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**Things You Need to Know About the Business Office**

**Hello and Welcome! The West Liberty University Business Office welcomes you to the Hilltopper Family. In order to answer some of your questions we have put together this information sheet. If you have further questions or need some clarification we are available 8-4, M-F to help in any way we can.**

**Payment of Accounts**

* All accounts must be paid in full ten days prior to the start of classes.
* Payment Plans are available to help students pay their balance. You will find the payment plan form at the following link, fill out the information requested and submit it to the business office by hitting the submit button at the bottom of the form.

westliberty.edu/business-office/student-services/5-month-payment-plan/

* + - * + Payment Plans last for the five months of the term.
				+ Payment Plans are not active until the first payment has been made. Once the business office receives the first payment, the payment plan will be put on the student’s account.
				+ An active payment plan will prevent late fees from being assessed.
				+ Payments are due the 15th of each month. Reminders will be sent to the student’s West Liberty email account.
				+ There is a $5 late fee for past due payments.
				+ Payment Plans do not carry over from one term to the next. A new form must be completed at the beginning of each term.
			* Late fees of $110.00 will be assessed to all accounts with a balance the Friday of the first week of classes.
			* All accounts with a past due balance will have a hold placed on them. The hold will prevent students from seeing their grades, registering either for another class or for the following term, receiving a transcript, graduating, etc.

**Refunds**

* + - * Initial refunds for the term are issued the first week of classes. After that, they are issued 2-3 times per week.
				+ Students can sign up for direct deposit. There are blank forms available in the business office. Also, the form can be printed on-line in the business office section at westliberty.edu.
				+ Allow 1-2 business days for a direct deposit.
				+ Allow 5-7 business days to receive your refund by check.
				+ Refund checks will be sent to the permanent address the student has on file. Please be sure this is correct or it will delay the receipt of the refund.

**Non-Payment of Balance**

* Students who have not paid or have made arrangements to pay their balance are subject to be un-enrolled from classes or to have their housing cancelled.
* Review of all outstanding balances will begin the third week of classes. If a student has a balance at that time they will be contacted to make immediate arrangements to have the balance paid.

**Separation from the University**

* If a student leaves the University after receiving a refund but before the student is eligible for financial aid, that refund is owed back to the University. Financial Aid is awarded for the student to obtain an education. When the student withdraws, he or she is no longer entitled to that financial aid and the University must return it on the student’s behalf.
* If repayment of such a refund is not made within 30 days of withdrawing the account will immediately be turned over to collections.

**Collections**

* Once an account has been placed in collections we do not remove it. We will, though, mark it paid in full once that occurs.
* If an account has been placed in error, we will remove it. This is the only reason we will remove an account from collections.