

2020-21
STUDENT
ACCOUNT
BILLING
GUIDE

**WELCOME TO THE
2020-21 ACADEMIC YEAR!**



Grinnell College

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OFFICE OF STUDENT ACCOUNTS

The Office of Student Accounts is responsible for:

- Billing of tuition, room, meal plans, fees, and related charges.
- Collecting payments related to those charges.

The office provides information about:

- Student fees, health insurance billing.
- Billing schedules.
- Comprehensive fees.
- Payment methods.
- Tuition payment plans.
- International bank transfers.
- Pioneer One-Card deposits.
- Refunds, and more.

This booklet provides important information regarding the student billing account.

Keep this copy for future reference.

Information regarding student billing is also available on our website at: **grinnell.edu/student-accounts**

Contact Us



Grinnell College

Office of Student Accounts

1227 Park St.
Grinnell, IA 50112

Phone: 641-269-4100
Email: studentaccounts@grinnell.edu
Web: grinnell.edu/student-accounts

BILLING AGREEMENT FORM

www.grinnell.edu/billing-auth-form

First-year students must complete our billing agreement form.

Federal law requires us to have a billing agreement form on file for each student. This form also authorizes us to give billing information to designated people over the phone and in person. **You must complete this form before we can release any information to anyone other than you.** It also provides direction on how to handle any possible Title IV financial aid credit balances.

Action is required by July 24, 2020.

Complete the form at www.grinnell.edu/billing-auth-form.

- You will need your Grinnell username (do not include @grinnell.edu) and password.
- You will need your student account/ID number.
- You may change the information on the form at any time by submitting a new form.

Note: This form **does not** authorize others to use the **online payment system** (see Authorized Users section).

STUDENT BILLING: TUITION AND FEES

www.grinnell.edu/billing

www.grinnell.edu/fees

Action Required by July 31, 2020 for Fall 1 Term.

Your statement is for fees due for the upcoming Fall 1 term. (See Important Billing Dates section to see billing dates for each Term).

All students are notified through their Grinnell email account when the term statement is first available online. Authorized users who were previously set up will also receive an email announcement once the billing statement is first available online (see Student Online Billing; Setting Up Authorized Users section). If parents want to receive email notifications for billing announcements, the student must first give them authorization in the payment portal.

A paper copy of the first statement of the term is mailed to the address provided by the student unless it is an international address. **Paper statements are not mailed internationally.**

You must pay any balance due or be enrolled in a payment plan by **July 31, 2020.** (see Monthly Tuition Payment Plan section.)

See **Important Billing Dates** section for term billing dates.

If you have any **unpaid balance** that is not covered by a current monthly tuition payment plan when you arrive in August, you will not be allowed to:

- Register for classes.
- Complete online confirmation.

While your balance is unpaid, you will not be entitled to:

- Board.
- Room.
- Admission to classes.
- Issuance of transcripts.

We will consider your account delinquent if you do not pay your account in full or have a current monthly tuition payment plan in place by **July 31, 2020.** Seriously delinquent accounts will be charged a monthly finance charge of 1.5% per month.

STUDENT ONLINE BILLING

grinnell.edu/online-payments

Students can access printable online statements, make payments, add authorized users and set up payment plans through GrinnellShare.

Student access to printable statements & payment portal:

1. Log in to GrinnellShare <http://grinnellshare.grinnell.edu>.
2. Click on "Student" tab.
3. Click on "Student Online Billing" in the Finances/Aid section.
4. Click on "Make a payment" button to make payments, add Authorize Users and set up payment plans.
5. Or click on "View my bills" button.
6. Click on current term, click on "Expand All" to see all charges and credits, or click on "View Statement" to view printable PDF statement.

We encourage students to review their online statements on a regular basis. Students are responsible for making sure their balances are paid.

Parents and others can view account activity, account balances, set up a payment plan, and make online payments **after** their student adds them as an authorized user (see *Authorized Users* section).

Setting Up Authorized Users

grinnell.edu/online-payments

Parents and others can view account activity, account balances, set up a payment plan, and make online payments **after** their student sets them up as an authorized user. No one else can do this.

