



Have questions regarding your student account? You can find answers to the most commonly asked questions here. If you still have questions and need to speak to a Student Accounts Coordinator, please feel free to contact us via email at studentaccounts@spelman.edu or via our phone at (404) 270-5178.

Billing and Payment

How do I review my student account?

You may visit https://secure.touchnet.com/C22097_tsa/web/login.jsp

1. Enter Your Spelman ID#
2. Enter your PIN and enter to continue
3. Click on view account activity to review your account in detail.

What is the due date for my semester bill?

Please refer to this link to review important payment deadlines.

<http://www.spelman.edu/admissions/financial-aid/3-month-semester-plan>

What is the “purge”, and will it affect me?

Students who haven't paid 50% of the total semester balance due by the payment deadline or prior to the first day of classes will be withdrawn from all classes. Three things can protect you from the purge.

- A completed financial aid file showing eligibility and acceptance of authorized financial aid.
- Enrollment in the 10-month annual payment plan and payment of 50% of the balance due for the semester. (Additional plan fee will apply.)
- Full payment of all charges or third-party scholarship agreement on file. (Student must provide Student Accounts with the required scholarship documentation.)

If you have a balance due and do not have one of the items listed, then your classes will be dropped (“purged”). Missing even the smallest step could leave your Financial Aid file incomplete, so do not assume you are safe from the purge. Please ensure that you have completed all pertinent financial aid documents to avoid your classes being dropped.

Can I make a payment over the phone?

We cannot accept payments over the phone; however, you can pay by eCheck, credit card, or mail a check. You may also make a payment online following the instructions below.

Where should I mail my payment?

Your payment can be mailed to:

**Spelman College
Cashier's Office – Box 1705
350 Spelman Lane, S.W.
Atlanta, GA 30314-4399**

Where is my semester bill?

Semester bills are processed electronically. You will receive an email notification prompting you to login and review your bill online.

How can I pay my bill?

You may make payments either in person at the Cashier's Office, located on campus on the 2nd floor of Packard Hall or you may make a payment online using the following instructions.

Online Payment Instructions

You may make a payment free of charge here: https://secure.touchnet.com/C22097_tsa/web/login.jsp

1. Enter your Spelman College student ID number, which begins with 900.
2. Enter your six digit Personal identification number (PIN).
3. Click on the "Make a Payment" tab.

Is there a charge to pay online?

There is no charge for payments made using our online payment system.

How do I get my PIN reset to view my account?

You may contact the MIT helpdesk to reset your PIN at (404) 270-5400, choose Option 1.

What are your office hours?

The **Office of Student Accounts** office hours are from 10:00 am – 4:00 pm Mondays through Fridays.
The **Cashier's Office** is open from 9:00 am – 4:00 pm Mondays through Fridays.

Book Vouchers

Am I eligible for a Book Voucher?

Only students who have paid their total tuition, fees, and room and board in full and have a credit balance (or projected credit balance) on their accounts are eligible to receive a book voucher. A notification will be sent out in advance announcing the date when book vouchers will be available.

Book vouchers will be issued electronically to the book store with the full amount of your book allowance. Simply go to the bookstore, select your books and check out using your Spelman ID.

- Students must be registered for 12 or more credit hours.
- If the student is eligible, the maximum amount is \$800.
- Pauline E. Drakes Scholars, or students who are required to register for less than 12 hours, may come to the student accounts office to request a book voucher.

What happens to the unused funds at the bookstore?

Unused book vouchers will be returned to the student's account prior to the first refund schedule.

Fees

What do the student fees cover?

Student fees are mandatory for all students registered at least 6 credits hours. Please see this link to review the fees in detail or refer to the Schedule of Fees brochure:

<http://www.spelman.edu/admissions/financial-aid/basic-fees>

Why am I being charged the deferred payment fee?

This fee is automatically charged to your account if the total costs for the semester are not paid before the first day of class.

Financial Aid

Who should I contact with questions about financial aid?

Please contact the Office of Financial aid at 404-270-5212.

How do I access my Award Letter?

First-year students are mailed a paper award letter via US postal mail. Returning students may check Banner Web to access their Financial Aid Award Letters. You may log on using the following link:

https://secure.touchnet.com/C22097_tsa/web/login.jsp

Why is my financial aid not showing on my student account?

