FAQ-Billing/Student Accounts

When Will I Receive My Billing Statement?

Students will receive a student accounts notification in early July explaining the billing process, payment options, how to make a payment, and payment deadlines. The fall Course and Fee statement will be available on your my.coe account in mid-July. Course and Fee statements for the spring semester will be available mid-December. You can find your Course and Fee statement on my.coe.edu | Student tab | My Student Accounts Information. We do not mail paper statements, but you can print a copy of the on-line Course and Fee statement from my.coe.edu. Fall payment is due by August 10th and spring payment is due by January 10th.

Can My Parents Access the Online Billing Statement?

You can grant your parent, or anyone else, access to your on-line Course and Fee statement on my.coe.edu by completing the Set FERPA Permissions link located on the student tab. Once you complete the online form, the person you are granting access to will receive an email with their own user id and password to log in to my.coe.edu.

How do I know how much to pay?

You can view your Course and Fee statement or account balance and entire account history on my.coe.edu | Student tab | My Student Accounts Information link.

How do I make a payment? Payments can be made on-line with a credit card or an electronic check (ACH), by mailing a check to the Student Accounts Office, or by cash or check in person in the Student Accounts Office located in lower Voorhees Hall.

Do you accept credit cards for payment?

Yes, Coe College accepts VISA, MasterCard, Discover, and American Express credit card payments on-line only through our payment processor CASHNet. There is a 2.75% fee assessed to all credit card payments. Students can also pay online via ACH (electronic check) from their checking or savings account. There is no fee for ACH payments.

How do I sign up for the monthly payment plan?

You can sign up for the monthly payment plan by logging into your my.coe.edu account. The request form will be located under the Student tab, My Student Account Information link. Payment plans are processed through CASHNet. You must sign up for the payment plan EACH semester and there is a $50 non-refundable fee for each semester that you request the payment plan.
What if a charge on my bill seems incorrect?

Please contact Coe Student Accounts (coestudentaccounts@coe.edu) if you have questions regarding your billing statement or tuition and fee charges. Please contact the offices below regarding other charges/credits to your account.

Financial Aid: Contact the Financial Aid Office @ o-financialaid@coe.edu or 319-399-8540

Parking tickets: Contact Campus Safety @ 319-399-8888

Library Fines: Contact Sandy Blanchard @ 319-399-8595

Meal Plans/Residence Hall Damage: Contact the Residence Life Office @ Residencelife@coe.edu

Disciplinary Fines: Contact the Dean of Students Office @ 319-399-8741

Music Lessons: Contact the Music Department @ 319-399-8521

Why was my student loan listed on my ebill but is not on my Coe student account?

In July and August, student loans that are listed on your financial aid award will be reflected as "anticipated" financial aid on your ebill. At the end of August, your financial aid is disbursed to your student account and no longer listed as “anticipated”. Financial Aid will only be disbursed if you have completed all the necessary paperwork. Student loans will only be applied to your student account after you have signed the promissory note and any required disclosures. Alternative loans will not be applied to your Coe student account until we receive the money from the outside lender. If your financial aid has not been applied to your account, please contact the financial aid office at o-financialaid@coe.edu.

My work study is listed on my financial aid award letter but isn’t on my billing statement?

Work study earnings are not automatically applied to your Coe student account. Several things must happen if you want your work study to be applied to your outstanding balance. First, you need to complete the payroll deduction form with the payroll office. Work study is not paid until the 10th of the month following the month you worked. Your time sheet must be turned in within 3 business days after the end of the month.

If you do not want your work study applied to your Coe student account, you must complete the Direct Deposit form to have your earnings deposited directly into your bank account.

Both the ACH form and the Direct Deposit form can be found on coe.edu on the Business Office page at http://www.coe.edu/campuslife/studentservices/businessoffice
Can I charge my books to my student account?

Generally speaking, students are not allowed to charge their books to their student account. The Coe bookstore is not owned by the college. Books purchased at the bookstore must be paid for by cash, check, credit card, or gift card. Student’s with financial aid that exceeds their billed charges, thus creating a credit balance, will receive a refund check (or ACH refund) on the first day of classes in order to purchase books. Students that have a significant credit balance that was created by a Parent (PLUS) loan, may be given a bookstore voucher to charge their books at the bookstore. They must request this voucher through the Financial Aid Office during the first week of classes.

