

# Student Accounts Term Based Information



## TUITION INFORMATION AND RATES

Students are charged by their programs. The program determines the rate assessed for courses. Students are responsible for visiting **myLewis** portal - Student Accounts, monthly to view account activity: <https://www.lewisu.edu/welcome/offices/business/bursar/tuitionrates.htm>

## STUDENT ACCOUNT INFORMATION

All Student Account information (billing, payment portal, payment plans, statements/ebills, etc.) is accessible through **myLewis** – Student Account. Family and others can be given access to the Nelnet Student Account Platform by the student for billing information only.

For the most current updates to Student Accounts policies or procedures please visit: <http://www.lewisu.edu/studentaccounts>.



## PAYMENT AND PAYMENT PLANS

Prior to registration, students understand and agree that Lewis University uses a monthly statement email as an official method of billing and are responsible for reading the e-mails received from Lewis University on a timely basis. Students further understand that failure to review a statement or receive an email does not constitute a valid reason for not paying their bill on time. Students are responsible for visiting **myLewis** portal - Student Accounts, monthly to view account activity.

Complete payment of all charges (tuition, fees, housing, etc.) is due by the first day of class for the fall, spring, and summer terms. Online payment arrangements must be made prior to move-in day if living in the residence halls.

Cash, check, or money order payments are accepted in Student Accounts. Credit card payments (American Express, Discover, MasterCard, or Visa) are only available online and include a convenience fee. ACH (checking or savings) payments are also available online as a **NO FEE** option. Online payments are made at **myLewis** portal - Student Accounts.

Lewis University offers a monthly payment plan for students who cannot pay their bills in full by the first day of class. This option allows students to manage their charges with an interest-free monthly payment. Students work directly with Nelnet Campus

Commerce at <https://mycollegepaymentplan.com/lewis-university> or 800.609.8056 to sign up and establish monthly payments based on their bill and estimated financial aid. This site is also available through **myLewis** – Student Accounts - Nelnet Campus Commerce Payment Plans.

Each semester that a payment plan is needed, students must enroll through the online billing system; enrollment is not automatic and must be student initiated. A \$60 semester fee is charged for use of a payment plan.

Students are able to sign up for a payment plan and make subsequent payments completely online. This convenient online option also allows for family or others to be identified as the primary payer. This person has access to view the payment plan arrangement and make subsequent payments. Other benefits include the option for automatic payments, a toll-free number for the student payment plan center, and budgeting for other college expenses.

Students may attend only those courses for which they have registered.

## LEWIS UNIVERSITY TRANSCRIPT AND DIPLOMA POLICY

Lewis University adopts the following guidelines for the processing of transcript or diploma requests by a current or former student with an outstanding financial obligation. This policy is in reference to the Illinois Student Debt Assistance Act (Public Act 103-0054) and Federal Regulation 34 CFR 668.14(b) (34). Institutions of higher education are required to outline steps for accessing a transcript or diploma when a balance still exists on the student account. This policy affects Student Accounts and the Registrar Office. Either area can share more detailed information.

Complete payment of all charges (tuition, fees, housing, etc.) is due by the first day of class for the fall, spring, and summer terms; established employer reimbursement programs have a 6-week delayed due date. The full text concerning payment policy is located on the student's Lewis University Financial Responsibility Agreement; this document is displayed for e-signature prior to registration.

If a student account bill or any monies due and owing Lewis University by the scheduled due date are not paid, a Bursar Office financial and registration hold will be placed. The holds may prevent registering for additional current or future classes or receiving a diploma. A delinquent account may be placed with a debt recovery agency. Lewis University's policy for providing a transcript or diploma and registration when there is a Bursar Office hold is listed below in reference to the Illinois Student Debt Assistance Act and Federal Regulation 34 CFR 668.14(b)(34).

## TRANSCRIPT

With a Bursar Office hold, Lewis University will process an official transcript request for:

1. Job application or any other employment need
2. Transfer from one institution of higher education to another
3. Pursue other postsecondary opportunities
4. Join the U.S. Armed Forces or State National Guard
5. Apply for state, federal, or institutional financial aid
6. Any request made for an official transcript regardless of balance due

Release of an official transcript for the above requests does not lift Student Accounts hold. It also does not eliminate the financial encumbrance.

Lewis University only issues Official Transcripts.

1. Online request:
  - Lewis University retains Parchment to accept transcript orders online.
  - **To place an order visit: Parchment Ordering Site**  
**<https://www.parchment.com/u/registration/33255/institution>**.

Please contact the Office of the Registrar at **[registrar@lewisu.edu](mailto:registrar@lewisu.edu)** or at (815) 836-5133 if you have any additional questions.

An Unofficial Transcript of student academic progress including a course listing is available to current students through **myLewis** - 'Records and Registration' - MySSB - Student Records - Select 'Unofficial', for reference only. All former students no longer attending Lewis will lose self-service access to the portal within two years of last attendance. Access cannot be restored for the purpose of obtaining an unofficial transcript.

Former students seeking an unofficial transcript only may do so in-person at the Office of the Registrar.

The unofficial transcript will be marked as unofficial. Unofficial transcripts cannot be mailed or sent electronically. Former students without portal access that require an electronic or mailed transcript can only order an official through Parchment.

## DIPLOMA

With a Bursar Office hold, a diploma is released when the student's account is paid in full. All financial obligations must be met and any financial hold released.

