On-Line Assessment using Bulldog Connection

How will I know when fees are due or my bill has to be paid?
In order to avoid a late fee, students should complete course selection and complete fee payment by the deadline included on the University Academic Calendar.

Students are required to view their account detail using Bulldog Connection, and determine if there is a balance due. It will be the student’s responsibility to complete the online assessment and Enrollment Validation each semester.

To begin the online assessment process, you will need to:

- Log in to Bulldog Connection and proceed to the account Detail by clicking the following:
  - ACCOUNT DETAIL FOR TERM
    - Select the Term
    - Click “Submit”

The online Account Detail via Bulldog Connection lists all semester charges (tuition and fees, housing assignments and meal plans) and all financial aid (grants, loans, scholarships) that has been awarded by the Office of Financial Aid for the semester. Fees are subject to change.

If there is a balance due after applying the financial aid award, you must pay the balance due by the fee payment deadline. The University accepts credit cards (American Express, MasterCard, and VISA only). You may make your payments via Bulldog Connection or by contacting the Cashier’s Office at 803-536-8885 or (803) 536-8224. You may mail payments to the Treasurer’s Office, P.O. Box 7425, S.C. State University, Orangeburg, SC 29117. We accept money orders, cashier or certified checks, and web payments (no personal checks accepted). You may also pay with cash, cashier or certified checks, credit cards, money orders at the Cashier’s Office located in Crawford-Zimmerman Complex, Suite 108, 300 College Street, NE, Orangeburg, SC 29117

To assist you with paying balances due of $300 or more, you may use the Tuition Pay Plan administered by SallieMae. Only eligible students who are in good academic standing and have not been delinquent or terminated by SallieMae may use the Tuition Payment Plan. To avoid cancellation of your class schedule, housing and meal plans, you must enroll in the Tuition Pay Plan (SallieMae 800-635-0120) and make the initial payment by the fee payment deadline. You may not include in the Tuition Payment Plan any charges for a previous semester, parking fines, books or parking decals. The Tuition Payment Plan is available only for the Fall and Spring semesters. The plan is not available for the Summer Sessions.

If you set-up your payment plan after the fee payment deadline, you MUST notify the Office of Accounts Receivable. When you complete your enrollment and made your initial payment to SallieMae, you will be given an account number. Call the Office of Accounts Receivable at (803) 533-3706, (803) 536-7435 or you may contact the office via e-mail accountsreceivable@scsu.edu. Additionally, if you desire to CANCEL OR CHANGE a contract, contact the Office of Accounts Receivable.
Your registration will not be complete until you complete the Enrollment Validation Process even if you have a zero balance. **Do not** complete the Enrollment Validation Process if you **do not** have a zero balance. If you complete the Enrollment Validation Process and you do not have a zero balance, the Office of the Treasurer will cancel your class schedule, housing assignment and meal plan. Once you have paid all balances due for the current semester, you may complete the Enrollment Validation.

**Q1. How much does tuition cost?**
Tuition represents only a portion for which you might have to pay. A student will be charged tuition and fees relative to the number of credit hours and residency, student insurance and a charge for room and board if residing in campus provided housing. Review the most recent schedule of fees or review your account detail for term in [Bulldog Connection](#).

**Q2. How do I satisfy fee payment?**
You may satisfy fee payment with any one of the options provided:

- **Option 1:** Full financial aid to pay Balance Due. [Financial Aid](#) includes grants, scholarships and loans.
- **Option 2:** Payment of Balance Due through [Tuition Pay Plan](#).
- **Option 3:** Payment of Balance Due through [Bulldog Connection](#) by Credit Card – American Express, MasterCard and VISA.
- **Option 4:** Payment of Balance Due with Cash, Cashier or Certified Checks or Money Order. *(No personal Check)*
- **Option 5:** A combination of [Financial Aid](#) and [Tuition Pay Plan](#), Credit Card or [Cash](#) to pay Balance Due.

**Q3. I plan to use financial aid but have not completed the process.**
To be considered for federal, state and institutional grants, a Free Application for Federal Student Aid (FAFSA) for the appropriate aid year must be on file by May 1 for the academic year or by November 1 for spring semester. If you have not completed your FAFSA, begin the process now by going to [FAFSA on the Web](#).

