



STUDENT ACCOUNTS HANDBOOK

Revised 7/2023

This handbook is designed to help you understand the policies and procedures of the Student Accounts Office at Mount Mercy University. Please read the handbook carefully and bookmark it for future reference. This online handbook will include the most current information and will be updated regularly.

Please note that email is our official means of communication with students, and your Mount Mercy email address will be the official email address used by the Mount Mercy Student Accounts Office.

Billing/Payment Information: Fall Semester

- Aug 4: Fall bills will be available online through myMountMercy.
- September 11: Full payment due for fall semester *OR*
- September 11: First payment due for all students choosing the monthly payment plan option (payments are due September 11, October 10, November 10, and December 11).
- Enrollment in a monthly payment plan is available in CashNet through myMountMercy. Instructions are available on the [Student Accounts webpage](#).
- International Students can pay their bills online via FlyWire - mtmercy.flywire.com. Payment is due September 11.

Billing/Payment Information: Winter Term

Winter term tuition for three credit hours is included in the full-time tuition rate for students who are enrolled full time in *both* fall and spring semesters. Students must be enrolled and billed as a full time Mount Mercy student in both semesters. (This does not apply to students in Accelerated or Graduate programs). Students enrolled in a winter term course that are not full time in both the fall and spring will be billed at the part time tuition rate. Students taking more than three credit hours will be responsible for the cost of the additional credit hours. Students who are full time in both fall and spring and are taking a winter term course(s) at no additional charge, are still responsible for any course related fees, such as lab fees. There will be no refund of tuition or room and board for winter term if a full-time student chooses not to enroll in winter term. Charges for winter term are assessed in late December; payment is due January 12.

Billing/Payment Information: Spring Semester

- December 20: Spring bills will be available online through myMountMercy.
- February 12: Full payment due for spring semester *OR*
- February 12: First payment due for all students choosing the monthly payment plan option (payments are due February 12, March 11, April 10, and May 10).
- Enrollment in a monthly payment plan is available in CashNet through myMountMercy. Instructions are available on the [Student Accounts webpage](#).
- International Students can pay their bills online via FlyWire - mtmercy.flywire.com. Payment is due February 12.

Billing/Payment Information: Summer Terms

- Late May: Summer bills will be available online through myMountMercy.
- June 14: Summer payment due. Mount Mercy does not offer a payment plan for the summer term.

Incidental charges, for example parking tickets, residence life charges, and late fees, are payable in full by the due date indicated on the monthly statement (i.e. they are not eligible for the Mercy Payment Plan).

FINANCIAL RESPONSIBILITY AGREEMENT (FRA)

All students are required to electronically sign (e-sign) a Financial Responsibility Agreement (FRA).

The Financial Responsibility Agreement is a disclosure agreement between you and Mount Mercy University that states that you agree to pay all charges that result from your registration and services you receive from the University. You will be asked to acknowledge that you understand that you are responsible for paying all charges associated with your attendance and where applicable, residence costs at the University. The agreement also explains how your financial aid is used to pay your bill; the consequences of not paying your bill in a timely fashion; how the University will notify you about any outstanding balance you owe the University; social security number or taxpayer identification number requirement for 1098T forms; and electronic distribution of 1089T forms.

You will only need to sign the agreement once as long as you maintain continuous enrollment with the University, and/or change your program.

TUITION, FOOD, HOUSING, AND OTHER FEES 2023-2024

Please refer to Tuition and Fees in the Academic and Student Resources section of the University Catalog for tuition, food, housing, and other fee information - <http://catalog.mtmercy.edu/collegeexpenses/>.

Nursing Lab Fees

The Department of Nursing has fees associated with the Nursing Program. These fees will be billed to the student's Mount Mercy Student Account. Questions concerning these charges should be directed to the Nursing Department at nursingdept@mtmercy.edu.

