



New Student Billing Guide

From the Office of Student Accounts, *congratulations on becoming a Mountaineer!* We fully believe that you are embarking on an amazing educational experience and we welcome you to Appalachian State.

Below is a guide to paying your college expenses at Appalachian. Whether you are new to college or just new to Appalachian, this guide will help you understand how you can begin making plans now to ensure that paying for your college expenses at Appalachian is always a painless process.

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Appalachian State Bills

First, it is important to understand that tuition and fees are established each summer for the upcoming academic year (Fall, Spring, and Summer). We encourage you to begin planning for the costs of attendance then if not sooner (especially if seeking financial aid).

Anytime you sign up for courses *after* tuition has been posted for the term for which you are registering, you will immediately see your charges for these courses reflected in “**Detail by Term**” tab in [AppalNet](#).

Appalachian issues a minimum of three (3) bills per term (see Spring 2017 Billing Schedule below). Your bill reflects your total charges as of the billing date. *Only students who register for courses before the first billing date are subject to schedule cancellation; students that do not pay Drop/Add Bill in full by the due date are not subject to schedule cancellation but are subject to late charges.* In an effort to be consistent with Appalachian State University’s sustainability initiative, Appalachian State University does **NOT** print and mail bills. Billing notification emails are sent to your @appstate.edu email address and to any parent’s email address as authorized in the Parent Portal (see Parental Access below).

A summarized version of any past bills are available via AppalNet or the Parent Portal; these may be viewed as a PDF and printed if necessary. This PDF document is a snapshot of your account as of the last bill date. This PDF document will not update until the next bill is issued. To view a real-time and detailed version of your account activity at anytime, simply click on the “**Detail by Term**” tab in [AppalNet](#). It is **very important** for you and involved parents to monitor this tab frequently.

In summary, your account balance is immediately updated on the “**Detail by Term**” tab in [AppalNet](#) as you make schedule adjustments though bills are only delivered via email according to the billing schedule below.

The absolute most effective way to reduce the confusion and anxiety of paying for your financial costs to attend Appalachian is to start planning early and ask questions often. Most issues have a simple solution if addressed early in the billing and financial aid processes. Problems may arise if students or parents wait until bills are sent and/or due to start forming a plan to pay.

Appalachian State Billing Schedule for Spring 2017

Pre-Registration Bill (only for students registered by 11/16/2016):

Bill Date - 11/16/2016 Due Date - 1/6/2017

Includes all charges as of 4 p.m. on November 16,, 2016. Only those charges/classes must be paid for by January 6, 2017.

If you've registered for courses as of 11/16/2016 but have not paid, you will begin getting reminders and cancellation warning emails to your @appstate.edu email address (and any parent email address you have authorized) starting in late November. These warnings start early in an attempt to reach students prior to the semester break. These warnings will continue until the bill is paid or until the due date of 1/6/2017. You will be subject to schedule cancellation if you have been billed on 11/16/2017 and have not paid by the due date of 1/6/2017. Registration cancellation for non-payment is a North Carolina General Assembly mandate for all UNC member institutions to comply. Instructions on viewing your schedule cancellation status are available [online](#).

For students who register after 11/16/2016, no payment is due until February 20, 2017. Payments, however, can be made at any time after registration occurs. Please refer to the "Detail by Term" tab inside AppalNet for fees. A general cost estimate may also be found at <http://studentaccounts.appstate.edu/tuition-and-fees>.

For students who register after 11/16 at 4 p.m.see "Drop/Add Bill" below.

Drop/Add Bill:

Bill Date - 1/27/2017 Due Date - 2/20/2017

Any charges added since the Pre-Registration Bill will be included on this bill. It will be sent to your @appstate.edu email address (and any parent email address you have authorized). Students who have charges on the 1/27/2017 bill but have not paid by 2/20/2017 are subject to a \$40 non-refundable late fee.

If you register after 11/16/2016 at 4pm, this would be the first bill you would receive for Spring 2017.

Mid-Term Bill:

Bill Date - 3/2/2017 Due Date - 3/24/2017

Any charges from any prior bill that are unpaid as well as any added charges will appear on this bill. Any charges not paid by the due date will result in a **registration hold** (preventing schedule adjustments and registration for future terms) being applied to the student account. Students will not be allowed to register for future terms until the balance is paid in full.

