

LIBERTY

UNIVERSITY™

Student Accounts



Supplemental Handout

This Supplemental Handout is filled with frequently asked questions and answers to assist you with understanding your financial responsibilities with our department.

Mission

To honor the Lord by professionally managing the accounts of our students and by providing all of our customers with prompt and courteous service in the process.

Personal Growth of our Students

Develop a greater sense of responsibility for financial matters by taking ownership of your account.

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Student Accounts Services

- **Assist with Financial Check-in**

Financial Check-In is the means by which **ALL** students confirm attendance, housing schedule and financial arrangements.

- **Process Payments**

The Student Accounts Office processes and applies payments of cash, checks, money orders, credit cards, wire transfers, and online payments to the students' accounts.

- **Counsel**

Each student has a Student Account Representative who they are welcome to speak with regarding questions and assistance related to their account. Hours are Mon – Fri 8:30 – 4:30. (Except during convocation; all students must be in dress code)

- **Process Refund**

Refunds are issued to students who have not requested to hold a credit balance on the account.

- **Issue Monthly Billing**

Monthly billing statements are mailed to the Billing Address.

- **Cash Personal Checks**

The cashiers can cash checks up to \$50 / week for a student. There is a \$1 fee associated with this service.

- **Commuter Meal Plans**

The Student Accounts Office assists off-campus students with purchases of meal plans if they have an established credit on their account.

Liberty Policy and FERPA guidelines

- **Once a student has been accepted** at LU he/she is assigned an ID # and will set up a username and password.
- **The student has access to all his/her personal information** (grades, registration, course information, financial access, and much more) which is secure and by law belongs to the student.
- **It is advised that the parent and student discuss** if the parent will be handling financial matters for the student.
- Liberty students are assigned an LU email – *it is very important that students check their LU email daily; this is how the student will be communicated with in regards to financial matters -- Not the parent. It is the student's responsibility to pass information on to the parent.*

Accessing Information

Once the username and password have been established, you will have access to various services and information by logging onto ASIST.



Accessing Information

Financial Check-In -- *students confirm their financial arrangements online each semester!*

Student Account – *provides a status of account*

- **Summary of Account** – provides summary of charges, credits, and transactions.
- **Make A Payment** – gives student access to make a Web payment by credit card, debit card, or ACH checking account draft.

Communication

LU email

Each student has been given an LU email account and it should be checked daily.

This is the primary means of communication from all departments to students.

Important information regarding *financial deadlines and other matters are communicated through LU email.*

More Communication

- **Letters** to legal home permanent address
- **Flyers** in mailings
- **Web announcements** and email notifications
- **Marquee signs** at Vines Center and flyers on boards on campus
- **Convocation** message board and announcements
- **Hall meeting** announcements

Student Accounts Office

Here to serve – Located on Campus North in Student Service Center

Cashiers – located on Campus North in the Student Service Center.

Account Representatives – located on Campus North in the Student Service Center.

Phone Representatives – can be reached at 434-592-5100.

*Our office is available to assist you with questions regarding your account, balance, and refunds.
We take payments also.*

Open: Monday thru Friday 8:30 - 4:30 EST (Except during convocation)

Bills

Billing statements are sent the end of each month to the student's billing address to those student who owe a balance on their account.

Billing address changes are made through logging onto ASIST, clicking 'Personal Information', and clicking on 'Update Addresses and Phone'

Finance charges of 12% APR will be charged to any unpaid balance.

Financial Check-In

Who completes Financial Check-In?

All students must complete Financial Check-In online *each semester*.

This includes those receiving financial aid, loans, scholarships or payments that result in a credit balance.

This is how you confirm your attendance, housing, class schedule and financial arrangements.

Financial Check-In Deadlines

New Students – Communicated through the Admissions Department .

Returning Students – Upon registration each semester.

Announcements are presented in Convocation and shown on Splash page, flyers are posted on campus bulletin boards, mailed announcements are made at hall meetings.

Financial Check-In online by deadlines secures residence hall room, schedule and avoids late fees.

All students have the responsibility to complete Financial Check-In online, each semester by the deadlines.

How do I complete the Financial Check-In process?

Financial Check-In must be completed online through your ASIST account.

Log onto ASIST with your username and password.

Click on **Student and Financial Aid**.

Click on **Financial Check-In**.

Follow the steps to the end until you see “Thank you for completing Financial Check-In.” Print this screen for your records.

Payment Options

Full Pay

Full Pay by Credit – if Financial Aid or prior payments result in zero balance.

Monthly Installment Plan – requires automatic draft from Checking or Credit Card account.

We strongly recommend students complete Financial Check-In early each semester to take full advantage of all months of payment plan options.

Are payments for installments mailed in or made online?

