What We’ll Cover

- Enrollment Services & The HUB
- Online Resources
- Financial Aid
- Billing
- Refunding
- Health Insurance
- Sponsored Students
- Important Dates
- Q & A
Enrollment Services

- Student Accounts Office
  - Student billing, payments & refunding

- Student Financial Aid Office
  - Scholarships, grants & student loans

- University Registrar’s Office
  - Course scheduling & registration
  - Grades, transcripts & enrollment verifications
The HUB

- Customer service for Enrollment Services
- Student ID Cards & Plaid Cash
- Contact information:
  - Warner Hall, Lower Level
  - thehub@andrew.cmu.edu
  - 412.268.8186
- Hours of operation:
  - Monday, Wednesday, Friday (8:30 am – 4:30 pm)
  - Tuesday, Thursday (10:30 am – 4:30 pm)
  - Sunday, August 21 (9 am – 3 pm)
Visit

www.cmu.edu/hub
Website

Information for all of Enrollment Services
• College Liaison contact information
• Payment options, registration, transcripts, tuition & fees
• Academic Calendar

Links to online resources:
• Student Information Online (SIO)
• My Plaid Student (MPS)
• Schedule of Classes (SOC)

Forms
• www.cmu.edu/hub/forms.html
Website for New Grad Students

- Enrollment & finance information for new graduate students
- Includes ‘Next Steps’
- Links to other resources:
  - Graduate Education Office
  - Guide to Degrees & Programs
  - Graduate Student Orientation
  - Graduate Student Assembly (GSA)
  - Career & Professional Development
  - Division of Student Affairs
Student Information Online (SIO)

Visit www.cmu.edu/hub/sio
Student Information Online (SIO)

- **My Info**
  - Update contact information & change ID photo
  - Authorize family & friends to receive invoices

- **Campus Life**
  - View housing & dining elections
  - View all ID Card activity
  - Add Plaid Cash

- **Resources**
  - Your important contacts (Advisor, HUB Liaison, Student Affairs Contact)
  - Terms & definitions
Financial Aid

- Eligibility determined by financial circumstances
- Bridge the gap between total costs & ability to pay

Learn more:
- Visit [www.cmu.edu/hub/finaid/basics/graduate](http://www.cmu.edu/hub/finaid/basics/graduate)
Monthly Payment Plan

- Administered by Tuition Management Systems (TMS)
- Pay in convenient monthly installments
- Learn more:
  - Visit www.cmu.edu/hub/billing/payment/tms.html
Student Account Invoices

- Created on the last day of each month
- Payments due by the 15th of the following month
- Amount due can be found in the ‘Summary’ section
- Page 2 provides details for the amount due
- Page 3 provides detail for charges & credits due in the future
- Amounts not paid by the due date are subject to interest accrual
Monthly invoices can be viewed through SIO

- Go to SIO > Finances > Student Account Invoices

Email notifications sent to your Andrew account

- **NOTE:** All official communications are sent to your Andrew email account

Authorize another bill payer to:

- Receive invoices & billing messages emailed as PDF attachments
- Access your invoices & student account activity through My Plaid Student
Refunding

- If your account has a credit balance, you may be eligible for a refund
- Refunds are issued daily after the first day of class
- If you added a bank account on SIO to receive refunds, they will be directly deposited
- Otherwise, a refund check will be created & available for pick-up in The HUB
Health Insurance/Waivers

- Health insurance is required
- Already insured? Submit a waiver.
  - Learn more: [www.cmu.edu/health-services/student-insurance](http://www.cmu.edu/health-services/student-insurance)
- Sponsored student?
  - Most departments do not pay for health insurance
  - Enroll in a Monthly Payment Plan to cover insurance charges
Externally Sponsored Students

- Sponsors are outside parties

- **Important:** Students should ensure that fees/charges **NOT** supported are paid by the invoice due date
Important Dates

- **Monday, August 15**
  - Fall semester payment due

- **Monday, August 29**
  - First day of fall semester classes

- **Monday, September 5**
  - Labor Day – no classes

- **Monday, September 12**
  - Last day to add/drop with full tuition refund

Visit [www.cmu.edu/hub/calendar.html](http://www.cmu.edu/hub/calendar.html)
Contact Information

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Questions?