

Student Accounts

Frequently Asked Questions

Q: When is my bill due?

A: Payments for tuition/fees, room and board are due in full by **August 1, 2011** for the fall semester and **December 15, 2011** for the spring semester.

Class registration may be cancelled, at the College's discretion, prior to the start of classes by the Registrar's Office if a student account balance is not fully satisfied by payment, financial aid, and/or a payment plan.

Q: How much is due?

A: If the total charges exceed the estimated aid, the student must pay the difference before the due date. If the aid exceeds the charges and there are no outstanding charges from a previous semester, the bill should reflect the overage in the "Amount Due" line and the student can expect a refund of the excess aid.

Q: How is my bill delivered to me?

A: The College mails one paper bill in the fall to all students. A paper bill is mailed to all new students in the spring. An electronic billing statement, or eBill, will be created in mid June for the fall semester and mid November for the spring semester. Students will receive an email notice at their College email address. The eBill reflects all charges and credits on the student's account as of the date the bill was created.

Note that the eBill is a snapshot of a student's charges at the time the bill was created. Any additional charges or financial aid added after the billing date will not appear on the eBill. New charges and credits can be viewed in real time on My.Peace.

Q: How can I pay my bill?

A: The College accepts checks, cash, money orders, Visa & Mastercard. All payments should be sent to the Peace College Student Accounts Office – 15 East Peace Street – Raleigh, NC 27604. Families desiring to pay by credit card may pay online via our secure website. Students can login at <https://my.peace.edu>, click on the 'Students' tab, 'Financial Info.,' 'My Account Info.' and 'View Your Statement and Pay Your Bill.' You can also visit the main website at www.Peace.edu, click on the 'For Students' tab, 'Student Accounts,' and the blue box on the right-hand side of the screen. Students use the same login and password given to them by their advisors to register for classes online when logging in to pay their account. If you have misplaced your password, please contact the Registrar's Office at (919) 508-2012.

Q: I can't pay my entire bill at one time. Are there payment options available?

A: Peace College offers a convenient monthly payment plan with up to five equal monthly payments each semester. There is an enrollment fee of \$30.00 each semester to participate in the plan payable at the time of enrollment. Students desiring to enroll in the payment plan may do so by logging into their *My.Peace* account and signing up. Log on to your *My.Peace*, click on 'Students,' 'Financial Info,' 'View Your Statement And Pay Your Bill.' You can enroll under the 'Installment Payment Plans' heading.

Q: I am planning to attend as a full-time student but am being charged for part-time tuition?

A: The charges on your account are based on the number of credit hours you are actually registered for at the time charges are generated. If you haven't registered for at least 12 hours, you will only have a part-time tuition charge on your account. If you plan to have at least 12 hours or more by the time classes start, be sure to pay based on the full-time tuition rate. If you think you should already be registered for at least 12 hours, login to your registration online to review or contact the Registrar's Office at (919) 508-2012.

Q: I want to live on campus but don't see a charge for housing OR I don't want to live on campus but am being charged for housing?

A: The charges for meals and housing are generated based on information in the Residence Life Department. Contact them directly at (919) 508-2005 for any questions you have regarding these items.

Q: I have a charge for health insurance on my account but I already have health insurance from a different source. Can this be reversed?

A: The College requires health insurance of all traditional full-time students. If you already have health insurance, you can waive the College insurance through an online waiver that will be available May 24th, 2011. You can visit the Peace College website, click on 'For Students,' 'Student Accounts,' and the waiver box on the right-hand side of the page. For questions about the policy and coverage, contact the customer service department of United Healthcare at 1-800-767-0700.

Q: There is a student activity fee on my account. What is this for?

A: Peace College students pay a student activity fee each semester. The money received from student activity fees is allocated each semester by the PSGA Finance Committee to help support programming on campus. Peace College strongly believes in empowering students to make decisions which will positively impact campus life. Any questions regarding the use or allocation of student activity fees should be referred to the President of PSGA, Leigh Wallace Hines or the Advisor of PSGA, Dr. Jerry Nuesell.

Q: I have a credit balance on my account that I want to use for books. How can I access these funds?

A: Up to \$750 per semester can be transferred to your PacerCard for use in the Peace College bookstore. The [PacerCard Financial Aid Transfer Form](#) can be found on the Peace website by visiting www.peace.edu, clicking on 'For Students,' 'Student Accounts,' and the orange box on the right-hand side of the page 'Click here to complete the PacerCard financial aid transfer form.' All excess funds transferred from the student account to the PacerCard must remain on the card, so plan on only transferring what you think you need. Transfers can be made as many times as necessary through the first four weeks of the semester.

Q: Even after I transfer funds from my student account to my PacerCard, I will still have a credit balance. How can I access these funds?

A: Peace College issues refund checks to all students with credit balances after the excess funds have been received by the College from the lender. This process can take anywhere from a month to two months after classes start. Please plan accordingly if you are planning to use these funds for living expenses. You will be notified via email by the Student Accounts Office when refund checks are ready for pick up.

Q: I have questions about my loans, grants or scholarships. Who do I contact?

A: Contact your financial aid advisor directly for all questions that pertain to financial aid. If you don't know which advisor is assigned to you, you can call the Office of Financial Aid at (919) 508-2394 and they can connect you to the correct person.

Q: I would like to make sure I don't lose any of the money I pay for tuition even if I have to withdraw during the semester. Is there anything available?

A: Peace College is pleased to offer the tuition refund plan to students and parents. This elective insurance plan through AWG Dewar, Inc. provides coverage for tuition and housing charges should a student have to leave before completing a semester due to illness or accident. The insurance covers up to 70% of all tuition, housing and meals. To enroll in this plan, return the bottom portion of the letter received from Dewar or visit our website at www.peace.edu and click on 'For Students', 'Student Accounts' and the "Tuition Insurance Plan" tab to access the form.

Q: I would like to have my car on campus. What do I need to do?

A: An annual parking decal can be purchased for \$125 that allows students to park on campus. You can purchase your decal online by visiting <https://my.peace.edu>. You'll need to login, click on 'Students,' 'Financial Info.,' 'View Your Statement and Pay Your Bill,' 'Click Here To Make A Payment,' and 'Parking.' To purchase a decal in person, please visit the Student Accounts Office located off of Main Parlor.

Student Accounts Contact Guide

Classes & Registration	LaTonya Lee	Registrar's Office	(919) 508-2012
Housing & Meal Plans	Dawn Dillon	Residence Life	(919) 508-2005
Health Insurance Waivers	Sandy Blevins	Student Accounts	(919) 508-2286
Loans/Grants/Scholarships	Financial Aid Advisor	Financial Aid	(919) 508-2394
Payments, Payment Plans & Parking Decals	Sandy Blevins	Cashier	(919) 508-2286
	Gary Jones	Student Accounts	(919) 508-2318