

## GOUCHER COLLEGE — STUDENT BILLING OFFICE

### Frequently Asked Questions — Fall 2009

#### When is my bill due?

Your bill is due on or before **August 4, 2009**. If it is received after this date, a **\$150 late fee will be assessed**.

#### How can I pay my bill?

We accept cash and checks as payments. Please include your student's Goucher ID number on all checks. We also accept payments by wire. For payment instructions, visit [www.goucher.edu/billing](http://www.goucher.edu/billing) and select Payment Options.

#### Can I pay my bill with my credit card?

Goucher does not accept credit card payments for tuition account payments. However, TuitionPay (Sallie Mae) provides a credit card processing service for Goucher College. Please note that TuitionPay will charge you a fee based on the amount charged. For more information contact TuitionPay: [www.TuitionPayEnroll.com](http://www.TuitionPayEnroll.com).

#### Where do I send an overnight payment?

Overnight payments should be mailed to Goucher College, Student Administrative Services, 1021 Dulaney Valley Road, Baltimore, MD 21204. The P.O. Box address will not accept overnight packages.

#### What is my student's account number?

At the top portion of the statement on the right, you will find your Goucher student ID number. This number will remain the same every year.

#### How can I set up a monthly payment plan?

You may contact TuitionPay services at [www.tuitionpay.salliemae.com/goucher](http://www.tuitionpay.salliemae.com/goucher) or call TuitionPay's special number for Goucher parents, **1-800-635-0120**, Monday-Friday 8 a.m. to 9 p.m. (EST)

#### What meal plan would you advise my student to sign up for?

This would depend on your student's eating habits. In general, we suggest the 190-meal plan for first-year students. Your student may change the meal plan through September 14, 2009. Students should monitor their meal-plan usage, as meal blocks and dining dollars expire at the end of the semester.

#### What is the \$175 Student Activities Fee?

This annual mandatory fee covers the cost of activities provided by the Student Government Association and the student clubs on campus.

#### Do I have to pay the \$316 Health and Counseling Fee if we have our own health insurance?

Yes, this is an annual mandatory charge for all full-time students. This fee enables the college to provide a health and counseling center on campus for all students who seek medical treatment and/or counseling.

#### Is health insurance required?

Yes, all full-time students must be insured. You can purchase Goucher health insurance through our broker, Hulse/QM. The health insurance information will be sent to you by Hulse/QM in July. (If you do not receive this information by the end of July, please call Hulse/QM at 1-800-434-3695.) Each student must either select or waive the insurance. If you do not respond, your student's account will be charged automatically. Athletes and dancers must also provide health insurance information to the Athletic and Dance departments.

#### What are the OneCard and Gopher Bucks?

The OneCard is the electronic gateway to the campus. It serves as an identification card, an electronic key for access to campus buildings, a debit card for on- and off-campus spending, and a Goucher library card. Money can be added to this account at any time as Gopher Bucks, which can be used to purchase many items and services, both on and off campus. For details, go to [www.goucher.edu/onecard](http://www.goucher.edu/onecard) or call 410-337-6299.

#### What happens if I cannot pay my bill by August 4, 2009?

Your student will not be able to attend classes or have access to a residence hall or other college facilities unless the bill has been satisfied. Please contact the Billing Office **prior to August 4** if you need to discuss payment.

#### What does a (\$ –) negative balance on my statement represent?

A negative balance on your statement indicates a credit balance on the student account. This credit may be transferred from your student account to your student OneCard. (TuitionPay payment plan credits are excluded from being transferred to the OneCard until the TuitionPay contract is paid in full).

#### What is a tuition overload charge?

Students taking more than 18 credits during a semester are charged \$1,110 for each additional credit. Fall tuition charges will be finalized after the end of the add/drop period (9/14/09).

**IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE CALL US  
AT 410-337-6022 OR E-MAIL OUR OFFICE ([billing@goucher.edu](mailto:billing@goucher.edu)).**