

2024-25  
STUDENT  
ACCOUNT  
BILLING  
GUIDE

**WELCOME TO THE  
2024-25 ACADEMIC YEAR!**



**Grinnell College**

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# OFFICE OF STUDENT ACCOUNTS

The Office of Student Accounts is responsible for:

- Billing of tuition, housing, food, fees, and related charges.
- Collecting payments related to those charges.

The office provides information about:

- Student fees, health insurance billing
- Billing schedules
- Comprehensive fees
- Payment methods
- Tuition payment plans
- International bank transfers
- Pioneer One-Card deposits
- Refunds, and more.

This booklet provides important information regarding the student billing account.

**Keep this copy for future reference.**

Information regarding student billing is also available on our website at: **[grinnell.edu/student-accounts](http://grinnell.edu/student-accounts)**

## CONTACT US

 **Grinnell College**  
Office of Student Accounts

1227 Park St.  
Grinnell, IA 50112

Phone: 641-269-4100  
Email: [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu)  
Web: [grinnell.edu/student-accounts](http://grinnell.edu/student-accounts)

# BILLING AGREEMENT FORM

[www.grinnell.edu/billing-auth-form](http://www.grinnell.edu/billing-auth-form)

**First-year students must submit a billing agreement form.**

Federal law requires us to have a billing agreement form on file for each student. This form also authorizes us to give billing information to designated people over the phone and in person. **You must complete this form before we can release any information to anyone other than you.** It also provides directions on how to handle any possible Title IV financial aid credit balances.

**Action Required by July 29, 2024**

Complete the form at [www.grinnell.edu/billing-auth-form](http://www.grinnell.edu/billing-auth-form)

- You will need your Grinnell username (do not include @grinnell.edu) and password.
- You will need your student account/ID number.
- You may change the information on the form at any time by submitting a new form.

**Note:** This form **does not** authorize others to use the **online payment system** (see Authorized Users section).

# STUDENT BILLING: TUITION AND FEES

[www.grinnell.edu/billing](http://www.grinnell.edu/billing)

[www.grinnell.edu/fees](http://www.grinnell.edu/fees)

## Action Required by July 29, 2024, for the fall semester.

Your statement is for fees due for the first semester. You will be billed again in November for the second semester (see Important Billing Dates section).

### All students are notified through their Grinnell email account when the semester statement is first available online.

Authorized users *who were previously set up* will also receive an email announcement once the billing statement is first available online (see Student Online Billing; Setting Up Authorized Users section).

A paper copy of the first statement of the semester is mailed to the address provided by the student, unless it is an international address. **Paper statements are not mailed internationally.**

You must pay any balance due or be enrolled in a payment plan by **July 29, 2024**, except for balances directly related to **work study** (see Work Study section) or balances related to a current Monthly Tuition Payment Plan. See Monthly Tuition Payment Plan section for details on setting up a plan.

See **Important Billing Dates** section for Spring 2025 billing dates.

If you have any **unpaid balance** other than your work-study balance or the balance covered by a current Monthly Tuition Payment Plan when you arrive in August, you will not be allowed to:

- Register for classes or
- Complete arrival confirmation.

While your balance is unpaid, you will not be entitled to:

- food,
- housing,
- admission to classes, or
- issuance of transcripts.

We will consider your account delinquent if you do not pay your account in full or have a current Monthly Tuition Payment Plan in place by **July 29, 2024**. Seriously delinquent accounts will be charged a monthly finance charge of 1.5% per month.

# STUDENT ONLINE BILLING

## **grinnell.edu/online-payments**

*Students* can access printable online statements, make payments, add authorized users, and set up payment plans through Self Service Student Finance.

### **STUDENT ACCESS TO PRINTABLE STATEMENTS AND PAYMENT PORTAL:**

1. login to Self Service Student Finance **<https://colss-prod.ec.grinnell.edu/Student/Finance/AccountSummary>**,
2. click on “*Make a payment*” link to make payments, add Authorized Users and set up payment plans, **or**
3. click on the current term, click on “Expand All” to see all charges and credits, or click on “View Statement” to view printable PDF statement.

