Office of Student Financial Services
354 Richards Hall
617.373.2270
617.373.8222 (fax)
studentaccounts@northeastern.edu

Full payment of tuition, residence hall fees, and other related charges are due prior to the start of the term as specified on the original bill. A past-due balance may result in prevention of registration or grade release. Payments will be accepted for billed charges only. The university is not able to process payments for more than the balance due on the student’s account. For questions related to underload and overload charges, the billing process, late fees, payment methods, tuition payment plan, and refunds, contact us at the above phone and email address.

Payment of Tuition
Accepted methods of payment are:

- Electronic check and credit card payments can be made on the web via NUPAY on myNEU (http://myneu.neu.edu/cp/home/loginf). (MasterCard, Visa, American Express, and Discover accepted.) Check or money order, payable to Northeastern University.
- Through the monthly payment plan. Call 800.635.0120 or visit the Tuition Payment Plan website (https://tuitionpay.higherone.com).
- Additional payment options and payment details are available online (https://studentfinance.northeastern.edu/billing-payments/payment-methods).
- International payments using Flywire. Northeastern University has partnered with Flywire to streamline the international wire payment process to the university. This service provides students and their families a safe, cost-effective, and convenient method of making payments to Northeastern University in foreign currencies. Review how to initiate payment at the Student Financial Services website (https://studentfinance.northeastern.edu/billing-payments/payment-methods).

A past-due balance may result in late fees, prevention of registration, prevention of grade release, prevention of participation in international study programs, or withdrawal from the university.

Northeastern’s Monthly Payment Plan
All College of Professional Studies students have the option to enroll in Northeastern’s monthly payment plan, which is administered through TuitionPay. This plan allows students and families to spread their semester costs over four or three monthly payments, depending on when you enroll. For additional information, visit the Student Financial Services website (https://studentfinance.northeastern.edu/billing-payments/financing-options).

Tuition Reimbursement
Many companies, embassies, and agencies directly reimburse students for their educational expenses upon successful completion of courses. In these situations, the student is responsible for paying the bill in full at the beginning of the term or selecting another payment option. Tuition may not be left unpaid pending reimbursement by a third party. Check with your human resources department to see if you qualify. If your company requires an official transcript to process the tuition reimbursement, you may request your transcript through your myNEU account.

Tuition Remission/Third-Party Payer
When a third party pays tuition directly to the university, the student must provide the Office of Student Accounts with a purchase order, or a written statement of intent to pay by the third party, prior to the first week of classes. If there are stipulations associated with the payment agreement, such as a minimum grade level, then the student must either pay the university directly or enroll in one of the payment options. Documents pertaining to a third-party agreement can be emailed to thirdparty@northeastern.edu or mailed to the address below.

Student Account Operations
354 Richards Hall
360 Huntington Avenue
Boston, MA 02115
Fax: 617.373.8222

Discrepancies in Your Bill
Discrepancies in your bill should be addressed in writing via email (studentaccounts@northeastern.edu) to the Office of Student Financial Services. Include your name, Northeastern ID, permanent home billing address, Husky email address, dollar amount in question, date of invoice, and any other relevant information.

Responses will be sent to the student’s Husky email address. If there is a billing problem, pay the undisputed part of the bill to avoid responsibility for any late fees or financial holds.

Refund Policies
To be eligible for a refund, a student must drop his or her course(s) before the course drop deadline. There is no partial tuition refund or credit. Once the course drop date passes, the student is responsible for 100 percent of tuition and associated charges. Refer to the academic calendar (http://www.northeastern.edu/registrar/calendars.html) for course registration dates. Credit balances will be refunded to the student unless otherwise directed by the student or the bill payer. Note the following exception:

- Payment plans—credit balances created from overpayment to the monthly payment plan will be refunded to the bill payer on record unless a letter of authorization, stating that funds may be released directly to the student, is received from that borrower. Verify that you have an existing credit on your account before submitting your request. Anticipated credits are funds that have not been received by the university, and therefore cannot be refunded.

Bill Payment
• International payments—Credit balances created from an international payment must be returned to the originating bank by the payment method used.

Official Withdrawal Adjustments
Students who officially withdraw, either from a course or from the university, during an academic term will receive a tuition refund based on the policy specified in this catalog. Institutional funds awarded by Northeastern University will be adjusted based on the actual charges incurred during the term. Funds from federal Title IV programs will be returned to the government according to federal regulations. The federal government Return of Funds Policy dictates that a student’s eligibility for federal financial aid is determined by the number of days enrolled during the term. The refund will be calculated from the day the student submits a notification of withdrawal to the Office of the University Registrar.

Credit policies vary according to the duration of the course. Typical tuition adjustments are made according to the schedule described below.

Fifteen-Week and 7-Week Courses
The College of Professional Studies will permit students to drop a 15-week and 7-week course within 14 days from the start of the term in Eastern Standard Time and receive a 100 percent refund. After the 14th day of the term, any student seeking to withdraw from a 15-week or 7-week course will be ineligible for a refund. Should a student decide to withdraw from a course, he or she is expected to do so via his or her myNEU portal. For specific dates in each term, refer to the academic calendar (http://www.northeastern.edu/registrar/calendars.html).

Students who experience difficulty adding, dropping, or withdrawing from a course should promptly email registrar@northeastern.edu the Office of the University Registrar. If it is determined that there is an issue with myNEU access, he or she needs to contact the Service Desk at the following:

617.373.4357 (HELP)
help@northeastern.edu
Website (http://www.northeastern.edu/its/audience/students)

Students with holds (e.g., financial, judicial) may have restricted access to add, drop, or withdraw from a course. In such instances, students are responsible for resolving the hold immediately and to meet the established course registration deadlines.

Courses Meeting for One Week or Less
With the exception of Education Summer Institutes and one-day courses, the College of Professional Studies will permit students to drop a course meeting for one week or less through the first day of the course in Eastern Standard Time and receive a 100 percent refund. After the first day of the course, any student seeking to withdraw from an intensive course meeting for one week or less will be ineligible for a refund.

Students who experience difficulty adding, dropping, or withdrawing from a course should promptly email registrar@northeastern.edu the Office of the University Registrar. If it is determined that there is an issue with myNEU access, he or she needs to contact the Service Desk at the following:

617.373.4357 (HELP)
help@northeastern.edu
Information Technology Services (https://www.northeastern.edu/its)

Students with holds (e.g., financial, judicial) may have restricted access to add, drop, or withdraw from a course. In such instances, students are responsible for resolving the hold immediately and to meet the established course registration deadlines.

Note: Nonattendance does not constitute official course dropping or withdrawal. A student who registers for a course, completes the “I Am Here” process or begins attendance, and does not officially drop from the course before the deadline is responsible for paying 100 percent of the tuition charges and applicable fees. A student in this situation may earn an F grade that will be part of the student’s permanent academic record.

Like all grades for courses attempted and/or completed, a grade earned due to nonattendance impacts a student’s academic progression, an international student’s visa eligibility, and a federal financial aid recipient’s aid eligibility and award.