

Bellarmine University

Office of Student Accounts

Freshmen - Frequently Asked Questions:

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When will I receive a bill?

Estimated Statements for the Fall 2019 semester will be generated during June of 2019. 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, 2019 and for Spring by January 3, 2020. 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 Student Portal located on <http://one.bellarmino.edu>. 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 during June 2019. As of August 1, 2012, Bellarmine University Office of Student Accounts became 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 one.bellarmino.edu and then selecting the One Payment Gateway link. Once set up, 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?

Bellarmino University Office of Student Accounts went paperless on August 1, 2012. **Paper bills are not mailed.** The student's 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 one.bellarmino.edu and selecting the One Payment Gateway link. 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 user. Note: This gives parents access to the billing and payment features only and not to the student's personal emails, grades, schedule, etc.

How can I update my address?

Address changes are made in the Registrar's Office in CNHH 205. You may also contact them by calling (502) 272-8133 or emailing registrar@bellarmino.edu.

When is payment due?

Payment of your estimated amount due or payments on a tuition payment plan must be made by August 1, 2019 for Fall 2019 and January 3, for Spring 2020. 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 have your payment plan adjusted. Please refer to the Class Schedule for the applicable academic year for the most up to date information on the student portal.

What if I cannot make it to the Office of Student Accounts during regularly scheduled hours?

You may pay online through the One Payment Gateway on the one.bellarmine.edu portlet. 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 Office of Student Accounts. There is also a secure drop box slot to the right of the office window. Payments may be dropped in this slot at any time. On the scheduled due date of each semester, the office will be open until 5:30 pm.

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

Contact the Office of Student Accounts at (502) 272-8264 as soon as you have questions or concerns regarding your statement. You may also email the Office of Student Accounts at studentaccounts@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 502-272-7272 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 Office of Student Accounts at (502) 272-8264 or studentaccounts@bellarmine.edu. Payment plans can begin for the Fall 2019 semester as early as the end of May, and plans for the Spring 2020 semester can begin as early as December 1st.

Payment in Full (PIF) on the Tuition Contract requires payment in full for each semester when billed. Interest is charged at 1% monthly (12% annually for unpaid balances). The Office of Student Accounts accepts cash, check, money order and cashier's checks. **Payment is due on August 1 for Fall charges and January 3 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 one.bellarmino.edu. 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 e-check are FREE.

Other options available include Corporate Reimbursement, Deferred Payment Plan, Government Assistance, and Work-Study. Contact the Office of Student Accounts for additional information on these payment methods at (502) 272-8264 or studentaccounts@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 Office of Student Accounts giving authorization to apply 100% 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 502-272-8260.

What if I have outside funding?

The student must provide the Office of Student Accounts 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 Office of 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 one.bellarmino.edu webpage by selecting the One Payment Gateway link. 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.

Authorized users may log in at <https://www.bellarmino.edu/finance/office-of-student-accounts/> to pay toward a student's account balance. Please note that the student must create an account before authorized users will be able to utilize this method.

Can I make payment at the Office of Student Accounts?

Yes, you may pay at the 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 office 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 one.bellarmine.edu webpage at the One Payment Gateway link. Authorized Users should go to <https://www.bellarmine.edu/finance/office-of-student-accounts/> 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 the end of May to take advantage of the 6 month payment plan for the Fall 2019 semester. Contact the Office of Student Accounts for details regarding the available plans at (502) 272-8264 or studentaccounts@bellarmine.edu. The 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 2019 Plans start 6/1/19 for 6 months to pay, 7/9/19 for 5 months to pay and 8/1/19 for 3 months to pay. Setup fee: \$40

Spring 2020 Plans start 12/1/19 for 5 months to pay, 1/3/20 for 4 months to pay. Setup fee: \$40

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

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

What if I cannot pay?

Contact the Office of Student Accounts at (502) 272-8264 or studentaccounts@bellarmine.edu 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 holds over the student's account. Interest is charged at 1% monthly (12% 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 online at <http://one.bellarmino.edu> prior to withdrawing from class. Once classes begin, refunds are reduced to 80%, 50% or 0% depending on the drop date. Please see the refund schedule below for details. Should you have questions related to your statement after you have completed this process, please contact the Office of Student Accounts at studentaccounts@bellarmine.edu.

What is the refund schedule?

Refer to the applicable academic year Course Schedule for the most up-to-date refund schedule. Additional information regarding policies and procedures can be found at <https://www.bellarmino.edu/finance/office-of-student-accounts/> or www.bellarmino.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 Office of Student Accounts 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 Office of Student Accounts 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, flex dollars or BU Dollars at the Office of Student Accounts.

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 Office of Student Accounts to make this request in writing. If approved, the student's 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. Excess aid consisting on only Bellarmine scholarships and grants cannot be used to purchase apparel or any other non-academic item(s). 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 Office of Student Accounts. 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% of the outstanding balance due. Should your account be placed under financial hold, please contact the Office of Student Accounts at 502-272-8264 or studentaccounts@bellarmine.edu to discuss your account.