

## New Student Guide

**\*\*We recommend accessing this guide digitally to utilize the embedded links for your convenience\*\***

### Data Privacy/FERPA

The Family Educational Rights and Privacy Act ([FERPA](#)) rule requires authorizations by students for the release of protected information and applies on the first day of the quarter when the student begins classes. There are two types of suggested FERPA authorization accesses that students may give to parents and/or supporters. We recommend setting up both. Refer to the [Academic Calendar](#) for quarterly start dates.

### Third Party Proxy Access

- ◆ Allows proxies the ability to **speak to SFS** about account balance, awards, documents & more.
- ◆ Students set up access via [mySeattleU](#) from the user icon in upper right corner select View/Add Proxy.
- ◆ When contacting our office, proxies must provide students' SU ID number to confirm their access.
- ◆ Proxy login page: <https://my.seattleu.edu/>
- ◆ Login issues should be directed to [Information Technology Services \(ITS\)](#).

### Authorized User Access

- ◆ Provides access to **view student account** billing statements, make payments, set up payment plans, see tax documents (1098-T), and get email notifications about billing statements.
- ◆ Student sets up access via [mySeattleU](#) in the [Student Account Center](#).
- ◆ Authorized User login name is the user email; password must be reset every 90 days; multi-factor authentication is required.
- ◆ Authorized User login page: [https://secure.touchnet.net/C21365\\_tsa/web/login.jsp](https://secure.touchnet.net/C21365_tsa/web/login.jsp)
- ◆ Login issues should be directed to [Student Financial Services](#), review this [TouchNet Authorized User Guide](#) which may help answer your questions.

### Financial Aid

The Financial Aid Portal via [mySeattleU](#) is where students and their designated proxies can find financial aid offers, required checklist items, and other important financial aid resources, documents and forms.

### Award Disclosures

- ◆ Review and familiarize yourself with the [Conditions of Award and Student Responsibilities](#) and the [Satisfactory Academic Progress \(SAP\) Policy](#) which contain very important information about understanding the requirements for receiving and maintaining financial aid eligibility.

### **Financial Aid Offer Letters**

- ◆ Make sure to open and review the financial aid offer letter. Any changes or updates made to financial aid will generate a new financial aid offer letter.
- ◆ Use the [Out-of-Pocket Cost Calculator](#) to help you determine your out-of-pocket costs.

### **Federal Loans**

- ◆ Decide to accept or decline loans. To accept as a first-time borrower, simply complete the checklist items for [Direct Loan Entrance Counseling](#) and [Master Promissory Note \(MPN\)](#). To decline or reduce the loans, navigate to the Financial Aid Portal through [mySeattleU](#), select the checklist item “Review Awards; decide to decline or reduce Federal Direct student loans”.
- ◆ Loan funds are disbursed into student accounts no sooner than 10 days before the start of each term as long as all required checklist items are complete.
- ◆ [Credit balance refunds](#) stemming from loan funds will begin to be processed on the first day of each term. Sign up for [Electronic Refunds](#) for the quickest, safest way to receive your refund.

### **Private Educational Loans**

- ◆ Private Educational Loans are processed for one academic year at a time and students must be enrolled before SFS can certify the loan.
- ◆ Loan applications should be received by SFS at least eight (8) weeks before the start of the term to allow enough time for processing, certifying and receiving loan funds before quarterly tuition due dates.
- ◆ SFS may require additional documentation to process additional loan funds if requested.
- ◆ Funds disbursed into the students account are first applied to tuition/fees, health insurance (if applicable), and other account charges before any credit balance is calculated and released to the student.
- ◆ [Credit balance refunds](#) stemming from loan funds will begin to be processed on the first day of each term. Sign up for Electronic Refunds for the quickest, safest way to receive your refund.
- ◆ Review our [Private Loan Lender List](#) for more information and to compare rates and fees.

### **Bills & Payments**

Quarterly tuition due dates are the same every year. Billing statements are generated monthly; email notifications are sent when the statement is available to view online and when new charges or payments are processed. Payments for charges generated after the initial quarterly tuition due dates are due within 14 calendar days.

### **Quarterly Tuition Due Dates**

Summer — June 20th

Fall — September 20th

Winter — December 20<sup>th</sup>

Spring — March 20th

### **Pay Online**

- ◆ Payments in the Student Account Center can be made using an Electronic Check (E-Check) without a fee or via Debit/Credit Card with a processing fee of 2.95% applied as a separate transaction.
- ◆ [Payment plans](#) are also available online. Refer to this [Payment Plan Reference Guide](#) for more information.

### **Pay In-Person**

- ◆ Payments are accepted at the Redhawk Service Center by Personal Check, Money Order, Cashier's Check, Traveler's Check, and Debit Card (no fee). No cash or credit cards are accepted here.
- ◆ The Redhawk Service Center is located at 1107 E Madison St in Vi Hilbert Hall on the second floor and service hours are Monday-Friday 9:30am-4:00pm.

### **Pay By Mail**

- ◆ Payments are accepted through the mail by Personal Check, 529 Check, Money Order, or Cashier's Check.
- ◆ Payments should always include the student's name and SU ID number to ensure it is processed to the correct student account.
- ◆ Payments can be mailed to:

Seattle University  
Attn: Student Financial Services (SFS)  
901 12th Ave, PO Box 222000  
Seattle, WA, 98122

### **GradGuard Tuition Insurance**

GradGuard can provide reimbursement for tuition, room, board, and other fees if you are forced to withdraw due to a covered illness or injury at any time during the covered term.

- ◆ Sign up through the Student Account Center before the 1st day of each quarter.
- ◆ Learn more: call GradGuard at 877-794-6603, visit the [GradGuard website](#), or watch this [video](#).
- ◆ This insurance is the only recourse for tuition refunds outside of the tuition refund periods for withdrawals due to unforeseen circumstances from an illness or injury.

### **Important Next Steps**

- ☐ Set up Proxy and Authorized User access for parents and/or supporters.
- ☐ Login to the Financial Aid Portal to review the financial aid offer and complete checklist requirements including deciding to accept or decline loans.
- ☐ Read through Conditions of Award and Satisfactory Academic Progress documents to understand the terms and student responsibilities for receiving and maintaining eligibility for financial aid.

- ☐ Familiarize yourself with the [Academic Calendar](#) and Important Dates to be knowledgeable about term start dates, tuition refund periods and registration periods.
- ☐ Decide how you will pay your out-of-pocket costs:
  - Contact 529 plan provider to request payment (at least 2 weeks before quarterly tuition due date)
  - Consider additional loans if needed— [Federal PLUS Loans](#) [Private Educational Loans](#)
  - Enroll in a payment plan on or before the quarterly tuition due date if unable to pay in full.
- ☐ Consider purchasing GradGuard Tuition Insurance to protect your educational investment.
- ☐ Save your electronic refund account for potential future direct deposits of [Credit Balance Refunds](#).
- ☐ Login and use [ScholarshipUniverse](#) to start getting matched with scholarship opportunities.