




VIRGINIA  
WESLEYAN  
UNIVERSITY

Office of Finance  
Student Account Information &  
Checklist

# Welcome Marlins

We hope everyone is having a great summer and we are looking forward to a successful fall semester!

We have prepared some information that should answer most, if not all of your questions regarding your student account and our billing processes. Our office is here to help make this journey as smooth as possible, please don't hesitate to contact us with any questions regarding your student account.

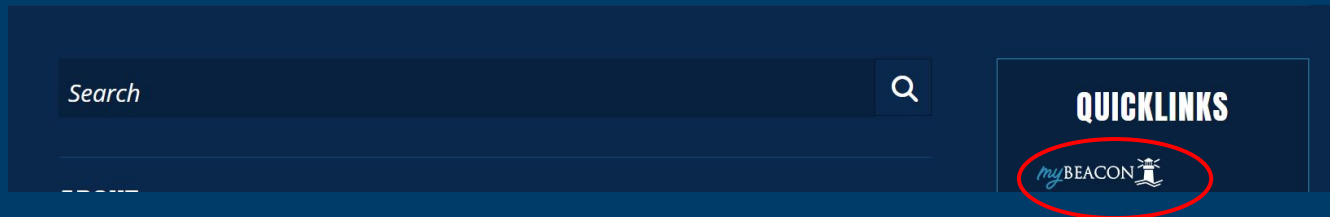
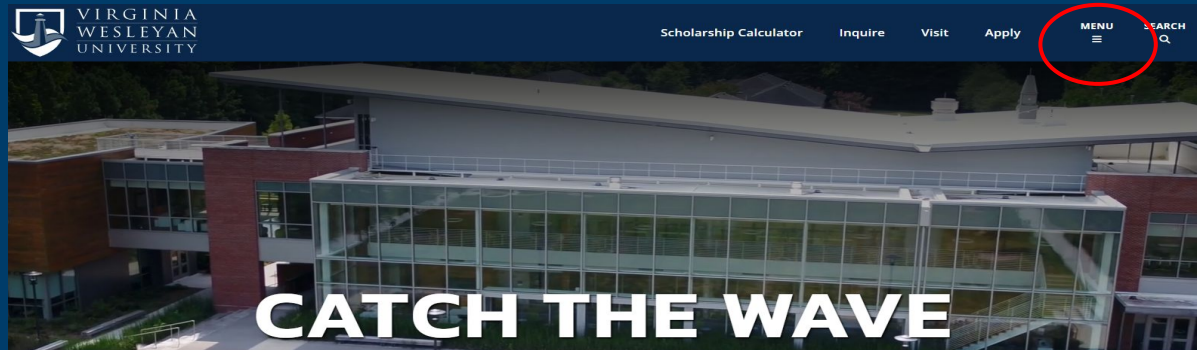
A decorative wavy line in white and light blue, curving across the bottom of the slide.

# Billing Information

- ❖ In an effort to **Go Green**, we no longer mail out statements. We will generate statement notices periodically that will be sent to your VWU email address and to the email address of your Authorized User(s).
- ❖ Be sure to set up your Authorized User(s) on the Bill Payment site.
- ❖ Be sure to update your FERPA (Family Educational Rights & Privacy Act). If your FERPA is not submitted, we can not discuss your student account with anyone. The FERPA form can be found on Web Advisor.

# How to Students Access Bill Payment

[VWU.edu](http://VWU.edu)




# Billing Information

- ❖ You can view a “real time” statement by clicking the “View On Demand Statement” tab while in Bill Payment.

The screenshot displays a web interface for a student account. At the top, the 'Student Account' header is followed by a redacted ID number. Below this, the 'Balance' is listed as \$1,205.00. Two buttons, 'View Activity' and 'Make Payment', are positioned to the right of the balance. A 'Statements' section follows, containing an information icon and a text prompt: 'Click the button to view your current account balance and details.' To the right of this text is a button labeled 'View On Demand Statement', which is circled in red to highlight it as the correct action to take.

