



Student Accounts Quick Facts – 2017-2018

Please visit us on the web at www.ecsu.edu and choose Student Accounts from the Inside ECSU Menu

Federal Education Rights Privacy Act (FERPA) and Student Privacy-FERPA

was enacted in 1974 by the U.S. Congress to ensure students right to inspect their own records and have some control over the disclosure of their personal records. This prevents Student Accounts from discussing student information via phone. Students can set up **authorized account users** for access to their student account information in Self Service Banner (SSB).

Contact Information for Student Accounts, Cashier Services and Perkins/Collections

Cashier Services (252) 335-3471 ext. 1

Location: 121 Thorpe Admin Bldg. Hours: 8:30 am – 4:00 pm

Student Accounts (252) 335-3471 ext. 2

Location: 217 Thorpe Admin Bldg. Hours: 8:00 am – 5:00 pm

Perkins/Collections (252) 335-3471 ext. 3

Location: 217 Thorpe Admin Bldg. Hours: 8:00 am – 5:00 pm

Estimating your Student Bill

This information will help you estimate the costs of your tuition, fees, and room and board 2017-18. You will need to plan for other expenses such as additional lab books, software, supplies, parking permits and personal expenses.

2017-18 Estimated Direct Expenses (Based on full time enrollment of 12 or more registered hours)

	<u>In-State</u>	<u>Out-of-State</u>
Tuition	1,428.00	8,000.00
Fees	2,335.02	2,335.02
Book Rental	240.00	240.00
*Room	2,345.00	2,345.00
Board	<u>1,600.00</u>	<u>1,600.00</u>
Semester Costs	\$ 7,948.02	\$14,520.02
Annual Costs	\$15,896.03	\$29,040.03

**Room rate is based on the least expensive dorm where freshmen are traditionally housed. Other rates are available via the Housing Office webpage.*

Billing: Students are responsible for all charges as billed. Students must notify Student Accounts in writing if there is an error on the statement. Statements are provided to students electronically and can be accessed through SSB. Paper bills are not mailed to students. Account balances are available on SSB as account information changes frequently:

To access your bill:

1. Log on to SSB using your student ID and pin.
2. Choose the student tab at the top of the screen.
3. Select the option for Student Accounts.
4. Select the option for Account Summary by Term.
5. Scroll down to the bottom of the screen and choose Online Bill/Payment and agree to be redirected to the online billing and payment site.
6. Select e-Bills to view or print the billing statement.

Payment Options:

1. **Financial Aid-** Accept your awards, complete the terms and conditions of your financial aid and sign any promissory notes associated with loans.
2. **Online (SSB)-** Use any of the four major credit cards (VISA, MasterCard, Discover or American Express) or a checking account. **Select term 201810 for Fall, 201820 for Spring and 201830 for Summer payments.**
3. **Mail-** Send your check or money order payment along with a copy of your statement payable to Elizabeth City State University or ECSU:

ECSU-Cashier's Office
1704 Weeksville Road CB950
Elizabeth City, NC 27909

*Include your student ID number in the memo line.

4. **In-person-** Visa or MasterCard, cash, money order or check at the Cashier window.
5. **Higher One Payment Plan-** Set up payments in equal installments and pay an enrollment fee to get started www.tuitionpay.com or call Higher One directly if you have any questions at (800) 635-0120. Plans start June 15th for the Fall semester and November 15th for Spring semester.
6. **Priority/Overnight Packages –** Send all payments by priority or overnight services to Elizabeth City State University, Attn: Cashier Office, Suite 121 Marion D. Thorpe Administration Building, First Floor, 1704 Weeksville Road, Elizabeth City, NC 27909.



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Account Refunds-Credits (negative balances) are usually the result of financial aid payments in excess of student costs, but can also result from over payment of payment plans or payments from other scholarships. We process refunds for all credit balances to the student regardless of who makes the payment on the account except those that are the result of a parent loan.

Student Refunds-Student refunds are released after financial aid has disbursed to the student's account and generates a credit balance. The balances are released within fourteen (14) days. Specific dates of disbursement can be found on Self Service Banner (SSB) under your Statement and Payment History. This is the date you should use to determine when your refund will be available. If you have a specific inquiry about a refund you may send an email from your campus email address only to bursar@mail.ecsu.edu for assistance. Refund processing will not be discussed via phone with parents or students.

Parent Refunds-Credits that are the result of a Parent PLUS loan will be refunded directly to the parent who is the borrower on the loan. If the parent wishes to have the refund check made payable to the student, they must complete the authorization with the Office of Financial Aid and Scholarships during the application period.

Electronic Refund (E-Refund) Setup-Students expecting to receive refunds this year should set up a refund profile on the online billing and payment system, SSB. After logging on to the system, choose the tab for E-Refunds and set up a checking or savings account to receive your refund direct deposited to your bank account. Students without an electronic profile will have checks mailed to the mailing address on file.

Title IV Authorizations-All students that desire to use their anticipated financial aid credits should complete the Title IV authorization to charge parking decals, books, supplies or software. Vouchers are issued only to students with signed Title IV authorizations. Forms are available on the Student Accounts webpage. Original forms must be turned in to the Student Accounts Office.

Important Dates for Fall 2017 and Spring 2018

See the [Student Accounts webpage](#) for a full list.

July 15	Fall Tuition Bills are uploaded to the online billing system
July 31	Clearance Notifications are emailed to priority students who have satisfied all financial aid requirements, paid balances or set up appropriate payment plans using Tuitionpay.com.
July 31	First scheduled class cancellation (drop) for non-payment
August 1	First day to receive student vouchers for books, parking, supplies, etc. and Financial Aid Charging starts.
August 14	Last registration day prior to the start of class- Payment of bills due by 7:00 pm to avoid class cancellation
November 15	Spring Tuition Bills are uploaded to the online billing system
December 15	Clearance Notifications are emailed to priority students who have satisfied all financial aid requirements, paid balances or set up appropriate payment plans using Tuitionpay.com.
January 2	First scheduled class cancellation (drop) for non-payment
January 2	First day to receive student vouchers for books, parking, supplies, etc. and Financial Aid Charging starts.
January 8	Last registration day prior to the start of class- Payment of bills due by 7:00 pm to avoid class cancellation

Things to Do for Student Accounts:

1. Set up authorized user accounts in SSB.
2. Access your account on SSB to see total charges.
3. View or print your bill from SSB.
4. Enter the correct term for online SSB payments.
Fall – 201810 Spring – 201820
Summer – 201830
5. Determine how you will pay for your charges and accept financial aid awards and complete terms and conditions, provide outside scholarship information or set up payment plans promptly. Interest and late fees are charged on past due accounts.
6. Set up direct deposit refund accounts in SSB.
7. Complete Title IV Authorization and return to Student Accounts, Parent loan borrowers complete Parent Title IV Authorization and return.
8. Contact Student Accounts if you do not receive a clearance notification to your campus email by August 4th for Fall and January 5th for Spring.