



Student Billing FAQ's

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1. What is a student account?

A student account is a record of your costs to attend school. It is used to charge your student fees such as tuition, student government fees, room and board, and some approved miscellaneous fees. Your financial aid and any payments made will also be applied.

2. What is My Course & Fee Statement?

Course and Fee Statement reflects all charges and financial aid pending on your student account. In addition, this statement will show courses the student has registered for a semester (example: SU14 (Summer 2014), FA14 (Fall 2014), or SP15 (Spring 2015) and the fees that are due.

To see the Course and Fee Statement follow these steps:

- a. Log on to <https://my.htu.edu/>
- b. Click Student Billing
- c. Click Course and Fee Statement
- d. Click Generate & View My Student Statement
- e. Click View my Course and Fee Statement for Term: select the desired term
- f. You will see a layout of your student account activity.

You must stop usage of your *Course and Fee Statement* once registration has ended for the current semester. To view your charges and financial aid applied you must now refer to *My Account Balances*.

3. What is My Account Balances?

My Account Balances reflect all charges and financial aid applied from your Course and Fee Statement to your student account including any additional activity after registration closed.

To see My Account Balances follow these steps:

- a. Log on to <https://my.htu.edu/>
- b. Click Student Billing
- c. Click My Account Balances
- d. Next to S/A choose the desired term and click dollar amount
- e. You will see a layout of your student account activity.

NOTE: You may refer back to your *Course and Fee Statement* to view your initial charges and financial aid applied to compare to *My Account Balances*. If you have any questions or concerns regarding your *charges* you may contact Student Accounts at (512) 505-3067. If you have any questions or concerns regarding *financial aid* you may contact Financial Aid at (512) 505-3031.

4. How do I make a payment on my account?

Payments can be made:

- a. By paying online through HT website
<https://netpay.higherone.com/NetPay/Products/HU/Academic+Affairs/6/Gateway.aspx>
- b. By paying online using Students HT website (<https://my.htu.edu>)
- c. In person at the Cashier's Window
- d. By debit or credit card by calling the Cashier at (512) 505-3068 - Cashier hours are 8:30am – 4:30pm Monday through Friday.

5. What payment options are available?

OPTION A: DIRECT PAYMENT

Pay tuition, fees, and all other charges directly to the University as stated on the bill. Students must be financially paid in full by the 12th class day of each semester. Payment for the fall semester will be due September 10, 2014. Payment for the spring semester will be due by January 28, 2015. In addition to traditional payment options, you may also pay electronically.

OPTION B: Deferred Payment Plan

Huston-Tillotson University offers a deferred payment plan. Payments are automatically deducted from a bank account or credit card. The cost to participate in the plan is a one-time non-refundable enrollment fee of \$25.00. To be eligible for the deferred payment plan, 80% of tuition and fees must be paid prior to enrollment in the plan. Tuition and fees can be paid through financial aid, grants, loans, scholarships, or paying out of pocket.

6. How to sign up for the Deferred Payment Plan?

Deferred payment plans are available on-line. To sign up login to your student account at <https://my.htu.edu>. Once you are logged into your student account you can select Student Billing and select "Make a Payment/Deferred Payment Plan" to enroll. There will be a \$25.00 non-refundable enrollment fee to participate. A preview of installments and due dates will be displayed prior to accepting the plan. After acceptance students can view all assessed charges on their course & fee statement.

NOTE: Students are required to pay the minimum amount due per month to remain in good financial standing with the University.

7. How do I make a payment under the Deferred Payment Plan?

Go to <https://commerce.cashnet.com/htpay> and do the following:

1. Follow the instructions to login & enter password. *This is required to continue with the Deferred Payment Plan*
2. Complete the information requested and click "Add to Shopping Cart"
3. On the next screen, verify the information you entered and click "Checkout"

8. How can someone else make payment on my behalf (authorized payers)?

Students have the option to designate another party (authorized payers) to pay student bills. This third party will need an authorization, issued by the student via the payment website. The authorized user can then access the system directly and make payments. This authorization only gives access to payment options and authorized payers will not have access to any other student records.

9. Why was I charged for Student Health Insurance?

All students registered for 12 or more hours, all international students, and all students living on campus are automatically enrolled in and billed for student health insurance. If a student has their own active health insurance, the student has a window of time where they may opt-out of HT's student health insurance the first semester of the academic year they are registered. This opt-out process requires the student to provide their health insurance plan details online to the opt-out website, www.aetnastudenthealth.com, by September 10, 2014 subject to audit approval. Charges for the student health insurance will be removed within a week of the opt-out request being granted.

10. How to give my parents (or other third party) authorization to discuss my account with HT?

The Family Education Rights and Privacy Act of 1974 (FERPA) provides privacy protection of a student's educational record and restricts the release of those records without the student's consent. Students who would like the Student Accounts Office to discuss their account with other person(s) or organization(s) must complete and return the release form which can be located in the Registrar's office or by contacting the Records Locator at (512) 505-3083.

11. How/When do I receive my refund?

Federal regulations require the University to disburse credit balances 14 days after the credit is recorded on the student's account. Funds from Stafford Loans (including Plus Loans) cannot be credited to your account until all necessary paperwork is completed and submitted. Refunds are processed each week and are available for pickup after 2 pm on Friday's. Credit balances resulting from PLUS loans that are payable to the Parent borrower will be sent to the address on record, all other credit balances are payable to the student. A student ID card (with valid sticker for current semester) must be shown each time to receive a refund check.

THERE ARE NO EXCEPTIONS!!

If your student account has a credit balance by the close of business on Tuesday you should expect to receive your refund on Friday. To determine if your account has a credit balance follow these steps:

- a. log onto <https://my.htu.edu/ICS>
- b. Click Student Billing
- c. Click My Account Balances
- d. You will see the activity on your account. Example: S/A FA14:100.00 Credit

NOTE: A refund does not guarantee that you will not have a balance due on your account. Subsequent charges or changes to your account may render a balance due after a refund is issued.

12. Will I be receiving a 1098-T Tuition Statement?

Huston-Tillotson University will report to the IRS required information about students who are billed for at least one credit hour in any semester of a tax year. 1098-T statements will be mailed by January 31st of the following year. If you were not billed tuition and fees for the preceding year, you will NOT receive a 1098-T. If you did not receive a 1098-T but feel you should have one, please contact Student Account Services.

13. Who do I contact if I have questions?

Student Accounts.....	512.505.3067
Bursar/Cashier.....	512.505.3068
Financial Aid.....	512.505.3031
Registrar's Office.....	512.505.3083
Admission Office.....	512.505.3026
Nurse's Office.....	512.505.3039