You may have missing documents or you may not have met the federal requirements for satisfactory academic progress.

Parents

How can I obtain information on my student's account?

The student needs to login to the payment center in order to access their account information.

Please click here to access: https://secure.touchnet.com/C22097_tsa/web/login.jsp.

The student will be asked to select an authorized user and enter the required information. This will create a separate login so that you can view the information on the student's account.

Refunds

Where is my refund and when will I receive it?

An overpayment on your account greater than your semester charges will result in a credit balance, (i.e., - \$350.00), which will be refunded to either you or your parent, according to the selections made on the initial loan application. Refunds are processed and disbursed within 14 days of receipt of financial aid. The disbursement of student refunds is based on timing of financial aid disbursement.

How can I check the status of my student refund?

You may, check the status of your account online using the following link:

https://secure.touchnet.com/C22097_tsa/web/login.jsp

How much will my refund be?

Your refund amount will be determined by the amount of financial aid received and your total outstanding balance (tuition, fees, and room and board). The amount of your refund will be the balance that remains

Frequently Asked Questions

after these fees are charged. You may check your student account online to review the amount of your anticipated refund. (See illustration below to determine refund amount.)

Tuition	\$11,813.00
Student fees	1,844.00
Room & Board	<u>6,397.50</u>
Total Semester Charges	\$20,054.50
<u>Total Financial Aid</u>	<u>\$21,054.50</u>
Pending Refund	\$ -1,000.00

How do I set up electronic refund profile?

1. Go to https://secure.touchnet.com/C22097_tsa/web/login.jsp
2. Login using your 900# and PIN#.
3. Click on the “eRefund” tab.

Complete your profile to have your student refund deposited in your checking or savings account. Make sure your routing and account numbers are correct. Please allow up to 5 days for account verification.

Why was my E-refund returned?

Your bank account number on file may be invalid or inactive. Contact Student Accounts to provide updated banking or mailing instructions in order to receive your check.

Can my parent authorize the parent refund to be issued to me?

Parents who wish to have their PLUS loan credit issued to their student/dependent must indicate their preferences on the Parent plus loan application. No changes will be made after the initial selections are made on the original loan application.

Tuition Payment Plans

(3-Month Semester and 10-Month Annual Plans)

Can I pay my bill in installments with a payment plan?

Yes. Students who wish to pay their semester or annual charges may do so using the college payment plans available. Please visit our website to review plan details. The links below are for the 3-month and 10-month plans respectively.

3-Month Semester Plan

<http://www.spelman.edu/admissions/financial-aid/3-month-semester-plan>

10-Month Semester Plan

<http://www.spelman.edu/admissions/financial-aid/10-month-annual-payment-plan>

Is there a charge for the payment plan?

There is a \$200 deferred payment plan fee for the 3-month semester plan; and \$500 fee for the 10-month annual plan.

Can I set up recurring payments?

Yes, for the 10-month annual plan only. You must set up this option at the time of enrollment.

Student Health Insurance

Where can I learn more about student health insurance?

You may visit this link to learn more about Student health insurance. <http://www.spelman.edu/student-life/health-and-wellness/health-services/health-insurance-plan>

I waived my student health insurance but the charge still shows on my account?

Students with comparable proof of insurance coverage may waive the Spelman College Student Health Insurance Plan. Once the waiver is approved and our office is notified your health insurance charge will be waived. There will be an initial charge made to your account; however, this charge will be removed once the waiver process is complete.

Withdrawal / Leave of Absence

I am thinking of taking an official leave of absence or withdrawing officially from the College, who do I contact?

Frequently Asked Questions

You should contact the Dean of Undergraduate Studies at (404) 270-5696 or visit the Dean's office located in the Rockefeller Hall, 1st floor. Non-attendance in classes does not constitute withdrawal, and you will still be responsible for any charges incurred.

Will the official withdrawal/ leave of absence affect my student accounts?

It may affect your student account depending on how much of the semester you have completed. A student who withdraws or takes a leave of absence from the College within the first 60% of the semester will receive an adjustment to her account. For more details please reference the schedule of fees brochure. You may also contact us at (404) 270-5178.

When is the last day within a semester to have adjustments on my account?

Since semester dates vary slightly, you would need to contact us at (404) 270-5178 to find out the deadline for adjustments during the semester.