive a bill?

*Bellarmine University Bursar's Office went paperless on August 1, 2012. **Paper bills are not mailed**. The students' Bellarmine University email is their official email address. All communication regarding statements and charges will be sent to this email address. In order for parents or other authorized users to receive the tuition bills and to allow them to pay online, the student must set them up online with an ID and password. Do this by logging on to my.bellarmine.edu on the (My Account Information) page of your [Student] tab. Click on 'Add New Parent or Authorized User Login' and enter your parent/authorized users email address and assign them a login. The system will send an email to the Parent/Authorized User with the login and password so that they may view and/or pay the tuition bill online at any time. Students may set up more than one parent/authorized users. Note: This gives parents access to the billing and payment features only and not student personal emails, grades, schedule, etc.*

How can I update my address?

Address changes are made in the Registrar's Office in Horrigan Hall, Room H-205. You may also contact them by calling (502) 272-8133.

When is payment due?

Payment of your estimated amount due or payments on a tuition payment plan must be made by August 1, 2014 for Fall 2014 and January 2, 2015 for Spring 2015 payments. Revised bills will be generated at the beginning of each semester. Any adjustments made to the Estimated Statement will be reflected in the revised bill (i.e., class changes, additional fees, additional aid, etc.). If changes result in a balance due, you should make payment in full by the final due date (which will be noted on the revised bill) or adjust your payment plan. Please refer to the Class Schedule for the applicable academic year for the most up to date information or the student business section of the student portal.

What if I cannot make it to the Bursar's Office during regularly scheduled hours?

You may pay online through the my.bellarmine.edu portlet located on the (My Account Information) page of your [Student] tab. This feature will allow you to pay with your check online (e-check) or by credit card (MasterCard, Visa, Discover and American Express). The credit card option is processed by CASHNet and there is a convenience fee of 2.75% for this service. There are no service fees for e-check payments.

Payments may be mailed to the Bursar's Office. There is also a secure drop box slot to the right of the Bursar's Office window. Payments may be dropped in this slot at any time. On the scheduled due date of each semester, the Bursar's Office will be open until 5:30 pm.

Whom do I contact about payment issues or questions about billing?

Contact the Bursar at (502) 272-8264 as soon as you have questions or concerns regarding your statement. You may also email the Bursar at bursar@bellarmine.edu

If you have questions or concerns regarding financial aid, you should contact the Office of Financial Aid at 502-272-7300 or finaid@bellarmine.edu.

If you have questions or concerns regarding housing, meal plans and dorm related fines, please contact the Residence Life Office at 502-272-3000 or reslife@bellarmine.edu.

What are my payment options?

You have several payment options available to you. To inquire about setting up a monthly payment plan, please contact the Bursar's Office at (502) 272-8264 or bursar@bellarmine.edu. Payment plans can begin for the Fall 2014 semester as early as 6/9/14 and for the Spring 2015 semester as early as 12/9/14.

Payment at Registration (PAR) requires payment in full for each semester when billed. Interest is charged at 1.5% monthly, 18% annually for unpaid balances. The Bursar's office accepts Cash, Check, Money Order and Cashier's Checks. ***Payment is due on August 1 for Fall charges and January 2 for Spring charges.***

You may pay online with an e-check or credit card (MasterCard, Visa, Discover or American Express) by logging into your student account at my.bellarmine.edu. Select the (My Account Information) page on your [Student] tab. Students may give access to parents and/or other authorized users so that they may also go online to view and pay bills. The online credit card option will charge a 2.75% convenience fee by CASHNet. Online payments by eCheck are FREE.

Other options available include Corporate Reimbursement, Deferred Payment Plan, Government Assistance, and Work-Study. Contact the Bursar's Office for additional information on these plans at (502) 272-8264 or bursar@bellarmine.edu.

How is work-study handled?

The Federal Work-Study program is a need-based program that is available only to students who qualify for the award as determined by the Free Application for Federal Student Aid (FAFSA). If students are awarded work-study in their financial aid packages, job information is sent to them, with a web site of a list of job openings. Students are responsible for securing a work-study position by contacting supervisors and scheduling interviews. Students must also complete a W-4 and I-9 form for employee eligibility. Once hired, hours worked are logged in the timekeeping system. Students can pick up their monthly paychecks in the Business Office in Horrigan Hall (direct deposit is offered and encouraged) or a student may fill out a form in the Bursar' Office giving authorization to apply either 100% or 30% of the monthly earnings to the student's tuition account. The amount of tuition and fees not covered by work-study earnings must be paid by the published due date. Additional information on the Federal Work-Study program can be obtained from the Financial Aid webpage. If you have questions about direct deposit, please contact Payroll at 502-272-8269 or clewars@bellarmine.edu.

What if I have outside funding?

The student must provide the Bursar's Office with documentation each semester from the outside agency that states how much the agency is providing to the student and how these funds will be paid (to the student or to Bellarmine). The amount of tuition and fees not covered by the outside funding must be paid in full by the published due date.

What if I have a 529 Plan or a Trust?

If Bellarmine must send an invoice to the plan, please provide documentation to the Bursar's Office each semester. The amount of tuition and fees not covered by the plan's funding must be paid in full by the published due date.

Can I pay online?

You may pay online through the my.bellarmine.edu portlet located on the (My Account Information) page of your [Student] tab. This feature will allow you to pay with your check online (e-check) or by credit card (MasterCard, Visa, Discover and American Express). The credit card option is processed by CASHNet and there is a convenience fee of 2.75% for this service. There are no service fees for e-check payments.

