



Understanding Western's Billing System

The Billing and Receivables office compiles the latest information from University offices (i.e., Financial Aid, Office of the Registrar, and University Housing and Dining Services) and prepares the monthly billing statement. Billing statements are sent electronically to the student's wiu.edu e-mail address, as well as to any parent/guest e-mail on file, when the bill is ready to view on STARS. The e-mail will include the account balance and the due date. Students will not be permitted to register for the next term, or receive academic transcripts, if they have financial or administrative obligations.

Don't Forget:

Some of the most important things mentioned inside this booklet and on the Web:

- Charges are due:
Fall semester: Aug. 28
Spring semester: Jan. 28
Summer semester: June 28
- Set up a Direct Deposit Account.
- Sign up for the Automated Payment Plan.
- The University bills by semester, not by academic year!
- To add additional authorized users to your STARS.
- Get your books! You can charge up to \$600 for books if you do it by the 8th day of the term.

**Visit us online at wiu.edu/billing
(309) 298-1831 • Billings@wiu.edu**

Access Your Student Account on STARS

My STARS

My Profile

Financials

Academic

Housing/Dining

Alumni

Records

Account Detail

Financial Aid Information

Monthly Billing Statement

Tax Relief Act 1098-T Form

Payments

Automated Payment Plan

Meal Plan Money and Rocky Dollars

Perkins Loan-one time payment

Student Account-one time payment

Authorizations

Additional Billing Information

Billing E-Mail Addresses

College Illinois Authorization

Direct Deposit Authorization

GI Bill Information

Instructions

STARS FAQs and Sign Off. Help p

records from 3:00 a.m. to midnig
tion questions and answers on fi

number (0 - 9).

bring a picture ID to the Universi

r of the page. It conta

es students, alumni a
password. You will als

acters long and must

rsity Technology Sup
iad Cities Riverfront C

urs, please contact the Alumni Association at [\(309\) 298-1914](tel:3092981914) or bring a picture ID to the Alumni Hc

Monday through Friday.

Direct Deposit Authorization

Students

Students are expected to provide banking information in order to have refunds directly deposited to their bank account. If you already have a bank account, launch STARS, select Direct Deposit Authorization from the menu, and complete the information listed for University Refunds.

Once you have established an account, please remember to complete the Direct Deposit Authorization on STARS.

Parent Borrowers

Credit balances from Federal Direct Parents Loan for Undergraduate Students (PLUS) are sent to the parent borrower unless the borrower has indicated on the Federal Direct PLUS loan request that the credit balances should go to the student. Parents wishing to have credit balances automatically deposited to their account may complete the Direct Deposit Authorization-Parent Borrower form. Please mail this form to the address indicated on the form, or fax to (309) 298-2811. Parents wishing to cover all charges on the student's account may sign an authorization statement (see wiu.edu/business/services/billing/forms/dda_parent.pdf)

Planning Your Budget



Cost Estimator

Estimates of tuition, fees, room and board are available at wiu.edu/billing to assist with planning your budget.

WIU Cost Guarantee wiu.edu/costguarantee

Western Illinois University will ensure your college years will be a good investment with its guaranteed four-year rate for tuition, fees, room and board. All undergraduate students entering the University are automatically included in the Cost Guarantee, which freezes the per-semester-hour rate for tuition and fees and the room and board rates as long as the student remains continuously enrolled for up to four years.

wiu.edu/costguarantee

College Illinois! www.isac.org

College Illinois is the Illinois state-sponsored 529 Prepaid Tuition Program. If you want to use your College Illinois plan to assist with tuition and fee expenses, please complete a College Illinois Authorization on STARS. Log in to STARS, and choose College Illinois Authorization from the menu. The authorization must be completed for each semester you intend to use your College Illinois plan.

isac.org

Education Credits www.irs.gov

The American Recovery and Reinvestment Act of 2009 was signed into law Feb.17, 2009. Included is a new American Opportunity Tax Credit, which expanded and renamed the Hope Credit. For information on all education credits, go to "Tax Benefits for Education: Information Center" on the IRS website.

irs.gov

University Refund/Credit Policy

Single Course Withdrawal

Students enrolled in any combination of sessions, either on-campus and/or extension, must drop from the desired class within that session's 100 percent refund/credit period to avoid assessment of tuition and mandatory fee charges. Students will be assessed full tuition and fees in accordance with the University's tuition and fee schedule for classes dropped after the 100 percent refund/credit period.

Total University Withdrawal

Students processing a total withdrawal will be entitled to a refund/credit of tuition, University fees, room and board, as outlined in the University's Refund Credit Policy (wiu.edu/policies/withdraw.php).

It is the student's responsibility to initiate formal withdrawal procedures within the proper refund/credit dates to avoid charges. For instructions on withdrawal procedures, see "Refunds and Withdrawals" (wiu.edu/registrar/refunds.php).

