Final thoughts...

Learning to work with offices like ours is just one of the many “outside-the-classroom” experiences your student will have while here at Stephens, so we will always try to be professional, courteous and efficient when working with her and you. We always want to know how we perform so if you want to talk to someone outside our office about the exceptional customer service you have received or about ways we can improve our services, please feel free to contact our supervisor, Lindi Overton, Vice President, Finance and Administration, (573) 876.2364 to let her know.

We are pleased you and your daughter have selected Stephens College. We’re here to help so please let us know how we can best assist you.

Important Reminders
from the Accounting Office

Welcome to Stephens College.
We wanted you to know a little more about the Accounting Office and the services we provide.

Accounting Office
573.876.7105
accounting@stephens.edu
www.stephens.edu
We are a 4-person department located on the second floor of Lela Rainey Wood (LRW) Hall. We are responsible for receiving tuition, room and board payments; we make sure that the College’s bills are paid in a timely manner, including any refunds due to your student; and we have a cashier’s window where students can cash checks, get change or just stop by with one of those questions that they don’t know who else to ask. Even when we don’t know the answer, we always do our best to help students find the person who can help!

Some Important Dates to Remember

**EARLY NOVEMBER**
Students are allowed to register for classes for spring term. They will meet with their advisors, decide on their course schedules for the following term and complete their registration online using myStephens. If a balance exists on their account, they will not be able to complete the registration process. This may have an impact on their ability to get in classes they need or want. Students should talk to us immediately so we can try to find a solution to any problems preventing them from completing the process.

**JANUARY**
You should complete the FAFSA as early as possible. The Financial Aid Office uses that information to determine student awards for the next year, and the ability to obtain some grants may be affected by the timeliness of your student’s FAFSA submission.

**LATE JANUARY**
We will send you or your student a 1098-T. This will provide important information to you as you prepare your income tax return and determine any education credit you may be able to claim.

**EARLY APRIL**
Students register for the following fall term (just like the process in November). Any adjustments to tuition, room or board will be announced prior to students registering.

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**General Office Information**

**The Basics**
Our office hours are 8 a.m. to 5 p.m., Monday through Friday. The cashier’s window is open from 11 a.m. to 3 p.m., except on “pay day Fridays” when hours are 9 a.m. to 3 p.m. Students can cash personal checks up to $100, and we will also cash work study checks for any amount.

Students can get their photo IDs here. A new ID is free. If it is broken and presented, a replacement is free. If it is lost, the cost is $15 to replace the old one.

**Billing**
Tuition, room and board is to be paid in full one week prior to the start of classes. Stephens does not have a payment plan; however, you may use Tuition Management Systems (TMS) (www.afford.com) to schedule payments. They charge a handling fee of $47 per term. They submit your payments to us twice a month, and when these are received we apply them to your student’s account.

When a credit balance exists on your student’s account we automatically generate a check that will be available for pickup at the Accounting Office on Friday, usually between 12 p.m. and 3 p.m. This check will be made out to the student unless the student requests otherwise. If the check is not picked up after a week, we will mail the check to the student’s permanent address. Please remember to update your address information.

We also offer a refund debit card through Commerce Bank. Please call the Accounting Office for additional information. Transcripts are not available until all accounts are paid in full.

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**Contact Information:**

Accounts Receivable Coordinator or Accounting Assistant: (573) 876.7105 (main office #)
Staff Accountant: (573) 876.7281
Director of Accounting: (573) 876.2338
General e-mail: accounting@stephens.edu
Fax: (573) 876.7238

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**A Few Words About FERPA**
The Family Educational Rights and Privacy Act (FERPA) prohibits us from speaking to you about your student’s account unless she has signed a release saying she is willing to allow us to do so. Talking to you about your student’s account would be in violation of this federal regulation so if you want to discuss your student’s account, we ask you to have the student come to the office so we can all talk together. Forms that permit us to talk to you without your student present are available from the Registrar’s Office. We encourage you to talk to your student about completing this release.

Here’s a link to a website that explains more about FERPA: [www2.ed.gov/policy/gen/guid/fpco/ferpa/students.html](http://www2.ed.gov/policy/gen/guid/fpco/ferpa/students.html)