Residence Hall Damages

Residence Hall damages may be assessed to the student's account anytime throughout the semester. If you have questions regarding residence hall damages, please contact the Residence Life Office at residence_life@mtmercy.edu.

Parking Tickets

Parking tickets may be paid or appealed at <https://www.permitsales.net/MountMercyU/violations>. Students may also pay their parking tickets by bringing their payment (check or cash) to the Mount Mercy Business Office, along with the actual parking ticket. Appeals must be started within five (5) days of receiving the ticket. Parking tickets not paid in a timely manner will be applied to a student's Mount Mercy Student Account and may prevent them from receiving official transcripts or registering for future classes. If you have questions about this process, please contact Campus Safety at 319-363-8213.

How to View Student Account Information Online:

Students may view their statements on their myMountMercy page. Once a student is logged in, statements can be found on the “Finances” tab. Under Finances, students can view the following:

1. **“Financial Aid & Net Partner”** – Log in and view Mount Mercy's NetPartner website, where you can view your financial aid information.
2. **“CashNet”** – Through CashNet, students can view their account balances, make a payment, see account activity, view recent payments, enroll in eRefund, set up a Parent Pin, view bills, and enroll in a payment plan.
3. **“Flywire”** – International students can make payments through Flywire. Flywire is a safe and convenient way to make international education payments. Flywire is a great way to avoid unexpected late fees, pay in your home currency, and track your payments.
4. **“Balance & Statements”** - Students can review a summary of their account for a selected time period. The easiest way to look at detailed information is in “Detail by Charges/Credits.” Charges/Credits detail what has been charged to a student’s account and what has been credited to the account.

How to View Student Account Information Online as a Parent:

For parents to view statements, they must first obtain access to CASHNet from their student. The link to CASHNet is <https://commerce.cashnet.com/mtmercypay>. Parents have the following options when logged into CASHNet:

1. **“Overview”**–See the current balance, make a payment, and/or view activity detail.
2. **“Payment Plans”**- enroll in a payment plan, and/or view payment plan.
3. **“Make a Payment”**- make a payment on the account.
4. **“Transactions”**–see account transactions.
5. **“Statements”**–view monthly statements.
6. Also, under Profile (click on your name on the left), parents can set up SMS Alerts which allows Mount Mercy University to send text message notifications to authorized telephone numbers.

Payment Options:

Mount Mercy offers three payment plan options to help make a Mount Mercy education affordable.

1. **Payment in Full:** Students are able to pay their bill in full each semester by the due date with no additional finance charges or payment plan fees. These payments are due on September 11 for the fall semester and February 10 for the spring semester.
2. **Monthly Payment Plan** (fall and spring semester only): For families who determine monthly payment plans will be more affordable, monthly payments can be made by dividing the amount due into four equal installments. Due dates are September 11, October 10, November 10, December 11 for fall; and February 12, March 11, April 10, and May 10 for spring. There is a \$50 fee per semester for enrollment in the payment plan. Payment plan enrollment is through CashNet. Instructions are available on the [Student Accounts webpage](#).
3. **Student Loan Options:** Student loan options to cover expenses can be explored by talking to the Financial Aid Office. Students who plan to borrow additional loan funds to

cover their balance should begin this process in the summer prior to the upcoming academic year.

- A. Alternative loans may take more than a month to finalize, so allowing plenty of time to complete this process is vital.
- B. If students have any questions on alternative loans, the Financial Aid Office is available to help them at finaid@mtmercy.edu or 319-368-6467.

Payment Options:

1. Online payments can be made through CASHNet, our online partner. You can access this payment system directly through myMountMercy. Payments can be made in the form of:
 - A. Direct withdrawal from a US bank account (ACH)
 - B. Debit or credit card payment (a 2.85% convenience fee is charged on domestic transactions and a 4.25% convenience fee is charged on international transactions)
2. Mail payments to Student Accounts, Mount Mercy University, 1330 Elmhurst Dr. NE, Cedar Rapids, IA 52402. To ensure that your student account is properly credited, please include your student's name and student ID number on the check.
3. Bring a check or cash to the Financial Aid Office located on First Floor, Warde Hall on the Mount Mercy University campus. (There is a secure drop box located outside the office for times when the office is closed.)