A student can submit an appeal to receive a diploma for the following exemptions from Public Act 103-0054:

1. Job application or any other employment need specifically requesting a diploma
2. Transfer from one institution of higher education to another specifically requesting a diploma
3. Pursue other postsecondary opportunities specifically requesting a diploma
4. Join the U.S. Armed Forces or State National Guard specifically requesting a diploma
5. Apply for state, federal, or institutional financial aid specifically requesting a diploma

The appeal must be mailed with the following information included; any missing items will invalidate the request:

- **Signed and dated appeal letter that includes:**
  - Student's name.
  - The name under which student attended.
  - Student's social security number or ID number.
  - Dates of attendance.
  - Date(s) of graduation.
  - Need for the diploma based upon the listed exemptions.
  - Supporting documentation from the requested organization or government entity.
  - Student's return address, daytime telephone number, signature.
  - Must be written as is and signed within the appeal letter...
  - *"I acknowledge that I owe a debt to Lewis University which has prevented my diploma from being released prior to this written appeal for an exemption as outlined in Illinois Student Debt Assistance Act (Public Act 103-0054). I further acknowledge that I am responsible for this debt and agree to pay any and all outstanding balances due to Lewis University as soon as possible or establish a payment plan through Lewis University's 3rd party service provider. I certify that my statements above are true and valid and agree to the terms without limitation or qualification."*

Mail the diploma request to:

**Registrar's Office**  
**Lewis University Unit 286**  
**One University Parkway**  
**Romeoville, IL 60446**

Please contact the Office of the Registrar at **[registrar@lewisu.edu](mailto:registrar@lewisu.edu)** or at (815) 836-5133 if you have any additional questions.

## REGISTRATION

With a Bursar Office hold, current and future registration for classes is not allowed. All financial obligations must be met to have Student Accounts hold released. Complete payment of all charges (tuition, fees, housing, etc.) is due by the first day of class for the fall, spring, and summer terms; established employer reimbursement programs have a 6-week delayed due date.

A student who does not pay the outstanding account balance by the due date will have a Bursar Office hold placed. The published policy for registration requires a zero-balance due; all financial obligations must be met on the student account for current or future registration of classes.

At times as determined solely by Lewis University with no guarantee of a future or continued decision, a minimum grace balance may be determined to allow for registration. This could allow for a continuously enrolled current student with a minimum grace balance to register for a future term during the first week of registration. After the first week of registration any balance would have to be paid in full prior to registering.

A minimum balance exception once approved is not a guarantee or agreement for future allowances. A student without continuous enrollment must have the account paid in full in order to register for classes.

## PAST DUE ACCOUNT AND NOT REGISTERED

Lewis University partners with Recovery Management Services, Inc. (RMS) to recover past due accounts over \$300.00. If no longer registered or graduated with a balance still due, Student Accounts contacts the student monthly through the ebill system for payment. The student will have an option for payment in full or establish a payment plan through Lewis University's 3rd party service provider.

If after 6 months of failed attempts to secure payment or a payment plan, the student account will be placed with RMS for past due balance collection. Once the student account is placed with RMS, the student must work directly with the outside agency for payment plan or payment in full. All correspondence sent to Lewis University at that point concerning the account balance will be forwarded to RMS for response.

## TRANSCRIPT WITHHELD COMPLAINT

A student may file a complaint regarding the withholding of an official transcript by Lewis University with the following areas:

- Lewis University Registrar by emailing [registrar@lewisu.edu](mailto:registrar@lewisu.edu) or calling 815-836-5133
- Illinois Attorney General Student Loan Ombudsperson by completing an online form at [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov) or by calling 1-800-455-2456

## STATEMENTS AND BALANCE DUE (EBILLS)

The Lewis University Nelnet Student Account Platform allows students, family, and authorized users access to account activity, monthly statements, payment options, payment plans, and refunds. This system enables students to receive and pay their bills online. A statement notice is emailed to students indicating that a new one is ready for their review.

Students have the option to include additional email addresses to which they would like the statements sent for family and authorized users. The statement will list pending financial aid and the balance of the account

Students are responsible for reading the e-mails and statements received from Lewis University on a timely basis. Failure to review a statement or receive an email does not constitute a valid reason for not paying the bill on time. Statement information is available at **myLewis** – Student Account – Nelnet Student Account Platform; account transactions must be reviewed for accuracy. Any discrepancy must be reported to Student Accounts within 30 days.

## EMPLOYER TUITION REIMBURSEMENT

Forms are available at **myLewis** Portal under Student Account. For enrollment in the program, proper documentation must be submitted to Student Accounts by the posted first full day of classes by the Registrar. Participation in the Employer Tuition Reimbursement program will be canceled if payment or enrollment due dates and other policies are not followed by the student.

## FINANCIAL AID RECIPIENTS

Financial aid is always an estimate until enrolled hours are verified. Once enrolled hours and other criteria are verified, the Office of Financial Aid Services will credit the appropriate financial aid to students' accounts. Adjustments to financial aid can result in additional balances owed to the University.

## BILLING ERRORS

Administrative, clerical, or technical billing errors do not absolve students of financial responsibility to pay the correct amount of tuition, fees and other associated financial obligations assessed as a result of registration or on campus housing at Lewis University.

## COLLECTION POLICY

Lewis University may take steps to collect any past due charges, including but not limited to the following: restricting registration for classes, withholding guest tickets for commencement, and not releasing the diploma until all financial obligations are satisfied.

## RETURNED CHECK POLICY

Checks returned unpaid for any reason are subject to a \$30.00 returned check fee. The unpaid amount and fee must be remitted in full within 10 days of receipt by the University. Students will be placed on hold until full payment is received; resident meal plans will be stopped until full payment is received. Students with two or more returned checks will lose all check payment and cashing privileges for the remainder of their enrollment at Lewis University.