

OTHER STUDENT FINANCE QUESTIONS YOU MAY HAVE

WHAT IS FERPA?

In compliance with the Family Education Rights and Privacy Act of 1974, Bismarck State College Student Finance Office has guidelines for access to the education record with respect to the rights of eligible students and parents of dependent eligible students. **The Student Finance Office assumes all students are independent. Students must submit the NDUS FERPA Release Form to the Student Records Office, before any information will be released to anyone other than the BSC student. This form can be located on the BSC website under Current Students, Student Records, NDUS FERPA release form.**

WHAT IF MY BILL IS NOT ACCURATE? Contact the BSC Student Finance Office at 701-224-5533 (last name A-G), 701-224-2451 (last name H-O), or 701-224-5706 (last name P-Z). Students are responsible for any balances due to corrections from system error calculations. Students should check their account periodically for accuracy, including residency charges.

WHAT IF I DO NOT RECEIVE A BILL PRIOR TO THE DUE DATE? It is the student's responsibility to find out what the balance due on their account is and what the due date is for the semester. Students can view their account at anytime on the web at: <http://www.bismarckstate.edu> and clicking on CAMPUSCONNECTION. Due to FERPA regulations, we are unable to provide account information to parents or spouses without the student filling out the appropriate release form.

WHAT IF I HAVE SCHOLARSHIPS? Scholarship funds received from an external source must be here by the last day to pay to be applied to a student's account. If the scholarship has not been received by the due date, the student is responsible for any balance due. Scholarships received from sources located off BSC Campus are considered to be for a full academic year; therefore the dollars received are split between the Fall and Spring Semester unless the outside source indicates in writing the scholarship is for a specific time frame.

WHAT IS DIRECT DEPOSIT (DDP)? Direct Deposit is when you have any credit on your student account deposited directly to your bank account. Once a student is signed up for DDP, the DDP will stay active with the original information submitted until the school receives written notification to change bank account numbers or a cancellation of the DDP. When a student signs up for DDP, the DDP is active at all 11 NDUS Institutions. DDP's transfer with the student to the NDUS Institution the student enrolls in. Written notification for cancellation or change in account numbers must be submitted to the NDUS Institution the student is enrolled in.

DDP Authorization Forms and Direct Deposit Cancellation Forms can be found at:
<http://www.bismarckstate.edu/student/finaid/Forms.asp>

WHAT DO I DO IF I AM REGISTERED FOR CLASSES AND DECIDE NOT TO ATTEND ANY CLASSES DURING THE CURRENT SEMESTER PRIOR TO THE PAYMENT DUE DATE? If you decide not to attend all classes you are enrolled in for the current semester on or before the tuition/fee due date, you must officially withdraw from college. To withdraw, go to <http://www.bismarckstate.edu/campusconnection/>, click on Withdraw to Zero Credits, complete and submit the form. If you have questions regarding the withdraw, please contact us at (701)224-5420.

To receive 100% refund, the withdrawal must be submitted within 8.999% of the class length (this is based on calendar days). Students not withdrawing prior to 8.999% of the class length will be responsible for the costs associated with the class. It is the responsibility of the student to follow

the appropriate drop/withdraw procedures and know the dates and deadlines to receive a refund or credit on the student account. Students will also be responsible for any Food Service, Housing, Bookstore, and miscellaneous charges on their account if a drop/withdrawal takes place. Failure to pay will result in a \$100.00 late fee and possibly a 1% interest charge on past due balances.

Please note: Students are unable to withdraw from school if any class has been completed in the semester and should then go through the drop process for the classes they have not completed.

WHAT WILL HAPPEN IF I DO NOT WITHDRAW/DROP A CLASS? You will be responsible for the balance due and/or your grades may result in a failed grade. Failure to follow the appropriate procedures will result in a hold for future financial aid eligibility. You have the ability to review your account and class schedule online to verify any transactions you have done have been completed appropriately.

WILL I RECEIVE A REFUND IF I DROP A CLASS WITHOUT RECORD? A refund is generated only if you process the drop prior to the first 8.999% of the class length you are dropping, this is not tied to a student's transcript record.

WHAT IS A SERVICE INDICATOR RESULTING IN A STUDENT FINANCE OFFICE HOLD? SF Service Indicators are applied to student accounts with balances 30 days past due and/or accounts considered delinquent or written off due to non-payment. SF Service Indicators with a negative impact will prevent the student from registering for future classes, adding classes to a current term, or obtaining transcripts. Students must pay the outstanding balance in full prior to the removal of the Service Indicator. Service Indicators are removed within 24 business hours after payment has been applied to the student account.

Students with balances turned over to a Collection Agency will be required to have the account paid in full at the Collection Agency with the Collection Agency submitting full payment to BSC Student Finance prior to the removal of any Service Indicator Hold. Students must take into account that payments from the Collection Agency may not be received at BSC for 30-40 days. Holds will not be removed prior to receipt of the Collection Agency payment.