Accounting Services: Frequently Asked Questions

I. New Student

1) If I am a new student, when can I make payment for classes?
Payment must be made no later than the day of new student matriculation. There is the option to pay for tuition at matriculation. Here you will also register for classes which will allow us to give you an accurate tuition bill.

2) If I am a new student, can I apply for financial aid?
Please contact the Financial Aid Office in advance of your first semester. They can be reached at financialaid@sebts.edu.

3) If I am a new student, can I enroll in the monthly payment plan?
You may enroll in the monthly payment plan. This will be available to enroll in at New Student Matriculation.

4) If I am a new student, how do I know when I have been billed for registration?
You may check the status of your billing by logging into Self-Service. Clicking the Finances tab and then the Balance link.

II. Student Account Payments

1) When is my account balance due?
Tuition payments are due no later than the published deadline. Rent and all other account charges are due on the first of each month and are late after the tenth of the month.

2) What options are there for paying a balance?
-In the Accounting Services Office: Payments may be made by cash, check, or debit card; not credit card.
-Out of the Accounting Services Office: Mail or online payments: By Mail: Mail to-- SEBTS, Attn: Accounting Services, PO Box 1889 Wake Forest, NC 27588. Please include the 9 digit student ID number on the check.
Bill Pay through student's banking institution: use the following information-- SEBTS, Attn: Accounting Services, PO Box 1889 Wake Forest, NC 27588. Your bank will mail a check. Please be sure you allow time for mailing and processing the payment, and that the student's nine digit ID number is printed on the check. Online Payment through SEBTS: Use the Pay Tuition & Housing Online link under the Self-Service tab of CampusNet.

3) Can I make payment over the phone? No

4) Can I pay with a debit card online?
No. You may make an online payment by selecting the school's " Make and Online Payment" and pay using your checking or savings account routing and account number.

5) Can a church pay on a student's account?
Yes. A student's church can mail a check on behalf of a student. Mail to--SEBTS, Attn: Accounting Services, PO Box 1889 Wake Forest, NC 27588. Please include the 9 digit student ID number on the check.

6) How does the payment of a student account relate to a student's registration?
A student must pay their account balance, be approved for SEBTS/C@SE financial aid, have a Church Sponsorship Agreement, and/or be enrolled in the Monthly Payment Plan by the payment deadline in order to avoid any late registration fees and cancellation of registration. A student's registration of classes is not complete until full payment has been arranged.

7) How do I ensure that my classes are held and I can fully pay my tuition charges?
If you are unable to pay your entire student account balance by the published payment deadline, students may enroll in a no-interest monthly payment plan. SEBTS provides a Monthly Payment Plan for tuition through a third-party administrator. This plan provides students a payment plan during the fall and spring semesters. Summer term allows a 3- or 2-month payment plan. For further information regarding the Monthly Payment Plan view the online payment section under Accounting Services.

8) I have changed my schedule, what do I need to do? Note: There is a fee to add and drop classes after the payment deadline.
<u>Classes Added</u>: If you have added classes after the payment deadline, you must make payment immediately in the Accounting Services office or request an increase to your Monthly Payment Plan.
<u>Classes Dropped</u>: If you have overpaid your tuition, please contact the Accounting Services office to decrease your Monthly Payment Plan or request a refund.
<u>Classes Withdrawn</u>: As long as you have officially withdrawn prior to the drop deadline, you may be eligible to receive a full 100 percent refund for tuition paid. If you are on the Monthly Payment Plan, you must notify the Accounting Services office to terminate your plan. ***Withdrawing from classes after the last day to drop will <u>not</u> result in a refund of tuition and fees.***

9) What am I agreeing to financially when I register for classes?
When you register as a student at SEBTS/C@SE, you are agreeing to pay all charges on your student account when due, and acknowledge that the School may charge penalties, cancel registration, suspend registration, and withhold a degree or official transcript if these charges are not paid. It is the responsibility of each student, whether they receive a billing statement or not, to make full payment or authorized payment arrangements by the appropriate posted deadline.

10) What if financial difficulties prevented me from clearing my account by the tenth of the month and I have been assessed the monthly late payment fee?
The appeal process and the requirements for appeal are available under the Accounting Services section of CampusNet. This online form must be completed by the student requesting the appeal in order for their case to be reviewed. Please read the instructions thoroughly before filing an appeal. Approval is not automatic.

III. Student Billing

1) When is my account balance due?
Tuition payments are due no later than the published deadline. Rent and all other account charges are due on the first of each month and are late after the tenth of the month.

2) I have not received a registration bill. What should I do?
As a cost conserving effort, Southeastern does not send billing statements through the mail. Statements are available online at CampusNet. Billing statements can be sent upon request via e-mail to student e-mail accounts. If you have not activated your account - click the e-mail tab under CampusNet. Regardless of receiving a bill, the payment deadline is still the required date of payment for all charges on a student's account. A monthly e-mail statement is usually sent as a reminder of student balances. ***Please ensure that your e-mail address remains current.***

3) What if I believe my registration or billing statement is incorrect?
View your student account online first through Self-Service, this may provide you information that you were unaware of. If that does not bring you clarity, contact the Accounting Services office immediately at AccountingServices@sebts.edu to inquire about the situation.