You may establish an authorized user account by going to www.bellarmine.edu/finance/bursar and following the instructions under Authorized User.

Can I make payment at the Bursar's Office?

Yes, you may pay at the Bursar's office window with cash, check, money order or cashier's check or drop your payment in the overnight secure drop box located just outside the Bursar's window.

Do you take credit cards?

Yes, we accept MasterCard, Visa, Discover and American Express. These payments are to be done ONLINE ONLY through the my.bellarmine.edu portlet located on the (My Account Information) page of your [Student] tab OR directly at https://my.bellarmine.edu/payment. Authorized Users should go to www.bellarmine.edu/finance/bursar and log on through the parent payment section. There is a 2.75% convenience fee for this service.

Can I set up a payment arrangement?

Yes. Monthly payment plans are available as a method of payment. Start as early as June 9, 2014 to take advantage of the 6 month payment plan for the Fall 2014 semester. Contact the Bursar's Office for details regarding the plans available at (502) 272-8264 or bursar@bellarmine.edu. The Bursar's Office periodically reviews the contracts to make sure that you have set up the correct amount to

cover your balance. Any large differences will be communicated to the student via email.

Fall 2014 Plans *start 6/9/14 for 6 months to pay, 7/9/14 for 5 months to pay and 8/9/14 for 4 months to pay. Setup fee: $35*

Spring 2015 Plans *start 12/9/14 for 5 months to pay, 1/9/15 for 4 months to pay. Setup fee: $35*

What if I sign up for a payment plan and estimate the charges incorrectly?

Payment plans are flexible and can be adjusted throughout the year once final charges are known. Estimates may change due to financial aid updates, scheduling changes, course fees, etc. If you have questions regarding your statement, please contact the Bursar at (502) 272-8264 or bursar@bellarmine.edu.

What if I cannot pay?

Contact the Bursar's Office at (502) 272-8264 to discuss payment arrangements. Contact the Financial Aid Office to discuss various Financial Aid options that may be available to you at 502-272-7300 or finaid@bellarmine.edu. ***Do not ignore the billing statement****; doing this will result in a registration hold and an official transcript hold. Interest is charged at 1.5% monthly, 18% annually for unpaid balances.*

What if I drop a class?

You must contact the Registrar's Office in writing to officially drop a class. The Registrar's Office can be contacted at 502-272-8133 or registrar@bellarmine.edu. Note that classes dropped before the first day of school will receive a 100% tuition refund. Please refer to the tuition refund schedule in the Class Schedule or the student business section of the student portal prior to withdrawing from class. Once classes begin, refunds are reduced to 80%, 50% or 0% depending on the drop date. Please see refund schedule below for details. Should you have questions related to your statement after you have completed this process, please contact the Bursar's Office at bursar@bellarmine.edu.

What is the refund schedule?

Refer to the applicable academic year Course Schedule for the most up-to-date refund schedule or the student business section of the student portal. Additional information regarding policies and procedures can be found at www.bellarmine.edu/finance/bursar or www.bellarmine.edu/registrar/catalog

Complete withdrawal from the University:

- *100% prior to the first day of class each semester as published in the Course Schedule*
- *80% tuition refund during the first five days of classes*
- *50% tuition refund beginning on the sixth day of the semester through the sixth week of the semester*
- *0% tuition refund after the sixth week of the semester*

Refer to the Course Schedule for the published dates for the current semester. Summer and Alternative schedules will vary; contact the Bursar's Office for alternative schedule refund dates.

Adjusting classes within the University (drop/add):

- *Individual classes can be added and dropped through the first five days of classes with full tuition refund*
- *Students may change from full-time to part-time status with full tuition refund through the fifth day of the semester*
- *50% tuition refund through the sixth week of the semester*

Refer to the Course Schedule for the published dates for the current semester. Summer and Alternative schedules will vary; contact the Bursar's Office for alternative schedule refund dates.

How are meal plans handled?

Students with meal plans use their ID cards to access the meal plans at campus food service areas. All residence hall students set up their meal plans with the Residence Life Office. Those students not in the residence halls may purchase a meal plan or flex dollars at the Bursar's Office.

How is parking handled?

Automobile information is entered in the Parking Registration portlet on the (Student Business) page of the [Student] tab at my.bellarmine.edu. After this is entered, you go to the Security Office on the ground floor of Horrigan Hall to pick up the parking permit. There is no charge for the permit. Each car driven on campus must have a parking permit.

Can I charge books to my account?

If a student's Financial Aid award is more than the semester tuition, fees, room and board charges, the student may request to charge books and supplies to the student's account. Students must go to the Bursar's Office to make this request in writing. If approved, the students' ID cards will be activated, allowing them to charge books and supplies at the bookstore for any amount up to the amount of excess financial aid. If the surplus aid consists only of Bellarmine scholarships and grants, the bookstore voucher must only be used for books and supplies and not for apparel or anything not academically related. The Bookstore can be contacted at 502-272-8111 or bookstore@bellarmine.edu should you have questions about their inventory.

What are financial holds?

Students whose accounts are not paid by the semester deadlines may be subject to financial penalties. Students with unpaid account balances may be placed on financial hold by the Bursar's Office. Students placed on financial hold may become ineligible for further registration, receiving or sending official transcripts, and/or viewing academic grades. Unpaid account balances may also accrue monthly interest charges at 1.5% of the outstanding balance due. Should your account be placed under financial hold, please contact the Bursar's Office at 502-272-8264 or bursar@bellarmine.edu to discuss your account.