

Understanding Your Billing Statement & Payment Options

The initial billing statement is prepared before each semester begins and is generated the first of the month for each of the next 3 months or until the bill is paid in full. Billing statements are sent to the student's TLU email address and may be forwarded to their parent(s). Billing statements are also available for viewing in the Financial Document Center at [My.TLU.EDU](https://my.tlu.edu) | [TLU Account Information](#) | [Student](#). Please remember that a billing statement is a **snapshot** of the student's account at the time it was generated. For real time charges and balance, view My Financial Account on the TLU Account information page in MyTLU.

Billing Statement

Billing statements are generated for one semester at a time. They give a snapshot of the charges and financial aid at the time they are generated and are considered ESTIMATED until the first day of class.

Charges and financial aid are SUBJECT TO CHANGE when a student changes enrollment, housing and/or meal plan choices. Charges become official the first day of classes. Tuition, room, and board may be adjusted if the student drops a class or withdraws from all classes within the first 16 days. Tuition may also be adjusted if the student adds classes before the end of the add period.

Charges

Charges occur when the student registers for classes. A student may enroll in classes as early as April and as late as the day before classes start. Tuition and fees are generated beginning in July for the fall semester. All students will see charges for tuition, student service fee, and technology fee.

Students living on campus will see a housing charge that will state the name of their hall and type of room. For example, Centennial Hall - Double. Students with meal plans will see the type of meal plan they signed up for and both the associated charge and taxes. Other charges the student may see are private music lessons, parking or library fines, Bulldog Bucks, etc.

Some students may be charged for ebooks. Ebooks are optional and students may opt-out of using ebooks by contacting the TLU Bookstore.

Students are encouraged to review their charges for accuracy and to contact the department responsible for the charge if they believe there is an error.

Campus Living – Housing and Meal Plans
Registrar – Registration
Student Financial Services – Tuition, fees, and financial aid

Note: If you have been offered aid based on full-time enrollment and you are not enrolled full-time, your aid may not be correct on your billing statement. Please contact Student Financial Services to get this resolved.

Credits

Credits consist of payments from you or a third party such as a Texas Tomorrow Fund, Veteran's benefits, Texas Workforce Commission as well as the financial aid you have been offered and have accepted.

Total

The total column displays a running total of your charges, payments, and financial aid as they appear on the statement.

Balance Forward

A balance forward will exist when a student has a balance remaining from a prior semester. The balance forward must be paid in addition to the payment due for the current bill.

Subtotal

The subtotal is the total of the charges and credits listed on the statement for the semester. If the subtotal is a negative number, then the credits on the statement exceed the charges. In this case, you may be eligible for a credit balance refund.

Account Balance

The account balance is the total of the Balance Forward and the Subtotal.

Financial Aid

Financial Aid appears on the billing statement as Estimated Aid when:

- Aid is accepted: Grants and scholarships are automatically accepted. The student must accept the Direct Loan on the Financial Aid Portal.
- The student is full-time. Students who are not going to be full-time must contact Financial Aid to have their aid adjusted for less than full-time enrollment.
- The student is in good standing for financial aid purposes.

Estimated aid is denoted with an * by the fund name.

Aid Adjustments

Aid adjustments are made for the following reasons:

- Aid eligibility changes due to verification updates made to the FAFSA.
- Student drops below full-time before the end of the add/drop period.
- Student completely withdraws from classes before the 60% point of the semester. This timeline may change if the student is enrolled in modules.
- Other reasons as indicated by the donor.

Students are encouraged to speak with a financial aid counselor before dropping a class or withdrawing completely so that they can be informed how the change in enrollment affects their financial aid.

Aid Disbursements

Student Financial Services confirms a student's enrollment on the census date each semester (12th class day for fall and spring) before disbursing aid. The student must have begun attendance in classes before any aid can be disbursed.

Aid can only be disbursed if the funds have been received for the student. TLU scholarships and grants, federal grants and state grants are considered received as of census date. Other aid has additional requirements that must be met.

- Outside scholarships – checks must be received by TLU before the funds can be disbursed to the student.
- Federal Direct Loans – Students must have accepted the loans and have completed the Direct Loan Entrance Counseling and Master Promissory Note.

- Other Loans – See lender requirements.
- Veteran's Benefits – Funds must be received from the VA.

For the student's benefit, we will allow these funds to appear on the bill through the 3rd statement each semester. If the funds are not received by the time the final statement for the semester is issued, then the funds will be removed from the bill and the student/parent must pay the adjusted balance due at that time.