4) What if I change my registration after the 1st of the month monthly billing cycle has been run but before the tuition deadline?
Students who initiate registration or add additional hours between the time the monthly e-statement is e-mailed and the payment deadline may not receive a billing statement prior to the payment deadline. However, charges are posted to your student account as you register for each class and are viewable on your Self-Service account under the Finance section. These additional hours are still due by the tuition payment deadline.

5) If I am dual enrolled in two different Academic Programs, how am I billed?
If you are enrolled in two different Academic Programs please notify the Accounting Services Office to ensure proper billing of your classes. You will be billed according to your religious affiliation and the corresponding tuition rates for each program.

IV. Registration Cancellations and Refund Policies

1) Will my student account reflect a credit if I drop a class?
If a student drops a class by the last date to drop with a refund then a corresponding credit will be applied to their account in the amount of the billed class fee. There is a fee for dropping classes after the tuition payment deadline. Any dropped classes after the last date to drop classes will NOT receive a refund of fees.

2) I have changed my schedule, what do I need to do? Note: There is a fee to add and drop classes after the payment deadline.
Classes Added: If you have added classes after the payment deadline, you must make payment immediately in the Accounting Services office or request an increase to your Monthly Payment Plan.
Classes Dropped: If you have overpaid your tuition, please contact the Accounting Services office to decrease your Monthly Payment Plan or request a refund.
Classes Withdrawn: As long as you have officially withdrawn prior to the drop deadline, you may be eligible to receive a full 100 percent account credit for tuition paid. If you are on the Monthly Payment Plan, you must notify the Accounting Services office to terminate your plan. If there is an account credit you must submit a check request in order to receive a refund. ***Withdrawing from classes after the last day to drop will not result in a refund of tuition and fees.***

3) If I do not pay anything toward my tuition charges by the payment deadline, will I be dropped automatically with a penalty?
Yes. At the close of business on the published payment deadline you will be assessed a late registration fee. If classes remain unpaid for one week thereafter the student's registration will be canceled. As the student, you are responsible for dropping classes by the stated deadlines. If you register in a class and later change your mind, it is your responsibility to drop the class. Unpaid fees may result in one or both of the following actions being taken: Classes may be dropped for nonpayment and/or a financial hold may be placed against student records which, until paid, will prevent all enrollment, drop and withdrawal activity, prohibit access to transcripts and grades online and in person, and limit access to certain campus services.

4) I know that SEBTS/C@SE has a "Drop for Non-Payment" Policy. Does this mean that I don't have to drop or withdraw from my course if I haven't paid and don't want to take the course?
You should never rely on the system to automatically drop you. If you do not plan to take the course, it is your responsibility to drop or withdraw from it. In addition, there are only certain dates that have automatic drops so if you register after this, then the drop may not automatically apply to you. Please be advised that it is the student’s responsibility to confirm that he/she has been dropped from all classes for nonpayment to avoid being assessed late fees or penalties.

5) I have a credit balance on my student account. How do I receive a refund?
If there is an account credit, it is up to the student to request a check in order to receive a refund. Credit balances from Anticipated Scholarships will not be refunded until the scholarship funds are released and a true credit balance exists. All check requests are subject to an approval by the Accounting Services Office. A refund will not be processed where any balance remains due and check requests may be held or delayed at the discretion of the Accounting Services Office.

6) I moved out of housing, how do I receive a refund for my housing occupancy fee?
The Occupancy Fee will be credited to the Occupant's Student Account within 30 days of the peaceful termination of the Housing Agreement. If the crediting of the fee results in a credit balance to the Student Account on the date it is credited, a refund check will be issued by the Accounting Services Office for the credit balance or the Occupant Fee, whichever is less, per the student refund policy.

V. Tuition Payment Plans

1) Is there a monthly payment plan option for paying tuition?
Yes. Southeastern Baptist Theological Seminary/C@SE offers a Monthly Payment Plan Option. This payment plan option is managed by a third party company called Nelnet Business Solutions and is an auto draft out of a checking or savings account.

2) Will my payment plan be adjusted automatically when registration changes?
No. See question number 3 below.

3) I need to adjust my Monthly Tuition Payment Plan. How do I do that?
Complete the Nelnet Change of Status Form under the Accounting Services section of CampusNet and submit it to the Accounting Services office via email, fax (919) 761-2299 or in person. A plan decrease may only be done if there is money being paid or an account credit present. All changes must be submitted to the Accounting Services office 5 business days before the draft to ensure the change will be made. Changes to banking information must be submitted directly to Nelnet.

4) Can I use the Monthly Tuition Payment Plan to pay off a past balance?
No. The Monthly Tuition Payment Plan is provided for students to be able to pay their current tuition and matriculation fees over the course of that semester. The Monthly Payment Plan is to be used only for current semester tuition and matriculation fees. This plan is <u>not</u> to be used for paying off past balances, future balances, housing fees, or used as a semester loan.

