STUDENT ACCOUNTS

FREQUENTLY ASKED QUESTIONS

When are bills due?

- Fall Advance Registration: Early August
- Fall/Spring Direct Registration: Payment due with Registration

When are bills sent?

- 16th of each month.

I never received a bill.

- Has your address changed recently? If so, this may be a reason why you did not receive prior statements.
- Student Contact AU Central who will issue billing statement.
- Student Sign on to my.american.edu/student snapshot to view your account.

I am not aware of how much I owe?

- You have access to your student account 24 hours a day/7 days a week by accessing your student portal. Visit your Student Snapshot and view your current charges and/or current credits. In addition, we mail monthly statements to all students.

How do I pay the bill?

- Please note that American University does not accept credit cards for payment of student bills.

Online Payments:

Payments can be made online by E-checks (using a checking or savings account) through the student's web portal at https://my.american.edu.

Payments by Mail:

Payments by check may be sent to:

American University Student Accounts P.O. Box 17539 Baltimore, MD 21297-1539

Payments In Person:

Payments by personal check, money order, or cash may also be made in person at Student Accounts, Asbury 300, Monday through Friday 9:30 am to 5:00 pm.

Wire Transfer Payments:

American University accepts wire transfers for student payments. Please contact us directly for more information.

All other correspondence should be sent to:

American University Student Accounts Asbury 300 4400 Massachusetts Ave NW Washington, DC 20016-8073

Part of my balance is covered by financial aid. Do I need to pay the difference at this time?

- Any balance after pending financial aid is deducted is due now. Please ensure that your lender and Financial Aid Office have all that they need from you so that these funds can be released to your account in a timely manner.

I have/will have a credit on my account due to overpayment from the posting of financial aid, changes in meal plan or housing or registration. I want the balance refunded to me.

- You must have a credit balance on your student account before a refund will be processed.
- A refund request must be on file with the University
- You may request a refund on-line through your student portal. Go to Finances ⇒ Student Accounts Refund Request.

I have registered and applied for a refund, when is my refund due?

- Refunds will be processed within 5 to 7 business days after the loan is paid over to your student account and your refund request is on file. Loans generally are disbursed the first week of classes, provided all paperwork is complete.

Why is my refund not ready?

- Changes in your class schedule can affect your financial aid awards. If you have added or dropped a class recently, it is your responsibility to make sure that you are still eligible for your financial aid package.
- If a personal check payment created your credit balance, the university is required to wait 15 business days for the check to clear before processing a refund.
- If your refund is over \$10,000, additional time is needed to process the check.
- Most delays are caused by "pending" financial aid. Please check your account to make sure that the funds from your aid have posted to your student account. Refunds cannot be processed from "pending" aid. AU Central personnel can assist you in determining if your aid has posted or if it is still pending.

My parents have applied for a Plus loan, how to I get my refund?

- Student Accounts needs a parent/borrower's written authorization to refund the money directly to the student. This information along with a copy of a photo ID and signature can be faxed to Student Accounts at (202) 885-1139.
- Refund of the overpayment will be sent directly to the borrower upon written request.

I'm studying abroad and won't be on campus, how do I get my refund?

- From your AU portal (at home or abroad), you can request an ACH refund to be directly deposited into your checking or savings account. You can also request that your refund be mailed to your home address and made payable to someone who can deposit the funds on your behalf.

Do you offer payment plans?

- We offer a 10 or 12 month installment plan for all <u>full-time</u> students American Installment Plan (AIP).
- We offer a 3-month semester installment plan for <u>part-time</u> and <u>graduate</u> students Semester Installment Plan (SAIP).

What is the American Installment Plan (AIP)?

The American Installment Plan (AIP) is American University's monthly payment plan for <u>full-time students</u> who wish to pay all or a budgeted amount of their college costs in 10 or 12 equal monthly payments. Budgeted expenses include, but are not limited to: tuition, room and board, mandatory fees, and study abroad fees or health insurance (if applicable). You should tally your total expected expenses and subtract your expected aid (e.g. deposits, financial aid awards, etc.) to find the estimated net cost of attendance. This number will be the total of your AIP budget. All forms of aid can be deducted from your budget with the exception of Federal Work Study.

