**Student Services FAQs**

1. **Why do I have a hold on my account that is preventing me from registering?**
   Financial holds are placed on students’ accounts to indicate a balance is past due. All balances must be paid in full prior to registration. Until the balance is $0, the hold will remain on your account and you will not be permitted to register.

2. **How are billing statements sent?**
   The Controller’s Office provides electronic invoices only. All students will be sent a notification to their OFFICIAL WILKES EMAIL ADDRESS each time a new billing statement is available. To view the billing statement:
   
   Log on to [www.wilkes.edu](http://www.wilkes.edu)
   Choose Current Student
   Enter username and password
   Choose Student Services
   Choose View Invoice (ebill) under My Account

3. **Is there a way to opt out of receiving bills electronically?**
   At the current time there is not a way to opt out of electronic billing statements. This method has been selected to streamline the receipt of bills, eliminate delays due to mailing, and also provide copies of any billing statement for your convenience.

4. **Why did my bill change from the first one I received?**
   Billing statements reflect current activity only as of the date the statement was issued. The most common reasons for billing statement changes are:
   
   - *Registration/course changes*—a student may register for 6 credits and be waitlisted for 6 credits, which results in a bill for only 6 credits (part time). Once the student adds credits or is moved from the waitlist to the course, the remaining credits will be added to his/her record and a full time bill will be issued.
   
   - *Fees added*—Parking fees, testing fees, additional lab/course fees, parking tickets, or more meals/flex dollars may be added after the semester begins.
   
   - *Changes to financial aid*—If the student has not completed all required paperwork for his/her financial aid, it will expire approximately 5 weeks into the semester, removing it from the billing statement.
5. **How can I pay via credit card?**
   Payment via credit or debit cards issued by MasterCard, Discover, Visa and American Express may be made online only. All credit/debit card payments will be assessed a 2.75% non-refundable convenience fee by the credit card processor based on the amount of the payment. The fee will be added to your total credit/debit card payment.

   To make a payment online, Log on to [www.wilkes.edu](http://www.wilkes.edu). Choose Current Student Enter username and password Choose Pay on Account

   Note: If you do not have your username/password, please call the Wilkes University Help Desk at ext. 4357 or 1-800-WILKES-4357.

6. **Why does Wilkes charge a convenience fee for credit card payments?**
   The university has found that paying by credit/debit card has become prohibitively expensive because of the fees charged to Wilkes by the credit card processors. Wilkes has elected to charge this fee to those who take advantage of the convenience offered by credit/debit card payments, rather than passing that charge on to all students.

7. **How was the 2.75% non-refundable fee determined?**
   This rate was determined by our credit card processor. The university is not accepting credit/debit card payments directly; they are accepted by a vendor who is charging a fee for this service.

8. **When paying by credit card, what amount will I see on my credit card statement and what amount will I see on my student account?**
   If you make a $1,000 payment, you will be charged a convenience fee of $27.50 by the credit/debit card processor, for a total charge of $1,027.50. At the time of the transaction, the processor will automatically take the fee of $27.50.

   The payment of $1,000 will be posted to your Wilkes account once the transaction is approved. Your card statement will show a “Wilkes Tuition Payment” of $1,000 and a “Vendor Service Fee Charge” of $27.50.

9. **Is there any way to avoid the convenience fee?**
   Yes. Other payment options which charge no fee include electronic payment (web check) and electronic funds transfer (EFT). To make a payment by electronic check follow the steps in item 1, above. (Note: Only checking and savings accounts may be
used). For EFT payments, please contact the Controller’s Office directly for instructions (570-408-4654).

Payments may also be made by paper check at no additional cost. Checks should be made payable to Wilkes University and send to the following address:

Wilkes University  
Student Lockbox  
P.O. Box 824696  
Philadelphia, PA  19182-4696

10. May I pay my bill via a payment plan?
Yes. The Installment Payment Plan allows for tuition, fees, room, board, and any other direct charges to be divided into manageable monthly payments. Enrollment for the plan must be completed prior to the beginning of each semester and a $25 per semester fee will be charged. (There is no interest charged on the outstanding balance.) The payments for Fall and Spring will be divided into five (5) equal installments and the Summer semester will be divided into three (3) equal installments.

