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Student Accounting
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Durham, NC 27707
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Understanding Your Bill

When it Comes to Paying for School, You Have Options.



Try these tips to get a handle on managing your upcoming University expenses:

1 APPLY/ACCEPT FINANCIAL AID

- ▶ Students enrolling in Fall 2019 should complete the 2019-2020 Free Application for Federal Student Aid (FAFSA), available at www.fafsa.gov (if you haven't already). Electronically transfer your Federal 2017 tax data utilizing the IRS Data Retrieval Tool (students and parents).
- ▶ Students enrolling in Summer 2019 should complete the 2018-2019 FAFSA. Electronically transfer your Federal 2016 tax data utilizing the IRS Data Retrieval Tool (students and parents).
- ▶ The FAFSA is the only application required to apply for financial aid at North Carolina Central University.
- ▶ Our school code is **002950**.
- ▶ If you have accepted your financial aid award and registered for classes, approved grants, student loans and/or parent loans will appear on the student's account as authorized payments. Please take appropriate action to resolve any pending funds. These will appear in student accounts as "memoed" financial aid.

2 MONITOR YOUR CHARGES

- ▶ All charges for tuition, fees, housing, meal plans and health insurance will appear on the student's account, which is accessible at MyEOL. Once you sign up for on-campus housing or meal plans, these charges will be added to your bill.
- ▶ You will not be charged for tuition until after you register for classes. To monitor your account charges, log into MyEOL and click on Make a Payment (under Financial Resources), then click on the View Account Activity button.
- ▶ NCCU does not mail paper bills.

3 CONSIDER ADDING AN AUTHORIZED USER

- ▶ Will someone other than the student (i.e. parents) pay the bill? If so, they will need the student's permission to have access to the student's account.
- ▶ To add an Authorized User, students must log in to MyEOL. Under Financial Resources, click the "Make a Payment" link. This option will load the Student Accounts Payment/Billing suite. Select the "My Account" tab. Select "Authorized User," then enter in the email address of the authorized user you want to establish. Select the "continue" button and complete the steps to add a user.

4 KEEP UP WITH YOUR E-BILL

- ▶ After registering for classes, students with outstanding charges on their accounts (tuition, fees, meal plans, etc.) will receive an email that a new statement is available to view in MyEOL.
- ▶ The university requires that account balances be paid in full PRIOR TO THE START OF CLASSES in order to avoid cancellation of course at the beginning of the term.

Paying in full means:

- ▶ Complete payment of tuition, fees, and charges.
- ▶ Payment of the difference of all charges LESS authorized financial aid.
- ▶ Prior balance must be paid in full before entering into the NCCU payment plan.

5 TAKE ADVANTAGE OF YOUR PAYMENT PLAN

- ▶ NCCU offers a payment plan each term to spread your charges out into three smaller payments throughout the semester. Billing payments can be made by cash, check or credit card (Visa or MasterCard).
- ▶ NCCU provides the Higher One Tuition payment plan and the University payment plan.

For more information please visit us at: www.nccu.edu/admissionsandaid/tuitionandfees/billpayment.cfm





Financial Aid 101

Knowing the terms used in Financial Aid will help you understand your eBill:

FAFSA stands for “Free Application for Federal Student Aid,” can be completed online at www.fafsa.gov. This is the only application required to apply for financial aid at North Carolina Central University.

VERIFICATION is the process by which schools review student financial aid applications for accuracy. Verification is done by collecting requested documents and comparing them with the information the student provided on the FAFSA. If you are selected for verification, you will not be able to receive financial aid until the verification process is complete.

AWARDED AID is the list of grants, scholarships and/or loans and the amount for which a student is eligible. Awarded aid amounts are shown in your MyEOL account.

MEMOED FINANCIAL AID is pending financial aid, including loans. All requirements for financial aid must be satisfied before this amount can be disbursed to your account.

AUTHORIZED AID is approved financial aid that will be released on the first day of classes. All steps have been satisfied to receive these awards.

DISBURSED AID is the total amount of aid that has been credited to your account.

A NEGATIVE BALANCE ON YOUR ACCOUNT is a good thing! This means you do not owe this amount. You will be receiving a refund.



Quick Reference Guide

**Scholarships and Student Aid
Financial Aid**
919.530.6180
ssa@nccu.edu

**Student Accounts
Billing and Account Information**
919.530.5071
studentaccounting@nccu.edu

Student Health Center
919.530.6317 – Press option #6
to speak to a billing representative.
studenthealth@nccu.edu



Frequently Asked Questions

Find answers to your University expenses questions:

Q1. How do I view my student account information and pay my e-bill online?

A. Log in to MyEOL at www.nccu.edu/myeol. Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. You can view charges and credits by selecting 'Account Activity' under the 'My Account' section. You can make a payment by clicking on the green button that says 'Make a Payment' on the 'My Account' page. On the next screen you will have the opportunity to adjust the payment amount if you would like to make a partial payment.