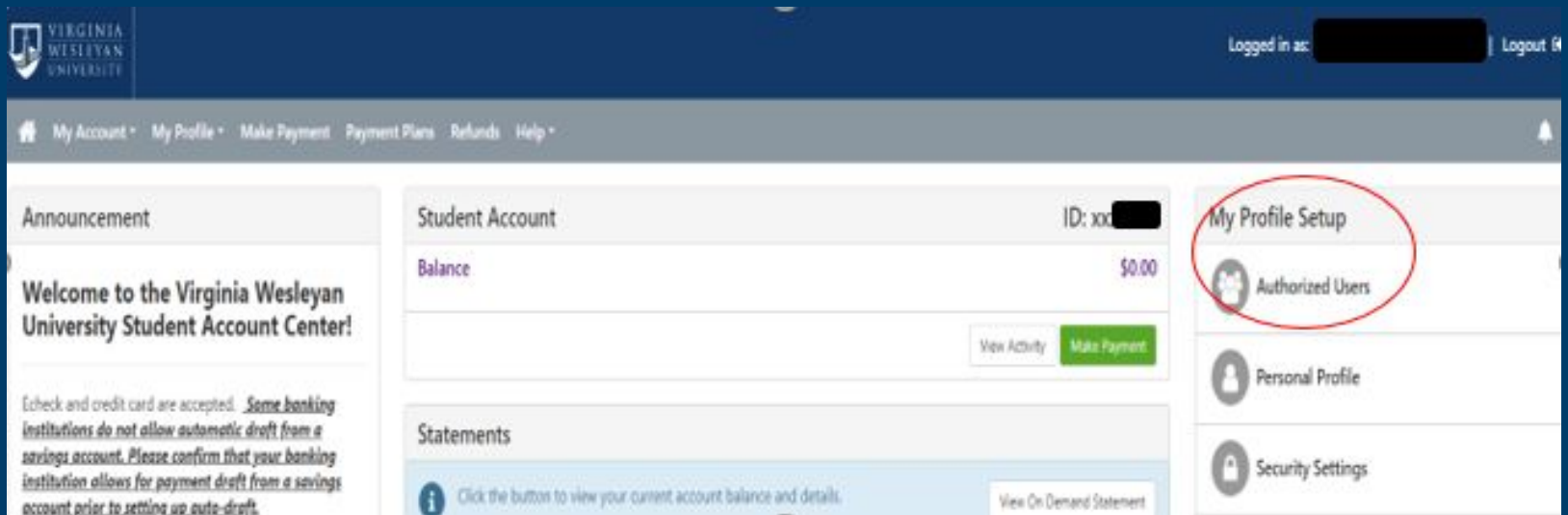
Student Account	
ID	[REDACTED]
Balance	\$1,205.00
<a href="#">View Activity</a> <a href="#">Make Payment</a>	

Statements	
	Click the button to view your current account balance and details.
<a href="#">View On Demand Statement</a>	

# How to Set Up an Authorized User

- ❖ Students can set up multiple Authorized Users. From the main page of the Bill Payment site, follow the steps below.



# A Message to the Authorized User

- ❖ As an Authorized User, you will gain access to the Bill Payment site by using the following link:  
[https://secure.touchnet.net/C23516\\_tsa/web/login.jsp](https://secure.touchnet.net/C23516_tsa/web/login.jsp)
- ❖ Having Authorized User access allows VWU to discuss the financials with you, make payments and set up payment plans.
- ❖ Be sure to have your student update the FERPA (Family Educational Rights & Privacy Act) as well as the A/U.
- ❖ If the FERPA is not submitted, we are limited as to what we can discuss with you. The FERPA form can be found on WebAdvisor.

