

Bellarmino University

Office of Student Accounts

Graduate - Frequently Asked Questions:

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When will I receive a bill?

Final bills are generated after drop/add week at the beginning of each semester and are uploaded to the student's online account through the one.bellarmino.edu portlet at the One Payment Gateway. Please check your Bellarmine e-mail often as this is where the e-mail will be sent when your e-bill is available online.

Please note: A paper bill is not mailed.

Where is my bill sent?

Your bill is uploaded to the student's online account through the one.bellarmino.edu portlet at the One Payment Gateway. **We do not mail statements.** You will be sent an e-mail to your Bellarmine e-mail address when your e-bill is available online.

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?

Please refer to the Class Schedule for the applicable academic year for the most up to date information. The Office of Student Accounts is open until 5:30 pm on the scheduled payment due date each semester. The final tuition due date for Fall 2019 is September 25th unless deferment of tuition has been established. The final tuition due date for Spring is January 29, 2020.

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

You may pay online through the one.bellarmino.edu portlet at the One Payment Gateway. 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 also 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 of Student Accounts 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 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.

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 6/1/19 and for the Spring 2020 semester as early as 12/1/19.

Payment in Full (PIF) on the Tuition Contract requires payment in full (minus any financial aid) 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.

You may pay online with an e-check or credit card (MasterCard, VISA, Discover or American Express) by logging into your student account at the One Payment Gateway on 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 eCheck are FREE.

Other options available include Corporate Reimbursement, Deferred Payment Plan, and Government Assistance. Contact the Office of Student Accounts for additional information on these plans at (502) 272-8264 or studentaccounts@bellarmine.edu. Please note that we need documentation for these payment methods each semester.

Corporate Reimbursement: A student's tuition is being paid by an employer and the employer pays Bellarmine directly. With this payment option, employers furnish Bellarmine with a letter indicating their intention to pay tuition (and/or fees) for the student. The employer has 30 days to pay the University from the date grades are posted. The University does not charge interest under this plan as long as the terms are met (letter on file and paid within 30 days of grades posting). If the account is not paid within 30 days, interest will be charged monthly at a rate of 1% per month or 12% annually.

Deferred Payment Plan: A student's tuition is being reimbursed by their employer. If a student's employer will reimburse them for their tuition (and/or fees) and the student would like to defer payment for 30 days after grades are posted, the student should provide a letter from the employer to the Office of Student Accounts each semester stating these intentions. A \$50 fee is assessed each semester to defer payment of tuition under this plan. If the account is not paid in full within 30 days after grades are posted, interest will be charged monthly at a rate of 1% per month or 12% annually. To determine if this plan is correct for you, please check with your employer to see if they are a participating company or contact the Office of Student Accounts.

Government Assistance: See outside funding below.

For additional information on these plans, contact the Office of Student Accounts at (502) 272-8264 or studentaccounts@bellarmine.edu.

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 Student Accounts 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 portlet by selecting the One Payment Gateway. 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 <https://www.bellarmino.edu/finance/office-of-student-accounts/> and following the instructions under Authorized User Payments.

Can I make payment at the Office of Student Accounts?

Yes, you may pay at the Office of Student Accounts 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 made ONLINE ONLY through the one.bellarmino.edu portlet at the One Payment Gateway. Authorized Users should go to <https://www.bellarmino.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 June 1, 2019 to take advantage of the 6 month payment plan for the Fall 2019 semester. Contact the Office of Student Accounts for details regarding the plans available 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 between 6/1/19 - 6/9/19 for 6 months to pay, 6/10/19 - 7/9/20 for 5 months to pay and 7/10/19 - 8/9/19 for 4 months to pay. Setup fee: \$40

Spring 2020 Plans start 12/1/19 for 5 months to pay or between 12/10/19 - 1/9/20 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 semester 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 office at (502) 272-8264 or studentaccounts@bellarmine.edu.

What if I cannot pay?

Contact the Office of Student Accounts 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, grade hold, and an official transcript hold. 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 on 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 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 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 is parking handled?

There is no charge for the permit. Each car driven on campus must have a parking permit. Please contact the Office of Security for more information at 502-272-7777.

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 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 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.