Credit Balance Refunds

A credit balance occurs when the financial aid being disbursed to the student account is higher than the tuition, fees, room, board, etc. that are charged. When this happens the student will receive a refund of the credit balance within 14 days of the credit occurring. Refunds are made by Direct Deposit to the student's bank account of choice. The student should update their direct deposit information in MyTLU before the 12th class day.

Credit balance refunds begin the week after 12th class day and occur weekly the rest of the semester when a credit balance occurs.

Students who want to apply up to \$200 toward prior semester balance must indicate so on the Aid Disbursement Authorization form located on the Financial Aid Information page in MyTLU.

All students are asked to complete the Aid Disbursement Authorization form indicating if they want a credit balance to apply to the prior semester and to give TLU authorization to apply federal financial aid toward charges other than tuition, fees, room and/or board. (books, library and/or parking fines, etc.) The student can revoke these authorizations at any time by submitting an updated form.

Payment Options

There are many different options that students and parents can use to pay their bill. These include loans (private, federal parent, and home equity) as well as College 529 Plans (Texas Tomorrow). You may pay in full by August 1st for the fall semester or January 1st for the spring semester or choose to enroll in one of our payment plans.

Payment Plans

Payment Plan 1: Five equal payments of 20% each. To be eligible for this plan, you must enroll by July 15th for the fall semester or December 15th for the spring semester. 20% is due at time of enrollment and the rest of the payments draw from your bank account or credit card on the 1st of each of the next four months.

Payment Plan 2: 40% of the balance is payable upon enrollment in the payment plan. The remaining 60% of the balance is split equally and draws from your bank account or credit card on the 15th of each of the next three months.

Changes in charges or financial aid after enrolling in a plan will result in adjustments to the remaining payments.

TLU's payment plans are managed by Herring Bank. Herring Bank charges a 2.7% convenience fee for all debit or credit card payments. \$2 is charged for payment by bank draft (ACH).

A \$30 fee will be charged each time a payment is declined. If your initial payment is declined 2 times, the payment plan will be cancelled, and a \$15 late fee will be charged by TLU. Students with 2 declined payments will need to make a one-time credit/debit card payment with Herring Bank on the myTLU portal or with cash in our office. When payments 2-4 decline twice, a third attempt is not made and the decline amount is allocated over the remaining number of payments. Once payment has been received, TLU either reinstates your plan for future payments or your existing payment schedule returns to normal.

To change your payment source, please visit <https://ibs.collegegreen.net/StudentPayments/>. Your updated payment source may only be of the same **method** (i.e. bank account to new bank account or card to new card). There is a \$5 fee charged for each change made to the plan.

Texas Tomorrow/Texas Guarantee Tuition Plan

If you have this plan, please send a copy of your plan card to Student Financial Services. We will invoice the plan for you and enter the amount of the payment on your student account.

Other 529 Plans

If you have 529 or other tuition plan, please contact your plan representative to ask for payment to be sent to TLU.

Veteran's Benefits

Please request your certificate of eligibility from the Veteran's Administration at gibill.gov. The certificate of eligibility must be submitted to TLU's Registrar's Office before VA benefits will be added to your student account.

Texas Workforce Commission

Please contact your TWC representative and ask that they send your service authorization to Student Financial Services.

Student Financial Responsibility Agreement

All students are required to complete a Student Financial Responsibility Agreement each semester. This agreement includes the student's responsibility regarding their student account and may be completed online at [My.TLU.EDU | TLU Account Information | Student](https://my.tlu.edu/tlu-account-information-student).

Tuition Insurance

Students or their parents, may purchase tuition insurance. Tuition insurance is offered by GradGuard. To learn more, visit gradguard.com/tuition/tlu. If you have any questions, you can connect with a GradGuard representative at (877) 794-6603.

Information Disclosure

The Family Education Rights and Privacy Act (FERPA) of 1974 exists to protect your right to confidentiality and limits our ability to release information about your financial aid application. Any documentation submitted by you and/or your parents and details of your aid offer are considered confidential and will not be released to anyone without your written consent. You may release FERPA protected data by completing TLU's online FERPA Authorization form located on MyTLU. Student Financial Services – Financial Aid and Student Accounts – will not release any information to anyone who has not been authorized by you to have access to your information. For more information about FERPA, please refer to the federal website www.ed.gov/policy/gen/guid/fpco/ferpa/index.html.

If you wish for us to speak with your parents or spouse regarding your aid and/or student account bill, you must first give us permission and them access to your information by completing the Set FERPA Permissions process on the Student tab in MyTLU. New students will get access to this tab at the time they are registered for classes.

Note: Information provided in this document is subject to change based on changes in federal, state, or institutional policies.