5) Will my Monthly Tuition Payment Plan roll over into the next semester or do I need to sign up for the plan each semester?
You must sign up for the Nelnet Payment Plan each semester by the appropriate

deadlines if you desire to use the plan. The Monthly Payment Plan does not roll over to the next semester.

6) Can I use the Monthly Tuition Payment Plan to pay my housing every month?
No. The plan is only designed to be used for tuition and tuition related fees. Rent may be paid online through the payment options listed above in question number 2 of Section II-Student Account payments.

7) Can I view my Monthly Payment Plan information?
Yes. You may log into your plan info at: www.nbspayments.com.

VI. Scholarships & Other Funding

1) How do I apply for scholarships?
Please contact the Financial Aid Office to inquire about scholarship availability and application. They can be reached at financialaid@sebts.edu.

2) If scholarships do not cover the entire tuition amount, do I need to make payment on the difference?
Yes. If pending financial aid will only cover a portion of your student balance, you must make payment of the difference by the payment deadline to avoid the assessment of a late fee and the cancellation of registration.

3) Can I use my Scholarship money even while it is only posted as anticipated aid?
Scholarship money that is posted to a student's account as anticipated aid (pending aid) can only be applied towards their current tuition and matriculation fees for that semester. This anticipated aid cannot be used for paying off past balances, housing fees or other fees that are/will be charged to a student's account before the money is disbursed as a payment to their account. Once the money has been disbursed the student may then refund themselves for textbooks, pay rent and other fees, or request a check for the funds on their account. The student should view their account through CampusNet-Self Service to see when the funds post as the actual payment.

4) I am expecting resources for tuition from another source (church payments, Veteran's Administration, etc...) and these funds will not arrive prior to the payment deadline - what should I do?
Church Sponsorship - If you are receiving a church sponsorship, we must receive evidence of this agreement prior to the Church Sponsorship Agreement deadline (see the Church Sponsorship Form for more details).
Veteran's Administration/Vocational Rehab - Students receiving VA/VR funds must apply for the funding with their state offices. When Southeastern receives a commitment letter from the VA or VR office, we will apply "Pending Aid" to your account. Speak with the financial aid office (financialaid@sebts.edu) for details.
UPS/Corporate Sponsorship/GI Bill/Other Sources - Students receiving outside funding from all other sources must make payment in full by the payment deadline. If you

cannot make full payment, you must enroll in the Monthly Payment Plan and then request a decrease or termination from the plan when funds arrive. Certain GI Bill funding (chapter 33) may be eligible, by approval of the VA Certifying Official, to be placed on the student's account as "Pending Aid."

5) What is a Church Sponsorship Agreement?
A Church Sponsorship Agreement is a voluntary good-faith agreement between a student's church and Southeastern in which the church agrees to pay all or a portion of the student's tuition over the course of the semester. These anticipated payments are applied to the student's account even though payments have not yet been made. This form allows churches to help support students by agreeing to pay for the student's tuition when the church is unable to physically provide funding on behalf of the student before the semester's tuition deadline. There is not a need to fill this form out if the church will be making payment on behalf of the student before the tuition deadline. See Church Sponsorship Form for further details.

6) How do I receive the half-price dependent refund?
The half-price dependent refund is not automatic. You must complete the online form under the Accounting Services section of CampusNet each semester. The following criteria must be met for a spouse or dependent to receive the refund:

1. Spouse/Dependents are defined by the standards used for federal tax purposes.
2. One student must be full-time.
3. All fees must be paid in full by the tuition deadline, or arranged in full by using the Monthly Payment Plan.
4. The party receiving the refund is the one with the lowest amount of matriculation fees net of any scholarships facilitated by the Financial Aid Office.
5. Only one spouse or dependent refund is allowed per term for each full paying student.
6. Neither student can be receiving the Presidential waiver, Journeyman waiver/scholarship, Active IMB or NAMB waiver/scholarship, MK waiver/scholarship, a Full-Time employee waiver, or any other institutional tuition waiver. Students eligible for the Part-Time SEBTS Employee discount will be eligible to apply for the Half-Price Dependent Refund.
7. Siblings do not qualify for this refund.

By submitting this application the applicant is stating that the dependent can be claimed as the applicant's dependent according to IRS standards. *Refunds will be posted to the dependent's student account approximately a week after Financial Aid has been finalized for the term.*

7) How do I receive the Southern Baptist 50% tuition rate?
It is very important that a student submits the Church Recommendation and Certification Forms.

- The Church Recommendation form submitted with the student's initial application determines the billing status for the student's first semester at SEBTS/C@SE.
- Failure to submit a Church Recommendation form results in billing classification at standard rates without benefit of the Southern Baptist discount.
- All returning students must submit a Church Certification form annually by November 1 for the following calendar year.
- Failure to submit a Church Certification by the posted deadline will result in billing status defaulting to standard rates without benefit of the Southern Baptist discount. <u>Your billing status as of the returning student payment and registration deadline will determine your billing rate for the entire semester.</u>
- Returning students moving membership from one church to another must submit Church Certification form prior to the returning student payment and registration deadline in order for that Certification to take effect for the upcoming term.