



WSU Tech Business Office – Frequently Asked Questions

General Information

- **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
 - WSU South (3821 E. Harry) **8-5 M-F (closed 12-1)**
 - City Center (301 S Grove) 8-5 M-F (closed 12-1)
 - Old Town Campus does not have a Business office
- **What are the Business Office Locations?**
 - NCAT 4004 N Webb Road, Wichita, KS 67226
 - WSU South 3821 E. Harry, Wichita, KS 67218
 - City Center 301 S Grove, Wichita, KS 67211
- **How can I contact the Business Office?**
 - You can email the Business Office: businessoffice@wsutech.edu.
 - You may call [316-677-9511](tel:316-677-9511)
- **How do I get a copy of my current bill?**
 - Your current bill is available through the student tab on your myWSUTECH account
- **How does the Business Office notify me regarding my account?**
 - Email is the primary mode of contact. You are responsible for checking your wsutech email for notifications
- **What is the 1098T?**
 - A 1098T is a tax form that is available to students and may assist in determining if you are eligible to claim a credit on your tax return. WSU Tech uses a third party vendor for processing of the forms.
 - Visit the [1098T FAQ form](#) for additional information.

Tuition Payment and Fees

- **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.
 - Each Business Office location will post the due date prior to the start 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, **Discover**, and MasterCard, with no additional fees required
- **Can check payments be mailed in?**
 - Yes, they should be mailed to our NCAT Location: 4004 N Webb Road, Wichita, KS 67226



- Please make sure to include your student ID and Driver's License number on the check.
- **Are payment accepted over the phone?**
 - Yes, you can call [316-677-9511](tel:316-677-9511) to make a payment over the phone
- **Can I pay online?**
 - Yes, you can pay online through the student tab of myWSUTech
- **The check I wrote was returned by the bank. Will you redeposit it?**
 - No. Once a check is returned, a \$30 returned check fee is assessed and a hold is placed on your account. You must pay for the returned check and fee with cash or credit card
- **Can someone else (parent or another relative) pay for my classes?**
 - Yes, they can, but the student must inform them of the amount due. 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 in person with them, or [access a release of information form through their student tab on mywsutech](#)
- **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 [left in the term](#) and requires a \$30 fee to set up.

Student Refunds and Third Party Payments

- **I'm expecting financial aid, but it doesn't show on my bill, why?**
 - There are several reasons your aid may not show on the bill:
 - You have not completed all of the FA requirements
 - You have not accepted your FA award
 - The FA authorization process has not been completed
 - If you need to verify that your FA is in place, you may reach out to them by email: finaidoffice@wsutech.edu
 - [Phone: 877-796-3840](tel:877-796-3840)
- **When are financial aid refunds available?**
 - Refunds are processed when your account has a credit balance. We have 14 days to process the credit refund.
 - E-refund is the fastest way to get your refund. You can sign up for this through your myWSUTech student account. Once the refund has processed, the funds will deposited in your bank account in 3-4 business days.
 - Check refunds are processed once a week and mailed out on Fridays.
- **I was expecting a larger refund, what happened?**
 - There could be several reasons:
 - All of your aid has not disbursed – this can happen at different times during the term
 - Your Third Party sponsor has not paid, or has not paid in full. Additional funds are refunded as payments are received.



- Your aid may have been adjusted due to credit hours
- **I have a third party paying my bill, what do I need to do?**
 - 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?**
 - If you will be receiving tuition reimbursement from your employer, you are required to set up an 'Employer Reimbursement Payment Plan'. **This payment plan requires a \$30 fee and is** set up with a due date 45 days after the final course is completed, which allows time for you to submit any required documentation to the employer.

Financial Holds and Collections

- **I have a hold on my account, who do I contact for further information?**
 - You would contact the Business Office for information regarding holds. You may call us at [316-677-9511](tel:316-677-9511), or email businessoffice@wsutech.edu
- **Can I enroll for classes if I have a hold on my account?**
 - No. All accounts must be paid in full prior to enrollment.
- **I just paid my bill, when will my hold be lifted so I can enroll?**
 - When paying in person, or by phone, please ask to have the hold removed at the time of payment.
 - Web payments will be released at close of business the next day, or you may contact us to request it be removed sooner.
- **I have financial aid coming next semester. Can I use that to have my hold lifted in order to enroll?**
 - In certain circumstances, you may be able to use a portion of your FA to cover your past due balance. You will need to speak with a financial aid representative to find out your options.
- **Can I enroll in a re-payment plan so I can enroll?**
 - No payment plans are set up for prior terms. The balance must be paid in full in order to enroll for new classes.
- **I've been sent to a collection agency. Who do I contact about this?**
 - You may contact our collection person [316-677-1941](tel:316-677-1941), or the collection agency directly.
- **I've been sent to a collection agency – can I pay at the Business Office?**
 - Yes, you can make payments at the Business Office. If you are trying to pay in full so you can enroll in classes, or obtain a transcript, it is recommended that you pay at the Business Office.
- **I paid the collection agency in full, how can I have the hold lifted to enroll?**
 - We will not remove the hold until payment is received from the collection agency. These payments are received on a monthly basis.
 - It is highly recommended that you pay at the Business Office if you want your hold removed right away.