



## **STUDENT ACCOUNTS COMMONLY ASKED QUESTIONS**

### **BILLING AND PAYMENT DETAILS**

- Fall Billing Statements will be posted on **July 19<sup>th</sup>** and due on **August 20<sup>th</sup>**.
- J-Term and Spring Billing Statements will be posted on **December 20<sup>th</sup>**. Due on **January 20<sup>th</sup>**.
- Summer Billing Statements will be posted on **May 20<sup>th</sup>**. Due **June 20<sup>th</sup>**.

### **529 PLANS**

- If you're considering a **529 plan** to cover your educational expenses, contact your 529 plan after the bill is posted to request a payment be sent. Most 529 plans sent via ACH wire will arrive on time. If your 529 requires a copy of your billing statement, use the real-time statement from the TouchNet Home screen.
- You can not pay a payment plan with a 529 account.
- If your 529 is being mailed, please make sure the check includes the student ID and Name. Please mail checks to 1846 Main St. Upland, IN 46989-1001.

### **BOOK FEES**

- Book fees are added after students arrive on campus. If enrolled in a payment plan, the subsequent payments will be adjusted to include these fees, ensuring a smooth financial transition.
- If you are not enrolled in a payment plan, please make sure to review your monthly statements for any additional fees that may have been charged to your student account.

### **OUTSIDE SCHOLARSHIP INFORMATION**

- Fill out your **outside scholarship requirements** as soon as your billing statement arrives. This will give ample time for the scholarship before the billing due date. All scholarship payments are split between Fall and Spring semesters unless designated otherwise. If actions from Taylor are needed to receive the scholarship, email [billing@taylor.edu](mailto:billing@taylor.edu) with the requirements attached.
- Please mail checks to 1846 Main St. Upland In 46989-1001.

### **REFUNDS**

- To receive a refund, a refund account must be set up in TouchNet. • Students must email [billing@taylor.edu](mailto:billing@taylor.edu) to request a refund.
- Refunds cannot be made until Actual aid is posted in September for the Fall Semester and February for the Spring Semester.
- *The U.S. Department of Education regulations require that a credit created by Title IV funds (Federal Direct Stafford or Parent Loans, Perkins Loans, or Federal Grants) be refunded to the student and parent. Students will receive an email when a credit balance is from Title IV funds.*

## PAYMENT PLANS

- To view current payment plans and commonly asked questions, please visit [taylor.edu/payment-plan](http://taylor.edu/payment-plan)

## TOUCHNET

- Please have your student complete their My Profile Setup before the fall billing.
- Parents must be authorized users on TouchNet so that the billing office can discuss their students' accounts with them. Your student can grant this access through their TouchNet account.
- Electronic Refunds—If your student has no refund account, we will not issue refunds for overpayments or expense reports.
- Please clear your browsing history if you experience difficulties getting into TouchNet. We suggest using a different search engine to log into TouchNet or clearing your browsing history before logging in.

## STUDENT FINANCIAL OBLIGATION & TUITION REPAYMENT AGREEMENT

- All students must sign a Student Financial Obligation & Tuition Repayment Agreement by September 1<sup>st</sup>. Students will find this agreement when they log into TouchNet. **Please remind your student to sign this agreement before the deadline to confirm their commitment to paying all tuition and fees associated with their education.** Read a copy of the agreement [here](#).

## HOUSING AND MEALS

- If you have any questions regarding housing and meal charges or need to change meal plans, please contact [housing@taylor.edu](mailto:housing@taylor.edu).

## FINANCIAL AID

- If you have financial aid questions or questions regarding your student loans, please get in touch with [finaid@taylor.edu](mailto:finaid@taylor.edu).