

Nelnet Tuition Payment Plans

Hollins University undergraduate students have the opportunity to participate in an interest-free, monthly payment plan through Nelnet Campus Commerce for each term. The university offers either a six-, five-, or four-month payment plan for fall and spring term. Enrollment begins May 15 for fall term and November 21 for spring term.

More information regarding all the payment plan options and enrollment deadlines is available at www.MyCollegePaymentPlan.com/hollins.

This is not a loan. No interest or credit check is required. Before enrolling, students/parents should review their Hollins University student account online through the Hollins University Nelnet Enterprise Student Online Billing & Payment System to ensure all required expenses are included.

To enroll in the plan, students will need to login through HIS to access their Hollins University Nelnet Enterprise student account and ensure parents/guardians have been added as authorized parties for access to their student account.

Frequently Asked Questions about the Nelnet Tuition Payment Plans:

Who is eligible?

Any enrolled undergraduate student is eligible for participation if they meet the following requirements:

- Are admitted undergraduate students for the term in which the payment plan will be used.
- Have no overdue, unpaid balances. Any outstanding balances from previous terms must be paid in full before enrolling in a payment plan for another term.
- Have not defaulted on a previous payment plan agreement.

How do I enroll in a monthly payment plan?

Nelnet tuition payment plans are a payment option within the Nelnet Enterprise Student Online Billing & Payment System. Once you have logged on to Nelnet Enterprise, on the Home screen you will see your account balance. Then, click on “Set up a Payment Plan” for the applicable term to begin the enrollment process. For six- and five-month payment plans, you will need to enter an estimated payment plan amount since charges for the term have not posted yet (see additional instructions below for calculation estimate). After charges are billed in July, the payment plan amount will be calculated for you automatically by the system.

Accessing Nelnet Enterprise:

For students:

- Go to <https://my.hollins.edu>
- Click on “My HIS (direct login)”
- User ID = A or @ system generated Hollins ID (nine characters/use Capital A)
- PIN = Birthday-mmddyy (or personal six digit PIN previously created)
- Select Nelnet Enterprise link on the Main Menu

For parents:

Students must invite parents/guardians or others as an “Authorized Party” to access Nelnet Enterprise before parents/guardians can sign up for a payment plan.

Authorized parties can then go to <https://online.campuscommerce.com> to access Nelnet Enterprise and view the student’s account and payment options at any time.

How do I calculate the payment plan amount for a six-month payment plan since tuition charges have not been billed yet?

To take advantage of the six-month payment plan, you must enter an estimated Payment Plan amount for the term because tuition charges have not been billed yet. Plan estimates are calculated as follows:

Residential Undergraduate Students - Academic Year 2019-2020 (Amounts per term)

| | |
|---|-------------|
| Tuition and Student Fees | \$20,005.00 |
| Room and Board Charges | \$ 6,965.00 |
| Mailbox Fee | \$ 30.00 |
| Total Charges | \$27,000.00 |
| Less: 50% of the total financial aid award amount for 2019-2020 per your Financial Aid Package **and any other estimated expected payments (i.e. 529 payments, outside scholarships). Make sure to deduct 1% from your federal student loans to account for the federal loan origination fee. Student employment (work study) award amount should be excluded as that is paid directly to the student through payroll. | \$ xxxxx.xx |
| Total Estimated Payment Plan Amount | \$ xxxxx.xx |

** If you have not received your financial aid package for the upcoming 2019-20 academic year, your total aid is typically the same from year to year, so you can estimate using your aid amount from last term, and then you can adjust your payment plan amount once you do receive your financial aid award letter for 2019-20.

You will need to enter the estimated payment plan amount when prompted during the enrollment process in order to set up your six- or five-month payment plan. Once you have been billed for the term (July for fall term and December for spring term), you will receive an email notification if any adjustment needs to be made to your payment plan amount in order to cover any increases or decreases in the amount due for the term.

If you need any assistance in calculating your estimated payment plan amount, please contact the Business Office at Hollins University at 540-362-6303.

How much does it cost to enroll in the monthly payment plan?

To participate in the monthly interest free payment plan, a nonrefundable \$25 enrollment fee per term is charged to participate in the plan. The enrollment fee is a separate transaction from the first scheduled payment and is processed immediately once the plan has been created.

How often do I need to enroll in the monthly payment plan?

Students/authorized party will need to complete a new payment plan application online through Nelnet Enterprise **each term** the student chooses to enroll. Enrollment begins May 15 for fall term and November 21 for spring term.

What payment methods are accepted?

- Automatic bank payment (ACH) from a checking or savings account (no service fee)
- Credit card/debit card - VISA, MasterCard, American Express, and Discover (2.75% service fee)

Can the amount of the plan or the due date be changed?

Decreases will be made automatically to the payment plan amount if new credits/payments appear on the student account. Email notifications will be sent to the student and authorized party if there are any increases to their student account due to any additional charges that have been added to the student account. Students/authorized party will be given the option to increase their payment plan amount or they can decline and pay the additional charges directly on their student account.

Do not assume that balances are automatically adjusted if financial aid is received or a class is dropped or added. Students are responsible for monitoring their monthly payment account balance online through Nelnet Enterprise.

The payment plan due dates cannot be changed. All payments are processed on the **20th** of each month.

What happens if I have insufficient funds to cover the payment?

Nelnet Campus Commerce charges a \$30 returned payment fee from the payer's bank account or credit/debit card each time a payment is returned. After two payments are returned, Hollins University

reserves the right to terminate the payment plan agreement and future participation in the monthly payment plan may not be permitted.

What should I do if I change my bank account?

Payers are responsible for contacting Nelnet Campus Commerce at 800-609-8056 at least 10 calendar days prior to the next scheduled payment to update bank account information. Failure to do so may result in a returned payment. A \$30 returned payment fee is charged by Nelnet each time a payment is returned.

What is the termination policy?

To terminate an existing monthly payment agreement, please contact the business office at Hollins University at 540-362-6303. Hollins University reserves the right to terminate a monthly payment plan agreement due to returned or revoked payments. Upon termination, the person responsible for the monthly payment plan will be required to pay the university any balance due in full. Future participation in the monthly payment plan may not be permitted.

How do I contact Nelnet Campus Commerce?

Phone: 800-609-8056 – Hours: 24/7

Callers should reference Hollins University to be connected to the proper customer service representative.