

## Business Office Frequently Asked Questions

- **What are the hours of Operation for the Business Office?**
  - Each location has their own hours of operation:
    - NCAT (4004 N Webb Road) 8-6 M-Th, 8-5 Friday
    - Southside Center (3821 Harry Street) 8-6 M-F, 8-5 Friday
    - City Center (301 S Grove) Tues 9-1
    - Old Town Campus does not have a Business office
- **How can I contact the Business Office?**
  - You can email [businessoffice@wsutech.edu](mailto:businessoffice@wsutech.edu)
  - You may call 877-796-3840
- **How do I receive my invoice?**
  - Your current invoice is available through the 'Pay My Bill' tab on your my.wsutech.edu account.
    - Click on 'View or Pay My Bill'
  - We do not mail invoices; they are uploaded to your student account monthly.
- **When is tuition due?**
  - Tuition for each term is due two week prior to the start of term, even if your course does not begin until the second half of the term.
- **What type of payments do you accept?**
  - We accept cash, checks, and credit cards
- **Do you accept Credit cards?**
  - Yes, we accept Visa, MasterCard, and Discover, with no additional fees required
- **Can I pay online?**
  - Yes, you can pay online through the 'Pay My Bill' tab of my.wsutech.edu
    - Click on 'View or Pay My Bill'
- **Can someone else (parent or another relative) pay for my classes?**
  - Yes, they can
    - ONLINE: Click on 'View or Pay My Bill' under the 'Pay My Bill' section. You will be directed to our banking website where you can authorize another party to access your bill. Please make sure you have their email address ready.
    - IN PERSON: Due to federal privacy laws designed to protect the student (FERPA), we cannot disclose that information to anyone other than the student. The student can come with the person to the Business Office or complete a release of information to grant access to information. The FERPA release is located on the student tab of my.wsutech.edu under Registration Tools.
- **Does WSU Tech have a payment plan?**
  - Yes, we have a payment plan designed to spread the payments out over the term. You must come in person, prior to the start of the term to set it up. We do not do payment plans online.
  - The payment plan is based on the amount of time of the course and requires non-refundable \$30 fee to set up.
- **I have a third party paying my bill, what do I need to do?**
  - You must complete a FERPA release online in order for them to receive an invoice.

- An authorization needs to be submitted by the third party, indicating they will be paying your bill. We need to know the amount of fees they will pay in order to invoice them. You are responsible for paying your account if they do not pay in a timely manner.
- **I have tuition reimbursement from my employer – do you accept that?**
  - Most employers do not pay us directly. You are responsible for paying your tuition and submitting to your employer for reimbursement. We highly suggest you set up a payment plan in these situations.