We encourage students to review their online statements on a regular basis. Students are responsible for making sure their balances are paid.

*Parents and others* can view account activity, account balances, set up a payment plan, and make online payments **after** their student adds them as an authorized user (see *Authorized Users* section)

### Setting Up Authorized Users

## **grinnell.edu/online-payments**

Parents and others can view account activity, account balances, set up a payment plan, and make online payments **after** their student sets them up as an authorized user. No one else can do this.

How to set up an Authorized User:

1. students must login to Self Service Student Finance **<https://colss-prod.ec.grinnell.edu/Student/Finance/AccountSummary>**,
2. click on the “*Make a payment*” link,
3. when the home screen appears, click on “*Authorized Users*” at the top right of the page and follow the instructions.

The authorized person will receive two separate emails with instructions on how to login to their Authorized User account. Authorized users will receive their own login link.

# MAKING PAYMENTS: ONLINE, IN PERSON, OR BY MAIL

**grinnell.edu/billing**

**grinnell.edu/online-payments**

**Warning: We charge a \$30 fee for any returned payments.**

## By Mail

Personal U.S. check, U.S. money order, U.S. cashier's check, 529 Plan check.

Make checks payable to the order of Grinnell College. Please allow extra time for delays when sending payment through mail.

Add **student name or ID#** in the memo.

Mail checks to: Grinnell College Office of Student Accounts, 1227 Park Street, Grinnell, IA 50112

## In Person

Cash, personal U.S. check, U.S. money order, U.S. cashier's check, or 529 Plan check.

Submit at the Office of Student Accounts, 1227 Park Street.

**Note: We do not accept credit card payments** at the Office of Student Accounts **or** over the phone. Use the online payment option for card payments.

## Online

**grinnell.edu/online-payments**

Students and their authorized users can make online U.S. bank payments 24 hours a day through their online billing account. Accepted online payment methods:

- *U.S. credit card payments through PayPath with 2.95% service fee to the total payment, or a minimum of \$3.*
- *International credit cards payments through Paypath with 4.25% service fee.*
- *International bank transfers via TransferMate*

## International Bank Payments

**<https://www.flywire.com/school/grinnell>**

Grinnell College partners with Flywire to offer an innovative way to make international tuition payments.

Developed especially for the international student, Flywire offers a simple, secure, and cost-effective method for transferring and processing payments in international currencies.

## TransferMate

Grinnell College also partners with TransferMate to provide a streamlined and secure payment method directly through your online student account (link to <https://colss-prod.ec.grinnell.edu/Student/Finance/AccountSummary>) which also reduces bank fees and improves your payment experience. Authorized Users will also find this payment method within their Authorized User portal.

## Monthly Tuition Payment Plan [grinnell.edu/payment-plan](https://grinnell.edu/payment-plan)

Grinnell College offers semester tuition payment plans administered by TouchNet.

Payment plans are a convenient, manageable payment solution that provides the option to pay tuition each semester in interest-free monthly installments, rather than as one lump sum.

*Enrollment in the Grinnell Real Time plan* can be set up after semester billing is complete and will close on the first day of classes (see Important Billing Dates). This is a payment plan that matches the student account balance in real-time.

- The **enrollment fee is \$45 per semester**. The deadline to enroll is the first day of classes for each semester.
- Each monthly installment is due on the 25th.

Payment plan installments:

- **Five installments for the fall semester:** June, July, August, September, and October
- **Six installments for the spring semester:** November, December, January, February, March, and April.
- **Any missed installments** will be due when enrolling in the payment plan, along with the enrollment fee.
- **Installments not received within 10 days of the due date will incur a \$20 late fee.**
- **Please note:** Any changes in the student account balance will automatically update your installment amounts:
  - If a charge is added or financial aid is reduced/removed to increase the balance, **the remaining installments will increase accordingly**. Note: changes in aid can take 2–3 days to show up on a student's bill. A computer-generated email is sent to notify of changes to installments.



- o If a student is making work-study payments to their account or any other payment outside of an online plan installment is received, **the next installment will decrease accordingly.** A computer-generated email is sent to notify of changes to next installment.