**Q4. How do I use my financial aid for fee payment?**
1. Read and accept the Terms and Conditions located in the Financial Aid awarded section of [Bulldog Connection](#) for detailed information about your awards and how to use them and to authorize your aid for fee payment.
2. **To use financial aid for fee payment, all financial aid recipients must annually**
   - read and accept the terms and conditions and
   - accept or decline any loans awarded to you;
   - complete the [Direct Loan Entrance Counseling](#) if you accepted a Direct Stafford Loan and
   - e-sign a [Master Promissory Note](#) for your Direct Stafford Loan.

*Failure to do this will result in the cancellation of your scheduled classes. Aid does not disburse automatically. You must authorize through Bulldog Connection.*
Q5. I have financial aid but it does not appear on my account detail. What happened to my aid?
If you have been awarded financial aid but none of it appears on the account detail, it is possible that you have not authorized your aid for fee payment. To complete the authorization, follow the steps located under the question “How do I use my financial aid for fee payment?”

Q6. Why is only a portion of my financial aid appearing on my account detail?
During registration, financial aid disbursements are based upon the enrollment status at the time of disbursements. Certain grants and scholarships require a specific enrollment status and will not become available for fee payment until the registered hours meet the criteria for the grant or scholarship. For example, a LIFE scholarship requires a full-time enrollment (12 credit hours or more) status and will not appear on the account detail until you have registered for at least 12 credit hours.

During registration, disbursements are updated daily. Any changes needed as a result of schedule changes will generally be updated within 24 hours of the course selection change.

Q7. Why is my financial aid showing up as memo or authorized aid?
During registration, financial aid for which you have authorized will appear on the account detail as authorized or memo. Authorized aid includes aid in which you have met all disbursement eligibility criteria; however, the disbursement date for a specific term is still in the future. For example, if you have registered for a specific term, have been awarded financial aid and met all criteria for funds aid will appear as authorized aid until the predetermined disbursement date at which time the authorized aid will be applied as a payment to your account.

If aid is listed as memo aid, generally you have not fully met the disbursement criteria. First check to ensure that a class schedule for the selected term exists, then review your financial aid “requirements” in Bulldog Connection to ensure that you do not have any outstanding requirements. Please note that external scholarships, grants or loans for which we have been notified of but have not received payment will appear as memo aid. Though memo aid maybe used during fee payment period, each student must complete and submit any financial aid requirements, maintain a class schedule and follow-up as needed with third party awarding agencies to ensure SC State receives payment for external scholarships used for fee payment purposes.

Q8. How do I know if I have enough financial aid for fee payment?
To determine if you have enough financial aid to cover your semester costs, compare your total aid (memo and authorized aid) for the semester to the total charges. If your total semester financial aid for the term is equal to or exceeds your total term charges, you have enough financial aid to satisfy fee payment. If your total semester financial aid for the term is less than your total term charges, you have a Balance due that must be satisfied by Tuition Pay Plan, credit card or cash.

Q9. How will I know if there is a balance due on my account?
If you have completed your course selection for the term, review your Account Detail by Term for an itemization of charges and applicable financial aid. Since this only represents a snapshot of your account detail, you are encouraged to review your account detail again if you make changes to your
schedule or anticipate additional charges such as room and board or anticipate a change in your financial aid.

Q10. How does the Tuition Payment Plan (TPP) program work?
Financial assistance that has been applied to the student’s account is subtracted from the total charges for the semester. SEE SALLIEMAE PAYMENT PLAN BUDGET CALCULATOR. You MUST notify the University once you have set up the payment plan. When you complete your online enrollment, you will be given an account number. Call the Office of Accounts Receivable at (803) 533-3706 or (803) 536-7435 or via email accountsreceivable@scsu.edu once you have enrolled and made your initial payment to SallieMae. The payment plan is not available for Summer School. Payments can be made by mail, phone or in person at the Cashier’s Office.

