

**IMPORTANT:**

---

**TO REMAIN ENROLLED AT WSU, EVERY STUDENT MUST COMPLETE AND RETURN BILL PAPERWORK AND PAYMENT ON TIME - EVEN IF YOUR BALANCE DUE IS \$0 OR WILL BE PAID BY FINANCIAL AID.**

**BILL PAPERWORK AND PAYMENT MUST BE POSTMARKED, PROCESSED ONLINE OR HAND DELIVERED BY JULY 27, 2017. FAILURE TO DO SO WILL RESULT IN A \$100.00 LATE FEE AND BE SUBJECT TO ADMINISTRATIVE WITHDRAWAL.**

**EFFECTIVE 7/1/2017: ALL CREDIT OR DEBIT CARD PAYMENTS ON STUDENT ACCOUNTS WILL BE CHARGED A 2.5% SERVICE FEE.**

**BEFORE CALLING, PLEASE REVIEW THESE INSTRUCTIONS. IF YOU DO CALL, YOU MUST PROVIDE YOUR STUDENT ID OR SOCIAL SECURITY NUMBER.**

# BILL RETURN INSTRUCTIONS & POLICIES

*Please see the 2017-2018 Westfield State University Bulletin for policy statements.*

*Information provided here is tailored specifically to the time-sensitive processing of Student Bills.*

PLEASE READ  
NOW!

## HOW TO RESPOND TO THE BILL

1. All Students must return the bill even if the balance due is \$0.00
2. Complete and sign the Bill and Payment Adjustment Form.
3. Use the white window envelope to return:
  - the bottom portion of the Bill which is your enrollment confirmation.
  - the Bill and Payment Adjustment Form
  - payment
  - any supporting documentation
5. Alternatively, you can process your paperwork online at myWestfield.
6. All WSU students MUST go to [www.universityhealthplans.com](http://www.universityhealthplans.com) to either enroll in WSU's health insurance or to waive WSU's health insurance.

## TO COMPLETE PAPERWORK AND MAKE PAYMENT ONLINE:

Go to [www.westfield.ma.edu](http://www.westfield.ma.edu)

Log onto myWestfield

Finance

View account & Pay your bill

Link to payment adjustment form

Pay now

If you complete online, you do NOT need to mail your paperwork to us.

---

---

## LATE RESPONSE AND NON-RESPONSE TO STUDENT BILL

- On-time return of these materials is necessary to maintain your enrollment status, course registration, and housing assignment. In addition, the ability to remove waivable fees and participate in optional programs (such as the Installment Payment Plan) can be significantly limited or rendered unavailable when these materials are returned late.
- **Return of materials is especially critical for accounts with \$0.00 due or credit balances; return of materials confirms attendance and avoids Administrative Withdrawal.**
- Billing paperwork in July and December postmarked or hand delivered after the due date will be assessed a \$100 late fee.
- Installment payments must be **received** by WSU on or before the due date.
- Non-return of materials / payment within 1 week of due date may result in administrative withdrawal from the University.
- Subsequent reinstatement does not include a guarantee of housing, and courses must be selected through the Add/Drop process. There is a \$50.00 fee for reinstatement.
- Checks returned by the bank as NSF (Not Sufficient Funds) will result in a \$25.00 NSF check fee.
- Students will be unable to register for the next semester's courses if they have an outstanding balance.
- When accounts are deemed to be unresponsive to internal efforts to collect, the University refers them to an outside collection agency.
- All waivers must be submitted by the first day of classes.

## **Bank Mobile**

- Westfield State University has partnered with Bank Mobile to process all refunds to our students.
- New students will receive information and a refund personal code from Bank Mobile in August.
- Students will need to choose a refund preference with Bank Mobile using the personal code.

Choices are:

- Direct deposit to a student's pre-existing bank account.
- Create a VIBE Account with Bank Mobile.

