Frequently Asked Questions

Questions have been grouped by general topic in order to help you find your answer more quickly. If you don't see your question below or if you need additional information, please contact the Student Accounts Office at 828-669-8012 ext. 3799.

Can I view my account online?

Yes, by logging into Self-Service you can see your student account history, current charges and credits, as well as your anticipated financial aid. See “Viewing Your Bill Online” on the Student Accounts FAQs page.

My bill is wrong—how do I fix it?

If you have questions about any charges or non-financial aid credits on your bill, please contact the Student Accounts Office for an explanation or to request a correction if an error has been made. Questions about any grants, scholarships or loans (whether they appear on the bill or not) should be directed to the Financial Aid Office. If a problem is not resolved to your satisfaction, you have 60 days from the date of the billing statement to dispute the charges by notifying the Student Accounts Office of the dispute IN WRITING. If no notification is received, the charges will stand.

When is my payment due?

Payment is due prior to the start of classes for each term. Fall bills are typically due in mid-August, spring bills in early January, and summer bills in May. Your due date will be printed on your paper bill.

What is my bill for?

Your bill represents your charges and credits for one term (fall, spring, or summer) plus any remaining balance from prior terms. If your bill shows a balance due, it means that the college is seeking payment of that balance by the due date shown. If your bill shows a credit due back to you, then the bill is for informational purposes and no action is required of you.

How can I get a refund of a credit balance?
If your statement shows a credit balance (signified by a minus sign, e.g. "-$320"), you may request all or part of the amount as a refund. Students may receive a distribution of a credit balance from their account during the semester, though not prior to the conclusion of the first two weeks of the semester or the actual receipt of funds. To receive a check for the credit balance, all requests must be made by submitting a Credit Refund Request form to the Finance Office. Credit Refund Request forms are available in the Student Financial Services Office, or on the Forms page. Refund requests submitted by 4:00 Wednesday result in a check being issued the by following Wednesday.* Again, an anticipated credit will not qualify for a refund; you will have to wait until the aid actually is received in the Finance Office to have a refund check issued.

*Refund checks are subject to the schedule of the Finance Office weekly check run. If the weekly check run is postponed, student refund checks will also be delayed.

Can I use an anticipated credit at the Montreat College Bookstore?

Yes, you can use an anticipated or actual credit at the Montreat College Bookstore only. You can get your voucher at the register in the bookstore, and the amount you spend will be withdrawn from your student account within three business days.