Questions About Your Bill

General questions about your bill can be answered at the Financial Service Center. The office is located in Room 1135, Lee Building, and is open from 8:30 a.m. to 4:30 p.m., Monday through Friday. Please note that the Bursar's Office does not have the authority to adjust a charge or a credit posted to your account by another department. Questions about specific items on your account should be directed to the originating department. See the Contact Us page for a list of departments and their phone numbers.

Disputing Your Bill

The Buckley Amendment, effective November 1974, prohibits the University from releasing information to anyone other than the student. Written authorization from the student must be provided for other interested parties. A student or parent who wishes to dispute a specific item on a student account must contact the University department that originated the charge to determine the nature of the adjustment, if any, and the appropriateness of the charge. If, after discussing the bill with the originating department, a student or parent still wishes to dispute the charge, a formal appeal must be made in writing and sent to the Financial Service Center. Your appeal will be forwarded to the appropriate campus official for consideration, and further action on your account will be suspended for 30 days pending resolution of your appeal.

Please be aware that late payment fees and finance charges will be assessed on disputed charges unless a written appeal is on file. In addition, be aware that any portion of the bill not in dispute must be settled promptly by the due date indicated on the bill.

If there are any questions about this information, please Contact Us.