## **ON-CAMPUS HOUSING AND MEAL PLANS**

- Housing re-assignments (especially from HPP - housing placement pending) or voluntary retention of a previously discounted space often results in additional or reduced charges. It is the student's responsibility to inquire about and understand the impact of housing changes to the student account, and to review their account on-line.
- Housing deposits are released in the spring as credits to spring housing fees.
- Housing assignments in Courtney, Davis, Dickinson, Lammers, Scanlon and University halls, and HPP (Housing Placement Pending) result in mandatory meal plans.
- Housing assignments in New Hall, Apartments and Lansdowne do NOT include a meal plan. YOU must add one if you want one.
- When re-assigned from one of the above halls to the New Hall, Apartment or Lansdowne, it is the student's responsibility to discontinue the meal plan if preferred, by contacting the Office of Student Accounts. The charge for the discontinued plan will be pro-rated.
- Students charged for the 19-meal plan may change to the optional 14- or 10-meal plan within the first three weeks of the semester, by visiting the Office of Student Accounts. The last day to change meal plans is September 26, 2017.

## **Five Meal Plan**

- WSU offers a meal plan for COMMUTERS, NEW HALL, APARTMENT and LANSDOWNE residents only.
- The meal plan offers 5 meals a week. See payment adjustment form for the cost.
- There are NO Dining Dollars included.
- The meal plan is accessed through the student picture ID Card.

## **OWL BUCKS**

- Owl Bucks are available for use at campus foodservice venues (with a 10% discount), the WSU Bookstore, some vending and laundry machines and some downtown businesses. For more information please log onto [www.owlbucks.com](http://www.owlbucks.com)
- Owl Bucks are loaded onto the student picture ID Card.
- Owl Bucks may be purchased throughout the semester in the Campus Card Office in Wilson Hall. Their phone number is 413-572-8184. You can also add Owl Bucks online through <https://get.cbord.com>
- Owl Bucks balances carry forward from semester to semester. **Refunds are processed only when the student leaves WSU.**
- **You CANNOT make cash withdrawals from this card. You can only use it to purchase items.**

## **WITHDRAWALS and REFUNDS**

- When withdrawing from the University, it is the student's responsibility to follow the policy published in the University bulletin.
- Refunds due to withdrawal are calculated based on the official withdrawal date as determined by the Registrar. Housing and meal adjustments are based on the day the student removes their belongings from their hall.

- Refunds are issued when accounts have credit balances at the time of account review. Subsequent charges, corrections, and other adjustments may result in an additional balance due for which the student is held fully responsible.

Prior to the first day of classes	no charges	During the fourth week of classes	60% due
During the first two weeks of classes	20% due	During the fifth week of classes	80% due
During the third week of classes	40% due	After the fifth week of classes	100% due

**ACCOUNT ACCURACY**

- Account information is available via the printed student bill, the on-line resource myWestfield at <http://www.westfield.ma.edu/> and by phone with a Student Accounts staff member. You can complete a payment adjustment form and pay your bill online using that web address. (see below)
- Westfield State University makes every effort to provide the most accurate information possible through all media. However, any account detail, summary, or analysis is accurate only at the moment of review. Subsequent charges (especially related to housing changes and individual fees and fines), changes to Financial Aid, and corrections are possible.

**ADDRESSES AND MAIL DELIVERY**

- Students are responsible for maintaining their permanent address on record with the University through Academic Records / Office of the Registrar.
- Westfield State University is not responsible for the timely/accurate performance by USPS or other carriers.

**THE BILLING SCHEDULE**

- Charges to a student account and the resulting student bill are driven by enrollment status and/or course registration.
- The standard fall semester bills are produced and mailed during the first week of July, and due the last week of July. Late registrations will yield alternative schedules.
- The standard spring semester bills are produced and mailed before Thanksgiving, and due in mid-December, depending on the holiday calendar. Late registrations will yield alternative schedules.

**FEDERAL EDUCATIONAL RIGHTS PRIVACY ACT (FERPA)**

- In general, FERPA requires that for students who are 18 years or older, schools must have written permission to release information from a student’s record.
- We recognize that families often work together to meet financial responsibilities, and that it is during these years that students gradually learn and accept greater responsibility for their financial obligations. Nonetheless, we may not violate FERPA regulations, and ask your patience as we often require direct contact from the student him/herself regarding the account, regardless of “who is paying the bill”.
- You **MUST** provide your college wide ID or social security number if you call.

**PLEASE NOTE:**

- We CANNOT accept CREDIT CARD information through EMAIL or the FAX machine.

**EMAIL**

- Your WSU email is the University’s Official form of communication. Please check your email regularly.