Q2. How do I add an Authorized User to my account?

A. Log in to MyEOL www.nccu.edu. Under Financial Resources, click the 'Make a Payment' link. This option will load the Student Accounts Payment/Billing suite. Select the 'My Account' tab. Select 'Authorized User,' then enter in the email address of the authorized user you want to establish. Select the 'continue' button and complete the next steps to add a user.

Q3. Do I have to fill out anything else to apply for financial aid at North Carolina Central University (NCCU)?

A. The FAFSA is the only application required for financial aid at North Carolina Central University. Additional documentation will be requested for students selected for verification, such as federal tax transcripts, W2's, and/or verification worksheets.

Q4. What does a negative balance on my e-bill mean?

A. If the amount of financial aid disbursed is greater than your charges, then you will see a negative balance on your account. This means a refund will be paid to the student. Students may use this refund check to purchase books or for other educational expenses.

Q5. Is there a deadline to apply for financial aid?

A. Students enrolling are encouraged to apply for financial aid as soon as possible after October 1 each year. Since financial aid is limited, filing early means there is a better chance to receive grants.

Q6. Why do I have a Health Insurance charge on my eStatement?

A. All students enrolled in six or more credit hours of "on campus" classes are required to have health insurance. Students who are distance education students are not required to have insurance. The charge for the Fall and Spring semesters will be listed on your eStatement as "Sickness and Accident Insurance." If you have your own medical insurance coverage, you can waive the "Sickness and Accident Insurance" fee by submitting an insurance waiver. Visit www.studentbluenc.com to process your insurance waiver. The deadline to submit a waiver for Fall is September 10 and the deadline for Spring is January 31. Once Blue Cross Blue Shield approves your waiver, Student Health will credit your banner account for the amount of the "Sickness and Accident Insurance" fee.

Q7. What is the cancellation policy for courses?

A. The university requires that account balances be paid in full by the due dates shown on your e-bill in order to avoid cancellation of courses at the beginning of the term. Full payment is defined as: complete payment of tuition, fees, and charges; payment of the difference of all charges less offered financial aid; or enrollment in an NCCU payment plan that will cover the total balance.

Q8. How do I set-up a book allowance with financial aid funds?

A. Students are allowed to charge textbooks to their NCCU Eagle Card that have a credit balance. Be prepared to purchase textbooks with personal funds in case financial aid funds are insufficient.

Q9. I received a scholarship from an outside source. Who do I inform that this will be credited to my account?

A. The name of the scholarship and amount should be placed on the award letter. The student must appropriately comply with the scholarship requirements and submit requested documents to the donor (i.e. proof of enrollment, award, letter, registration) or you may complete the Scholarship Donor Form and submit information to the appropriate office.

Q10. When will my grant/scholarship disburse to my account?

A. Grants and institutional scholarships will disburse on the first day of classes.

Q11. Why has my grant amount changed?

A. Grant amounts are based on the number of enrolled hours. Therefore, as you add/drop classes, the total amount of grants are prorated. Once you have finalized your course schedule your grants will not change.

Q12. Where can I find help with budgeting and managing my debt?

A. At North Carolina Central University, we want to help you manage your money and get through college without racking up unnecessary debt. Learn tips for budgeting smarter, saving money, and becoming financially stable by contacting our default manager at defaultprevention@nccu.edu.

Q. WHEN AND HOW WILL I RECEIVE MY FINANCIAL AID REFUND?

A. The Student Accounting Office will process refunds. Undergraduate students with loans must be enrolled in at least six credit hours to receive a refund from their loan proceeds. Graduate and law students with loans must be enrolled in at least four and one half credit hours to receive a refund from their loan proceeds. If you have direct deposit, please allow 5-7 business days for your refund check to post. If you do not have a direct deposit, a paper check will be mailed to your permanent address within 7-14 business days from the date the refund was posted to your student account.

ENROLLED FULL-TIME STUDENTS, who overpaid their accounts using personal checks, will be refunded within two weeks after the overpayment occurred during the regular refund cycle. Students whose checks are returned because of insufficient funds will be charged a \$25.00 NSF Fee. In addition, NCCU will not accept personal checks of any form/type for the duration of the student's enrollment at NCCU.

NON-ENROLLED STUDENTS WITH CREDIT BALANCES due to payments by cash, check, or credit will receive refunds at the end of the semester in which the credit occurred. Overpayments caused by credit card payments will not be credited back to the credit card. All overpayments will be mailed to the Local Address on Record or overpayments will be directly deposited in the student's active direct deposit account on file.

For further information about refunds, please visit the Refund Schedule www.nccu.edu/admissionsandaid/tuitionandfees/refunds.cfm.