Frequently Asked Questions

Billing
When are tuition and fees due?
Bills are always due the first week of classes each term by Friday at 5pm.

Are there any other options for payment?
If you choose to use the payment plan, 1/3 of your bill is due the first week of school. You will incur a $12 revolving plan charge and 1% interest per month on your outstanding balance. The second 1/3 is due the 1<sup>st</sup> of the second month and the last 1/3 is due by the 1<sup>st</sup> of the third month of the term. Exception: Summer term’s first 1/3 is due at the start of the term and remaining balance is due by August 1<sup>st</sup>. If you cannot pay the first 1/3 of your bill by 5 pm on the first Friday of the term you can call or visit the Business Office for a short term deferment. There is a $12 charge for this service. Requesting a deferment will prevent you from incurring a late fee of $100 if you do the deferment the first week of each term.

What are my options for making my payment?
You can pay online through your WolfWeb account by E-check (no fee), Visa, MasterCard, or Discover (2% fee). You can pay at the cashier’s window with cash or check. You can also pay by mail. We do not accept payments over the phone. Family and friends can make a payment on the WOU.edu web page by hovering over the green $ Payment in the top header and choosing Family & Friends.

529 Plans -College Savings Plan
Students should send a copy of their Tuition charges from their WolfWeb account to their bank right away in order to avoid late fees and penalties. Have the bank include your name and your student ID number (V number).

What are all the mandatory fees?
Matriculation fee (first term), building fee, incidental fee, health service fee, and rec. center building fee. For information on what the fees cover, visit www.wou.edu/student/finaid/tuition_fees/fee_info.php

Why is my financial aid not on my bill?
Bills are mailed out before financial aid is applied to the student accounts. You will receive an email on your WOU email when your financial aid is applied to your account and then you will be able to see it reflected on your WolfWeb account.

What if I don't receive a bill?
Students are still responsible for paying their bill even if they have not received a paper statement in the mail. Students have access on their WolfWeb student account 24/7 under account summary by term.

Why do I still owe money when I received a refund?
The most common reasons are course changes or not providing authorization to pay non-institutional charges with your Federal financial aid. You may be charged additional fees if your account is not paid in full by 5 pm Friday the first week of classes. If you do not authorize your federal financial aid to pay non-institutional charges, you are responsible to pay all charges by 5 pm Friday the first week of classes to avoid a revolving plan charge and interest.

Revolving Contracts
Do I need this form?
Yes all students are required by the Oregon Administrative Rules to have this contract on file with the Business Office. It is a binding financial contract between the student and the school that states they will pay their bill. It needs to be filled out in full to be complete, no exceptions. (OAR 580-040-0041)

Financial Aid
When is financial aid applied?
Financial aid can be applied no sooner than 10 days before the start of the term. When your financial aid is applied to your student account you will receive an email and then be able to view your financial aid on your WolfWeb. If your financial aid is greater than your account charges, a refund will be issued to you.

Can I pick up my financial aid refund check?
You cannot pick up your financial aid refund check in person. Refund checks are mailed to your billing address unless you are signed up for electronic disbursement.

When are refund checks mailed?
Refund checks are mailed the Friday before school starts when possible.

When can I sign up for E-disbursement?
Sign up for E-disbursement begins 30 days before the start of the term. You should have received an invitation to sign up via your WOU email.

I received an email stating that my E-disbursement was initiated, why aren’t the funds in my bank account?
Your bank can hold your funds up to 48 hours after WOU initiates your refund.

Parking
When can I order a parking permit?
Beginning Sept 1<sup>st</sup>, parking permits are available for purchase via WolfWeb.

How much is a parking permit? For the year? For the term?
A parking permit for the whole year is $81. Term permits are $41. The charge will be added to your student account.

How do I get my parking permit?
After ordering your parking permit online through your WolfWeb, you can pick it up at the cashier’s windows beginning Sept 15<sup>th</sup>.

How much is a hangtag?
A hang tag is $12 annually after you have purchased a parking permit.

When do they start issuing parking tickets?
Warnings are given the first week of fall term for ‘no permit’ and starting the 2<sup>nd</sup> week tickets are issued.