Frequently Asked Questions

Questions have been grouped by general topic in order to help you more quickly find your answer. If you don’t see your question below or if you need additional information, please contact the SPAS Student Accounts Office at 828-669-8012 ext. 1019.

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 SPAS 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 SPAS Student Accounts Office IN WRITING of the dispute. If no notification is received, the charges will stand.

When is my payment due?

Payment for each course is due 2 weeks prior to the start of that course. If you are eligible for Federal or State Student Aid, your payment may be deferred if you have completed the financial aid process and are waiting for your aid to post to your account.

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"), a refund check may be requested by completing a funds request form and submitting it to the SPAS Student Accounts Office. This form is available on the ‘forms’ webpage.

Any refund check will be sent to the mailing address you have provided for us. BE SURE TO GIVE US YOUR NEW ADDRESS IF YOU MOVE. You can email your new address to registrar@montreat.edu. Students may receive a refund of a credit balance from their account once the charges for the semester are applied and the financial aid is actually received by our Finance Office.

Refund checks requested by noon Thursday are processed the following Wednesday for any qualifying students and are mailed out by that Thursday.