### International Students and Monthly Payment Plans

Unfortunately, payment plans do not currently accept international bank transfers as forms of payment. International students who wish to enroll in a payment plan should email our office at [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu).

We suggest that international students set up a U.S. bank account as soon as they arrive on campus and have money wired to their U.S. bank account to pay monthly installments online.

Visit [grinnell.edu/payment-plan](http://grinnell.edu/payment-plan) for more information about the Monthly Tuition Payment Plan option and instructions on how to enroll in a payment plan; or call TouchNet Payment Plans' support number for plan-specific questions: 833-269-3675.

### 529 Savings Plans

You are responsible for contacting your 529 Savings Plan or Pre-Paid Plan as soon as possible to arrange **check or wire transfer** payment to Grinnell College on your behalf.

## DAMAGE DEPOSIT

All new Grinnell students are required to pay a \$125 damage deposit that is included as a charge on the first billing statement. This deposit serves as a key deposit and damage deposit for the residence halls.

Prior to billing each fall semester, the \$125 level will be replenished if charges have been applied to the damage account.

Upon graduation or withdrawal from the College, the unused deposit will be credited to the student account.

## ACTIVITY FEE

The Activity Fee is charged to all students. This fee funds different types of activities, programs, and events for the benefit of the entire student body.

# STUDENT HEALTH INSURANCE FEE

[grinnell.edu/health-insurance](http://grinnell.edu/health-insurance)

<http://www.gallagherstudent.com/grinnell>

All full-time students must be covered by a U.S.-based, Affordable Care Act–Compliant health insurance policy that covers them in Iowa under in-network benefits.

## Action Required by August 14, 2024

Each fall semester, we automatically bill you for the student health insurance plan offered through Grinnell College. **Coverage for the Student Health Insurance Plan is from August 14, 2024, through August 13, 2025.**

- **If you are covered** by a U.S.-based, Affordable Care Act–Compliant health insurance policy that covers you in Iowa under in-network benefits, **you must fill out the waiver form** to remove the charge for the Grinnell Student Health Insurance Plan.
- **If you are not covered** by a U.S.-based, Affordable Care Act–Compliant health insurance policy that covers you in Iowa under in-network benefits, **you must fill out the enrollment form.**
  - **Fill out the enrollment form early** to set up your Student Health Insurance Plan account and receive your Student Health Insurance ID card when coverage begins. If you do not fill out the enrollment form and wait until you are enrolled by default, it can take up to two months before you will be able to access your ID card.

You must **enroll in or waive out of** Student Health Insurance by **August 14, 2024**. **Waivers will not be accepted after this deadline. NOTE: If your alternate insurance does not provide In-network benefits in Iowa, your request to waive will NOT be approved.**

- For plan information, forms, and instructions, visit and login to <http://www.gallagherstudent.com/grinnell>
- **If you have an international address**, you will need to use your Grinnell College address when completing either form: 1115 8th Ave., Grinnell, IA 50112.
- Students will log in to the system using their Grinnell email address and a self-selected password.

- **First-time users**, you will receive an email from Gallagher Student Health with a temporary password. You will be required to create a new password the first time you log in.
- **Returning users** can use the “Forgot password” option if you do not remember your password from last year.
- **Choose either** “ENROLL” or “WAIVE.”
- **Follow the instructions** to complete the form. If waiving the insurance, have your current health insurance ID card ready; you will need this information to complete the waiver form. You will be asked to review the information provided and click “submit” to complete the process. Immediately upon submitting your online form, you will receive a reference number. Please note and keep this information for your record.
- The health insurance fee will be credited back to the account when Grinnell College receives notice of a successful waiver submission.
- Students who enroll in the student health insurance will be emailed instructions on how to print ID cards and verification letters from their account at the Gallagher Student Health website when the policy begins. *Note: If you do not self-enroll, your insurance ID card and verification letter will be delayed.*

#### IMPORTANT:

- **Out-of-state Medicaid and international policies are not acceptable alternatives.**
- **Other policies that do not provide in-network benefits in the state of Iowa are not acceptable.**
- If your waiver is denied and you are unable to resolve the denial through Gallagher Student Health, you will be enrolled by default in the student health plan, and the premium charge will remain on your student bill.

