

QUICK REFERENCE

PRE-BILL: A pre-bill is an *estimate* of what your charges and credits may be for the upcoming semester. You can use this pre-bill to determine if any changes need to be made (such as a meal plan change) or to determine if you want to accept loans listed on your award letter to cover your estimated costs.

THIS WILL BE THE ONLY PAPER PRE-BILL YOU WILL RECEIVE IN THE MAIL: You can use the pre-bill as a worksheet to figure out your final cost. If a student is listed as part-time, it's usually because a student is wait-listed for additional classes. If you plan to be a full-time student, cross out the tuition charge and change it to \$16,305 plus a \$125 student fee.

You can see your online pre-bill by logging onto MyCLU, clicking on WebAdvisor, and then under "Business Office", click on View/Print Pre-Bill. Select 12/SP, UG, and then click on the acknowledgment box. This pre-bill is continuously updated with any changes that are made.

ACTUAL CHARGES: The *actual* charges and credits are put on the student's account after the add/drop date passes (approximately two weeks after school starts). To find out how much you have to pay before then, please refer to your online pre-bill. Interest will be assessed on the first day of the following month on any unpaid balances. Why do we wait to assess charges? This gives the student an opportunity to add classes, drop classes, change meal plans, and get their financial aid in order.

AUTHORIZATION: Do you want mom or dad to be able to view your account? You can make anyone an authorized user by logging onto MyCLU, clicking on WebAdvisor, and then under "Business Office", click on View Statements/Make Payments. Click on the Authorize User tab and enter the person's e-mail address. This will create two e-mails that will include a link and a password. Authorized users will also receive any future statements via e-mail. This authorization is for your student account only.

PAYMENT CONTRACT: A payment contract is required from EVERY student, EVERY semester—even if you pay in full or do not need to pay any money out of pocket. It takes less than a minute to complete and send electronically in WebAdvisor. This will let us know how your account will be paid and is the first step in gaining financial clearance.

FEDERAL WORK STUDY: Federal work study gives the student an opportunity to apply earned wages from a campus-based job and apply those earnings to your student account. Federal work study is awarded by the Financial Aid office.

HOUSING / MEAL PLANS: Do you have a question regarding housing, meal plans, EOY (end of the year) charges or student life fines? Call Residence Life for answers at 805-493-3220 or e-mail reslife@clunet.edu.

LOANS / SCHOLARSHIPS / GRANTS: Do you have a question regarding loans, scholarships or grants? Call Financial Aid for answers at 805-493-3291 or e-mail finaid@clunet.edu.

BILLING / REFUNDS: Do you have a question regarding billing or refunds? Call the Business Office at 805-493-3180 or 805-493-3173 or email stuaccts@clunet.edu.

MONTHLY PAYMENT PLAN: Do you have a question regarding a monthly payment plan? Call the Business Office at 805-493-3173 or e-mail bculbert@clunet.edu.

REFUNDS: Once the charges and credits have been assessed, we will then begin the refund process. We have a large number of refunds to process and the process can be quite lengthy. To expedite the refund process, we strongly encourage you to sign up for an e-Refund within WebAdvisor. If your overage is a result of a loan or Federal Pell Grant, we will automatically process the refund if it creates a credit balance of \$1 or more. If you have a Parent PLUS loan, the refund will be mailed to the person who signed for the loan. If the parent wants to let the student receive the refund, an e-mail should be sent to stuaccts@clunet.edu.

ADVANCES: Do you need money for books? If you are getting a refund, we can give you an advance. Just e-mail stuaccts@clunet.edu or call a week before school starts and we can have a check ready for you on the *first day of class*. We cannot release refunds before then. You can get up to half of your refund but not more than \$500.