# Billing Information

## ❖ When are payments due?

- Fall Tuition is due **August 10, 2024**
- January Term is due **December 10, 2024**
- Spring Tuition is due **December 10, 2024**

## ❖ How can I pay my bill?

- Preferred method of payment is e-check or credit/debit card (with a 2.85% convenience fee) via *My Beacon > Bill Payment*, which can be accessed via <https://www.vwu.edu/mybeacon.php>

➔ **If payment in full by the said due date is not an option, you must enroll into one of our payment plans via Bill Payment.**



# Billing Information

## ❖ Payment Plans

- We offer 2 different plans per semester (5 or 4 month plan)
- All plans are interest free, with a \$50.00 set up fee per semester. *However, if you enroll into a plan with automatic monthly drafts (from a checking or to a credit/debit card), the set up fee of \$50.00 will be waived!*
- **Fall Payment Plan Installment Dates:**
  - July 10th (start date for the 5 month plan)  
August 10th (start date for the 4 month plan)  
September 10th, October 10th, & November 10th.
- All balances must be satisfied by November 10th.
- **There is a \$25.00 late fee if the payment is more than 5 days late.**

# Billing Information

- ❖ Prior to paying in full or setting up a payment plan, please be sure to finalize the following:
  - Accept all your awards and loans.
  - Waive or enroll into the school's student health insurance. To waive or enroll click <https://rcmdstudentbenefits.com/vwu/>
  - Do you need to purchase a car decal? The link below will provide you general vehicle regulations and parking information.  
<https://www.vwu.edu/campus-security/traffic-and-parking.php>
  - Commuters - do you need to purchase a commuter meal plan? If so, the link below will provide the commuter meal plan information.  
<https://www.vwu.edu/about/campus-offices/finance-and-administration/meal-plan-upgrade-and-commuter-meal-plan.php>

# What to Know About Student Refunds...

- ❖ **ALL** refunds will now be processed via ACH direct deposit through Bill Payment (TouchNet).  
**We are no longer sending paper checks nor e-checks!**
- ❖ The **student must** submit a refund request using the following link: <https://www.vwu.edu/about/campus-offices/finance-and-administration/request-a-refund.php>
- ❖ The refund set-up process must be completed under the student log-in, not the Authorized User log-in. However, the option is your's when it comes to whose bank account information is entered.
- ❖ Parent Plus Loan borrowers - it will be your responsibility to ensure that the ACH information is set up to the correct bank account.
- ❖ Be advised that Financial Aid will start disbursement of awards/aid around 1 week *after* Add/Drop. We will start refunds after that point.

# Student Refunds continued

- ❖ Below are the steps to set up your ACH direct deposit (e-refunds):

1. You need to complete the two-step verification profile prior to setting up your direct deposit information

The screenshot shows a web interface for setting up student refunds. At the top, under the heading "Refund Methods", there is a yellow warning banner with a triangle icon that reads: "No Two-Step Verification Profile. You must enroll in Two-Step Verification to update a Refund Method". To the right of this banner is a green button labeled "Enroll in Two-Step Verification". Below the banner, the "Direct Deposit" section is visible, with subtext "Typically received in 1-2 business days" and "Funds will be transferred to the personal checking or saving account of your choice." A message states "A Direct Deposit account for refunds has not been set up." Below this message is a text input field and a button labeled "Set up a new account".

**Refund Methods**

**⚠ No Two-Step Verification Profile.** You must enroll in Two-Step Verification to update a Refund Method [Enroll in Two-Step Verification](#)

**Direct Deposit**  
Typically received in 1-2 business days  
Funds will be transferred to the personal checking or saving account of your choice.

A Direct Deposit account for refunds has not been set up.

[Set up a new account](#)

You have the option to use text or email and Google Authenticator. There is a backup method option as well.

# Student Refunds continued

## My Profile

[Personal Profile](#) [Payment Profile](#) [Security Settings](#)

### Two-Step Verification Enrollment

#### Primary Method


Please select how you would like to receive a passcode.