#### **Questions about the Student Health Insurance Plan policy**

should be directed to:

- Gallagher Customer Service at 844-269-4995 or the Live Chat available on the website.
- Local student health insurance representatives with Ramsey-Weeks at 641-236-3141.
- Jim Mulholland, director of risk management, Grinnell College, at 641-269-4818.

## WORK STUDY

The work-study award is not listed as a credit on your billing statement because it is optional. If you have work-study as a part of your award package, you can leave the amount of your semester work-study award as a balance due on your billing statement and pay it off throughout the semester.

**You are responsible for making regular work-study payments throughout the semester.** We encourage you to set up payroll deduction with the Payroll Office (see the **Contacts for Questions** section at the end of this guide) to ensure you make regular payments toward your remaining work-study balance.

If regular payments are not made by the Pre-Registration date (see 2024–25 Important Billing Dates section) or you are not on track to pay the balance off by the end of the semester, you will not be able to pre-register for the next semester.

- Student employee pay dates can be found on the GrinnellShare Student Employment site.

## FEDERAL EMPLOYMENT FORMS

[grinnell.edu/student-accounts-forms](http://grinnell.edu/student-accounts-forms)

Please refer to your **New Student Days schedule to learn where and when** you may complete these forms.

If you have any questions regarding student employment or filling out employment forms, please contact **Mark Watts, student employment coordinator**, at [watts@grinnell.edu](mailto:watts@grinnell.edu), 641-269-4652.

## FINANCIAL AID

[grinnell.edu/online-financial-aid](https://grinnell.edu/online-financial-aid)

Check your billing statement to be sure your aid is reflected. If you think you are entitled to aid that is not reflected on the billing statement, make sure that all financial aid requirements have been completed.

To do so:

- Call the Financial Aid Office, 641-269-3250 or
- Login to the Online Financial Aid Office, [grinnell.edu/online-financial-aid](https://grinnell.edu/online-financial-aid), to accept awards and loans or provide missing documents.

Note: **Work-study awards are not reflected as a credit on the billing statement** (see Work-Study section).

## OUTSIDE SCHOLARSHIPS AND EMPLOYEE BENEFITS

Are you expecting to receive outside scholarships or private employee benefits that have no affiliation with Grinnell College?

Report them to the Office of Financial Aid, 641-269-3250, [FinAid@grinnell.edu](mailto:FinAid@grinnell.edu), to have them reflected on your statement.

You are responsible for submitting these funds to the College in a timely manner. **If we do not receive expected outside scholarships or employee benefits by mid-semester, you will not be able to pre-register for the next semester or request transcripts until those balances are paid.**

## DIRECT DEPOSIT FOR REFUNDS

**All students should provide bank information** for any possible refunds. Banking information can be added in the Student Self Service portal at <https://colss-prod.ec.grinnell.edu/Student>

- Verification of new bank information is completed by the Accounting Office after it is entered into the Student Self Service Portal.
- Direct deposit for campus jobs is handled through the Payroll Office and is not linked to bank information entered in the Student Self Service Portal.
- Bank information provided in self service is not connected to the Billing Payment Portal, TouchNet.

# OFF-CAMPUS STUDY BILLING

[grinnell.edu/ocs](http://grinnell.edu/ocs)

[grinnell.edu/fin-aid-ocs](http://grinnell.edu/fin-aid-ocs)

**If you are studying off-campus this semester, you will be charged Grinnell's tuition or the tuition of the program you attend, whichever is greater.**

**Note:** Programs differ in the types of charges they bill to Grinnell College. You are responsible for any additional expenses above those billed to the College.