Example of PDF Bill for a Student with a Credit Balance



Office of Student Accounts
 ASU PO Box 32005
 John E. Thomas Hall, Room 215
 287 Rivers Street
 Boone, NC 28608 USA
 (828) 262-2113
 (828) 262-2936 (Fax)
 www.studentaccounts.appstate.edu

Student ID:
 Student Name:

Term: Spring 2016
 Bill Date: 11/18/2015
 Due Date: 12/21/2015

| Current Term Charges and Adjustments | | Current Term Payments and Credits | |
|--------------------------------------|---------|-----------------------------------|---------|
| Fees | 1578.00 | Outside/3rd Party Scholarships | 2500.00 |
| Medical Insurance Premium | 863.50 | Scholarships & Grants | 4487.00 |
| Tuition - U/G In State | 1980.50 | | |

Current Term Charges: \$4,422.00

Current Term Credits: \$6,987.00

Previous Term Balance: \$0.00

Current Term Balance: -\$2,565.00

Credit(No Payment Due): -\$2,565.00

Future Balance: \$0.00

Visit the Student Accounts website at <http://studentaccounts.appstate.edu> to pay with a debit or credit card, or for additional payment options.

A \$25 fee is charged for returned checks.

This bill/statement is in summary form. To view detail, go to the Account Detail by Term link on your Appalnet or the Review Account tab on the Parent Portal. If your parent should have access to your bill, please ensure you have granted Parent Portal Access and entered their valid email address.

Higher Education enrollees should use this bill to ensure that the contract payments satisfy the ASU balance.

Appalachian State is a publicly supported institution. Tuition payments and other required student fees meet only a portion of the total cost of the education of students enrolled. G.S. 116-11(7) requires that the Board of Governors set tuition and required fees at the institutions, not inconsistent with actions of the General Assembly. Tuition and fee rates for 2015-2016 were approved by the Board of Governors.

Information on the use of tuition at Appalachian State and Board of Governors approved Tuition and General Fees can be found at: <http://studentaccounts.appstate.edu>. The General Fees on the Use of Tuition Statement are: **General Fees** (which do not include Academic Specific Miscellaneous Fees included on your bill).



Example of PDF Bill for a Student with a Balance Owed



Office of Student Accounts
 ASU PO Box 32005
 John E. Thomas Hall, Room 215
 287 Rivers Street
 Boone, NC 28608 USA
 (828) 262-2113
 (828) 262-2936 (Fax)
 www.studentaccounts.appstate.edu

Student ID: _____ Term: Spring 2016
 Student Name: _____ Bill Date: 11/18/2015
 Due Date: 12/21/2015

| Current Term Charges and Adjustments | | Current Term Payments and Credits | |
|--------------------------------------|---------|-----------------------------------|---------|
| Fees | 1578.00 | Payments Received | 600.00 |
| Housing Charge | 2335.00 | Scholarships & Grants | 3000.00 |
| Meal Option | 1280.00 | | |
| Tuition - U/G In State | 1980.50 | | |

Current Term Charges: \$7,173.50

Current Term Credits: \$3,800.00

Previous Term Balance: \$133.50

Current Term Balance: \$3,373.50

AMOUNT DUE: \$3,507.00

Future Balance: \$.00

Visit the Student Accounts website at <http://studentaccounts.appstate.edu> to pay with a debit or credit card, or for additional payment options.

A \$25 fee is charged for returned checks.

This bill/statement is in summary form. To view detail, go to the Account Detail by Term link on your Appalnet or the Review Account tab on the Parent Portal. If your parent should have access to your bill, please ensure you have granted Parent Portal Access and entered their valid email address.

Higher One enrollees should use this bill to ensure that the contract payments satisfy the ASU balance.

Appalachian State is a publicly supported institution. Tuition payments and other required student fees meet only a portion of the total cost of the education of students enrolled. G.S. 116-11(7) requires that the Board of Governors set tuition and required fees at the institutions, not inconsistent with actions of the General Assembly. Tuition and fee rates for 2015-2016 were approved by the Board of Governors.

Information on the use of tuition at Appalachian State and Board of Governors approved Tuition and General Fees can be found at: <http://studentaccounts.appstate.edu>. The General Fees on the Use of Tuition Statement include the following: Tuition, Tuition Waivers, Tuition Reductions, Tuition Discounts, Tuition Credits, Miscellaneous Fees included on your bill.



