

# Helping Students Navigate Financial Services at WOU

Presented by:

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in collaboration with Student Success and Advising



# Overview

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Business Services or Financial Aid? Where to Send Students

Common Questions

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# Business Services Intro

Our office serves students in many ways. We collect payments for tuition and fees, process private donor scholarships, process refunds for students, produce the monthly billing statement, and we also provide the annual 1098T tax statement.

We are also the office to contact if there are questions about a student account. While we do not place all of the charges on student accounts, you can contact us first and if we cannot answer your question we will know who can.

We can also assist with financial budgeting for student accounts. Appointments with an account specialist can be made in the WOU Portal using the Wolf Connection System (WCS) icon.

# Financial Aid Intro

The financial aid office is here to assist students with providing Federal, State, and Institutional funds...we don't collect money or generally tell students how much they owe.

The financial aid office doesn't add holds onto student accounts, but we do prevent funds from disbursing which can seem like a financial hold.

The financial aid office DOES like to give money to students!

# Important Dates/Tasks

## Financial Aid:

- FAFSA Application (opens for the following academic year on October 1)
- Important Dates and Deadlines:  
<https://wou.edu/finaid/managing-my-aid/important-dates/>
- Scholarship Application opens Nov 1 and due March 1
- Census Date - 2nd Friday of every term

## Accounting & Business Services:

- Revolving Charge Contract - Before/During First Term
- Tuition Deadline - [wou.edu/business](https://wou.edu/business) - Due Dates and Payment Information link

# Commonly Asked Questions

A student has an Accounts Receivable hold, how do they get it resolved?

Can students set up a payment plan?

Common scenario: I have a financial hold so I can't register, but if I don't register I can't get financial aid to pay tuition. What do I do?

When is tuition due?

What's the best way to contact Business Services/Financial Aid office?

If a student has questions about options for paying for tuition/fees, who should they talk to?

# Final Questions?

Financial Aid Contact Info: [finaid@wou.edu](mailto:finaid@wou.edu), x8-8475

- [wou.edu/finaid](http://wou.edu/finaid)

Business Services Contact Info: [businessoffice@wou.edu](mailto:businessoffice@wou.edu), x8-8201

- [wou.edu/business](http://wou.edu/business)