STUDENT ACCOUNTS POLICY 1

The University of North Carolina at Greensboro

Approved by Steve Honeycutt, Interim AVC for Finance, July 1, 2021

Revised July 1, 2021

1. Purpose

This policy outlines transactions posted to student accounts and provisions for paying for these charges.

2. Scope

This policy applies to all University students, including faculty/staff taking courses at UNCG.

3. Definitions and Roles and Responsibilities

3.1 Definitions

Student Account: A student account is established for each student at the time the student is admitted to the University. This account is used to record student charges and payments.

4. Policy

Student Account
Each student is responsible for the proper settlement of his/her student account.

Payment-Tuition and Fees
Tuition and fees for all University students are due and payable by the University established payment deadlines or at the time of registration for the term. Payments may be made by cash, money order, check, web check or credit card. The student’s ID number should be shown on all payments.

Financial Aid
Students that receive financial aid through the UNCG Financial Aid Office must pay any remaining student account balance not paid by their financial aid. Any liability resulting from a reduction of financial aid becomes the student’s responsibility payable upon notification of the adjustment of the award.

Recipients of scholarships awarded by organizations outside the University in which direct payment is made to UNCG and notification is on file with the Financial Aid Office may qualify students to defer payments.
Payment Plans
Approved payment plans offered on the Student Account Center will allow students to defer the amount approved for tuition and fees. You must pay any account balance due that is not included in the payment plan.

Third Party Billing
Students sponsored by a third-party may be able to defer payment of a balance covered by the third party. Third party payments may be received from state and federal agencies, international embassies, military agencies, employers or other organizations that have been granted special billing arrangements by the University to pay all or a portion of a student’s bill. Students sponsored by a third party must provide a valid authorization from their sponsor prior to the payment due date and are responsible for paying any balance not covered by the third-party agency. The Third-Party Billing unit of the Cashiers Office assists students sponsored by a third party and may invoice the third party on the student’s behalf. If a Third-Party sponsor does not pay the invoice, for any reason, the student will be liable for full payment of their student account balance.

Outstanding Balances
Students with outstanding balances receive monthly statements. These balances must be paid prior to the end of the academic term. Students with outstanding balances at the end of an academic term are subject to holds which will result in prevention of registration for a subsequent academic term, obtaining transcripts, or receiving a diploma. Once a hold has been placed on a student’s account, the account balance must be paid in full for the hold to be removed. When a student graduates or leaves UNCG, transcripts will not be granted under any circumstances until the account balance is $0.00. Students are subject to the collection policies of the University and the State of North Carolina if the outstanding balances remain unpaid.

Loan Repayments
Loan repayments for emergency loans are made at the Cashier’s Office. Perkins and Institutional loan repayments are made to the University’s billing agent, Educational Computer Systems, Inc. (ECSI). Inquiries regarding loans-due dates, balances, and other information are to be made by calling ECSI at 1-888-549-3274.

Faculty-Staff Waivers
Faculty & staff waivers must be turned into the Cashier’s office for credit by the university established payment deadline. Waiver requests submitted after this date will not be processed. Any balance not covered by the waiver must be paid by the university established payment deadline.
5. Compliance and Enforcement

The University Controller is responsible for ensuring compliance with this policy.

6. Additional Information

6.1 Supporting Documentation

Tuition Waiver information

6.2 Approval Authority

This policy will be approved by the Interim Associate Vice Chancellor for Finance.

6.3 Contacts for Additional Information and Reporting

- Responsible Executive: Todd Mitchell, Director of Cashiers and Student Accounts Office, (336)334-4959, rtmitche@uncg.edu