Greetings from the Bursar's Office and WELCOME to the Santa Clara Family!
At Santa Clara, the Bursar's Office is responsible for student billing and collecting payments. We are writing to share some important information as you prepare to enroll at Santa Clara this fall. Save this letter so you have easy access to key deadlines and directions for paying your fall tuition bill.

Billing & Payment – Regardless of when you enroll in classes this summer, fall tuition bills **will be available online for all students on August 1, with payment due August 21.** All financial aid that has been offered and accepted will be reflected on the bill to reduce the balance owed. ***Please note:*** In order to give anyone who will be responsible for paying the bill access to the payment portal, you will need to complete the FERPA (Family Education Rights & Privacy Act) Release and set up your Authorized Payers. These steps can be completed in your Workday portal. Instructions to complete the FERPA Release and Authorized Payer can be found on the reverse side of this letter and online at scu.edu/bursar/.

Payment Methods – We offer online payments with a U.S. checking or savings account and wire transfers for international payments. Those wishing to enroll in a three month payment plan can do so through the online payment portal starting on August 1st. There is a $40 non-refundable fee to enroll in the payment plan each quarter. For more information on payment options please visit our website at scu.edu/bursar/paymentoptions. Santa Clara does not accept cash, debit, or credit cards for payment on student account charges.

Tuition Refund Policies – Please review the University's tuition refund policies to avoid being penalized for dropping below full-time status or completely withdrawing after the deadline. You will receive a 100% tuition refund, less applicable fees, for dropping below full-time or withdrawing from the term during week one of each term. Withdrawals after week one can be costly. Please review our financial policies located on our website: scu.edu/bursar/refund and in Chapter Nine of the Undergraduate Bulletin (scu.edu/bulletin/undergraduate).

Tuition Insurance Refund Plan – For over 35 years, Santa Clara has partnered with A.W.G. Dewar, Inc. to provide protection from loss of funds paid towards tuition, should you need to withdraw from the University for diagnosed medical or mental health reasons. Please see the enclosed letter that provides the pertinent details!

FERPA, Family Education Rights and Privacy Act – It is the law! Regardless of the student's age or who pays the bill, there are laws that prohibit us from disclosing a student's enrollment and financial information without their authorization. Santa Clara provides an online FERPA Release for you to complete, which allows specific information to be provided to whomever you authorize. Instructions are provided on the back of this letter. We love talking to your parents, but we need your authorization to do so!

Mandatory Health Insurance
Each year, students are automatically enrolled in and charged for the university-sponsored Student Health Insurance Plan (SHIP), but can waive enrollment if they can provide proof of other qualified coverage. The cost of the university sponsored SHIP is not covered in your tuition; the charge will show up as a separate item on your student account. To waive enrollment, a new waiver must be submitted by the waiver deadline each academic year. The health insurance **waiver will be available 4-5 business days after you have enrolled in 6 units or more.** You can complete the waiver on your MySCU portal: scu.edu/login by clicking on the *Gallagher Student Health* tile. The **deadline to submit a waiver is September 26** or the charge will remain, and you will be responsible for paying the premium. Please refer to the Student Health website, scu.edu/bewell/insurance/, for more information.

*Turn over for helpful **HOW TO** info* ➡

STUDENTS – As a Santa Clara student, it is your responsibility to be aware of important deadlines and to inform your parents or others who are assisting with financing your education, of the same. Payment deadline reminders, refunds, and enrollment policy information are communicated through your SCU email account, so make sure to check it regularly. Failure to review key information is not an excuse for missing deadlines.

HOW TO set up an Authorized Payer:
- From your MySCU Portal: scu.edu/login, click the *Workday @ SCU* tile
- In Workday, click the *Finances* icon, then *Make a Payment.* You will be redirected to an external site called *Transact* where you can set up an Authorized Payer or make a payment.
- In *Transact*: Select *My Account* from the left-hand navigation
- Then click *Send a Payer Invitation*.
- Enter all required information for your Authorized Payer. Click *Send Invitation*.
- Once complete, an email will be sent to the Authorized Payer with their username and temporary password.

Authorized Payers – Parents/Guardians/Family Members After you receive the login information email from onestop@scu.edu, please log in and immediately change your password within 24 hours to avoid being locked out.

HOW TO complete the FERPA Release:
- From your MySCU Portal: scu.edu/login, please click the *Workday @ SCU* tile.
- Navigate to your student *Profile*, choose *Personal*, then click the *Additional Data* tab, then *Edit* to add names of the authorized parents/guardians/third parties
- Choose what information you want released (scroll to the far right of your screen to view all options).
- Click *Done*.
- To add another person to the FERPA Release, simply click the *Edit* button and start again.
- Make sure your parents/guardians/third parties know the *security word* you created, as they will need to provide it before SCU personnel will provide any information regarding your account.

HOW TO review and pay your bill: *(The fall billing statement will be available August 1; **Payment due August 21**)*
- Students login to *Workday@SCU* and click *Make A Payment*; Authorized Payers login to the *Authorized Payer portal*: https://commerce.cashnet.com/scupay.
- The information in the *Authorized Payer portal Activity Details* section is real-time and will reflect all aid that has been accepted.
- **PDF billing statements** can be accessed in the *Authorized Payer portal* by clicking *Statements*. A PDF statement is great for forwarding to a third party, such as a college savings plan, for payment and verification of enrollment.
- To **remit an online payment**, login to your *Authorized Payer portal*, click *Make a Payment* and follow the instructions. You may save your banking information for future payments.
- To **set up a monthly payment plan**, login to your *Authorized Payer portal*, select *Payment Plans* from the menu. Please note you must enroll and remit your first payment by the payment deadline. The monthly payment plan divides your outstanding balance over three remaining payments. Re-enrollment is required **each** quarter.

One Stop Office:
To provide optimal customer service, Santa Clara uses a One Stop model to assist you and your parents with inquiries related to enrollment, financial aid, and student billing items. This allows our customers to have one central communication system to receive quick assistance with various student-related questions. All three student services offices (Registrar, Financial Aid, Bursar) are co-located so we can provide the best service possible. The One Stop Office will be your first point of contact. Please note their contact information below.

Other helpful student financial information is located on the Bursar Office website at scu.edu/bursar.

Welcome to Santa Clara University! We are here to assist in any way we can,
Your Bursar Office Team

*Bursar Office / OneStop Office * 408-551-1000 * email: onestop@scu.edu*