How to set up an authorized user:

1. Students must log in to GrinnellShare <http://grinnellshare.grinnell.edu>.
2. Click on "Student" tab.
3. Click on "Student On-line Billing" in the Finances / Aid section.
4. Click on "Make a payment" button.
5. When the home screen appears, click on "Authorized Users" at the top right of the page and follow the instructions.

The authorized person will receive two separate emails with instructions on how to log in to their authorized user account. Authorized users will receive their own login links.

MAKING PAYMENTS: ONLINE, IN PERSON, OR BY MAIL

grinnell.edu/billing

grinnell.edu/online-payments

Warning! We charge a \$25 fee for any returned payments.

By Mail

Personal U.S. check, U.S. money order, U.S. cashier's check, 529 Plan check.

Make checks payable to Grinnell College.

Add your **student name or ID#** in the memo field.

Mail checks to: Grinnell College Office of Student Accounts, 1227 Park St., Grinnell, IA 50112

In Person

Cash, personal U.S. check, U.S. money order, U.S. cashier's check, or 529 Plan check.

Submit at the Office of Student Accounts, 1227 Park St., Grinnell.

Note: **We do not accept credit card payments** at the Office of Student Accounts **or** over the phone. Use the online payment option for card payments.

Online

grinnell.edu/online-payments

Students and their authorized users can make online U.S. bank payments 24 hours a day through their online billing account. Accepted online payment methods:

- Electronic U.S. check payment with no extra charge.
- U.S. credit card payments through PayPath with a 2.85% convenience fee.
- International bank payments are not accepted through the online payment portal.

International Bank Payments

www.flywire.com/school/grinnell

International bank payments are not accepted through the online payment portal.

That is why Grinnell College partners with Flywire to offer you an innovative way to make international tuition payments.

Developed especially for the international student, Flywire offers a simple, secure and cost-effective method for transferring and processing payments in international currencies.

529 Savings Plans

You are responsible for contacting your 529 Savings Plan or Pre-Paid Plan as soon as possible to arrange **check** payment to Grinnell College on your behalf.

Monthly Tuition Payment Plan

grinnell.edu/payment-plan

Grinnell College offers term tuition payment plans administered by TouchNet.

Payment plans are a convenient, manageable payment solution that provides the option to pay tuition each term in interest-free monthly installments, rather than one lump sum.

The *Grinnell Real Time plan* can be set up once term billing is complete (See Important Billing Dates). This is a payment plan that matches the student account balance in Real-time.

- **The Enrollment fee is \$17.50 per term.** The deadline to enroll is the first day of classes for each term.
- Each installment is due the 25th of the month.
- Payment plan installments:
 - **Fall 1: July, August**
 - Fall 2: September, October, November**
 - Spring 1: December, January, February**
 - Spring 2: March, April, May**
- **Any missed installments** will be due when enrolling in the payment plan along with the enrollment fee.
- **Installments not received within 10 days of the due date will incur a \$20 late fee.**
- **Please Note:** Any changes in the student account balance will automatically update your installment amounts:
 - o If a charge is added or Financial Aid is reduced/removed that increases the balance, **the remaining installments will increase accordingly.** Note: changes in aid can take 2-3 days to show up on a student's bill. A computer generated email is sent to notify of changes to installments.
 - o If a student is making work study payments to their account, or any other payment outside of an online plan installment is received, **the next installment will decrease accordingly.** A computer generated email is sent to notify of changes to next installment.

International Students and Monthly Payment Plans

Unfortunately, payment plans do not currently accept international bank transfers as forms of payments. International Students who wish to enroll in a payment plan should email our office at studentaccounts@grinnell.edu.

We suggest that international students set up a U.S. bank account as soon as they arrive on campus and have money wired to their U.S. bank account to pay monthly installments online.

Visit www.grinnell.edu/payment-plan for more information about the Monthly Tuition Payment Plan option and instructions on how to enroll in a payment plan or call Touchnet Payment Plans Support number for plan specific questions: 833-269-3675.

DAMAGE DEPOSIT

All new Grinnell students are required to pay a \$100 damage deposit that is included as a charge on the first billing statement. This deposit serves as a key deposit, damage deposit for the residence halls and other fines.

