



This guide answers frequently asked questions about Enrollment Services' functions such as billing, fees, payment options, and grade reports. Please review the information to become familiar with FDU's policies and procedures. If you have questions, please contact the Office of Online Programs at 201-692-7357 or online@fdu.edu.

Billing & Late Fees

Q: When can I expect to receive a bill each semester?

A: A bill is generated for each student once a registration is officially processed. Bills are mailed directly to students at the onset of each semester and are also available to students on **WebAdvisor** (see Online Student Reference Guide for access instructions.)

Q: When is my payment due?

A: Payment is due within a month of registration. Students are responsible to make sure that their bill is satisfied.

Q: Are late fees assessed for payments received after the payment deadline?

A: Yes. Late fees will be assessed when payments are received beyond the 30-day deadline. The percentage charged depends on when a payment is received. A complete breakdown of the late fee assessment schedule is available on all registration and change of program forms as well as on the FDU website, www.fdu.edu, on the Office of Enrollment Services link. Students who submit payment after the completion of a semester will be charged 12% late fees on any unpaid balance.

Medical Insurance

Q: I have my own health insurance, why am I being billed through the University?

A: Commencing August 15, 2012, Fairleigh Dickinson University offers an Injury and Sickness Insurance Plan underwritten by United Healthcare Insurance Company. All full-time undergraduate students enrolled in 12 or more credit hours are automatically enrolled on a hard waiver basis. Those students who wish to waive out of the Student Health Insurance must provide evidence of comparable coverage. For more information about the Insurance Plan and/or to **OPT OUT**, go to <http://firststudent.com>.

Payment Options/Methods

Q: What payment methods are available?

A: FDU offers several payment options/methods. They are as follows:

1. **Checks:** Make payable to **Fairleigh Dickinson University**, include your **name** and **student ID** number on check and mail to:
Fairleigh Dickinson University
Office of Enrollment Services
1000 River Road (T-KB1-05)
Teaneck, NJ 07666
2. **Online payments:** Offered through a third party service provider. There is a credit card processing fee associated with credit cards, but there is no fee for ACH (electronic check) payments. To make an online payment by either Credit Card or electronic check go to Enrollment Services' ["Make a Payment" page](#).
Credit Cards Accepted: American Express, Discover, MasterCard and VISA.

Q: My employer offers tuition benefits that are managed by CAEL. What do I need to do to notify FDU to bill a third party?

A: Obtain a Letter of Credit from your employer/CAEL each semester. Sign it and fax it to Enrollment Services at 201-692-2209 or scan/email it to Vanessa@fdu.edu. Your account will be coded Third Party Billing. If your employer does not pay the entire amount (e.g. fees), you must submit the difference at the start of the course.

Payment Plans

Q: Does FDU offer a deferred payment plan for students who receive reimbursement from their employers at the *end of the semester*?

A: Yes. The FDU Corporate Reimbursement Plan allows students up to 45 days after the completion of the semester to submit payment for tuition and fees. Request details from Vanessa Eatman at Vanessa@fdu.edu.

Q: Is there a fee charged for the Corporate Reimbursement plan?

A: Yes. Students who sign up for this plan are required to pay 4% of the total outstanding charges each semester. The 4% fee is an additional charge and is due at the onset of each semester along with a completed form.

Q: Is there a deadline or due date for the Corporate Reimbursement plan?

A: Yes. There is a specific due date for each semester. Each date is approximately 45 days after the semester is over. Specific due dates are outlined on the Corporate Reimbursement form available on the Document Downloads page of www.fdu.edu/onlinebais.

Q: Are late fees assessed to students on the Corporate Reimbursement plan?

A: Yes. Students who pay after the due date listed on the Corporate Reimbursement form will be assessed appropriate late fees. That is, 12% of the unpaid balance for fall and spring and 6% of the unpaid balance for Intersession and summer terms. If collection of a student account is exhausted by the University, the account will be turned over to a Collection Agency. The student is responsible for collection agency fees, which could be as high as 50% of the unpaid balance due.

Q: How can I obtain an invoice to submit to my employer to receive reimbursement?

A: You can receive a copy of your invoice at any time by signing on to **WebAdvisor** (see Online Student Guide for access instructions) or by contacting Vanessa Eatman in the Office of Enrollment Services, Vanessa@fdu.edu.

Q: Does Fairleigh Dickinson University offer any other payment plans?

A: Yes. FDU offers a 4-Installment Payment Plan for the fall and spring semesters only. This plan is not available for Intersession or summer terms. Forms and details for this plan are available on the FDU website, www.fdu.edu.

Q: Is there an additional charge for this Installment Payment Plan?

A: Yes. An additional \$60.00 fee is added to the first payment for fall and spring semesters.

Financial Aid

Q: How and when do I apply for federal and state financial aid?

A: The first step is to file a Free Application for Federal Student Aid (FAFSA). A new application must be submitted each February if the student wishes to be considered for aid in the upcoming academic year. Note that students must be enrolled at least half-time in order to be eligible for Federal Aid.

Q: Where do I get the FAFSA form?

A: The FAFSA is available online at www.fafsa.ed.gov

Q: Who do I contact if I have questions about Financial Aid?

A: The Office of Financial Aid at 201-692-2363.

Grades

Q: How do I get my grades upon the completion of each semester?

A: Official grade reports are mailed to students after each semester or module has concluded. Grades are also available on **WebAdvisor** (see Online Student Reference Guide for access instructions) throughout the year for student review. For more information on grades and transcripts, ask your Office of Online Programs' advisor for the *Grades and Transcripts* document or download it from our website: www.fdu.edu/onlinebais.