Student Account Services
Student Account Services

Hannah Administration Building Rm 140
426 Auditorium Road

- Assess tuition & fees
- Produce student bills
- Post payments, sponsor and third party credits
- Process refunds
- Answer your questions
Student’s Bill at a Glance
What you will and will not find on your student’s bill

On the bill
- Tuition and fees
- Housing and Meals
- Miscellaneous charges, for example:
  - Sparty Cash, IM Sports passes, MSU print charges
- Financial aid credits

Not on the bill
- Books
- Bus Passes
- Athletic and Wharton tickets
THE BILLING PROCESS

Two types of billing statements:

1. **Registration bill** created once prior to the beginning of each semester

2. **Monthly bill** created by the 15th of each month and due at the beginning of the next month
WHEN WILL MY STUDENT GET THE BILL?

• The fall semester registration bill will be available online Monday, August 27th and will be due Wednesday, September 12th

• Bills are available electronically 24/7 online in STUINFO, our online student information system portal stuinfo.msu.edu

• Billing statements are static and do not change

• All current and prior account activity can be viewed in STUINFO
HOW DOES MY STUDENT GET THE BILL?

• MSU communicates all billing statements electronically.

• An email notification is sent to the student and any authorized guest(s) with a subject line of “MSU Billing Statement Notification”
CAN I GET ACCESS TO VIEW THE BILL?

Yes!!

Your student can authorize up to 4 guests to view the bill in StuInfo and receive the email notifications.

It’s easy! Just have your student go to the “Manage Guests” tab in StuInfo to add your name and email address.
GUEST ACCESS FOR STUINFO

You will receive an email when your student has signed you up

Dear Dad Spartan,

This is an important message regarding MSU's Student Information System - StuInfo. You are receiving this message because you have been granted guest access to StuInfo by the following student:

• Spartan, Johnny

You should have received an email to set the initial password for your MSU Community ID account. Once you have set your password, you may access StuInfo: https://stuinfo.msu.edu. Enter your MSU Community ID Spartyjohn@msu.edu and password at the login prompt. Reset or change your Community ID password at https://communityid.msu.edu/site/service/. The activation link is available for two days. After that, you will have to reset or change your Community ID password using the link above.

After logging into StuInfo the first time, you will be required to comply with guest access terms. To do so, enter your student's MSUNetID and your first and last name when presented with the FERPA statement.

The student who granted you guest access determines your permissions within the system. You have been granted access to the following StuInfo categories:

• Billing Services & Student Account
• Financial Aid
• University Loans
• Parent/Guardian Address 1
• Parent/Guardian Address 2
• Insurance Information Reporting
• Academic

Contact the IT Services Support desk for assistance with login questions at (517) 884-3000.
New guests will receive an email that includes a link to create your new MSU Community ID access. This link is only good for 2 days. Current MSU employees will not receive this Community ID email link, you can log-in using your current NetID and password.

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**MSU Community ID Account Created - Please Complete Setup**

Community ID <help@msu.edu>

Sent: DadSpartan@msu.edu

To: DadSpartan@msu.edu

To complete the setup of your new MSU Community ID account, please create a password by clicking the following link or pasting it into your web browser:

https://community.idm.msu.edu/selfservice/activate/5ea9bd4d-64df-4d78-81eb-6a0e436aae84
You are now ready to view your student’s account information

Go to:

stuinfo.msu.edu
STUDENT OVERVIEW SCREEN
Student Account Summary
Billing statements are static and do not change.
These transactions will be finalized once you have completed all required actions indicated in StuInfo – Financial Aid | Check Your Aid and confirmed your attendance. Contact the Office of Financial Aid if you have any questions. Temporary non-financial aid transactions may also appear here.
WHAT SHOULD BE DONE WITH THE BILL?

Follow instructions listed in the Action Items box

Action Items

- Pay the Adjusted Account Balance. Mailed payments must include a payment coupon.
- Anticipating your MAD being covered by additional financial aid? Click the Confirm attendance link. It is your responsibility to ensure that the financial aid (actual or anticipated) is on your account prior to your due date or you may be disenrolled.

Make a Payment OR Confirm Attendance

<table>
<thead>
<tr>
<th>Adjusted Account Balance:</th>
<th>$3,265.50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Amount Due:</td>
<td>$1,045.75</td>
</tr>
<tr>
<td>Due Date:</td>
<td>05/04/2017</td>
</tr>
</tbody>
</table>

[Make a payment] [Confirm your attendance]
PAYMENT OPTIONS

• Check, cash, money order
  (must include payment coupon from STUINFO)

• e-Pay through StuInfo from a checking or savings account
  (no additional charge)

• Visa, MasterCard, Discover, American Express through StuInfo (convenience fee applies)

If mailing payment for two accounts, always send separate payments and always put student number (PID) on any correspondence.
PAYMENT PLAN OPTIONS

Option #1
You can pay the balance in full

Option #2
Automatically enroll for the Deferred Payment Plan by paying the Minimum Amount Due on the registration bill.
(Fall and Spring semester)
WHAT IS THE PAYMENT PLAN OPTION?

