



## Clark Atlanta University Office of Student Accounts

### Frequently Asked Questions

1. **What does it mean to be financially enrolled?** Being financially enrolled means that you are financially cleared to attend courses at CAU.
2. **How do I become financially enrolled?** Verify that you have enough aid on your account to cover your balance. If you have enough aid to cover all of your charges, this will allow you to complete the enrollment process. If you have some aid on your account, but not enough to cover your entire semester balance, you can pay your remaining balance by establishing a payment plan or paying your balance in full with a credit card, debit card or cash.
3. **How do I know if I am financially enrolled?** Verify your enrollment status by following the steps below:
  - A. Log onto Banner Web
  - B. Enter Secure Area
  - C. Enter your User ID and PIN
  - D. Student Services and Financial Aid
  - E. Student Records
  - F. Your Current Enrollment Status

If you are enrolled, the message will read – **“Congratulations you are enrolled”**

If you are not enrolled, the message will read – **“Currently, you are not enrolled”**

4. **How can I make a payment on line?** Students may make payments on line by following the steps below:
  - A. Log onto Banner Web
  - B. Enter Secure Area
  - C. Enter your User ID and PIN
  - D. Student Services and Financial Aid
  - E. Student Records
  - F. Pay by Credit Card
  - G. Select the term
  - H. Enter your payment amount
  - I. Select Pay by Credit Card
5. **Is there a fee for making an online payment?** No. All payments that are made online are free of charge.

6. **Why didn't my online payment process successfully?** Some banks have set a daily limit for online transactions. In order for your payment to process, please contact your bank to increase your daily limit. Also, ensure that you are using the billing address associated with your bank card.
7. **What is the address if I want to mail in my payment? The University does not accept personal checks.** Therefore, please remit a certified check or money to the following address:

Clark Atlanta University  
Office of Student Accounts  
223 James P. Brawley Drive  
Atlanta, Georgia 30314

Additionally, please include your student identification number on all correspondence.

8. **When will I receive my refund?** Refunds are processed 14 days after financial aid or other transactions are posted on your account, which may create a credit balance. Please verify that your attendance has been recorded in Banner by your professors and that your balance has been satisfied.
9. **How do I pay my confirmation fee?** Students can pay the confirmation fee by following the steps below:
- A. Log onto Banner Web
  - B. Enter Secure Area
  - C. Enter your User ID and PIN
  - D. Student Services and Financial Aid
  - E. Student Records
  - F. Select Confirmation Fee
  - G. Pay by Credit Card
10. **Why isn't my financial aid posted?** Please contact the Financial Aid office for any inquiries, regarding your financial aid award at 404-880-8992.
11. **How can I find out how much my balance is?** Students may review their balances by following the steps below:
- A. Log onto Banner Web
  - B. Enter Secure Area
  - C. Enter your User ID and PIN
  - D. Student Services and Financial Aid
  - E. Student Records
  - F. Account detail for term
  - G. Select the term

**12. How do I sign up for the payment plan (ECSI)?** Student may sign up on a payment plan by following the steps below:

- A. Log onto Banner Web
- B. Enter Secure Area
- C. Enter your User ID and PIN
- D. Student Services and Financial Aid
- E. Student Records
- F. ECSI Tuition Payment Plan
- G. Verify that all charges and payments are on your account before setting up the payment plan
- H. Follow the instructions by inputting your information
- I. Wait an hour and verify that your enrollment status has been updated on Banner

**13. What are the dates for the payment plan?** The dates for the payment plan are as follows:

**FALL PAYMENT PLAN INFORMATION**

<b>Term of Plan</b>	<b>Enrollment dates</b>
5 months	July 1 - July 31
4 months	August 1- August 31
3 months	September 1- September 20
<b>First installment plus \$70.00 application fee is due upon enrollment. Payments are due on the 1<sup>st</sup> of each month. Final payment on all fall plans are due on November 1.</b>	

