

FREQUENTLY ASKED QUESTIONS
OFFICE OF THE BURSAR/CASHIER

Q: What does financially cleared mean?

A: Financially cleared means your tuition, fees, room and board are paid in full. Your tuition can be paid with financial aid, by credit card, money order, checks and cash, and TMS Payment plan.

Q: Where on the registration billing statement does it say what I owe?

A: Your registration statement will have an area saying: **Amount due by student**

Q: Can you explain my registration billing statement to me?

A: Your registration billing statement is broken down into three sections:

Explanation of Charges: This gives you a breakdown of the charges and housing that has occurred to your account (remember: charges can change as classes are added/dropped from schedule).

Financial Aid: This gives you a breakdown of the financial aid that has been awarded (remember financial aid can be adjusted so please call your financial aid advisor if you have questions relative your financial aid).

Description: This gives you a breakdown of any balance forward (this is a balance from the previous semester due to various reasons); Current charges and total amount due from student (after financial aid has been subtracted from total).

(Again, please find out if you're financially cleared before the deadline as charges and financial aid may change.)

Q: Why does it show that I have a credit on the Tiger Web system, but my financial aid has not posted to my account?

A: There may be various reasons why your financial aid may have not posted to your account:

- Your master promissory note and entrance counseling needs to be signed for your federal student loans or Parent plus loan
- Your master promissory note needs to be signed for your Perkins Loan (note: Perkins loan promissory note is signed every semester)
- Incomplete documents for FASA (you will need to contact your Financial Aid Advisor)

Q: Why am I still showing a balance even though my financial aid has posted?

A: If all your financial aid has posted and you are still showing a balance this means you were not awarded enough aid to cover your tuition.

Q: Can I make payment toward my \$500 pre-enrollment fee?

A: Yes you can make payments toward your \$500 before your deadline.

Q: Can I have an extension on my Priority deadline for my Pre-enrollment fee?

A: You must contact the Admission office to get an extension on your priority deadline.

Q: If I don't attend the University can I get my pre-enrollment fee refunded?

A: No, the pre-enrollment fee is non-refundable if you do not attend Tuskegee University.

Q: What does my pre-enrollment cover?

A: Your pre-enrollment covers the \$450 housing deposit and \$50 goes toward your tuition.

Q: How do I apply for direct deposit for my financial aid refund?

A: To sign up for direct deposit you log in to your Tiger Web and go to the finance column click on US banking information.

Q: When will I get my refund check?

A: The refunds go out within 7-14 days after funds have posted to the student account.

Q: Can I pick my refund check up?

A: No. The refunds are mailed or direct deposited.

Q: What type of payment plan does the university offer?

A: Tuition Management System (TMS) 1-800-356-8329. There is a \$65 enrollment fee. The maximum amount you can put on the payment plan is \$6000 per semester.

Q: If I enroll in the payment plan, when is the first payment due?

A: TMS first payment is due when you enroll in the payment plan. Subsequent payments are due on the first of each month.

Q: Will the Tuition Management Payment Plan know how much I owe?

A: No, T.M.S will not know how much you owe. Please refer to your billing statement or Tiger Web or call the Bursar to get the correct amount owed.

Q: Why am I financially cleared, if I owe a balance?

A: You were financially cleared while owing a balance because the balance does not exceed \$500 or you received prior approval from management.

Q: Why do I have a financial hold?

A: You have an unpaid balance on your account or TMS is delinquent. Additionally, you may need to complete entrance counseling and/or e-sign your master promissory note for your loans.

Q: If I have a financial hold can I still.....register, get my transcripts, or get my grades?

A: No, if you have a financial hold you will not be able to register, get transcripts or grades until balance is paid in full.

Q: What are the criteria to receive the multi-student discounts?

A: To qualify for the multi-student discount you must be siblings and provide proof by bringing a copy of your birth certificate of each sibling to the Office of the Bursar.

Q: When are the multi-student discounts (tuition, housing) applied to my account?

A: The Multi-student discounts are applied at the end of each semester.

Q: Who do I ask for additional funding or scholarship from?

A: The financial aid office 1-800-416-283 or 334 727-8201

Q: Why was I charged a \$300 late fee and can it be waived?

A: You are charged a late fee when you register after the registration deadline or you pay your fees after the deadline.

Q: Are the books included in tuition cost?

A: No, books are not included in tuition costs.

Q: Why hasn't my TMS payment posted for this month?

A: Your TMS is posted according to when you made your payment. There is a 10 to 15 day turn around to post to your account at the University.

Q: Can I separate the housing and board fee?

A: No, if the student is staying in the residence halls, housing and board are included in the fee accessed.

Q: What are the Cashier Office hours?

A: Cashier Office hours are 9:00 a.m. – 3:00 p.m. Monday-Friday

Q: What are the Bursar Office hours?

A: Offices of the Bursar Hours are 9:00 a.m. – 3:00 p.m. Monday – Thursday
9:00 a.m. -1:00 p.m. Friday

Q: What type of payments can the cashier's office take over the phone?

A: Credit/Debit Cards (Visa, MasterCard, Discover, Amex)

Q: Will the Cashier office cash checks?

A: No, The Cashier Office does not cash checks

Q: How do I get a book voucher?

A: You can get a book voucher if you have been awarded a book scholarship or have extra money after all tuition and fees have been paid. You can Email your request to bookvouchers@mytu.tuskegee.edu. Please include your Name, ID#, and the amount of your request. Make sure you only request the amount needed, there is no refund.