Prior to billing each fall, the \$100 level will be replenished if charges have been applied to the damage account.

Upon graduation or withdrawal from the College, the unused deposit will be credited to the student account.

ACTIVITY FEE

The activity fee will be charged on a per-term basis to those students who are living on campus during that term and any off-campus students who have been invited to take on-campus classes during that term. This fee funds different types of activities, programs, and events for the benefit of the whole student body.

STUDENT HEALTH INSURANCE FEE

grinnell.edu/health-insurance

www.gallagherstudent.com/grinnell

Parts of this process may be adjusted for the 2020-2021 Academic year. The college is currently finalizing those details with United Healthcare.

All full-time students must be covered by a U.S.-based, Affordable Care Act-compliant health insurance policy that covers them in Iowa under in-network benefits.

Action is Required by Aug. 14, 2020.

Each fall term we automatically bill you for the student health insurance plan offered through Grinnell College. **Coverage for the student health insurance plan is from Aug. 14, 2020, through Aug.13, 2021.**

- **If you are covered** by a U.S.-based, Affordable Care Act-compliant health insurance policy that covers you in Iowa under in-network benefits, **you must fill out the waiver form** to remove the charge for the Grinnell Student Health Insurance Plan.
- **If you are not covered** by a U.S.-based, Affordable Care Act-compliant health insurance policy that covers you in Iowa under in-network benefits, **you must fill out the enrollment form for the student health insurance plan.**
 - **Fill out the enrollment form early** to set up your Student Health Insurance Plan account and receive your Student Health Insurance ID card when coverage begins. If you do not fill out the enrollment form and wait until you are enrolled by default, it can take up to two months before you will be able to access your ID card.

You must **enroll in or waive out of** the student health insurance by **Aug. 14, 2020. Waivers will not be accepted after this deadline.**

- For plan information, forms, and instructions, visit and log into **www.gallagherstudent.com/Grinnell**.
- **If you have an international address**, you will need to use your Grinnell College address — 1115 Eighth Ave., Grinnell, IA 50112 — when completing either form.
- **First-time users** will need your nine-digit student ID# (e.g., 000123456) and your Grinnell email address. Login instructions are provided at **www.gallagherstudent.com/grinnell**.
- **Returning users** can use the “Forgot password” option if you do not remember your password from last year.
- Students who self-enroll in student health insurance will be emailed instructions on how to print ID cards and verification letter from their Gallagher student health account once the policy begins. *Note: If you do not self-enroll, your insurance ID card and verification letter will be delayed.*

Important:

- **Out-of-state Medicaid and international policies are not acceptable alternatives.**
- **Other policies that do not provide in-network benefits in the state of Iowa are not acceptable (unless studying remotely from another state/country respectively).**
- If your waiver is denied and you are unable to resolve the denial through Gallagher Student Health, you will be enrolled by default into the student health plan and the premium charge will remain on your student billing.

Questions about the Student Health Insurance Plan policy should be directed to:

- Gallagher customer service, 844-269-4995, or the live chat available on the website.
- Jim Mulholland, director of risk management, Grinnell College, at 641-269-4818.
- Dustin Smith, local agent, at 641-236-3141.

FEDERAL EMPLOYMENT FORMS

grinnell.edu/student-accounts-forms

Identification documents for the Federal I-9 form must be original documents; no copies or scans are accepted.

Please refer to your **New Student Days schedule for locations and times** you may complete these forms.

If you have any questions regarding student employment or filling out employment forms, please contact **Mark Watts, student employment coordinator**, at watts@grinnell.edu, 641-269-4652.

FINANCIAL AID

grinnell.edu/online-financial-aid

Check your statement to be sure your aid is reflected. If you think that you are entitled to aid not reflected on the billing statement, make sure that all financial aid requirements have been completed.

To do so:

- Call the Financial Aid Office, 641-269-3250.
- Or log in to the online Financial Aid Office, grinnell.edu/online-financial-aid, to accept awards and loans or provide missing documents.