Even though this is part of your financial aid package it is designed to pay directly to the student and does not go toward expenses budgeted within the American Installment Plan.

When is the AIP application due?

- The recommended deadline is August 1st.

What fees are associated with AIP?

- A \$60 non-refundable processing fee is to be paid with the first installment.
- Late payments are subject to a \$40 late fee.

When are AIP payments due?

- AIP payments are due the 1st of each month.

-	Payment Dates	First Payment	Last Payment
-	10 Month Plan	June 1	March 1
-	12 Month Plan	May 1	April 1

I used the AIP last year; do I need to reapply this year?

- The American Installment Plan is an annual plan that must be applied for each academic year. Enrollment does not carry over year to year. Updated applications are available on-line at: http://www.american.edu/finance/studentaccounts/AIP.cfm

What is the Semester Installment Plan (SAIP)?

- The Semester American Installment Plan (SAIP) allows part-time and graduate students to pay for their semester expenses with three monthly payments. The payment due dates for fall semester plans are September 1, October 1 and November 1. Any payment received after the 15th of the month will result in a \$40 late fee. The payment due dates for spring semester plans are on January 15, February 15 and March 15. A \$30 non-refundable processing fee is to be paid with the first installment.

My balance is paid by a third party payee. What do I do?

- Do not ignore the bill.

- Make sure your purchase order/financial guarantee/tuition authorization/training form is submitted to Student Accounts by the first day of class. Billing authorizations submitted to Financial Aid, the Registrar, or advisors may delay billing and sponsor payment.
- Contact the payee. They can submit the paperwork directly to Students Accounts.
- Third-party payments should be received by the end of each semester.

I'm studying abroad, do I pay AU or the school at which I am studying?

- As an AU student, you will pay AU directly for your tuition and study abroad program fee if applicable. However, some study abroad programs will charge you directly for their room and board fees. Please contact AU Abroad at (202) 885-1320 for more information.

When is the last day I can drop a class for a 100% refund?

- 100% tuition refunds can be issued through the second calendar week of fall and spring classes.
- Refunds for 100% of tuition during the summer sessions vary.
- Consult Academic Calendar for exact dates.

I would like to change my billing address. My son's/daughter's bills should be sent to my home address.

- As a result of privacy provisions, we ask that your son/daughter send a brief email from his/her American University email account instructing AU Central to modify the address.

I would like to appeal/change my housing, my meal plan, housing damage charges, my parking sticker, conduct council fines.

- Please contact the originating office:
 - Housing and meal plan requests should be sent in writing to: housinganddiningprograms@american.edu
 - Conduct Council Fines Judicial Affairs: 202-885-3328
 - Parking sticker appeals Parking & Traffic: 202-885-3111

Do I have to pay the Sports Center, Activity, and Technology fees?

- All three fees are mandatory for all students and are not charged based on individual usage. A vast majority of universities, including American University, have a tuition and mandatory fee policy. With this type of policy, mandatory fees are assessed to all or groups of students in order to help defray associated costs, rather than be based on the actual usage of an individual student.

I've been charged for university health insurance but don't need it. What do I do?

- Health insurance is required of all full-time degree, resident, and international students with F1 and J1 visas.
- If you fall into one of the required categories, the Student Health Insurance premium is automatically assessed to your student account.
- You can waive your health insurance on-line from your student portal.
- Click on Health and Well-Being ⇒ Student Health Insurance Plan ⇒ Waive Insurance
- Confirmation will be sent to your AU email address. Please save this confirmation.
- If you elect to waive the Student Health Insurance Plan you must do so before the deadline date issued by the Student Insurance Office.
- If you require assistance please call the Student Insurance office at (202) 885-3378.