- ☐ Text message to existing or new mobile number
- ☐ Email message to existing or new email address
- ☐ Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))

#### Backup Method (optional)

Adding a backup method allows a passcode to be sent to an additional mobile number or email address.


2. Once this has been completed you can click on the house on the left-hand side of the screen or hit Refunds tab in the blue bar

 [My Account](#) [My Profile](#) [Make Payment](#) [Payment Plans](#) [Deposits](#) [Refunds](#) [Help](#)

#### Announcement

Welcome to the TEST Virginia Wesleyan

Now complete the billing/Banking information



To sign up for direct deposit of your refunds, complete your setup in the [Refund Account Setup](#) page.

# Student Refunds continued

Set Up Refund Account

**Account Information**

\* Indicates required fields

You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

\*Account type:  Please select an item in the list.

\*Routing number: (Example)

\*Bank account number:

\*Confirm account number:

**Billing Information**

\*Name on account:

\*Billing address:

Billing address line two:

\*City:

\*State:

\*Save payment method as: (example My Checking)

Cancel Continue

Once you complete the form and submit you will see the following message.

## eRefunds

Your new ACH refund account has been saved.

You are now enrolled in the Direct Deposit ACH refunds  
The funds transfer usually takes **3-4 business days** from the start of processing.

# Health Insurance

- ❖ **VWU requires all students to have health insurance coverage.**
- ❖ The university offers a student accident/sickness policy for \$2,879.00 per year, which is automatically billed to the student account.
- ❖ If you already have health insurance coverage, you **MUST** complete the insurance waiver prior to August 27, 2024.
- ❖ If you wish to enroll into the health insurance plan, do so as soon as possible and coverage can start at the time of enrollment.
- ❖ *Failure to waive or enroll will result in an automatic enrollment into the plan and the amount of \$2,879.00 will remain on your student account.*
- ❖ **Please take action on this matter prior to August 27, 2024!**

# Tuition Insurance & Renter's Insurance

- ❖ Tuition insurance is offered through GardGaurd. The link below will provide you more information.
- ❖ <https://www.vwu.edu/about/campus-offices/finance-and-administration/tuition-insurance.php>
- ❖ Renter's insurance is also suggested



# Meal Plans

- ❖ All students living on campus will automatically be placed on a meal plan that is associated with the housing assignment.
- ❖ Commuter students have the option to purchase a commuter meal plan, We offer a 40, 60, or 80 per semester.
- ❖ All meal plans are semester based and include Bonus Points (BPs). BPs can be used to purchase additional meals or snacks at the Boyd Dining Hall, Harbor Grill, or Coastal Market. BPs cannot be increased and any unused points are forfeited at the end of each semester.
- ❖ Should you run out of meals, additional funds can be added to your Marlin \$ account, which is associated with the Student ID Card.

# Meal Plans

- ❖ The link below will provide you additional details on meal plans:

<https://www.vwu.edu/enrollment-aid/financial-aid/room-and-board.php>

- ❖ If you wish to upgrade your meal plan (upgrades must be submitted within the first 7 days of the semester) or to purchase a commuter meal plan, please go to the following link:

<https://www.vwu.edu/about/campus-offices/finance-and-administration/meal-plan-upgrade-and-commuter-meal-plan.php>

# Marlin \$

- ❖ The Marlin \$ program is an optional debit account for use on campus. Students benefit from the flexibility, convenience, and security of using their Student ID Card for purchases on campus in place of cash. Purchases are electronically deducted from the account and the remaining balance is displayed after each transaction.
- ❖ Marlin \$'s can be used in the Scribner University Store, Harbor Grill, Coastal Market, Boyd Dining Hall, and VWU Online Bookstore.
- ❖ Funds can be added by cash or check in the Office of Finance, transferred from your financial aid credit, or by a credit card online. To transfer funds from your available credit, if applicable, or to make a credit card payment towards the Marlin \$, use the following link:  
<https://www.vwu.edu/about/campus-offices/finance-and-administration/marlin-card.php>
- ❖ Please allow 24 business hours for the funds to be applied.
- ❖ Should you have funds remaining on your Marlin Card once you graduate, the funds will be refunded back to the student account.