Q11. How do I apply for the Tuition Payment Plan?
Students and families may enroll or obtain additional information about the TuitionPay Plan administered by SallieMae at https://tuitionpay.salliemae.com/tuitionpay/tpphome.aspx?scs

Q12. What if I miss a TPP payment?
Notification of initial payments must be received by the Office of Accounts Receivable by 1:00 p.m. on the fee payment due date (see University Academic Calendar) to ensure processing and avoid class, housing and meal plan cancellation. By enrolling in the payment plan, the student accepts responsibility for making timely payments. A student who has a delinquent account, their enrollment, housing and meal plans for that semester may be cancelled. A student who has a delinquent account will not be able to pre-register for classes, request transcripts or receive a degree. If the student has already pre-registered for the next term, he/she may be dropped from these classes. A student who is delinquent with his/her payments may not be eligible to participate in the program for future semesters. Delinquent accounts are referred to an outside collection agency. The student will be responsible for any collection cost, attorney fees or court costs.

Q13. How do I make changes or cancel my TPP?
To cancel or change a contract, you will need to contact the Office of Accounts Receivable by phone at (803) 533-3706 or (803) 536-7435. You may also send emails to accountsreceivable@scsu.edu.

NOTE: SC State University reserves the right to change any incorrect contract amount to reflect the current fees due the University.

Q14. I have looked at the Account Detail, but I am not sure how to read it.
The account detail provides a snapshot of term charges, payments and any applicable balance due or credit balance. Charges are itemized and can include items such as tuition and fees, room and board (if residing on campus). Payments typically include any cash, check, money order or disbursed financial aid.
The “Net Term Balance” is the balance for the selected term. The “net balance for the selected term” is the balance due from any previous terms. The “future balance for other terms” is the amount due for the subsequent term. The “account balance” represents the total net term, net balance of other terms and future balance.

If a memo amount exists, you will need to calculate the current amount due. To calculate the amount due, take the account balance net of authorized financial aid and subtract the memo balance.

Q15. Why am I being charged for student insurance?
SC State offers student insurance to all students. However, if you have an existing policy and wish to waive the insurance, you must complete the waiver within the specified period each term. Generally, students must complete the waiver request by the end of the add/drop period each term. To waive the insurance go to www.studentinsurance.com.

Q16. I waived the student insurance, when will the charges be credited to my account?
For students who receive an approved waiver from Pearce and Pearce, Inc., the health insurance charges will be credited to the account at the end of the waiver and/or enrollment period which coincide with the add/drop period.

Q17. How will changes to my class schedule affect my account detail and financial aid?
Your account detail is a snapshot of your account activity. As you make changes to your class schedule your charges for tuition and fees will also change. Additionally, changes to your class schedule may also impact your financial aid. Be sure to read the terms and conditions for your financial aid awards. If you make changes to your class schedule review your account detail again to verify the change in semester costs. See Q4 for additional information regarding how this change will impact your financial aid.

Q18. How will changes to my room and board charges affect my account detail and financial aid?
Your account detail is a snapshot of your account activity. As you make changes to your room and board, your charges may also change. Only if you are a full scholar, will this change impact your financial aid. If you make changes to your room and board, review your account detail again to verify the change in semester costs.

Q19. How do I charge IDs, tickets, parking decals, graduation fees to my student account?
If you are a financial aid recipient, you must read and accept the terms and conditions and have a credit balance sufficient to cover the charges you wish to pay. Your request maybe submitted via email rjacks53@scsu.edu or accountsreceivable@scsu.edu to the Accounts Receivable Office.

Please note: Only emails sent from your official SC State email address will be deemed valid.
Q20. How do I activate my OneCard?
To activate OneCard, complete the Refund Allocation process. If you are a financial aid recipient, you must read and accept the financial aid terms and conditions and have a credit balance.

Q21. I am eligible to receive a tuition waiver, what should I do?
Tuition waivers to Senior Citizens, Veterans and Cross Enrollment are all approved and by the Registrar’s Office and processed by the Office of Financial Aid. If you anticipate a waiver from any of these sources but it does not appear on your account detail or on the “awarded” tab of the Financial Aid section of Bulldog Connection, contact the Registrars’ Office for additional information. Once the waiver has been awarded, Senior Citizens and Cross Enrollment recipients will need to visit the Office of the Treasurer while Veteran waiver students should follow all other registration processes to include term Enrollment Validation.

Q22. I am due a refund, is there anything I need to do to get it?
Student refunds will be automatically processed no later than 14 days from the day funds are credited to your student account. See the Student Refund Schedule for check and direct deposit issue dates. To avoid delays with crediting of funds, complete any outstanding financial aid requirements, enrollment validation and attend classes regularly beginning the first day of classes.