Submitting a Tuition Appeal

wiu.edu/business_services/billing/dd.php

Explanation of Student Fees

Activity

Provides support for various student organizations and activities, such as the University Union Board, band, theater, and student government.

Fine Arts

Provides resources and support for annual Fine Arts offerings to WIU students and constituents of the western Illinois region.

Athletic

Provides partial support for the men's and women's athletic programs.

Bond Revenue

Supports payment of principal and interest on bonds issued to construct student activity facilities.

Technology

Provides support for computer labs and computer resource centers.

Facilities Enhancement/Life Safety

Funds life safety improvements and facility enhancements for University buildings, which includes state-mandated sprinkler installation in the residence halls.

Health Center

Provides partial support of Beu Health Center, which provides medical services at a reduced rate.

Publication

Provides support to the student newspaper.

Talent Grant

Provides funds to give grants to students who demonstrate outstanding talents in extracurricular activities such as art, theatre, student government, and band.

Transit

Provides support for regular bus service between campus facilities and residence halls, as well as routes in Macomb and the Quad Cities.

Frequently Asked Questions

When will I receive my bill?

Actively enrolled students will receive their billing statement via STARS. Notification will be sent to the student at their WIU e-mail address when each bill is produced and ready to view. The e-mail will include the account balance and due date. Details must be viewed on STARS.

How do I know what address the Registrar's Office has on file for me?

You can access all addresses WIU has on file through STARS.

How do I establish an additional billing e-mail?

Students may establish additional e-mail addresses on STARS by selecting "My Profile > Billing E-mail." These e-mail addresses will receive the student's billing information and any additional notification e-mails from Billing and Receivables.

How can I obtain my account balance?

Students can automatically access account balances by selecting "Financials > Account Detail" on STARS. The information is also available during regular business hours by calling (309) 298-1831.

I have a credit balance on my account. Can I get a refund?

Send an e-mail to billings@wiu.edu or call (309) 298-1831 to request a refund. The e-mail must include your name and student ID# when asking for the credit to be refunded. If the credit can be released, a refund will be processed and takes a minimum of two business days. Refunds will be deposited to the bank account designated by the student on STARS' "Direct Deposit Authorization."

Why do I still owe when I received a refund?

Federal regulations state we can only apply Title IV awards (Pell, MAP, SEOG, Direct Loans) to tuition, fees, room and board—not miscellaneous charges.

Where can I pay my bill?

Visit wiu.edu/payments.

I did not receive a bill e-mail notification. Do I have to pay the finance charges?

Yes. Failure to view a bill is not a valid reason to void finance charges or payment of the account. It is the student's responsibility to notify the appropriate office of address or e-mail corrections.

How much will my tuition and fees be?

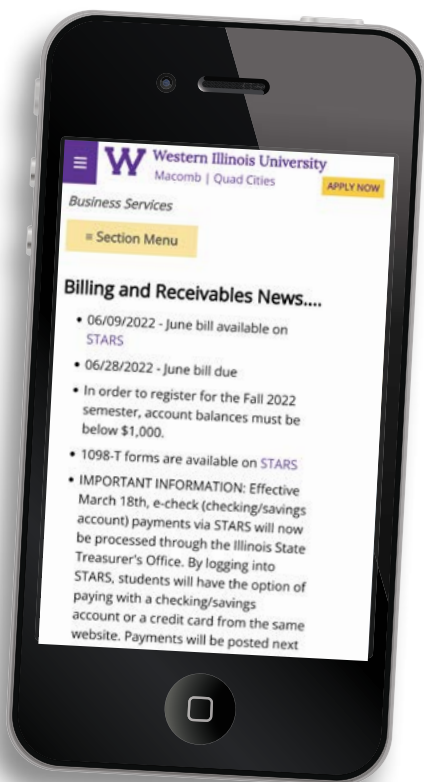
See "Tuition and Fees Schedule" at wiu.edu/costestimator.

My financial aid is not showing on my account. What should I do?

Contact the Financial Aid office at (309) 298-2446 or e-mail Financial-Aid@wiu.edu.

Can I use next semester's financial aid to pay for this semester's charges?

No. Financial Aid Title IV funds may only be used for the semester's allowable charges in which the Financial Aid funds are disbursed. You must clear your encumbrance with personal resources.



Western Illinois
University

WIU Billing and Receivables

Sherman Hall 106
(309) 298-1831

Fax: (309) 298-2032

E-mail: billings@wiu.edu
wiu.edu/billing

Visit our Website to learn more about:

- Authorization Statements
- Refunds & Tuition Appeals
- Payment Methods
- Education Tax Credits
- College Illinois!
- University Refund/Credit Policy
- Billing Statement Terminology
- FAQs

SCAN ME!

Scan to learn more about Billing and Receivables



wiu.edu/billing