# Withdrawal Refund Policy

- ❖ The date the student officially notifies the Registrar's Office of the withdrawal is the official date used to determine any financial adjustments. Tuition and mandatory fees are reduced according to the withdrawal schedule below.

Fall 2024		Spring 2025
If withdrawal occurs:	Refund (Tuition, Room & Board)	If withdrawal occurs:
Before August 28, 2024	100%	Before January 22, 2025
Aug 28 – Sep 3, 2024	90%	Jan 22 – Jan 28, 2025
Sep 4 – Sept 10, 2024	50%	Jan 29 – Feb 4, 2025
Sept 11- Sept 17, 2024	25%	Feb 5 – Feb 11, 2025
After September 17, 2024	No Refund	After February 11, 2025

# Withdrawal Policy

- ❖ Financial Aid adjustments will be completed based on the Department of Education regulations.
- ❖ If federal aid has been received, it will be returned to the lender based on the length of time you attended classes.
- ❖ Be advised that the return of aid may create a balance. If a refund was processed prior to the withdrawal, you may be responsible for returning those funds to the University.
- ❖ After 60% of the semester, all federal aid is considered “earned” and no adjustments will be made. Contact Financial Aid for specific dates.
- ❖ An administrative fee or \$100.00 will be accessed for withdrawals.

# Other Factors to Think About...

- ❖ 0.0 GPA ~ This will have an effect on your financial aid, as required by federal regulations. Students who do not earn credits in a given semester may not have earned all of their financial aid. Therefore, aid will be re-calculated based on their term in attendance. Any adjustments made, could result in a balance owed to the institution.
- ❖ The DAY rate of tuition is a flat rate of \$18,275.00 (course fees may vary).
- ❖ Should you drop a course prior to drop/add it is important that you still maintain a full time status of at least 12 credit hours. Dropping below 12 credit hours (prior to drop/add) will impact your financial aid significantly.
- ❖ There is a difference between dropping a class and withdrawing. It is important to discuss a drop with either: The Registrar's Office, your advisor, the Financial Aid Office, the Office of Finance, or your coach (if applicable).

# Student Financial Responsibility Agreement

- ❖ The Student Financial Responsibility Agreement form (SFRA) acknowledges that the student accepts full responsibility for tuition, fees, and other associated costs assessed as a result of registration and/or receipt of services. Acceptance of these terms constitutes a promissory note agreement to pay your financial obligation.

<https://www.vwu.edu/about/campus-offices/finance-and-administration/disclosure-tuition-and-fees-form.php>

- ❖ **The SFRA must be completed prior to the start of each academic year.**
- ❖ **Deadline is August 27, 2024.**

# Final Checklist

- ☐ Have you accepted, completed your Entrance Counseling and signed your Master Promissory Note for your Federal Loans?
- ☐ Send all outside scholarships to Financial Aid.
- ☐ Have you completed your ACH Direct Deposit (e-refund) account?
- ☐ Have you waived or enrolled in the health insurance? (Deadline is 8/27/24)
- ☐ Did you review the University's withdrawal/refund policy?
- ☐ Did you complete the SFRA? (Deadline is 8/27/24)
- ☐ **Tuition DUE DATE is AUGUST 10, 2024. Either have your account paid in full OR be enrolled into a payment plan.**
- ☐ **To avoid an interruption in your arrival to campus, all of the above must be completed.**



Questions? Don't hesitate to call or email, we are here to help!

**Office of Finance & Administration Contact Information:**

phone: 757.455.3280

email: [finance@vwu.edu](mailto:finance@vwu.edu)

**Hours of Operation:** Monday - Friday 8:30AM to 4:30PM

**Mailing Address:**

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# FINANCE / STUDENT ACCOUNTS TEAM



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