



# STUDENT ACCOUNTS

**Business Office**

# THINGS TO KNOW:

- Location & Contact Information
  - **Services**
- Difference between Self-Service and Touchnet
  - **Understanding your account**
  - Payments & Payment Plans
    - **Refunds**

# Location & Contact Information

- Business Office is located in Theresa Hall- Room 123

Contact us at:  
Business@ndm.edu  
410-532-5440



Hours of operation are:  
Monday – Friday 8:30 – 4:30

# Services

## Tuition & Fees

- Understanding Charges on your bill - available on your Self-Service 24/7. Emails sent monthly
- Tuition is due 1 month before the start of the term
- Pay via Self-Service or
- Monthly payment plan

## Other

- Refund Information (check versus Echeck)
- Book Vouchers
- Financial Health
- Withdrawing
- Tax Information (1098T)
- AR Planning as related to account balances

# Self-Service versus Touchnet

## Self-Service – University System

- View University Activity
  - Registration w/course detail
  - Financial Aid w/detail information & request
  - Tuition, fees and fines in detail
  - Course Search & Grades
- View other University Information such as:
  - Missing document notices
  - Health Insurance Deadlines
  - Forms
  - And More.....

## Touchnet (3<sup>rd</sup> Party Servicer)

- View Student activity
  - Summary of Charges
  - Summary of Financial Aid
  - Make Payments
  - Enroll in a Payment Plan



What's  
the  
DIFFERENCE

# Account Balance

- What is my Payment and when is it due?
  - Payment is the balance on your account – Tuition & Fees are due 30 days before the start of the term
- What is my Payment if I have Financial Aid?
  - Balance due = Charges less Financial Aid – Your portion is due 30 days before the start of the term
    - **Exp. Charges = \$10,000, Financial Aid = \$5,000 Balance is \$5,000**
- What if I cannot pay my balance in full?
  - The University offers tuition payment plans or Financial Aid can assist with alternative loans
- What if I do not pay my balance?
  - All students will be placed on hold and unable to register for the next term
  - Late fees are assessed at a rate of 1.5% monthly on all unpaid balances
- Where do I see my balance?
  - Self-Service or Touchnet
- Where do I pay my balance?
  - Touchnet (accessed via Self-Service)



# Self-Service - Self.ndm.edu

- All students with an active ID are eligible to log into Self-Service at self.ndm.edu.
- All account information is visible, Registration with detailed course information, housing, Financial Aid, any fines such as parking plus payment information
- To make payments you will be directed to Touchnet (3<sup>rd</sup> Party Servicer) not the same as Self-service.
- Note – Please Ensure **ALL** Financial Aid documents are complete



# SELF-SERVICE

Account Overview – You can view all terms and all account activity.

You can make a payment from this screen by clicking “Make a Payment”.

There are also Helpful Links on the right hand side of your screen

Account Overview			Helpful Links
Amount Overdue	\$0.00		<a href="#">Tuition &amp; Fees</a>
<hr/>			<a href="#">Payment Options</a>
Total Amount Due	\$0.00	<a href="#">Make a Payment (Admin)</a>	<a href="#">Financial Aid Resources</a>
<hr/>			<a href="#">Room &amp; Board Information</a>
Total Account Balance	\$0.00	<a href="#">Account Activity (Admin)</a>	<a href="#">Veteran Services</a>
<a href="#">Spring 2022</a>	\$0.00		<a href="#">FORMS</a>
<a href="#">Fall 2021</a>	\$0.00		<a href="#">Register for or Drop classes</a>
<a href="#">Spring 2021</a>	\$0.00		
<a href="#">Fall 2020</a>	\$0.00		

When you click on a term, you will be able to view charges, aid, payments and balance due.

For detail information you may click on the circle or use the drop down arrows on the right hand side.

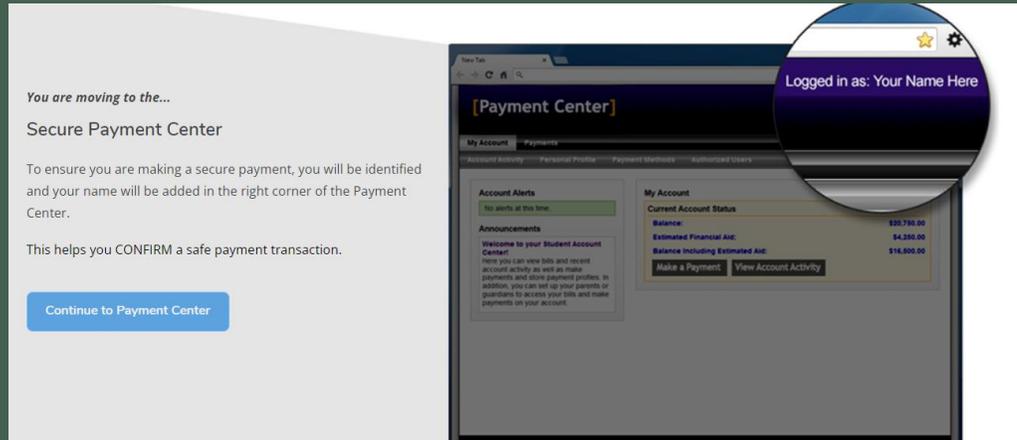
To view your statement click “View Statement” on the right

