

# The National Hispanic University

## Office of the Bursar Q & A Information Sheet

408-273-2752

Bursar@nhu.edu

Office Hours:

M-Th 9am-7pm

Fri. 9am-5pm

### Common Questions:

➤ **Where is my Student Account Statement (Bill) Mailed?**

The student account statement is mailed to the student's home address or to the person designated by the student as responsible for payment of the student bill.

➤ **How do I change my billing address?**

Submit changes of billing name/billing address in writing to: Office of the Registrar, 14271 Story Road San Jose, CA 95127. Name and Address Change Forms are available at NHU Student Services and on our website, <http://www.nhu.edu/>

➤ **What do I do if I do not receive a Student Account statement?**

Please contact the Bursar's Office during business hours.

➤ **What do I do if my Student Account statement is incorrect?**

A Bursar Office representative will be available to answer questions about your statement and assist you in resolving any errors.

➤ **What do I do if my Financial Aid / Scholarship is not reflected on my student account statement?**

There could be several reasons why this may occur. Please contact the Financial Aid Office at (408) 273-2708 or by email at [finaid@nhu.edu](mailto:finaid@nhu.edu)

➤ **What happens if I pay my bill late?**

Not paying on time may result in disenrollment as well as the withholding of transcripts, future registration, diploma, and grades. Furthermore student's balance could be forwarded to collections.

➤ **How can I pay my bills?**

Cash, Check, Money Orders, & Credit Cards (Visa, MasterCard, or Discover) are acceptable methods of payment.

**For Cash Payments:** Please come to the Bursar's Office located at the NHU 1<sup>st</sup> Floor Student Services.

**For Check Payment:** You can come in person and make the payment or you can mail it to: The National Hispanic University, Attn: Bursar's Office, 14271 Story Road, San Jose, CA 95127.

**For Credit Card payments:** You can come in person or you can call the Bursar's Office to make a payment over the phone.

➤ **What happens if the check to pay my bill is returned by the bank?**

Any payment that results in a check being returned for insufficient funds, lack of authorizing signatures . . . etc., will result in reversal of the payment, and an assessment of a \$25 fee. Any subsequent returned checks will incur a penalty of \$35. More than one returned check may result in accepting only cash or credit card for future payments.

➤ **What happens if I over pay my Bursar account?**

Refund checks are automatically generated when a student's account accrues a credit balance. An account may come to a credit balance for a variety of reasons: financial aid exceeds tuition and other charges; combination of financial aid and personal payments exceeds charges; tuition adjustment for dropping a class; etc. Checks will be mailed directly to student's home address on file. You may call the Bursar's Office to obtain more information.

➤ **Does NHU offer an Installment Payment Plan?**

Yes. A \$25 non-refundable fee will be applied for installing a payment plan. To learn more about the installment please call the Bursar's Office.

➤ **A sponsor is going to be paying my bill, what do I need to do?**

Due to the Family Education Rights and Privacy Act (FERPA), the Bursar's Office must have a signed 'Authorization to Release Information' form on file in order to be able to discuss the student's account with anyone other than the student. This form must be signed by the student in front of a Bursar Officer or witnessed by a Notary Public. Once authorization is received and a 3<sup>rd</sup> party is designated, Bursar's Office will send an invoice to the 3<sup>rd</sup> party. In the event the 3<sup>rd</sup> party does not pay the invoice, the student will be responsible for the balance on his or her account.

➤ **What is the refund policy?**

<b>Calendar Days Elapsed Since Term Start</b>	<b>Percentage of Fees Refunded</b>
<b>0-8 days</b>	<b>100%</b>
<b>9-12 days</b>	<b>75%</b>
<b>13-18 days</b>	<b>50%</b>
<b>19-24 days</b>	<b>25%</b>
<b>25 days over</b>	<b>0%</b>

Exemptions to this policy are the following:

- 1) Direct Study (D.S.): Students who signed up for a D.S. will not be eligible for any tuition refund once the student turns in their registration or add form to the Bursar's Office.
- 2) Continuing Education Units (C.E.U.): Students who signed up for C.E.U. will not be eligible for any refund once the Bursar's Office received the student's C.E.U. application and payment.

The effective date to determine a refund will be based on the actual submittal date of the online withdrawal request. **If a student stops attending class without dropping a course online, the student will be charged and be responsible for the entire tuition fee and any fees associated with that class.** For more information view our catalog at the NHU website: [www.nhu.edu](http://www.nhu.edu)