**SPRING PAYMENT PLAN INFORMATION**

<b>Term of Plan</b>	<b>Enrollment dates</b>
5 months	November 13 - December 31
4 months	January 1- January 31
3 months	February 1- February 14
<b>First installment plus \$70.00 application fee is due upon enrollment. Payments are due on the 1<sup>st</sup> of each month. Final payment on all spring plans are due on April 1.</b>	

- 14. Do I have to sign up on a payment plan every semester?** Yes. Students wishing to complete the enrollment process by using a payment plan must set up a payment plan every semester.
- 15. Is there a fee to establish a payment plan?** Yes. There is a one-time application fee of \$70 each time a new payment plan is established.
- 16. I see that I am being charged for health insurance, but I am already covered. Do I have to keep the insurance?** No. Students may waive the University's insurance coverage if they have other comparable coverage. Students will be prompted to enter their current insurance information, once they start the waiver process. Once a waiver is processed for the fall semester, it is also effective for the spring semester. Students that do not waive the insurance coverage for the fall must apply for a waiver in the spring if they are opting out for the spring semester. Student Athletes are not eligible to waive the University's insurance coverage. Student Athletes must be covered the entire academic year, which includes the fall and spring semesters. Students must be registered for classes before applying for a health insurance waiver.
- 17. How do I waive out of the University's insurance coverage?** Students may apply for a health insurance waiver by following the steps below:
- A. Log onto Banner Web
  - B. Enter Secure Area
  - C. Enter your User ID and PIN
  - D. Student Services and Financial Aid
  - E. Student Records
  - F. Link to insurance waiver

The charge should be removed from your account within 24 hours. Please screen shot your approval and keep it for your records.

- 18. What dates can I apply for a health insurance waiver?** Students may apply for a health insurance waiver between July 1st until August 31<sup>st</sup> for the fall semester. Students may apply for a health insurance waiver between November 13th until January 31st for the spring semester.

**19. Are there any dates that I need to be aware of, as it relates to student accounts?**

<b>Fall 2019 Important Dates</b>	
<b>Monday, April 1, 2019</b>	Registration Opens for Fall/Summer
<b>Monday, July 1, 2019</b>	5 month payment plan opens
<b>Monday, July 1, 2019</b>	Health Insurance Waiver opens
<b>Wednesday, July 31, 2019</b>	5 month payment plan closes
<b>Thursday, August 1, 2019</b>	1st financial enrollment deadline for returning students
	Classes purge for non enrolled returning students
	4 month payment plan opens
<b>Sunday, August 11, 2019</b>	Freshmen need to be financially enrolled to be cleared for move in
<b>Monday, August 12, 2019</b>	Move -in day for New students
<b>Wednesday, August 14, 2019</b>	Move - in day for Sophomores
<b>Friday, August 16, 2019</b>	Move - in day for juniors and seniors
<b>Tuesday, August 20, 2019</b>	2nd financial enrollment deadline
	Classes cancel for all non enrolled students
<b>Wednesday, August 21, 2019</b>	1st day of Fall 2019 Classes
	1st day of late fees/ drop add begins
<b>Tuesday, August 27, 2019</b>	Partial refunds start being disbursed
<b>Saturday, August 31, 2019</b>	4 month payment plan closes
<b>Sunday, September 1, 2019</b>	3 month payment plan opens
<b>Friday, September 6, 2019</b>	Refunds start being disbursed
<b>Wednesday, September 20, 2019</b>	3 Month payment plan closes
	Census Date
<b>Friday, October 4, 2019</b>	Holds will be applied to all outstanding account balances and delinquent payment plans
<b>Monday, October 28, 2019</b>	Spring Registration opens
<b>Wednesday, November 6, 2019</b>	Holds will be applied to all outstanding Fall Balances

**20. I checked my account and I have a “hold”. What does that mean?** The most common reason that may cause a “hold” on a student’s account is due to an unpaid balance.

**21. How do I get the “hold” removed from my account?** Once a “hold” has been placed on a student’s account for an unpaid balance, the balance must be paid in full before the “hold” will be removed.

**22. How does having a student account “hold” on my account impact me?** Students that have “holds” on their accounts will not be able to:

- A. View their midterm or final grades
- B. Register for classes for the next term
- C. Purchase a transcript