How Can I Tell If I Have a Credit Balance On My Account?

You can find this information on the Student Center page under the Finance section.

1. If your account shows any type of a balance due, then you know that you do not have a credit balance on your account at this time.

If you are expecting a credit balance from your financial aid, please check your Student Center, View Financial Aid link, to make sure you have accepted all your aid and also check your "TO DO LIST" for any items not yet completed that may be holding up your financial aid.

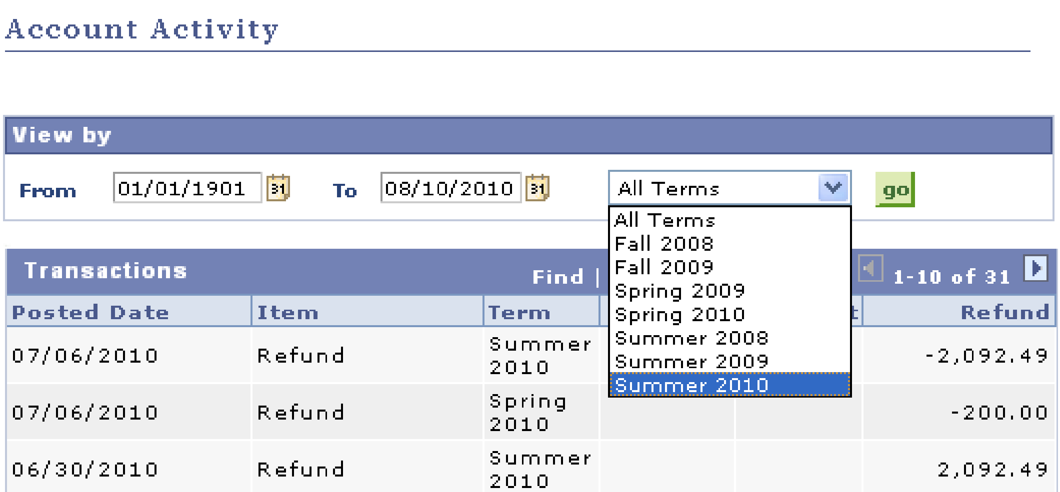
2. If your Finances section shows the following message: "**You have no outstanding charges at this time**", you either have a zero or credit balance on your account.

To help determine whether or not you currently have a credit balance, in this same FINANCES box, go to the box that shows "OTHER FINANCIAL" and click the arrow for the drop down menu. Select ACCOUNT ACTIVITY and click the double arrows to the right of the box.

3. This will bring up your account activity page. To determine whether or not you have a credit balance, you will need to do a few simple steps.

First, change the FROM date to “01/01/1901” to insure you are looking at all the information for the term you choose.

Next, in the box that shows “All Terms” click the arrow to the right for the drop down menu and select the term you want to review (example: Summer 2010) and click GO.



4. This will give you the activity for the term you entered. Make sure you click VIEW ALL if only a portion of the transactions are listed. This will then show all entries (1-13 of 13) or it may display the total entries on 2 pages (example:

would show as 1-100 of 165 which means it shows 100 of the 165 transactions on page 1 then the remaining 65 transactions on page 2).

Account Activity

View by

From 01/01/1901 To 08/10/2010 Summer 2010 go

Transactions Find | View All First 1-10 of 13

Posted Date	Item	Term	Charge	Payment	Refund
		Summer			

5. This will show the transactions for the term you entered.
   This example: Summer 2010

Account Activity

View by

From 01/01/1901 To 08/10/2010 Summer 2010 go

Transactions Find | View All First 1-3 of 3

Posted Date	Item	Term	Charge	Payment	Refund
05/14/2010	Faculty/Staff Discount 30%	Summer 2010		864.00	
04/28/2010	Payment eCheck	Summer 2010		2,880.00	
04/02/2010	Tuition Dispute Resolution	Summer 2010	2,880.00		

First 1-3 of 3 Last

6. You will need to do a little math and keep the following information in mind.

If you have a lot of transactions for the term, you may want to print out the page and cross of the items you are not to include before doing the math.

First, total up the amounts in each of the columns: CHARGE, PAYMENT, and REFUND.

However, do **NOT** include any item with the descriptions of:

- Transfer to Special Billing,
- 2 Payment Plan Installment
- 3 Payment Plan Installment
- Transferred to Payment Plan

Amounts in the Charge or Refund columns with a minus sign in front of them are charges that were reversed and should be subtracted not added when you are calculating the total charges.

Amounts in the Payment column with a minus sign in front of them are credits that were reversed and should be debited/deducted from the total credits.

From the example in #5, your totals would be:

- Charges = $2880.00
- Payments = $3744.00 ($864 + $2880)
- Refunds = $0

7. Now you will use these numbers to determine whether or not you may have a credit on your account.

Take the total CHARGES + total REFUNDS – total PAYMENTS = Your Account Balance.

Please keep in mind the following:

- Even though you may show a credit balance here, you may not have a credit balance on your account. This could be due to the fact that a prior term debit used up this credit, or a financial aid reversal is not reflected here yet.
- If you have any questions, please contact your Student Accounts Office and they will review it for you and confirm your account balance.