



Business Office Frequently Asked Questions

FERPA

The Family Education Rights and Privacy Act (FERPA) is a federal law that protects the privacy of a student's education, financial and academic records. For the student's protection, FERPA limits the release of student record information without the student's explicit written consent.

How do I view my student's eBill?

Parents can view their student's eBill through the Parent Portal once access is confirmed. Click on "My Profile" then "Parent Portal", select "view eBill/Payment plan. Access to view the eBill is available 24/7.

Are payment plans available?

To enroll in a payment plan, access the semester eBill through the Parent Portal. Click on the "View/Create a Payment Plan" button. If you have multiple students a payment plan will need to be completed for each student.

Can I mail the payment or do I have to pay online?

You can mail payments to Springfield College, Business Office, 263 Alden Street, Springfield, MA 01109 or you have the option of making payments online by selecting the "make a payment" link located at the bottom of the current semester eBill . Payment methods include ACH check payment and credit card. Each credit card transaction is assessed a 2.75% convenience fee.

Why is my student being charged health insurance?

The Commonwealth of Massachusetts requires that health insurance be provided to all students attending Massachusetts Colleges and Universities, who are registered for 75% of full time curriculum. All students registered in at least 75% of full time curriculum, will automatically be enrolled in the Springfield College Health Insurance Plan. To accept or decline health insurance enrollment, students may go to <https://www.gallagherstudent.com/springfield> and complete the form. This will need to be completed each academic year.

How much does my student owe?

The Current Amount Now Due on the eBill is the balance due. The balance consists of semester charges less net financial aid. Unless you are participating in a monthly payment plan, this balance is due by the term due date. Work Study is not included in the amount to be deducted, as students are issued a payroll check for the hours worked.

Why did my student receive a late fee?

Your student will receive emails monthly if they have an outstanding balance. A late fee is assessed to any student that has an outstanding balance, after their financial aid and after accounting for any remaining payment plan payments. If there have been changes to the eBill after a payment plan has been created, you can revise the payment plan by returning to the eBill and clicking the revise payment plan button. Otherwise any additional charges to the eBill are payable when billed.

When will my student's Financial Aid be applied?

Financial aid will be applied after the add/drop period, provided your student has completed all the required documents and has accepted their aid. If they are applying for additional loans to cover the balance remaining after Financial Aid the College will receive the funds from the source (e.g., lender, state, scholarship agency, etc.) Students will need to complete the Master Promissory Note and Entrance Interview for those loans as well.

What if my student has an outside scholarship?

If your student has an outside scholarship, please submit a copy of the scholarship letter to the Business Office. Scholarship checks can be mailed directly to the Springfield College, Attn: Business Office, 263 Alden Street, Springfield, MA 01109. Please include student name and student ID number on the check.

If my student has a credit on their account, when will they receive the refund?

If a student has a credit balance on their account, a refund check will be issued within 14 days, unless the student authorizes the College, in writing, to hold the credit balance for a future semester. Students can have refunds electronically deposited into their checking or savings account, by enrolling in eRefund. There is a link to enroll in eRefund at the bottom of the eBill.

What is the athletic clothing fee?

The athletic clothing fee is a mandatory, one-time fee, for new students, as they are required to take PE courses to fulfill their degree. The fee consists of 2 shorts, 2 shirts, 1 sweat pant, and 1 sweat shirt. The student will receive them during New Student Orientation.

What is the New Student Orientation Fee?

New Student Orientation is a mandatory, one-time fee for new students. This fee covers the student orientation that takes place after move in.

What is the Undergrad Student Fee?

This fee is billed each semester to all full time students for student government, recreation fee, and community engagement fee and class dues.

My student has a hold on their account. What does it mean?

When a student registers for classes, he/she is responsible for the tuition charges and other College costs. A hold will be placed on accounts that are past due. A balance due hold will prevent a student from receiving transcripts, and participating in pre-registration or room draw. Holds will be removed once accounts are considered current.

How do I contact the Business Office if I have additional questions?

You can contact the Business Office by phone or email at (413)748-3183 or businessoffice@springfield.edu. Additional resources, information and an online Chat option can also be found at the Business Office webpage at <https://springfield.edu/business-office>.