NO!

If an installment plan is chosen, the payments will automatically be drafted from the bank account or credit card information entered on the system.

The student is contacted by LU email and phone regarding all draft issues.

Installment Adjustments

It is the students'/parents' responsibility to check the Financial Check-In Area of ASIST monthly to watch for any needed adjustment to keep payments on track with balance.

Adjustments are needed whenever changes occur on your Student Account.

The account will NOT be automatically adjusted. The system will always draft the last confirmed amount in accordance with contract.

It is the students'/parents' responsibility to confirm amounts through Financial Check-in. When an additional loan or financial aid is showing on the projected statement of account – this is where you reduce or zero out your remaining payment plan drafts.

What would cause a balance or installment plan to change?

Financial Aid/Loans have been added or changed since Financial Check-In Completed.

Miscellaneous charges have been posted to the account.

Will the installment plan automatically adjust?

NO!

- **It will always draft** the last confirmed amount.
- **The student must confirm** the amount through **Financial Check-in**.
- **It is the students'/parents' responsibility** to check the **Financial Check-In** area of **ASIST** monthly to watch for any needed adjustment to keep payments on track with a balance or to zero out the remaining drafts of a payment plan when financial aid/loans are applied.

Changing Draft Account Information

Student or parent can change the account information up to five days prior to the draft by going back through **Financial Check-In**, selecting Check-In Contract and enter new account Information.

Updated information must be made **5 days prior to the draft date**.

Student or parent can call our office with updates 5 days prior to draft date. A fee of \$25 is charged to have your information\updated manually.

Payment Returns or Declines

- Return/Decline fee (Non-negotiable)
- Legal & Credit Implications
- Prevents students from entering into any future payment plan with two returned drafts.
- 100% of balance will be required to be paid up front next semester.
- Prevents student from making future Online payments with two returned drafts.
- Cash, Cashiers Check, Money Order, or Credit Card must be paid to Student Accounts Cashier.

Who is responsible for return drafts?

The student and the account holder are both responsible for return or declined drafts.

Contract clearly states: It is the responsibility of student and/or the person financially responsible for the student's account to make sure that all bank or credit card account information is up to date and that the account has sufficient funds at the time of the withdrawal and is a draftable account without daily limitations.

Policy for contact regarding Returns/Declines

If an account becomes overdue, the student will be contacted by phone and LU email to which he/she must respond.

If the student does not respond, he/she is subject to reprimands, services being cut off (including eating privileges) and being removed from classes.

Refund Process

Getting your money back from your student account when you have a credit balance.

Register preference with Liberty One according to instructions provided with your ID card, choosing from the following options:

- **Activate the card** as a debit card account and have all credit balances refunded to that account.
- **Have the money refunded via electronic funds transfer** (3-5 days) to your checking account.
- **Request a paper check be mailed** to specified address. (Not recommended for time's sake.)

How do I get a refund?

Automated: (preferred method) If you have federal loans as part of the Financial Aid package, AND have not specifically instructed us to hold the credit balance, we will automatically refund the credit balance.

Manual: For all others, you will need to request your refund by email, letter, fax or in person at our Student Service Center. Email is preferred. Please use studentrefunds@liberty.edu.

When will the refund be received?

We can assure you that you will get the refund within the Federal Standard of 14 days from the time the credit appears on your account after the semester has started, unless you indicated to have it held.

If you have chosen an installment plan, in order to receive your refund the remaining installments **must** be confirmed at zero prior to the processing of a refund.

Who gets the money?

PLUS Loan: The parent. (Unless they have given written authorization to Student Accounts that the student can have the refund).

All other loans: The student.

Overpayment: The student submits written request with payee name and address.

How do Parents get refunds from PLUS Loans?

Automated: Refunds are processed automatically – check will be mailed to the parent by LU.

Processing time: 10 – 14 business days.

Helpful Advice

- Take “ownership” of your account.
- Take advantage of our services at your Student Accounts Office.
- Take advantage of Liberty One or a local banking institution.

Charge Disputes – Who to contact

- **Balance on your account** - Student Accounts
- **Tuition and fees** – Registrar
- **Printing** – Information Services
- **Parking Ticket/Auto Registration** – LUPD
- **Hall Damage charges** – Housing
- **Disciplinary charges** – Office of Conduct
- **Medical charges** – Light Medical
- **International Health Insurance** – International Student Office
- **Work Study/Work Assistance payments** – Human Resources
- **Library fines** - Library

Key Contacts

Account Inquiries and Assistance:

On Campus – Student Service Center: Ask for your Student Account Representative

Email: studentaccounts@liberty.edu

Phone: 888-632-5551 or 434-592-5100 (Option 3 then 1)

Fax: 434-582-2620