To enroll in the Installment Payment Plan:

Log on to www.wilkes.edu  
Choose Current Student  
Enter username and password  
Choose Student Services  
Choose Installment Payment Plan

Note: You must enter checking or savings account information to enroll in the payment plan. Credit or debit cards or other types of accounts are not accepted in the plan.

11. Why did the amount of my payment plan withdrawal increase?
If the student has not completed all required paperwork for his/her financial aid, it will expire approximately 5 weeks into the semester and be removed from the student’s account, thereby increasing the balance. The remaining balance is divided by the remaining payments and the amount of the withdrawal will increase.

12. If I am not a current student how can I make payments?
Check to see if your student account is still active by logging in as follows to make payments online:

Log on to www.wilkes.edu  
Choose Current Student
Enter username and password
Choose Student Services
Choose Installment Payment Plan

Checks may also be mailed to the following address:
Wilkes University
Student Lockbox
P.O. Box 824696
Philadelphia, PA 19182-4696

13. How can my parents (or guardian) make payments?
Students may provide access to any other person as an “Authorized User”. This provides access to billing statements, payment history, and the ability to make a payment online or enroll in the payment plan. It does NOT provide access to courses or grades.

To allow parents or other users access to your account, follow these steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student must provide access to authorized users</td>
</tr>
<tr>
<td>1.1</td>
<td>Log on to <a href="http://www.wilkes.edu">www.wilkes.edu</a></td>
</tr>
<tr>
<td>1.2</td>
<td>Choose Current Student</td>
</tr>
<tr>
<td>1.3</td>
<td>Enter user name and password</td>
</tr>
<tr>
<td>1.4</td>
<td>Click on Authorized Users</td>
</tr>
<tr>
<td>1.5</td>
<td>Follow instructions to add an authorized user (you may add multiple users)</td>
</tr>
</tbody>
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Note: Student may also use this site to make a payment or sign up for the payment plan.

| 2    | Authorized user (parent or other) will receive an email stating that they have been given access along with their password. (The password can then be changed.) |

| 3    | Parent or other authorized user can then access the student’s account |
| 3.1  | Access Parents tab on wilkes.edu |
| 3.2  | Click on Payment Schedule Set up listed under After Acceptance |
| 3.3  | Log in with current email address and password provided under the authorized users section |
| 3.4  | The user can now access the account status, make an individual payment or enroll in the payment plan by selecting the appropriate tab |
| 3.5  | To make a payment, click on the payments tab then click on Pay under “action” on the far right |
| 3.6  | Select a payment method from the drop down list (electronic check, which is debited from a bank account, or credit card). Follow directions to make a payment. (Note: for electronic check follow instructions for ABA routing #) |

Note: Under profile changes, the user can enter an alternate email address AND can set up reminders if they are using the payment plan.

14. How may I obtain the student’s grades for insurance purposes?
It is recommended that hard copies of grades be kept by the student when received each semester. If a copy of the students grades are required, the student can print them from their student portal as follows:

Log on to www.wilkes.edu
Choose Current Student
Enter username and password
Choose Student Services
Choose View/Print Unofficial Transcripts under My Transcripts

This document includes the student’s name, WIN, grades, courses, and the Wilkes name and address and is accepted by insurance companies and others as proof of grades/enrollment. Remember: Courses must be completed and grades posted before they will appear on the unofficial transcript.

15. What is FERPA and why can I not obtain my student’s grades or course information?
The Family Educational Rights and Privacy Act affords students certain rights with respect to their education records. In order to ensure compliance with this regulation, most student information will not be shared with parents or guardians. It is recommended that parents make arrangements with their student to receive periodic updates regarding their academic status if they so choose. For additional information regarding FERPA, please go to http://www.wilkes.edu/pages/4929.asp.