Apart from the initial deposit, which the student pays directly to the program, Grinnell College pays all program invoices directly, and in turn, bills the student for the remaining balance after financial aid has been applied. The following is a list of off-campus study tuition, fees, and other charges billed by Grinnell:

- The tuition of the program you attend or Grinnell's tuition, whichever is greater. Please bear in mind that the comprehensive fee published by some programs may also include charges in addition to tuition, such as housing and food, transportation, etc. Grinnell considers only the portion of these fees representing tuition when determining the tuition charge to be billed by Grinnell College. Grinnell bills these fees separately (housing and food, transportation, etc.) and not as part of the tuition.
- Off-campus study administrative fee (\$350)
- Grinnell College student health insurance (which may be waived)
- Housing and Food charged by the program
- Transportation, such as airfare, if billed to Grinnell College by the program or paid in advance by Grinnell College
- The program fee can encompass multiple charges (i.e., housing/food and transportation or other expenses charged by program). It is not reduced to itemized expenses and does not include tuition charges.
- Miscellaneous fees if charged by the program (student activity fees, lab fees, local transportation, books, etc.)

The College will bill the student the estimated costs of the program in which the student is enrolled prior to the beginning of the semester. After Grinnell receives the invoice from the program, an adjustment will be made to the student billing to reflect actual charges. Please note that programs differ in the types of charges they bill to Grinnell College. Personal expenses above and beyond actual program costs that are not included by any program in the charges billed to the College are entirely the responsibility of the student. If you have questions about the Off-Campus Study charges on your billing statement, contact the Office of Student Accounts at 641-269-4100.

If you have questions about the Off-Campus Study Financial Aid on your billing statement, contact the Financial Aid Office at 641-269-3250.

If you have questions about your program, contact the Off-Campus Study Office at 641-269-4790.

## TUITION INSURANCE

**[grinnell.edu/tuition-insurance](https://www.grinnell.edu/tuition-insurance)**

Grinnell College now provides families with the opportunity to protect their college investment with insurance through GradGuard.

For more information, call GradGuard at 1-888-794-6603 or see the website listed above for details.

## DENTAL INSURANCE

**<https://www.grinnell.edu/student-dental-insurance>**

Grinnell College students are eligible to enroll in the PPO Plus Premier Dental plan. Visit the website listed or call 1-877-247-8817 for more information.

# CAMPUS CARD ACCOUNTS

[grinnell.edu/student-accounts-p-card](http://grinnell.edu/student-accounts-p-card)

[get.cbord.com/Grinnell](http://get.cbord.com/Grinnell)

You will use the College's ID card — **Pioneer One Card** or **P-Card** — to access the residence halls and the dining hall.

You can add a balance to your card using the Campus Cash option, which allows you make purchases on campus without carrying cash.

**Add funds to Campus Cash** online through [get.cbord.com/Grinnell](http://get.cbord.com/Grinnell)

## Spending Campus Cash

You can use your card balance at:

- the bookstore,
- Spencer Grill,
- Global Café,
- campus mailroom,
- campus copiers, and
- Marketplace Dining.

Upon graduation or withdrawal from Grinnell College, we will credit any balance remaining on your Pioneer One Card to your billing statement. **NOTE: Pioneer One Card account balances cannot be withdrawn as cash.**



## STUDENT PAYROLL

**[grinnell.edu/payroll](https://grinnell.edu/payroll)**

Direct questions about student payroll, payroll direct deposit, W-2 forms, Novatime, and timeclock to the Payroll Office, 641-269-3580 or [studentpayroll@grinnell.edu](mailto:studentpayroll@grinnell.edu).

## 1098T TAX FORMS

1098T tax forms for years **2017** through **2023** are available through ECSI **<https://heartland.ecsi.net>**. You will need your first and last name, Social Security number, and home zip code on file with Grinnell College to access your form. Click on **Find Your Tax Document, Register** to create a new profile. If you do not have the access to the Heartland Key, contact ECSI at 1-866-428-1098.

**Students with an international home address** should create a profile at the Heartland website to connect to their 1098-T account. If you need help, contact Heartland using the Live Chat feature on the website or by phone at 1-866-428-1098.

Future year 1098T forms will be available no later than January 31.