Financial Holds:

The Student Accounts Office may place a hold on a student account if the account is past due. A hold on a student account prevents the student from registering for future classes.

Financial Dismissal:

Students who have outstanding balances owed to the University may be issued a notice of financial dismissal and may be unable to register for future courses until the past due amount is paid in full and they successfully complete the re-admittance process.

FERPA

Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student educational records.

1. FERPA states that a student enrolled at a school beyond high school level must sign a release that notifies the school who may have access to the student's record.
2. Billing information is considered part of the student's educational record; therefore, this release must be signed for Mount Mercy University to discuss billing or payment questions with a parent via phone or e-mail.
3. The FERPA release may be obtained from the Financial Aid Office at finaid@mtmercy.edu.

Outside Sources of Funding

Outside sources are funds received by the student from a source other than Mount Mercy University. This does not include sources of funding awarded by Mount Mercy even if they were from another organization (e.g. Federal Pell Grants are funded by the Department of Education but awarded by Mount Mercy).

Outside Scholarships:

1. All outside scholarships must be reported to the Financial Aid Office.
2. Checks for outside scholarships should be sent directly to the Business Office at Mount Mercy. If the check is made payable to the student, or jointly to the student and Mount Mercy University, the student will need to endorse the check. The Business Office will notify the student if he/she needs to sign the check.
3. It is the responsibility of the student to ensure that each scholarship donor has all required paperwork completed and sends payment as soon as possible.
4. When calculating the payments for each semester, families should only take into account payments from scholarships that will be received prior to the start of the semester.
5. Scholarships that are received after the start of the semester may be used to adjust the payment plan established at that time or applied toward the following semester.

VA Benefits:

VA Benefits are offered through and administered by the Department of Veterans Affairs. The Registrar's Office at Mount Mercy is the official certifying office on campus.

1. Students who receive educational benefits from the Department of Veterans Affairs should be in contact with the Financial Aid Office early to determine how this will impact their package for the following year.
2. Contact should also be made as soon as possible with the Registrar's Office to ensure the office has all required paperwork to allow them to certify enrollment for the student.
3. Contact with the Student Accounts Office to discuss the best way to set up payments based on these benefits is essential prior to the beginning of the academic year. The Student Accounts Office can assist students in finding the best payment plan option based on the timing of these payments from the government.
4. Veterans Affairs handles payment differently based on the type of program for which a student is eligible. Many programs send payment directly to the student while other programs send tuition payments directly to Mount Mercy. Determining how benefits will be handled will be discussed when meeting with the Student Accounts Office.

Vocational Rehabilitation:

Vocational Rehabilitation (Voc Rehab) in a student's home state may offer monetary assistance to help pay for college.

1. It is the responsibility of the student to notify the Vocational Rehabilitation Office where he or she intends to go to school.
2. The Vocational Rehabilitation Office should then contact the Student Accounts Office with the authorization which allows the University to bill the amount the office is willing to pay toward a student's education.
3. When figuring the payments for each semester, families should only take into account payments from Voc Rehab that will be received prior to the start of the semester.
4. Voc Rehab payments that are received after the start of the semester may be used to adjust the payment plan established at that time or applied toward the following semester.

FINANCIAL AID: For questions regarding work study and other financial aid questions, please see the Financial Aid Handbook located at <http://catalog.mtmercy.edu/financialaid/>.

CREDIT ON ACCOUNT (Refunds of Excess Financial Aid/Overpayment of Account)

Title IV credits:

Title IV credits are defined as a credit created when the federal funds received exceed the allowable charges for a particular period. Allowable charges are tuition, mandatory fees, and University food and housing charges. For those students with a Title IV credit, refunds are issued within 14 days of creation with no action required by the student or family. These credits are not used for anything other than direct charges of tuition, activity fee, food, and housing, unless specified by the student.