What other expenses can be charged to my account?

Fines and fees are placed on your account if they are not paid to the appropriate office in a timely manner. Music lesson fees are charged directly to your account upon notification by the music department. Any other extraneous charges a student incurs while at Coe are assumed to be paid when they are accrued. If they are not, they may be placed on the student account and are due by the 10th of the following month.

When will I receive a refund for the credit on my account?

Refunds are issued via ACH to the checking or savings account indicated by the student (or parent if the refund is created by a plus loan). The student must complete the ACH request form located under the Business Office page on coe.edu http://www.coe.edu/campuslife/studentservices/businessoffice

Refunds are issued on the first day of classes and every Friday throughout the semester. No refund will be issued until your loans have been received by the college. If your loan is not disbursed, you will be notified and asked to clear up any issues before you can receive a refund.

I am supposed to complete tax paperwork for my work study position, where do I get the forms?

Forms for Student Payroll can be found on-line at http://www.coe.edu/campuslife/studentservices/businessoffice. They are also available in the Business Office, located in lower Voorhees Hall.

Payroll paperwork for new students will be collected at Orientation.
I need to sign a scholarship or loan check in order to have it applied to my student account.

Scholarship and loan checks must be signed in the Coe Student Accounts Office, First Floor, lower Voorhees Hall with your student ID card. These checks do have expiration dates, so please come in as soon as you are notified.

What happens if I withdraw from the college?

Depending on when you withdraw from the college, your charges will be prorated based on the schedule found in the college catalogue. If you attend past the 60% point of the semester, you are charged for the entire semester. You should contact the Student Accounts Office to find out how withdrawing will affect you specifically.

When will I receive my housing deposit back?

Housing deposits are kept the entire time you reside in campus housing. For seniors who graduate, housing deposits are put on your account and used to cover last minute incidental charges. The remaining amount is returned in mid-June to seniors by ACH, or paper check to the home address we have on file. For students who withdraw according to college policy, housing deposits are placed on your account and returned roughly a month after your withdrawal.

Where do I get a 1098-T for my taxes?

Information regarding your 1098T is available on my.coe.edu under the student tab, my student account information link. This form is available by the end of January each year.

How Do I Pay For My May Term Trip?

May Term trips are not charged to the student account. A separate trip account is established and the student must submit payment to that account. These payments can be made online through CASHNet and payments must be made based on the schedule laid out by the May Term instructor.

What hours is the Business Office /Student Accounts Office open?

Monday – Friday, 8:00 am to 4:30 pm. Cashier hours are Monday-Friday 9:00 am to 3:30 pm.
May I cash a check on campus?

You may cash a check for up to $100.00 in the Business Office, Lower Voorhees. If you are writing the check, please make it payable to Coe College. If it is a third-party check made payable to you, you will need to endorse the back of the check in order to cash it. You must present a Coe ID or other valid ID in order to cash a check.

I’ve lost my ID card, what do I do?

Replacement ID cards can be created through the Student Affairs Office (located in Upper Gage). The cost for a replacement ID is $35.00.

I can’t afford to pay for textbooks or an unexpected expense, what should I do?

Contact the Office of Student Affairs to initiate an Emergency Loan. The maximum emergency loan amount is $200. The loan is then processed through the Business Office and applied to your student account for repayment.

What is the tuition insurance and can I decline it?

The tuition insurance will reimburse your tuition, fees, room and board charges for the semester if you withdraw from Coe due to a documented medical condition. In order to decline/waive the insurance, you must submit the tuition insurance waiver form to the Business Office by the deadline listed on the form. The informational brochure and waiver form can be downloaded from my.coe.edu on the Student tab, Business Office link.

How do I change my meal plan?

You need to contact the Residence Life Office via email at residencelife@coe.edu if you want to change your meal plan.

Where do I purchase my parking permit?

Parking permits can be purchased on my.coe.edu through CASHNet. Log into your my.coe.edu | Student tab | My Student Accounts Information link. From there, click on CASHNET My Account Info. You will click on Go To CASHNet to purchase your parking permit.