Fee Structure and Methods of Payments

Our tuition and fee structure is outlined on our [website](#). The typical methods of payment include Financial aid as well as various payment methods that can be found on our [website](#). These include payment by check, credit/debit card, payment plans administered via Tuition Management Systems (TMS), third party payments (including assistance for military, vocational rehabilitation, commission for the blind, and state prepaid college plans). Payments from other educational savings plans as well as outside scholarships should be requested by the account owner and mailed via check (including Banner ID number and made payable to "ASU Cashier") per the instructions on our website. They should be received no later than the due date.

Parental Access and/or Payment

Due to FERPA regulations, we can only discuss or allow access to view and pay a student bill online for persons authorized by the student. Parent Portal access is granted by the student on the "Parent Access" link of the "Student" tab on [AppalNet](#). Instructions to authorize parent access are available [online](#).

Once a parent has been authorized, bills can then be paid by the student via [AppalNet](#) or by the parent via the Parent Portal link found on our [website](#).

Refunds

Refunds occur when a payment exceeds the balance which creates a credit balance referenced by negative balance (e.g. -\$195.00) on the student account Amount Due line. Credit balances from financial aid awards are generally refunded on Tuesdays and Thursdays each week of the semester with the exception of university holidays. Credit balances will be refunded via direct deposit (assuming this has been established prior to the refund) and should be available within three (3) business days. It is **strongly recommended** to set up a direct deposit account. View the instructions on our [website](#).

Students who do not set up direct deposit will receive a check at their “refund address” (updated via [AppalNet](#)) or if no refund address exists, the check will go to the “Enrolled Student Mailing Address.” Parent Plus Loan refunds that go to parents will be mailed via check to the parent. If the parent borrower has indicated that the Parent Plus Loan refund should go to the student, it will be initiated via the normal student refund process outlined above. Please note that in the event the Parent Plus loan and student loans credit to the account on the same date, the account charges will be paid for by the Parent Plus Loan funds first.

Students with a credit balance that was created by something other than a financial aid disbursement are periodically refunded or the student may call Student Accounts at (828) 262-2113 or email studentaccounts@appstate.edu to request a refund.

University policies and procedures regarding refunds due to schedule changes and/or withdrawals can be found on the [Registrar's website](#) and the Student Accounts Website..

Health Insurance Premium

A Health Insurance Premium in the amount of \$1,111.00 will be charged to student accounts for students who meet certain parameters including:

Undergraduate Students

- Enrolled in a minimum of six (6) credit hours per semester, AND
- Enrolled in a degree-seeking program, AND
- Eligible to pay the University Student Health Fee

Graduate Students

- Enrolled in a minimum of nine (9) credit hours per semester, AND
- Enrolled in a degree-seeking program, AND
- Eligible to pay the University Student Health Fee

A request to waive this health insurance may be completed online at healthservices.appstate.edu. The request **may only be submitted online** via the Blue Cross Blue Shield portal. The last day to request a waiver for Spring is January 31, 2017. Requests after January 31, 2017, will not be honored and the applicable charge on the student account must be paid. There are no exceptions to this rule. Students will receive weekly emails regarding the opportunity to request a waiver until January 31, 2017 or until the waiver request has been approved by Blue Cross Blue Shield. The approval process normally takes 1 to 2 weeks. Students must complete this waiver process each semester or may waive the insurance in the Fall for both the Fall and upcoming Spring semester.

Additionally, the Health Insurance Premium is a separate charge from the Health Services Fee. The Health Services Fee is part of the general fees and cannot be waived. This fee is used to assist in covering overhead costs at the student infirmary.

Use of Tuition Statement

Please view our website for the required Appalachian State University [“use of tuition” statement](#).

Questions

We hope that this has provided useful information to you. Should you have any questions please don't hesitate to inquire with our office. We are reachable at (828) 262-2113 or studentaccounts@appstate.edu.

Remember asking questions early helps prevent unnecessary stress regarding your bill.

Contact Information

(828) 262-2113

studentaccounts@appstate.edu

BY MAIL TO:

ASU Student Accounts Office
ASU Box 32005
Boone, NC 28608

OVERNIGHT MAIL:

ASU Student Accounts Office
John E. Thomas Hall, Room 215
287 Rivers St
Boone, NC 28608 *

* The USPS recognizes 28608 as the zip code for Appalachian State University and will deliver overnight mail with this zip code. However, UPS and FedEx may not recognize 28608 as the correct zip code. If you choose to ship your payment overnight using UPS or FedEx, you may need to use 28607 zip code instead. *