Questions and answers

Q: How and when will I receive my eBill from the university?
A: SUNY Fredonia does not send paper billing statements. Instead, you are notified by email when bills are posted and if you choose to, you can print out the official statement through your secure TouchNet eBill link. You should also give access to “authorized users” who may be paying bills on your behalf. If you have pre-selected courses for the upcoming semester, you will receive your first eBill approximately five weeks prior to the start of the semester. The eBill for students who late register for courses will be generated during the first week of the semester. Email notification will be sent to your SUNY Fredonia email address and to any email addresses you or your authorized users may have added to your TouchNet profile. The email will contain a link to access your secure account information. Read your Fredonia email regularly for official correspondence from university offices.

Q: What information is included on the eBill I receive from the university?
A: The eBill will include charges based upon your selected courses and requests for meals, housing and debit accounts made prior to the billing date. The eBill will also list any authorized (actual) financial aid which you may use to defer your payment. Your admissions and room deposits, as well as any other pre-payments you make ahead of time, will also be listed.

Q: When is payment due?
A: The due date will be on your eBill and generally falls on the 15th day of the following month. Remember, a $30 late payment fee will be assessed for payments not received by the due date. Payments can be made using MasterCard®, Visa® or your bank account information online by accessing your secure eBill/Payment site.

Q: Is it possible to make partial payments to the university?
A: In order to avoid a late administrative fee, you must pay the entire amount of your university charges that are not covered by authorized financial aid or deferments. If your financial aid is not in place by the due date or if you choose to make a partial payment, select one of the Fredonia Installment Payment Plan options. Any changes to your account will automatically adjust your remaining payments. For more information about payment options, please contact the Student Accounts Office at (716) 673-3236 or visit your website at http://www.fredonia.edu/admin/studentaccounts.

Q: What happens when my account is NOT paid in full by the anticipated period of enrollment?
A: Following SUNY policy, a HOLD is placed on a student’s records preventing course registration for a new term and withholding official transcripts (including diplomas) until all financial obligations have been paid. You can view your hold status via Your Connection. Holds are posted to students’ accounts prior to the start of course registration for the next semester and are removed once direct institutional charges are paid in full.

Financial aid timetable and checklist

January
- Complete and submit the Free Application for Federal Student Aid (FAFSA) at www.fafsa.gov using estimated prior year income information. Use SUNY Fredonia Federal school code 002844.
- Complete the Express TAP® application available online by NYSHESC and submit it to NYSHESC for processing. Use SUNY Fredonia TAP undergraduate school code 0919.
- Keep copies of all tax returns and aid applications.

February – August
- Access your Student Aid Report (SAR) online at www.fafsa.gov soon after you file your FAFSA.
- Update FAFSA using IRS Data Retrieval process once tax return is filed.
- Receive Financial Aid Award Letter listing estimated aid eligibility.
- If selected for Verification, respond immediately and return all requested documentation to the Financial Aid Office.
- Apply for private scholarships directly with appropriate organizations. Check the fastWEB scholarship search at www.fastWEB.com and/or scholarship link at www.hesc.com.

May
- Admissions deposit deadline for new admits.

June – August
- First-time Stafford Loan borrowers at SUNY Fredonia must complete an electronic Master Promissory Note available online at www.studentloans.gov.
- Receive Registration/Billing eBill from the Office of Student Accounts listing college charges and allowable deferments.
- If you will need to secure additional alternative financing options to pay for your college expenses (tuition, fees, room, food, books, etc.), begin the process now by applying for either a Federal Direct Parent Loan (PLUS) or a private Alternative Loan. You must start the application process by visiting our website. Be sure to apply for your anticipated period of enrollment.

For questions, please call...

Admissions questions:
- Admissions Office (716) 673-3251
- Toll Free: (800) 252-1212
- www.fredonia.edu/admissions
- Email: admissions@fredonia.edu

Billing questions:
- Office of Student Accounts (716) 673-3236
- www.fredonia.edu/admin/StudentAccounts

Disability Services:
- Office of Disability Support Services (716) 673-3270

Financial aid questions:
- Financial Aid Office (716) 673-3253
- www.fredonia.edu/financialaid
- Email: financialaid@fredonia.edu
- Fax: (716) 673-3785
- Daniel M. Trumuta, Associate Vice President for Enrollment Services
- Jeremy R. Corrente, Assistant Director of Financial Aid
- Megan A. Mackovka, Assistant Director of Financial Aid
- Sarah A. Cybart, Financial Aid Counselor
- Mark A. Zaffalon, Financial Aid Counselor
- Cheryl A. Sherman, Secretary 1
- Veronica Dyko, Clerk 2

Food Service Information:
- Faculty-Staff Student Association (716) 673-3417
- www.fredonia.edu/fsa

Fredonia Scholarships:
- Office of Student Affairs (716) 673-3271
- www.fredonia.edu/financialaid/scholarshiplandingpage.asp

Graduate questions:
- Graduate Studies Office (716) 673-3888
- www.fredonia.edu/graduatestudies

Housing questions:
- Residence Life Office (716) 673-3341
- www.fredonia.edu/reslife

Registration questions:
- Registrar’s Office (716) 673-3371
- www.fredonia.edu/registrar

Other important contacts:
- Department of Education Loan Servicing (800) 848-0979
- Department of Loan Consolidation (800) 557-7392
- Federal Student Aid Programs (800) 433-3243
- Financial Literacy Weblink www.mymoney.gov
- NELDS www.nelds.ed.gov
- NYSHESC (TAP) (888) 697-4372
- Academic Advising/Liberal Arts (716) 673-3188
- Veterans Affairs (716) 673-3423

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