

Business Office FAQ

Billing

When are tuition and fees due?

Bills are always due the first day of classes. However, a grace period is given till Friday at 5pm, end of the week following the start of classes.

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 to their WolfWeb student account via the WOU portal, 24/7.

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 Quicklinks tab in the top header and choosing student account payment.

Are there any other options for payment?

If you choose to use the payment plan, 1/3 of your bill is due by Friday 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 1st of the second month and the last 1/3 is due by the 1st 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 1st.

If you cannot pay the first 1/3 of your bill by 5:00pm the first Friday of term you can request a short term deferment to avoid lost services. 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. You request a deferment via WolfWeb. The link is at the bottom of the account summary.

What happens when you do not make your payment/deferment?

If you have not paid 1/3 or placed a deferment on your account by Friday of the first week of classes, you will lose services until arrangements are made. Requesting a deferment places a \$12 fee on your student account but prevents you from incurring a late fee of \$100 and losing access to services such as the Health and Wellness Center and transcripts.

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 are all the mandatory fees?

Matriculation fee (first term), building fee, incidental fee, health service building fee, and rec center building fee.

Revolving Contracts (OAR 580-040-0041)

Do I need this form?

Yes all students are required by the University 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. Please return this contract to the business office in the Administration Building, Room 101.

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 not on your account, it has not been disbursed. If your financial aid is greater than your account charges, a refund will be issued to you. Federal financial aid may not pay all charges on your account so check your WolfWeb for any remaining balance due.

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, then funds go directly to your bank account. No Exceptions.

When are refund checks mailed?

Refund checks are mailed the Friday before school starts and each financial aid disbursement thereafter.

When can I sign up for E-disbursement?

You can sign up for E-disbursement as long as you are a registered student. Click on the link on your main WOU portal page.

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 1st, 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 \$87. Term permits are \$47. 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.

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 2nd week tickets are issued.