LOCATION, HOURS, AND CONTACT INFORMATION
The business office is on the lower level of the Charles L. Cocke Administration Building. The office and cashier’s window are open from 8:30 a.m. to 4:30 p.m., Monday through Friday.
• Phone: (540) 362-6303; Fax: (540) 362-6909
• Email: boffice@hollins.edu
• Mail: Hollins University, Business Office, Box 9658, Roanoke, VA 24020

ABOUT YOUR TUITION BILL
You will pay your tuition bill online, through Nelnet Enterprise. Instructions on creating your Nelnet student profile have been sent to your Hollins email account.
If you are a parent or guardian who needs to access your student’s account information to make payments and/or enroll in a payment plan, your student must set you up as an authorized party through Nelnet Enterprise.

HOW WILL I PAY MY BILL?
You will pay your bill online through Nelnet Enterprise. You have the following payment options:
• Electronic payment by credit card using Visa, MasterCard, American Express, or Discover; a 2.85% convenience fee will be applied.
• E-check from your bank account without a convenience fee.
• Checks may be mailed to the business office, or delivered in person. Your student ID number should be included on all checks and correspondence.

ARE PAYMENT PLANS AVAILABLE?
Interest-free monthly payment plans by term are available as a payment option through Nelnet Enterprise to all undergraduate students. More information is available by visiting MyCollegePaymentPlan.com/hollins.

WHAT IF MY PAYMENT IS LATE?
A late payment charge of 3.0% is assessed each month for amounts over 30 days past due.

BEFORE ORIENTATION
All necessary financial aid paperwork must be complete and you must have paid any outstanding balances in order to check in.

We look forward to having you here at Hollins. If you have any questions or we can assist you in any way, please contact us.
Thank you for helping us continue our efforts to go green at Hollins.