To expedite the refund process, you may want to consider direct deposit. Additional information to include the process of signing up is located in the Direct Deposit section in Bulldog Connection.

Refunds for students who do not sign up for direct deposit will be mailed to the student’s permanent address. Be sure to allow 14 days plus mail time when anticipating your refund.

Q23. How will I know when my refund has been processed?
Refunds are generally processed weekly and credit balances released within 14 days of actual disbursement date. The initial refund processing updates the account detail for the term with a “refund overpayment” entry. Funds are released on the Friday following the “refund overpayment” entry. Check with your financial institution regarding availability of funds.

Q24. What is enrollment validation?
Enrollment Validation is the last and final step in the registration process. Validation is a term used to verify that a student will be attending classes for which he/she has registered in given semester and that all financial obligations associated with the registration have been settled. Request schedule Enrollment Validation ONLY when your balance is $0. If you owe a balance, please do not use this feature. Your schedule will be validated when you make your payment.

An indicator is placed in a data field of the student’s record that prevents the cancellation of the class schedule when all conditions of Enrollment Validation have been met, i.e. the student has indicated that he/she is returning for the semester, wishes to keep his/her current schedule and all financial obligations have been met.
NOTE: Failure to complete the Enrollment Validation will result in your class schedule, housing and meal plan being dropped.

Q25. How do I validate my term enrollment?
Enrollment Validation is completed online via Bulldog Connection. To complete the Enrollment Validation, login to your account, second column (Enrollment Validation) scroll down the page

- SELECT THE TERM
- SUBMIT

Q26. What if I forget to complete my validation?
When the enrollment validation indicator is not updated, it is assumed that the student is not returning to SC State or does not want the same schedule. Therefore, absence of the indicator causes the schedule to be dropped on the stated deadline. If the student is returning to SC State after the schedule has been dropped, he/she must re-register for classes via Bulldog Connection. Classes the student originally wanted may not be available.

If your balance is $0 and before the fee payment deadline, you must complete the Enrollment Validation request.

PLEASE NOTE: Only request Enrollment Validation when your balance is $0. If you owe a balance, please do not use this feature.

If you validate and do not have a zero balance, your class schedule, housing and meal plan will be dropped.

Q27. I have a zero balance, am I required to complete the Enrollment Validation process?
Yes. Even if your balance is $0 because of scholarships or other forms of financial assistance, your registration is not complete until you request Enrollment Validation. Validation is the last and final step in the registration process. Before the fee payment deadline, you must complete the Enrollment Validation.

PLEASE NOTE: You should only request schedule validation when your balance is $0. If you owe a balance, please do not use this feature.

By validating your schedule, you are telling us that you are returning to SC State and wish to keep this schedule. This allows us to know how many students we will have which then tells us class sizes and how many faculties we need for each curriculum and how much classroom space will be needed. It also allows University advisors and other students to know which classes are available to new or transferring students.

Failure to complete Enrollment Validation will result in your class schedule, housing and meal plan being dropped. Without validation, we must assume you are not returning or do not wish to keep this same schedule. Therefore, we will drop the schedule to open the class space to other students.
Disclaimer: You are considered officially registered once you have selected your courses, paid your fees (full financial aid, scholarships, cash, check, etc., and/or made payment arrangements) and completed the Mandatory Enrollment Validation. If you decide not to attend, you must notify the Registrar’s Office at (803) 536-7185, preferably via email registrars@scsu.edu and/or the Treasurer’s Office at (803) 536-8550, preferably via email ebjamsion@scsu.edu immediately or you will be responsible for all charges associated with your registration.

Q28. My schedule dropped, what do I do to get it reinstated?
If your schedule dropped due to non-payment, financial arrangements must be satisfied prior to getting a schedule reinstated. If you believe the drop to be in error, contact the Office of Financial Aid if your aid covered all of your direct costs or the Office of the Treasurer who if deemed appropriate will refer you to the Registrar’s Office. All schedules must be re-entered, satisfied with fee payment and validated by the posted fee payment deadline each term.

Q29. How do I update my address?
Login to Bulldog Connection
   ✐ PERSONAL INFORMATION
   o Click on “Update Addresses and Phones”

Q30. Not sure who to contact

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Tuition and Fee Schedule

(DISCLAIMER: Fees and expenses listed are those in effect at the present time and are subject to change upon the action of the South Carolina State University Board of Trustees.)