OUTSIDE SCHOLARSHIPS AND EMPLOYEE BENEFITS

Are you expecting to receive outside scholarships or private employee benefits with no affiliation to Grinnell College?

Report them to the Office of Financial Aid, 641-269-3250, FinAid@grinnell.edu, to have them reflected on your statement.

You are responsible for ensuring that these funds are submitted to the College in a timely manner.

DIRECT DEPOSIT FOR REFUNDS

All students should provide bank information for any possible refunds. Banking information can be added in the student self-service portal at <https://colss-prod.ec.grinnell.edu/Student>.

- Verification of bank information is completed by the Accounting office after new bank information is entered into the student self-service portal.
- Direct deposit for campus jobs is handled through the Payroll office and is not linked to bank information entered into the student self-service portal.

OFF-CAMPUS STUDY BILLING

grinnell.edu/ocs
grinnell.edu/fin-aid-ocs

If you are studying off campus, you will be charged Grinnell's tuition or the tuition of the program you attend, whichever is greater.

Note: Programs differ in the types of charges they bill to Grinnell College. You are responsible for any additional expenses above those billed to the College.

With the exception of the initial deposit, which the student pays directly to the program, Grinnell College pays all program invoices directly, and in turn bills students for the remaining balance after financial aid has been applied. The following is a list of off-campus study tuition, fees, and other charges billed by Grinnell:

- The tuition of the program you attend or Grinnell's tuition, whichever is greater. Please bear in mind that the comprehensive fee published by some programs may also include charges in addition to tuition, such as room and board, transportation, etc. Grinnell considers only the portion of these fees representing tuition when determining the tuition charge to be billed by Grinnell College. Grinnell bills these fees separately (room and board, transportation, etc.) and not as part of the tuition.
- Off-campus study administrative fee (\$300).
- Grinnell College student health insurance (which may be waived).
- Room and board charged by the program.
- Transportation, such as airfare, if billed to Grinnell College by the program or paid in advance by Grinnell College.
- The program fee can encompass multiple charges (i.e., room/board and transportation or other expenses charged by program). It is not reduced to itemized expenses and does not include tuition charges.
- Miscellaneous fees if charged by the program (student activity fees, lab fees, local transportation, books, etc.)

The College will bill the student the estimated costs of the program in which the student is enrolled prior to the beginning of the term. After Grinnell receives the invoice from the program, an adjustment will be made to the student billing to reflect actual charges. Please note that programs differ in the types of charges they bill to Grinnell College. Personal expenses above and beyond actual program costs that are not included by any program in the charges billed to the College are entirely the responsibility of the student. If you have questions about the off-campus study charges on your billing statement, contact the Office of Student Accounts, 641-269-4100.

If you have questions about the off-campus study financial aid on your billing statement, contact the Office of Financial Aid, 641-269-3250.

If you have questions about your program, contact the Office of Off-Campus Study, 641-269-4790.

TUITION INSURANCE

grinnell.edu/tuition-insurance

Grinnell College now provides families with the opportunity to protect their college investment with insurance through GradGuard.

For more information, call GradGuard at 888-794-6603, or see the website listed above for details.

DENTAL INSURANCE

grinnell.studentbenefitplans.com

Grinnell College students now have access to an employer quality dental plan at an affordable cost.

Visit the website listed, or call 877-247-8817 for more information.

CAMPUS CARD ACCOUNTS

grinnell.edu/student-accounts-p-card

get.cbord.com/Grinnell

You will use the College's ID card — **Pioneer One Card** or **P-Card** — to access the residence halls and the dining hall.

You can add a balance to your card using the Campus Cash option, which allows you make purchases on campus without carrying cash.

Add funds to Campus Cash online through get.cbord.com/Grinnell.

Spending Campus Cash

You can use your card balance at:

- The bookstore
- Vending machines
- Spencer Grill
- Campus mailroom
- Campus copiers
- Marketplace Dining

Upon graduation or withdrawal from Grinnell College, we will credit any balance remaining on your Pioneer One-Card to your billing statement. **NOTE: Pioneer One-Card account balances cannot be withdrawn as cash.**

STUDENT PAYROLL

grinnell.edu/payroll

Direct questions about student payroll, payroll direct deposit, W-2 forms, Novatime, and time-clock to the Payroll office, 641-269-3580 or payroll@grinnell.edu.

