

STUDENT ACCOUNT TIPS

1. **The student is responsible for all account balances.**
2. **The balance is due one week prior to the start of each semester.**
3. **The Business Office does not send paper bills. An account balance email is sent to student emails each month, for all unpaid balances.**
4. **All unpaid balances are subject to a 1.5% late payment fee each month, if not on a payment agreement with the Business Office.**
5. **Review your bills on your student space regularly! –charges and financial aid are subject to change at any time.** Account balances will be emailed each month, following the late fee assessment. Balances unpaid by end of semester are subject to collection procedures. The student is responsible for all collection fee assessments. Delinquent halts are put on unpaid balances. When you have a delinquent halt, you cannot register for new semesters, nor can you access transcripts, grades, or diplomas. **No information is released until there is a zero balance on your account.**
6. **Make sure you complete a FERPA consent form, if you want Rio to discuss your account with anyone besides yourself!!!!**
7. **For third party organizations paying for student;** an authorization for specified items (tuition and fees, books, housing, etc.) must be submitted to the Business Office before the semester begins.
8. **Refunds** are mailed to the permanent address on file with the University, on Fridays (fall-spring). If you live in a dorm and have a post box on campus, your refund check will be put in campus mail. **No pick-ups.**
9. **Make sure permanent addresses are updated with the Registrar's office whenever you move.** Refunds and 1098T tax forms are mailed to the permanent address on file.
10. **Drops and withdrawals**—you will be charged add/drop fees per course **starting the first day of the semester.**
11. Federal financial aid is **EARNED** by attending class and successful completion. If you attend and then stop, drop, or withdraw, your financial aid may be pro-rated and returned back to the government per federal return policies. This may leave you owing a large balance because charges do not reduce! In order for you to safely drop or withdraw from courses after you have attended, please see the Financial Aid and Business Offices for important dates.
12. **Advanced room deposits** are not refundable, but will be credited toward your account if you attend and live on campus.
13. **If you have questions or concerns about charges or financial aid on your account, please contact the Business office (740-245-7226) or Financial Aid (740-245-7218).**

Important policy information for Business Office (billing) can be found in the student handbook on page 21, in the catalog on pages 9-10, and on the website under Directory>Department> Business Office. Important dates are on the website under the links for Calendars, and Course Schedules.