



# Welcome from the Business Office

## SPRING 2024

### LOCATION, HOURS, AND CONTACT INFORMATION

The business office is on the lower level of the Charles L. Coker 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](mailto: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 BE NOTIFIED MY BILL IS AVAILABLE?

Students receive notification regarding their bill through their official Hollins email. Authorized parties are also alerted via email. It is important that you check your email regularly and update email addresses of authorized parties as needed.

### WHEN WILL I RECEIVE MY BILL?

E-bills for fall term 2024 will be available online by **December 15**. After this initial fall term bill, monthly bills become available by the 15th of each month. If no payment is due, you will not receive an e-bill notification.

### 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](http://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.**

**HOLLINS**  
UNIVERSITY