

# Herkimer College Student Accounts

## Frequently Asked Questions



### **When is my bill due?**

It is important to observe the due date in the upper right area of your student bill. By the bill's due date, all students are expected to:

- Pay their bill in full; or
- Have verifiable financial aid sufficient to cover charges; or
- Enroll in the Installment Payment Plan

### **What will happen if the bill is not settled by the due date?**

Your class schedule will be cancelled.

### **I applied for the NYS Excelsior Scholarship. Why don't I see this as a credit on my bill?**

Due to the specific criteria a student must meet, a lengthy review must occur for this award. If deemed eligible, your tuition will be adjusted to the rate for the 2016-2017 school year, and a credit for the award will be applied to your bill.

### **What effect does attendance have on financial aid?**

All students who receive Title IV federal financial aid must be regularly attending classes to earn financial aid. Federal financial aid (Pell Grants, SEOG, and Direct Student/Parent Loans) is not fully earned until the student has attended **over 60%** of classes for the semester.

### **What happens if I withdraw or stop attending classes prior to earning my financial aid?**

Your financial aid will be recalculated as a percentage of classes attended, and all unearned financial aid will be returned to the Department of Education. If the portion of aid you earn is not sufficient to cover the charges you incur, you will be responsible to pay the uncovered charges out of pocket. A hold will be placed on your records until these charges are paid in full. You will not be able to receive grades, transcripts (unofficial and official), or register for any further classes until your bill is paid in full

### **I am taking online courses. What is considered attendance for federal financial aid purposes?**

The Department of Education defines attendance in online classes as:

- Posting in classroom discussion threads
- Submitting homework assignments
- Taking online tests
- Emailing the instructor regarding course content (not classroom policy and procedure inquiries or comments)

The act of logging in and viewing course content does NOT constitute attendance for federal financial aid purposes!

### **Why am I being charged tuition twice on my bill?**

If you are a resident of NYS, your bill may include 2 charges for tuition. In order to remove the Tuition - No Proof of Residency (or Part Time Tuition No Residency) charge from your bill, you must obtain and submit a certificate of residence from your home county. If you fail to obtain and submit this document prior to the term, or no later than 30 days into the semester, you will be responsible for this additional charge.

### **I've lived in NYS my whole life! Can't I just submit a bill or other proof that I live here directly to the Student Accounts Office to qualify for the in state tuition rate?**

NO! The only way to qualify for the in state rate of tuition and remove the additional No Proof of Residency charge from your bill is to obtain and submit a certificate of residence from your home county.