STUDENT ACCOUNT SERVICES
Student Account Services

Located in 140 Administration Building
426 Auditorium Road

My name is Laurie Schlenke
I am the Manager of Student Account Services

Our office:
- Assesses tuition and fees
- Produces student bills
- Post payments, sponsor and third party credits
- Answers your questions about bills
Two types of billing statements:

1. **Registration bill** created once prior to the beginning of each semester

2. **Monthly bill** created by the 15\textsuperscript{th} of each month and due at the beginning of the next month
WHEN WILL MY STUDENT GET THE BILL?

- The fall semester registration bill will be available August 27, due September 12
- Bills are available electronically 24/7 online in STUINFO, our online student information system www.stuinfo.msu.edu
- Billing statements are static and do not change
- Current account activity can be viewed on other pages in STUINFO
A bill has already been created for **some** students in error. We apologize!

If your student received a bill in July, it did not contain all the charges they will have for fall semester. You will find the updated balance on another page in StuInfo, the online student information system. See the handout for specific information.
MSU communicates all billing statements electronically

✓ An E-mail notification is sent to student and authorized guest(s) with a subject line “MSU eBill Notification”
Yes!!

Your student must sign you up as an authorized guest in StuInfo

Under “Manage Guests” tab in StuInfo

Students can authorize up to 4 guests in STUINFO
You will receive two emails when your student has signed you up as a guest in StuInfo.
The first email will inform you that you’ve been signed up as a guest:

Dear Dad Spartan,

This is an important message regarding MSU’s Student Information System - StuInfo. You are receiving this message because you have been granted guest access to StuInfo by the following student:

Spartan, Johnny

You should have received an email to set the initial password for your MSU Community ID account. Once you have set your password, you may access StuInfo: https://stuinfo.msu.edu. Enter your MSU Community: SpartyJohn@msu.edu] and password at the login prompt. Reset or change your Community ID password at https://community.idm.msu.edu/selfservice/. The activation link is available for two days. After that, you will have to reset or change your Community ID password using the link above.

After logging in to StuInfo the first time, you will be required to comply with guest access terms. To do so, enter your student’s MSUNetID (adamsday) and your first and last name when presented with the FERPA statement.

The student who granted you guest access determines your permissions within the system. You have been granted access to the following StuInfo categories:

- Billing Services & Student Account
- Financial Aid
- University Loans
- Parent/Guardian Address 1
- Parent/Guardian Address 2
- Insurance Information Reporting
- Academic

Contact the IT Services Support desk for assistance with login questions at (517) 884-3000.
The second email includes a link where you will complete the set up of your new community ID and password.

MSU Community ID Account Created - Please Complete Setup
Community ID <help@msu.edu>
Sent: Wed 5/27/2015 4:03 PM
To: DadSpartan@msu.edu

To complete the setup of your new MSU Community ID account, please create a password by clicking the following link or pasting it into your web browser:
https://community.idm.msu.edu/selfservice/activate/5ea9b4fd-d40f-4df7-81eb-ea0e436aae84
You are now ready to view your student’s account information

Go to:

www.stuinfo.msu.edu
The following charges are included:

1. Tuition and Fees
2. Room and Board
3. Sparty Cash
4. International Health Insurance
5. Other miscellaneous charges

The following items are not included:

1. Books
2. Bus Passes
3. Football tickets
No, all charges have not been processed yet.

There may be partial tuition charges.

There may be room and board charges.

All charges will be processed within the next week. Please wait until the official billing statement is available on August 27 before making a payment.
PAYMENT OPTIONS

- Wire Transfer

- Visa, MasterCard, Discover, American Express through StuInfo (convenience fee applies)

- Electronic payment through StuInfo from a U.S. checking or savings account (no additional charge)

- Check, cash, money order (must include payment coupon from STUINFO)

- Always put student number (PID) on any correspondence
1. Sign in to StuInfo

2. Click on *Pay Bill / Make a Payment*

3. Click on *International Wire Transfer*

4. Fill out the information

5. Print the instruction sheet and take to your bank

6. Allow 4 business days for payment to reach MSU
Be sure your bank includes the Reference Transaction ID number on the wire transfer.
1. Sign in to StuInfo

2. Click on Pay Bill / Make a Payment

3. Click on ACH/Electronic Check (U.S. Bank Only)

4. Your student will need the following information. They should obtain this information from their bank:
   - Routing Number
   - Checking or Savings Account Number
Option #1
You can pay the balance in full
-or-

Option #2
Opt for the Deferred Payment Plan by paying the Minimum Amount Due
(Fall and Spring semesters)
PAYMENT PLAN OPTION

Payment #1  Due September 12th
Minimum Amount Due
50% tuition
34% of housing

Payment #2  Due October 1
½ of remaining balance + $10 payment plan charge and 7.9% APR interest on tuition

Payment #3  Due November 1
½ of remaining balance and 7.9% APR on tuition
WHAT HAPPENS IF NO RESPONSE TO BILL?

- Bill due date is extended, classes held for short time
- A letter is mailed and an e-mail is sent to the student and authorized guests
- $50 late registration fee
- Disenrolled from classes
THE MONTHLY BILLING STATEMENT

- Created by the 15th of each month
- E-mail notification is sent to student and authorized guest(s)
- If Minimum Amount Due = $0, no action needed
- Due first business day of month
- $25 late fee and hold on account if not paid on time
WANT AN ESTIMATE OF TUITION?

Visit the Controllers website, Student Accounts
http://ctlr.msu.edu/COStudentAccounts/

Student Accounts

Fall 2018/Spring 2019
Tuition, Fees, and Housing Calculator

This calculator is meant to help you estimate your tuition, fees and housing costs FOR ONE SEMESTER.

NOTE: If you will be enrolled as a medical student, a graduate assistant, Broad graduate student, Executive MBA student, Michigan State University College of Law student, or in any on-line courses or programs, other rates will apply. For additional rates as well as deferred payment options click on the Students/Parents Quick Links located on the left of this page.

1. Your Residency for tuition: in-state
2. Your Level: Select your level
3. Beginning Year of Enrollment in a degree program: Enter 4 digit Year
4. Beginning Semester of enrollment: Fall
5. Are you an International Student? No
6. Are you in the James Madison College? No
7. How many credits? (one semester): Enter Credits
8. Select your MSU housing/meal plan type (optional): none selected
DATES TO REMEMBER

Fall Registration Bill
- Available in STUINFO August 27, due September 12

Fall Monthly Bill
- Due October 1 and November 1

Spring Registration Bill
- Available in STUINFO November 10, due December 7

Spring Monthly Bills
- Due February 1 and March 1

Fall Registration Bill next year (2019)
- Available July 20, due August 8
email: STUDENT.RECEIVABLES@CTLR.MSU.EDU

Web Site: CTLR.MSU.EDU/COSTudentAccounts

Web Site for Bills: WWW.STUINFO.MSU.EDU

Phone: 517-355-3343 or 800-775-4323