For all other students:

If the student's financial aid or other payments exceed the charges on the account, he/she will have a credit on their student account and is eligible to receive a refund for the credit. When looking at your student account, a credit balance will have a "-" in front of the amount. The Student Accounts Office issues refunds weekly when the office is open. The refund process begins weekly on Monday, with ACH deposits and checks being issued on Wednesdays. Standard practice is to refund the credit to the student's bank account. Students must enroll in e-Refund through CashNet to authorize an ACH deposit. Exceptions to this must be addressed by a Student Accounts Representative.

WITHDRAWAL FROM MOUNT MERCY:

Students who decide to leave Mount Mercy after the semester or term has begun must officially withdraw through the Registrar's Office. Withdrawing from all courses in a given semester constitutes a withdrawal from Mount Mercy.

WITHDRAWAL FROM A COURSE:

During the add period of each semester or term, changes in registration will not result in a course change fee. In order to add a course, a student must submit to the Registrar's Office a completed Add/Drop Form, which requires the advisor's signature and the instructor's signature of the class being added. No course may be added after the date posted in the academic calendar as the last day to add a course. To drop a course during this period, the advisor's signature is required. Students can also add and drop courses online before the semester begins.

REFUND POLICY FOR WITHDRAWALS (Traditional, Semester Students):

A student's final bill will be determined on the last day to add classes for each semester. This is generally 7 days after the beginning of the semester and is referred to as the final bill date. Before the final bill date students may adjust their class schedules without incurring add/drop fees. Students who drop classes after the final bill date will not be eligible to receive a refund of any of the tuition charged for that class unless they withdraw from Mount Mercy.

*Students who withdraw from Mount Mercy after the final bill date **may** be eligible to receive a refund of a portion of the tuition charged for the semester. The tuition refund schedule follows the federal financial aid guidelines. Please contact the Student Accounts Office for more information regarding tuition refund amounts. If an exception to the policy is requested, a petition form must be filed with the Provost's Office within 30 days of the end of the term.*

1098T INFORMATION:

The Student Accounts Office will issue a 1098T to students enrolled at Mount Mercy during the calendar year. Students will either receive an email with instructions to access the 1098T electronically or the form will be sent to the student's permanent address in late January.

CONTACT INFORMATION

For questions, please contact the Student Accounts Office:

- Phone: 319-368-6467
- E-mail: studentaccounts@mtmercy.edu
- In Person: First Floor, Warde Hall 8:00 a.m. to 4:30 p.m. Monday–Thursday
8:00 a.m. to 4:00 p.m. Friday
Summer hours are 8:00 a.m. to 4:00 p.m. Monday–Thursday
8:00 a.m. to 12:00 p.m. Friday
- US Postal Service: Mount Mercy University, Student Accounts, 1330 Elmhurst Drive NE, Cedar Rapids, IA 52402

All of the above is subject to change per Department of Education and federal regulations. While Mount Mercy University believes that the information contained herein is accurate and factual, this publication has not been reviewed or approved by the U.S. Department of Education.

Mount Mercy University does not discriminate on the basis of sex, race, age, color, creed, national origin, religion, disability, sexual orientation, gender identity, or genetic information in its educational programs, activities, admission procedures, or employment practices. Students, prospective students, employees or applicants for employment having inquiries concerning Mount Mercy's compliance with the regulations implementing Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, section 504 of the Vocational Rehabilitation Act of 1973, the Americans With Disabilities Act of 1990, or other related federal and state laws and regulations directed to contact the Affirmative Action Officer, Mount Mercy University, 1330 Elmhurst Drive, Cedar Rapids, Iowa 52402.

This handbook is designed to help you understand the student accounts process during your time at Mount Mercy University. Please read the handbook carefully and monitor it regularly for updates.