USFSCO
University Student Financial Services and Cashier Operations
Parent Open House
September 13, 2008
Agenda

• Welcome
• Customer Service Overview
• Student Confidentiality (FERPA)
• University Billing Cycle
• Payment Options
• Direct Deposit
• Student Loans & Collections
• Education Tax Credits
• Financial Planning Resources
• Question & Answer Forum
Welcome

Judith Flink
USFSCO Executive Director
Customer Service Overview

Charmaine Daniels
Associate Director of Customer Service
USFSCO Customer Service

UIC

• Tina Ramey
  Customer Service Coordinator

UIS

• James Burgdorf
  Customer Service/Cashier Coordinator

UIUC

• Ben Greco
  Customer Service Coordinator
Student Confidentiality

• FERPA (Family Educational Rights and Privacy Act)
  • Prohibits USFSCO from talking to anyone but the student without the student’s authorization

• Become an Authorized Payer

• Enrollment instructions on USFSCO website

• Benefits
University Billing Cycle

- Student Account (account number = UIN)
- Charges can come from anywhere in the University
- Student Account Summary - real time activity
- Email notification - once a month reminder
- University E-Bill - once a month, electronic
- Due Dates - 16th business day of each month
QUESTIONS
Your Payment Options

- FASFA – Office of Student Financial Aid
- Online with credit card or e-check
- In person with cash, check, or debit card
- By U.S. mail with a check or money order
- Pre-paid tuition – 529’s, College Illinois
- Third Party Billing
- Pre-Payment Plan
- What happens when you pay late?
Direct Deposit Refunds

• Credit balance
  – Accounts reviewed twice weekly

• Direct deposit
  – Arrives 2-3 days after a refund is created on the student account

• Avoid delays…
Student Loans & Collections

• Loan Entrance/Exit Interviews
• Campus Based Loans (ex. Perkins)
• Collections
  • Past due balances
  • Student account holds
  • Internal collections/External collections

• Call us early!
Education Tax Credits

• The University of Illinois reports qualified tuition and fee charges billed on the IRS 1098-T form.

• 1098-T forms are now available electronically at www.1098T.com
Financial Planning Resources

• National Endowment for Financial Education (www.smartaboutmoney.org)
• USFSCO Cash Course website (www.cashcourse.org/usfsco)
• NEFE Teen Resource Bureau (www.ntrbonline.org)
Break
Online Services Demo
Question & Answer Forum