The screenshot displays a user interface for a student account. At the top, there is a navigation bar with a 'Home' button and a 'Term' dropdown menu set to 'Spring 2022 - Balance: \$0.00'. A 'View Statement' link is located in the top right corner. Below the navigation bar, a summary section shows four circular icons representing 'Charges' (\$20,187.50), 'Payments' (\$3,380.50), 'Financial Aid' (\$16,807.00), and 'Balance' (\$0.00). A blue 'Expand All' button is positioned below this summary. The main content area consists of a table with four rows, each corresponding to one of the categories in the summary. Each row has a dropdown arrow on the right side.

Category	Amount	Action
Charges	\$20,187.50	▼
Payments	\$3,380.50	▼
Financial Aid	\$16,807.00	▼
Balance	\$0.00	

# Make a Payment – start from the Overview screen

## Click “Make a Payment



After clicking “Make a Payment you will be directed to Touchnet, our 3<sup>rd</sup> Party Servicer

From this page you can see your activity, make a payment or enroll in a payment plan

<b>Student Account</b>	<b>ID: xxx9846</b>
<b>Balance</b>	<b>\$33,669.00</b>
<b>Estimated Financial Aid</b>	<b>\$1,723.00</b>
<b>Balance including estimated aid</b>	<b>\$31,946.00</b>
<a href="#">View Activity</a> <a href="#">Enroll in Payment Plan</a> <a href="#">Make Payment</a>	

# Make a Payment

The screenshot shows the 'Amount' step of a payment process. At the top, there are four icons representing the steps: Amount (selected), Method, Confirmation, and Receipt. Below the icons, there is a 'Payment Date' field with the value '6/9/23'. Underneath, there is a 'Pay By Term' section with the instruction 'Enter amount to include in the payment total.' There are two rows: 'Fall 2023 | \$27,825.00' and 'Summer 2023 | \$4,121.00', each with a dollar sign icon and a text input field containing '0.00'. At the bottom right, there is a 'Payment Total' field showing '\$0.00' and a blue 'Continue' button.

Select Date, add amount.

If you owe for more than one term you must select Term

Click Continue

## Select Payment Method

- Credit Card –
  - Amex, Visa, MC and Discover (2.95% fee)
- Electronic Check (free)
- Click Continue

## Account Payment

The screenshot shows the 'Account Payment' form. At the top, there is a yellow error message: 'The routing number is not valid. Please verify your routing number and try again.' Below the error message, there are four icons representing the steps: Amount, Method (selected), Confirmation, and Receipt. Underneath, there is an 'Amount' field with the value '\$107.00' and a 'Method\*' dropdown menu with the text 'Select Method'. At the bottom right, there are three buttons: 'Back', 'Cancel', and 'Continue'. A red asterisk indicates required information.

# Payment Plans

Select a Term

Then Select from the available plans

Fall & Spring – 3 plans available  
Summer – 1 plan available

## Payment Plan Enrollment



Select



Schedule



Agreement

Select a term

Select Term



Select

## Payment Plan Enrollment



Select



Schedule



Agreement

Select a term

Fall 2023



Select

Plan Name	Setup Fee	Required Down Payment	Installments	Action
Fall 2023 Payment Plan- 0% Down Payment	\$200.00	\$0.00	5	<a href="#">Details</a> <a href="#">Select</a>
Fall 2023 Payment Plan- 25% Down Payment	\$150.00	25.00%	5	<a href="#">Details</a> <a href="#">Select</a>
Fall 2023 Payment Plan- 50% Down Payment	\$100.00	50.00%	5	<a href="#">Details</a> <a href="#">Select</a>

# After Selecting a plan – installments and amounts will show **NO AID**

Fall 2023 Payment Plan- 0% Down Payment			
<b>Plan Description</b>			
Fall 2023 Payment Plan- 0% Down Payment			
Enrollment Dates 6/1/2023 - 9/30/23			
\$200 Enrollment Fee (due upon enrollment)			
Last Payment Due 11/15/2023			
<b>Eligible Charges and Credits</b>			
Description	Charges(\$)	Credits(\$)	
Fall 2023	27,825.00		
<b>Balance:</b>		<b>27,825.00</b>	
<b>Payment Schedule</b>			
The payment plan schedule provided below only includes charges and credits that are eligible for the payment plan. Any additional amounts owed as reflected below will need to be paid separately. You may make a payment toward the amount not included in the plan after enrolling in the plan.			
You owe an additional <b>\$4,121.00</b>			
Installments	Due Date	Amount(\$)	
Installment 1	7/15/23	5,565.00	
Installment 2	8/15/23	5,565.00	
Installment 3	9/15/23	5,565.00	
Installment 4	10/15/23	5,565.00	
Installment 5	11/15/23	5,565.00	
<b>Total of installments:</b>		<b>27,825.00</b>	
Current Charges	Due Date	Amount paid(\$)	Amount Due(\$)
Setup fee	Due now	0.00	200.00
<b>Total amount paid:</b>			<b>0.00</b>
<b>Total due now:</b>			<b>200.00</b>

