



EASTERN KENTUCKY UNIVERSITY

Student Accounting Services

Financial Obligation

At the time of registration or schedule confirmation, every student signs a legally binding agreement to pay for the classes they register for. They must log into ECU Direct and withdraw from classes in order to receive any refund of tuition. For classes that last the whole term, the deadlines for tuition refunds are as follows:

Deadline for 100% refund:	end of week 1 (8/22/21)
Deadline for 75% refund:	end of week 2 (8/29/21)
Deadline for 50% refund:	end of week 3 (9/05/21)
Deadline for 25% refund:	end of week 4 (9/12/21)

*Visit <https://colonelscompass.eku.edu/deadlines-adddrop-refunds> for more important date details

Billing Information

Students who have a balance will receive a bill each month in their ECU email. Paper bills are not mailed to home addresses. Your student will receive an e-bill with a pdf copy attached from the email address, mybill@ecu.edu.

Fall Billing Dates:

August 9th

September 7th

October 7th

November 8th

December 8th

Due August 30th

Due September 28th

Due October 28th

Due November 29th

Due December 29th

Late Fees



Late Fees- Past due balances will be assessed a 10% late fee each month. The maximum late fee charged each month is \$25.

unless.....

The student is waiting for their KEES scholarship (every semester) or their 1st time loan (only this semester) and those amounts cover their balance.

Authorized User

Students can set up authorized users in our payment system which is called TouchNet. Once you are set up as an authorized user, you can make payments, schedule future payments and set up payment plans.

The screenshot shows the EKV TouchNet account dashboard. At the top, the EKV logo is on the left, and the user is logged in as 'XXXXXXXXXXXX' with a 'Logout' link. The navigation menu includes 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', and 'Help'. The main content area is divided into three sections: 'Announcement' with a note about ACH Refund accounts, 'Student Account' showing a balance of \$0.00 with 'View Activity' and 'Make Payment' buttons, and 'My Profile Setup' with options for 'Authorized Users', 'Personal Profile', 'Security Settings', 'Electronic Refunds', and 'Term Balances'. The TouchNet logo is in the bottom right corner.

The screenshot shows the 'Authorized Users' setup page. At the top, the EKV logo is on the left, and the user is logged in as 'XXXXXXXXXXXX' with a 'Logout' link. The navigation menu includes 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', 'Help', and 'My Profile'. The main heading is 'Authorized Users' with a sub-heading 'Add Authorized User'. A yellow warning box states: 'You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.' Below this, there is a text input field for the 'Email address of the authorized user'. Two questions are asked: 'Would you like to allow this person to view your billing statement and account activity?' and 'Would you like to allow this person to view your payment history and account activity?'. Each question has radio buttons for 'Yes' and 'No'. At the bottom right, there are 'Cancel' and 'Continue' buttons. The TouchNet logo is in the bottom right corner.

Refunds

Refunds will not be processed until the drop/add period has ended. August 25th will be the first refund date this fall (Again, first-time borrowers will not have direct loans applied until they have been in classes for 30 days. September 15, 2021)

Refund Preference Setup

The screenshot displays the EKV Student Accounting Services interface. At the top, the EKV logo is on the left, and the user is logged in as 'XXXXXXXXXX' with a 'Logout' link on the right. A navigation bar contains links for 'My Account', 'Make Payment', 'Payment Plans', 'Deposits', 'Refunds', and 'Help'. The main content area is divided into three sections: 'Announcement', 'Student Account', and 'My Profile Setup'. The 'Announcement' section contains a message about setting up an ACH Refund account and a note that payment field memos are not viewable by EKV personnel. The 'Student Account' section shows a balance of \$0.00 and buttons for 'View Activity' and 'Make Payment'. The 'My Profile Setup' section lists options: 'Authorized Users', 'Personal Profile', 'Security Settings', 'Electronic Refunds' (highlighted with a yellow circle), and 'Term Balances'.

EKV

Logged in as: XXXXXXXXXX Logout

My Account Make Payment Payment Plans Deposits Refunds Help

Announcement

Please set up an ACH Refund account here in TouchNet to receive your refunds as quickly as possible. Students without ACH refunds set up will have refunds mailed to the address on file with the University.

Please note: the Memo box in the payment field cannot be viewed by EKV personnel. This information is for your personal use.

Student Account ID: xxxxx-xxxx

Balance \$0.00

View Activity Make Payment

My Profile Setup

- Authorized Users
- Personal Profile
- Security Settings
- Electronic Refunds**
- Term Balances

Questions?

Visit our website at www.studentaccounting.eku.edu

Email: mybill@eku.edu

Call: 859.622.1232



www.eku.edu