Business Office Frequently Asked Questions (FAQs)

FAQ #1 - How do I Register?

Registration is as EASY as 1 * 2 * 3...

Step 1: *Freshmen* – Obtain schedule from Freshmen Advisor. ***All others students*** – Register on-line via MyPanther Log-in with advisor's approval.

Step 2: Complete FAFSA and all other Financial Aid Requirements.

Step 3: Business Office Clearance
To receive a financial clearance, you must see a Business Office Representative to verify that you have adequate Financial Aid or make satisfactory payment arrangements to cover your cost of attendance.

To avoid the $400 late registration penalty, every student should "Clear the Business Office" **each** Fall Semester, Spring Semester and Summer Session **before** the 1st day of class. You are not "officially enrolled" until you obtain financial clearance from the Business Office. Students not "officially enrolled" will be dropped from all of their classes during Enrollment Verification.

Step 4: GO TO CLASS!

FAQ #2 - How do I make a payment on my account?

Payments can be made:

- in person (cash, check, debit or credit) with a Business Office Representative,
- by debit or credit card by calling the Cashier's Office at (501) 370-5206 (Monday-Friday 8:30 am – 3:00 pm),
- or by mail - Philander Smith College, Attn.: Business Office, 900 Daisy Bates Drive, Little Rock, AR 72202
- online at www.philander.edu via the Business Office webpage

FAQ #3 - Can I set my account up on a Payment Plan?

Yes, payment plans are available if you will have an account balance after 100% of your financial aid has been applied. PSC policy states that all charges are due and payable on registration day. Students requesting deferred payments must sign a promissory note and establish a payment schedule.

Payments are due as follows:

40% Due Day of Registration
20% Due September 15th (Fall)/ February 15th (Spring)
20% Due October 15th (Fall)/March 15th (Spring)
20% Due November 15th (Fall)/ April 15th (Spring)

Each student's account must be paid in full each semester.

FAQ #4 - What is the Refund Policy?

If your financial aid exceeds the amount of tuition and fees billed, you will be refunded the difference. Note: For PLUS loan refunds, the Parent must specify whether the student or parent should receive the refund.

FAQ #5 – When will I receive my Refund?

In general, refunds will be processed after the Enrollment Verification process is complete AND aid is posted to your account. Refunds are generally processed each Friday for those students whose accounts are in refund status as of Monday of that week. Refunds will be issued as a paper check. Checks not picked up within 5 days will be mailed to the student's permanent address on file.

FAQ #6 - How will I be billed?

Student account statements are generated at the end of each month and should be viewed online via JICS/MyPanther Log-in. For instructions, user name, & password, contact CIS at (501) 370-5336.

Failure to receive a statement does not warrant exemption from the payment of tuition, fees, nor from penalties. It is the student's responsibility to keep their address and telephone number up-to-date.

FAQ #7 - Who do I call if I have questions!

Student Accounts - (501) 370-5202

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