No Financial Aid is shown on this screen.

The payment plan will divide the balance by 5 for Fall & Spring and 3 for Summer

If you believe your aid missing please contact the Financial Aid Office

# After Selecting a plan – installments and amounts will show **WITH AID**

**Summer 2023 Payment Plan**

**Plan Description**

Summer Payment Plan - 3 month Plan  
Enrollment Dates May 1st - June 1st  
\$75.00 Enrollment fee  
[Show More](#)

You have missed the first 1 of this payment plan due to late enrollment. You will be enrolled for the remaining 2 installments

**Eligible Charges and Credits**

Description	Charges(\$)	Credits(\$)
Summer 2023	5,844.00	
Summer 2023 (Estimated Aid)		1,723.00
<b>Balance:</b>		<b>4,121.00</b>

Optional down payment

[Update Schedule](#)

**Payment Schedule**

The payment plan schedule provided below only includes charges and credits that are eligible for the payment plan. Any additional amounts owed as reflected below will need to be paid separately. You may make a payment toward the amount not included in the plan after enrolling in the plan.

You owe an additional **\$27,825.00**

Installments	Due Date	Amount(\$)
Installment 1	7/5/23	2,060.50
Installment 2	8/4/23	2,060.50
<b>Total of installments:</b>		<b>4,121.00</b>

Current Charges	Due Date	Amount paid(\$)	Amount Due(\$)
Setup fee	Due now	0.00	75.00
<b>Total amount paid:</b>			<b>0.00</b>
<b>Total due now:</b>			<b>75.00</b>

[Back](#) [Cancel](#) [Continue](#)

Financial Aid is shown on this screen.

Your Balance Due will be  
Charges Less Estimated FA

The payment plan will divide the balance due by 5 for Fall & Spring and 3 for Summer

Note If there is a credit on your account (when aid exceed charges) this indicates you may be due a refund. Business Office will review and issue a refund 14 days after aid is disbursed

# Refunds – Issued 14 days after disbursement to exclude holidays

- Two Ways to receive a Refund
  - **Echeck** – Student must provide bank Information to the University (via Self-Service)
    - Funds will be deposited in to student's account with 24-48 hours after the refund has been issued
    - Account information needs to be entered 2 weeks prior to the refund date in order for the University to verify that it is a valid account
    - Student is responsible for updating all bank information
  - **Paper check** – Check will be issued and mailed to address on record
    - Student is responsible for updating address via the Registrar's Office
    - Once the check is issued a student must wait 4-6 weeks before the check can be reissued
    - If the student wishes to have the refund re-issued before the 4-6 weeks time frame they will need to pay a \$35.00 stop payment fee upfront. Due to federal regulations we cannot deduct the fees from the refund

# Authorized User – Family or any other individual you want to have access to your account.

Adding an authorized user in Touchnet is the same as a FERPA which allows others to look at your Touchnet account ONLY.

If you want NDMU staff to talk to others in reference to your account you will need to complete a FERPA form for the University.

## Authorized Users

Authorized Users

[Add Authorized User](#)

No authorized user has access to your account information.

## Authorized Users

Authorized Users

[Add Authorized User](#)

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

Would you like to allow this person to view your payment history and account activity?

Yes

No

[Cancel](#)

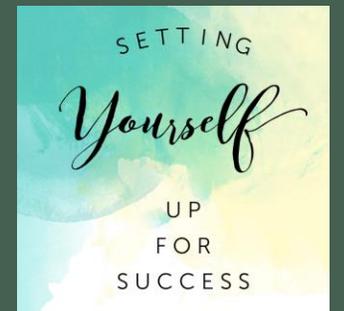
[Continue](#)

**An Authorized User will only have access to your Touchnet Account NOT Self-Service**

# Wrap Up!

- Check your Self-Service & NDMU email **FREQUENTLY!**
- Pay tuition on time or enroll in a payment plan
- Ensure **ALL** Financial Aid documents are complete
- FERPA Form - Release of Information – Students must fill out this form before staff is allowed to talk to anyone but the student

Call, email or visit the Business Office with questions and concerns, **don't wait!**



Questions?