1098-T TAX FORMS

1098-T tax forms for years **2017** thru **2019** are available through ECSI, heartland.ecsi.net. You will need your first and last name, Social Security number, and zip code of your home address on file with Grinnell College to access your form.

Students with an International home address should create a profile at the Heartland site to connect to their 1098-T account. If you need help, contact Heartland using the Live Chat feature on the website or by phone at 866-428-1098.

Future year 1098T forms will be available no later than January, 31.

IMPORTANT BILLING DATES

July 10, 2020

Fall Term 1 Tuition Billed

This is an anticipated date and is subject to change due to the current situation related to COVID-19.

JULY 31, 2020

1. Billing Agreement Form Due (first year and transfer students)

www.grinnell.edu/billing-auth-form

2. Payment Due for Fall Term 1

www.grinnell.edu/billing

AUG. 14, 2020

Student Health Insurance Waiver or Enrollment Due

www.grinnell.edu/health-insurance

Students who do not waive insurance by this date **will be** enrolled.

Questions about the Student Health Insurance Plan policy should be directed to:

- Gallagher Customer Service at 844-269-4995 or the Live Chat available at website.
- Jim Mulholland, Director of Risk Management, Grinnell College at 641-269-4818
- Local Agent, Dustin Smith at 641-236-3141

September 11, 2020

Fall Term 2 Tuition Billed

October 9, 2020

Payment Due for Fall Term 2

www.grinnell.edu/billing

December 11, 2020

Spring Term 1 Tuition Billed

January 11, 2021

Payment Due for Spring Term 1

www.grinnell.edu/billing

February 19, 2021

Spring Term 2 Tuition Billed

March 19, 2021

Payment Due for Spring Term 2

www.grinnell.edu/billing

May 7, 2021

Summer Term Tuition Billed (optional)

May 24, 2021

Payment Due for Summer Term

www.grinnell.edu/billing

CONTACTS FOR QUESTIONS

Student employment and student employment forms: Contact Mark Watts, student employment coordinator, 641 269-4652 or watts@grinnell.edu.

Student payroll: Contact Carrie Jones, payroll technician, 641-269-3580 or payroll@grinnell.edu.

Meal Plans: Contact the Dining Services office at 641-269-3661 or mealplans@grinnell.edu.

Pioneer One-Card: Contact the Dining Services office at 641-269-3661 or searsmic@grinnell.edu. Add funds to the P-Card online at get.cbord.com/grinnell.

Student Health Insurance Plan Information: Visit www.gallagherstudent.com/grinnell for a plan brochure or contact Gallagher customer service, -844-269-4995; Jim Mulholland, Director of Risk Management at Grinnell College, 641-269-4818; or local insurance agent Dustin Smith, 641-236-3141.

Student Health Insurance Waive or Enroll: Visit gallagherstudent.com/Grinnell, or contact Gallagher customer service, 844-269-4995, or local insurance agent Dustin Smith, 641-236-3141.

Student Health Services Provided on Campus: Contact Student Health and Wellness, 641-269-3230, or grinnell.edu/about/offices-services/student-health.

Financial aid: Loans, grants, scholarships, employee benefits and work-study: Contact the financial aid office, 641-269-3250 or finaid@grinnell.edu.

Billing Statement: Contact the Office of Student Accounts at 641-269-4100 or by email at studentaccounts@grinnell.edu.

Billing Agreement Form: Contact the Office of Student Accounts at 641-269-4100 or by email at studentaccounts@grinnell.edu.

Online Billing: Contact the Office of Student Accounts at 641-269-4100 or by email at studentaccounts@grinnell.edu.

Payments: Contact the Office of Student Accounts at 641-269-4100 or by email at studentaccounts@grinnell.edu.

Office of Student Accounts

1227 Park St.
Grinnell, IA 50112

Phone: 641-269-4100

Email: studentaccounts@grinnell.edu

Web: grinnell.edu/student-accounts



Grinnell College