By paying the Minimum Amount Due, the deferred payment plan is automatically set up.

- 1 initial payment and 2 deferred payments within the semester
- $10 charge for the payment plan
- 7.9% annual interest rate on tuition (not housing)

Estimated future payments are listed under the Payment Plan Information tab.
PAYMENT PLAN OPTION

Payment #1  Due September 12
Minimum Amount Due
50% of tuition
34% of housing

Payment #2  Due October 1
½ of remaining balance + $10 payment plan charge and
7.9% APR interest on tuition

Payment #3  Due November 1
Remainder of balance and 7.9% APR on tuition
MET AND 529 PLANS

• **MET (Michigan Education Trust)** – Contact the MET office in Lansing to be sure they know your student is attending MSU (800-MET-4-KID)

• **529 Plan Payments** – Contact your plan provider for details. To ensure timely posting of payment, follow mailing directions in STUINFO by selecting the MAKE A PAYMENT tab
PRIVATE SCHOLARSHIPS

• Send ALL scholarships to:
  Office of Financial Aid
  Student Services Building
  556 East Circle Drive Rm 252
  East Lansing, MI 48824

• Endorse check(s) if made payable to student and MSU
  • Student number must be on check
  • Report scholarship(s) in STUINFO under Financial Aid
    (Check Your Aid, #5 Report your other aid)

• Scholarships are split evenly between fall & spring semester
WHAT HAPPENS IF NO RESPONSE TO BILL?

- Bill due date is extended, classes held for short time
- A letter is mailed to student’s permanent address and an e-mail is sent to the student and any authorized guests on the account
- $50 late registration fee
- Dis-enrolled from classes
WHAT HAPPENS AFTER TAKING ACTION?

- Student status changes from Enrolled to Registered status.

- Registered status verifies the classes are secured for the semester.
**EXCESS FUNDS ON ACCOUNT?**

- Refunds will be issued
  - Always issued to student the week before classes
  - Direct deposit refund or a check is mailed

- Student will receive an email notification when the refund has been processed and can also be viewed in StuInfo
WHY CHOOSE DIRECT DEPOSIT?

Checks can be delayed or lost, and stop payment takes 10 business days

1. Fast, safe and secure
2. Refund can be deposited into any account
3. Easy to sign up!
HOW TO SIGN UP FOR DIRECT DEPOSIT
THE MONTHLY BILLING STATEMENT

Created by the 15\textsuperscript{th} of each month and due the 1\textsuperscript{st} business day of the month.

- E-mail notification is sent to student and authorized guest(s) when the bill is available to view in STUINFO
- If Minimum Amount Due $0, no action needed
- $25 late fee and hold on account if not paid on time
WANT AN ESTIMATE OF TUITION?

Tuition is charged per credit hour.
Visit the Controllers website, Student Accounts
http://ctlr.msu.edu/COSTudentAccounts/

Student Accounts

Tuition and Fees Calculator
Summer Tuition and Fees Calculator

This calculator is meant to help you estimate your tuition and fees costs FOR ONE SEMESTER.

NOTE: If you will be enrolled as a medical student, a graduate assistant, Broad graduate student, Weekend MBA (PIM) student, Michigan State University College of Law student, or in any Virtual University on-line courses or programs, other rates will apply. For additional rates as well as deferred payment options click on the Students/Parents Quick Links located on the left of this page.

1. Your Residency for tuition: in-state
2. Your Level: Select your level
3. Beginning Year of Enrollment in a degree program: Enter 4 Digit Year
4. Beginning Semester of enrollment: Fall
5. Are you an International Student? No
6. Are you in the James Madison College? No
7. How many credits? (one semester): Enter Credits

Submit Request  Reset Form
DATES TO REMEMBER

Fall Registration Bill
• Available in STUINFO August 27, due September 12

Fall Monthly Bills
• Due October 2 and November 1

Spring Registration Bill
• Available in STUINFO November 10, due December 7

Spring Monthly Bills
• Due February 1 and March 1

Fall Registration Bill next year (2019)
• Available July 20, due August 9

Federal Tuition Tax Credit Form 1098-T
• Available in STUINFO by January 31
Follow Up Items:

- Have your student authorize you as a guest
- Have your student enroll for direct deposit
- 529 Plans – Contact plan provider EARLY to allow processing time
- Report all scholarships to financial aid in STUINFO

When You Receive the Registration Bill:

- Review your student’s billing statement
- Financial aid? Be sure all actions taken. Visit “check your aid” in StuInfo
- Pay bill or confirm attendance by the due date
Office of Financial Aid