

Guide to Your Student Statement

You will access your statements online through WebHopper. You will find a link to [View Account and Make Payments](#) under the **Financial Information** section of the main menu.

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Take some time to look around while you are in WebHopper. Business Office and Tax forms are located under the **Financial Information** section.

Some forms, such as the Statement of Financial Obligation form, are required to be updated annually. Complete a Credit Balance form if you are expecting a refund after your aid is applied.

Review the **Communications** section for other important forms. Data Verification and ICE forms are required to be updated annually.

This link will take you to the **Make a Payment** page. Open the **Student Finance** tab and choose **Account Activity**. Though the Account Activity view is helpful for quick reference, it is very important to review your statement in detail. Use the drop down menu to choose which term based statement you want to generate and then click on **View Statement**.

Reviewing Your Student Statement by Section

Billing of Tuition and Fees is based on your registration status. An undergraduate student registered for at least three course credits during a fall or spring term is considered a full-time student. Students who register during a long term in excess of five course credits are required to pay an overload fee. The billing status of the student, whether full-time or part-time, is determined by the student's registration as of the last day to add a course. Consult the Austin College Academic Calendar for official dates.

Remittance Slip

The address on the remittance slip is the students' preferred mailing address. To change your address you must update the Data Verification Form found on WebHopper under the Communications section.

Each term has one primary due date. If your statement has prior term balances the due date defaults to overdue. Prior term balances should be paid immediately.

Austin College accepts checks, e-check, cash, and debit/credit cards. A 2.5% convenience fee is assessed on credit or debit transactions. There is no fee for e-check processing. You can make payment at the business office or through your student WebHopper account. All payments mailed to the college should include your name and Student ID. Payments may be remitted to Austin College 900 N Grand Ave, Ste 6F Sherman TX 75090. You may also pay by phone M-F from 9am- 3pm at 903 813-2443.



Note: Payment plans for fall and spring terms are available through Official Payments. We offer two types of plans:

- 1) Annual Payment Plans - Allows you to divide the amount owed for both the fall and spring terms into either 12, 11 or 10 monthly installments depending on how early you enroll in the plan. See payment plan flyer for details.
- 2) Term Based Payment Plans - Allows you to divide the amount owed for each term individually into either 4 or 3 monthly installments depending on how early you enroll in the plan. See payment plan flyer for details.

Each plan allows for a 10 day grace period. A late fee will be assessed by Official Payments for payments made after the grace period. Missing two payments will result in the termination of the payment plan. Enroll at <https://payplan.officialpayments.com>. Google Chrome is the preferred browser for this site.

Account Activity Summary

This section summarizes previous balances due by term, along with current charges by category. It also reflects payments received for the term and any anticipated financial aid. Though the summary is very helpful for quick reference, it is very important to review your Account Activity Details to be sure that your charges and financial aid are correct and complete.

Account Activity Details

Tuition by Total: Displays your current courses by their section number, course title and billing credits as well as your total tuition amount based on your current registration status.

Review your registration status- to be billed as a full-time undergraduate you must be registered for at least 3 course credits. Anyone registered for more than 5 course credits as of the last day to add will be subject to overload fees. Be sure to process all drops by the last day to add!

Tuition by Section: Displays course based fees such as art or science fees. The course number, title and fee amount of each course is reflected here.

Fees: Displays fees such as the Student Activity Fee which is assessed each term to all full-time students. Transcript Fees are assessed during your first term at Austin College and is a one-time fee.

Room & Board: Displays your room and/or meal plan descriptions, billing date, building and amounts.

If you wish to make changes to your room assignment or meal plan, please contact the Student Life Office at studentlife@austincollege.edu or 903 813-2294.

Miscellaneous Charges: Displays invoice number, date, and amount of items that are charged which are not billed in one of the previously discussed sections.

Payments: Displays receipt number, date, amounts and payment method of all payments made for the term. Please note: the Business Office will apply payments to oldest balances first. Your payment may be split among multiple terms.

Financial Aid: Each of your financial aid awards (scholarships, grants and loans) is displayed individually in this section. Each piece of aid has a header which tells you the name of the award and has a comment section which may have important information specific to that award. The following items are also displayed for each award:

- **Awarded** – the amount awarded for that type of aid
- **Term** – the term the awarded amount applies to
- **Disbursed** – the amount that has been applied to your charges and is used to calculate your balance due

Note: If the award is a loan with origination fees the disbursed amount will be less than the awarded amount as those fees are withheld by the lender and are not disbursed to the college.

Note: No aid may disburse to the college sooner than 10 days before the start of the term. Until aid is disbursed it will reflect on your statement as Anticipated or Currently Ineligible depending on the status.

- **Anticipated** – this award may reflect as anticipated if it is prior to the disbursement date and it is complete and ready to go with no further action required on your part – this amount is used to calculate the balance due
- **Loan Fee** – the amount of loan fees deducted from the awarded amount at disbursement

- **Currently Ineligible** – amounts for awards which require further action on your part prior to becoming anticipated or disbursed awards –these amounts are not used in the calculation of the balance due on your statement

Managing Currently Ineligible Aid

It is your responsibility to follow up on any aid that is not reflected as Anticipated or Disbursed on your statement. To assist you with this please see the specific award information below for each type of aid listed as Currently Ineligible. Please direct all questions concerning financial aid paperwork to the Financial Aid Office at 903 813-2900/800-Kangaroo (526-4276) or finaid@austincollege.edu.

Specific Loan/Scholarship Information

Outside Scholarships:

You must notify the Financial Aid Office of any scholarships awarded to you. Outside Scholarships will show as Currently Ineligible on your statement until the funds are received by the college. You may deduct outside scholarship amounts reflected as currently ineligible from your balance due before paying. You will not be penalized for outside scholarships that have not arrived for the current term. However, it is your responsibility to follow up with the agency awarding the scholarship(s) to ensure that payment is received by the end of the current term. Late fees will apply for balances from previous terms.

Westminster Loan: Student signature is required on a loan affidavit each term. Westminster loan affidavits will be available at Registration Confirmation for fall terms and at the Business Office for spring terms. You may deduct the amount awarded from your balance due before submitting payment.

Federal Direct Stafford Loans: If you are a first time borrower of a Federal Direct Stafford Loan you must go online to www.studentloans.gov to complete entrance counseling and e-sign the Master Promissory Note (MPN) using the same FSA ID you used to sign the FAFSA. Please contact Federal Direct Loan Applicant Services at (800) 557-7394 if there are any issues with completing these requirements. There are loan origination fees for these loans. Review the loan terms to determine the current fee amounts.

Federal Direct PLUS Loans: If your parents plan on borrowing a Federal Direct PLUS Loan they must go online to www.studentloans.gov to complete the application and credit check process and to e-sign the Master Promissory Note (MPN) using the same FSA ID they used to sign the FAFSA. Please contact Federal Direct Loan Applicant Services at (800) 557-7394 if there are issues with completing this requirement. There are loan origination fees for these loans. Review the loan terms to determine the current fee amounts.

CAL Loans and Texas B-On-Time (BOT) Loans: You may check on your loan status online at www.hhloans.com or by calling the Texas Higher Education Coordinating Board at (800) 242-3062. There are loan origination fees for these loans. Review the loan terms to determine the current fee amounts.

Alternative Loans: Loan fees vary by lender. Contact information for lenders may be found on the Financial Aid page of the Austin College website.

If you have questions about your statement of account or payment options, please contact Tiffany Medaris, Student Accounts Receivable Specialists, in the Austin College Business Office at 903 813-2448 or tmedaris@austincollege.edu.