# IMPORTANT BILLING DATES

JUNE 21, 2024

Fall '24 Tuition Billed

JULY 29, 2024

1. Billing Agreement Form Due (first-year and transfer students)  
**grinnell.edu/billing-auth-form**
2. Payment Due for Fall '24  
**grinnell.edu/billing**

AUGUST 14, 2024

Student Health Insurance Waiver or Enrollment Due

**www.grinnell.edu/health-insurance**

Students who do not waive insurance by this date **will be enrolled** by default.

**Questions about the Student Health Insurance Plan** should be directed to:

- Gallagher Customer Service at 844-269-4995 or the Live Chat available at website.
- Jim Mulholland, director of risk management, Grinnell College at 641-269-4818.
- Local student health insurance representatives with Ramsey-Weeks at 641-236-3141.

NOVEMBER 4–8, 2024 (TENTATIVE)

Pre-Registration for Spring '25

To pre-register, all fall balances must be paid in full *unless related to work study or to a payment plan in good standing*. **All work-study balances must be on track to be paid in full by the end of the semester** according to number of pay periods in the semester.

NOVEMBER 22, 2024

Spring '25 Tuition Billed

DECEMBER 19, 2024

Payment Due for Spring '25

**www.grinnell.edu/billing**

APRIL 9–11, 2025 (TENTATIVE)

Pre-Registration for Fall '25

To preregister, all spring balances must be paid in full *unless related to work study or to a payment plan in good standing*. **All work-study balances must be on track to be paid in full by the end of the semester** according to number of pay periods in the semester.

## CONTACTS FOR QUESTIONS

**Student Employment and Student Employment Forms:** Contact Mark Watts, student employment coordinator, at 641 269-4652 or [watts@grinnell.edu](mailto:watts@grinnell.edu).

**Student Payroll:** Contact Heather McFadden at 641-269-4887 or [studentpayroll@grinnell.edu](mailto:studentpayroll@grinnell.edu).

**Meal Plans:** Contact the Dining Services office at 641-269-3661 or [mealplans@grinnell.edu](mailto:mealplans@grinnell.edu).

**Pioneer One Card:** Contact the Dining Services office at 641-269-3661 or [barberto@grinnell.edu](mailto:barberto@grinnell.edu). Add funds to the P-Card online at [get.cbord.com/grinnell](http://get.cbord.com/grinnell)

**Student Health Insurance Plan Information:** Visit [www.gallagherstudent.com/grinnell](http://www.gallagherstudent.com/grinnell) for a plan brochure or contact **Gallagher Customer Service** at 1-844-269-4995, **Jim Mulholland, director of risk management at Grinnell College**, at 641-269-4818, or a local **Student Health Insurance representative with Ramsey-Weeks** at 641-236-3141.

**Student Health Insurance Waive or Enroll:** Visit [www.gallagherstudent.com/grinnell](http://www.gallagherstudent.com/grinnell) or contact **Gallagher Customer Service** at 1-844-269-4995 or a local **Student Health Insurance representative with Ramsey Weeks** at 641-236-3141.

**Student Health Services Provided on Campus:** Contact Student Health and Wellness at 641-269-3230 or [www.grinnell.edu/about/offices-services/student-health](http://www.grinnell.edu/about/offices-services/student-health).

**Financial Aid:** Loans, grants, scholarships, employee benefits, and work study. Contact the Office of Financial Aid at 641-269-3250 or [finaid@grinnell.edu](mailto:finaid@grinnell.edu).

**Billing Statement:** Contact the Office of Student Accounts at 641-269-4100 or by email at [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu).

**Billing Agreement Form:** Contact the Office of Student Accounts at 641-269-4100 or by email at [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu).

**Online Billing:** Contact the Office of Student Accounts at 641-269-4100 or by email at [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu).

**Payments:** Contact the Office of Student Accounts at 641-269-4100 or by email at [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu).

**Office of Student Accounts**

1227 Park St.  
Grinnell, IA 50112

Phone: 641-269-4100  
Email: [studentaccounts@grinnell.edu](mailto:studentaccounts@grinnell.edu)  
Web: [grinnell.edu/student-accounts](http://grinnell.edu/student-accounts)



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