



College of Veterinary Medicine Policies and Procedures

Subject: Student Account Information

Section: Student Policy & Procedures

Number: CVM 7.36

Pages: 2

Date: 2012

Replaces Policy Dated: 2011

To Be Reviewed Yearly by: Academic and Student Affairs (Significant changes reviewed by MSU General Counsel)

Source:

Cross Reference:

Student Account Information

Account Services is located in Room 158 in Garner Hall with office hours from 8:00 a.m. to 4:30 p.m. (Monday through Friday).

You are responsible for any charges to your student receivable account. A consolidated statement of your account with Mississippi State University will be available on the web around the 15th of each month with a due date approximately the 9th of the following month. Monitor your balance by calling 662-325-INFO or visiting the Student or Personal Main Menu MyBanner. (See instructions below.)

MyBanner Navigation Instructions: From MSU Main web page, select onCampus, select Banner, select MyBanner, and then select Login to MyBanner. Use your NetID and NetPassword to login, then select Personal Information Menu or Students Menu. Then:

1. VIEW YOUR BILLING STATEMENT.
2. VIEW YOUR ACCOUNT DETAIL.
3. UPDATE ADDRESS INFORMATION.
4. MAKE PAYMENT BY CREDIT CARD.

Billing Address: Your monthly statement will be mailed to your Billing Address once a semester. Please be sure that Student Account Services has your correct mailing address, since you are responsible for paying your fees even if you do not receive a bill. To change or correct your billing address access MyBanner.

Payment Options: You may make payments on your account

- By U.S. Mail - MSU Comptroller, P.O. Box 5328, Mississippi State, MS 39762-5328.
- By Drop Box - Drop boxes are located inside Garner Hall and in front of Garner Hall.
- By Cashier Windows - Cashier windows are located in Garner Hall and are open 8:00 a.m. until 4:30 p.m. (Monday through Friday).
- By MSU INFO-Line - Credit Card payments only. Dial 662-325-INFO (4636) and select option 4.
- By MyBanner website - Credit Card payments only.

Service Charges: Payment of the full account balance must be received by the due date in order to avoid service charges. If mailing your payment, please mail it at least five (5) business days prior to the due date to insure it is received by the due date. A monthly service fee (1.5%) will be assessed on charges unpaid by the payment due date (approximately 25 days from the billing date). All service charges may be avoided by paying the full account balance each month by the payment due date.

Business Office Holds. Hold placement dates and explanations are as follows:

- Pre-registration Holds (Oct 15, Mar 15, April 15): Your account must be in current status in order for you to participate in pre-registration for the upcoming term(s). Current status means that current and previous term charges must be paid in full and all other charges must be less than 30 days old from billing date.
- Final Registration Holds (Aug 15, Dec 15, Jan 15, and May 15): Your account must be in current status in order for you to participate in final registration, add or drop courses, or continue enrollment. Current status means that ALL previous term charges must be paid in full and all other charges must be less than 30 days old from the billing date. Pending financial aid for the current term will be considered toward your account balance just prior to placement of Business Office hold at this time.
- Delinquent Account Holds (Sep 15, Nov 15, Feb 15, Jun 15, and Jul 15): Your account will be placed with a Business Office Hold if your account becomes delinquent for purposes of this hold. Delinquent status means that your account has charges greater than 60 days from the billing date. Pending financial aid for the current term will be considered toward your account balance just prior to placement of Business Office hold at this time.

Schedule Changes and Fees. All schedule changes must be submitted to the Academic Affairs Office **4 weeks prior to the beginning of the course** involved. Failure to meet this deadline may result in the cancellation of courses. Course leaders have the option of denying a student's petition to drop a Phase 2 elective if approval of such a petition jeopardizes the educational value to the students remaining in the class.

All schedule changes made after the last day to register will incur a charge of \$50.00 per course changed and will be reflected on your monthly, consolidated statement. The Add/Drop form is required for adding or dropping a course/rotation. Schedule change fees are waived in the event of a change required by administrative action of the university. Add/Drop forms will not be processed after the first three days of a rotation.

Approved: Kent H. Hoblet 3-24-2013
Kent H. Hoblet, Dean Date
College of Veterinary Medicine