

Guide to Managing Your Student Financial Account

Who is responsible for handling your Covenant College financial account?

At Covenant College we consider students the primary parties responsible for managing their college financial affairs. In the past, we may have assumed that students' parents were the primary responsible parties. However, recent changes in Federal privacy laws, coupled with an ever-increasing variety of parental/child relationships, have led us to focus on the student when communicating issues regarding their college finances. This has proven to be the most effective way for us to contact the party most interested in ensuring that financial issues do not impede academic progress.

Under this new Federal law, may a student delegate authority to a parent or others?

Yes. A student may designate a parent or other individual as having authority to receive information from the college regarding financial or other matters. The student simply completes the Release of Information form and mails or delivers it to the Office of Records. This form will remain in force until revoked by the student. Without this form, the college may not legally discuss or provide information to anyone other than the student.

How do I manage my personal financial account at Covenant?

The key is learning to access the Banner system. Covenant College utilizes an integrated college information system called Banner. The Banner system connects a number of information processes that are important to a student's academic program at Covenant. These include:

- ***Registration*** (your class schedule)
- ***Student Records*** (your grades, transcripts, and your financial account)
- ***Financial Aid*** (financial aid applications, status, awards, and other information).

The online features of the Banner system help us manage college academic and business affairs in the most efficient way possible. Detailed instructions on accessing the account balance information is included at the end of this document

Will my parents or I receive a mailed statement of my balance due?

No; since all information is available online (and is updated daily) the most effective way for you to manage your account is to access your balance due online. To avoid late payments, you should check your account after major changes to your class schedule, board, or meal plan, or at least each month prior to the finance charge deadline. While not an official part of the billing process, a monthly e-mail reminder message is automatically generated for those students with balances.

My parents are really the ones who pay my bills. How will they get the information they need to pay my bill on a timely basis?

You have three ways of making sure that your parents are informed of balances due on a timely basis. The easiest way is to provide them with a copy of these instructions and your Banner User ID and six-digit PIN. They can then access your account on a regular basis or when you have made charges that could affect your balance due.

A second method is to provide the records office with an alternate e-mail address for the monthly e-mail reminder. If this address is your parent's e-mail address, they will receive a copy of the e-mail reminder each month.

Finally, you can access your account in Banner yourself, print an updated statement, and mail, fax, or discuss the balance due with your parent.

How do I make payments on my account?

The college accepts cash or checks as payment against student accounts. Payments may be made in the Accounting Office (located at the north end of the first floor of Carter Hall.) Normal business hours are 8:00 AM to 4:30 PM EST Monday through Friday. Payments may also be mailed to the following address:

Covenant College
Accounting Office
14049 Scenic Highway
Lookout Mountain, GA 30750

Please note that under federal regulations, payments made on student accounts by people or organizations other than the student or his/her parent(s) may affect your eligibility for federal student aid and could result in the reduction of such aid by the Student Financial Planning Office.

What if my parents or I do not pay the balance due by the end of each month?

To encourage students and parents from delaying payments for classes and other services when due, the college charges a late payment fee of 1.17% on the unpaid balance as of 4PM on the finance charge monthly deadline. The date of this deadline is shown each month on the student account page in Banner.

How do I get help with accessing the Banner system?

Our Tech Services Help desk is available to answer questions. You can reach them by phone at (706) 419-1219 or via email at helpdesk@covenant.edu

What if I have questions about my Banner account?

If you believe that not all your financial aid or loans have posted, please contact the Student Financial Planning Office at 1-706-419-1126 or campus extension 1126.

If you believe your charges are incorrect, contact the following offices as appropriate:

Tuition or course fees: Records office: 1-706-419-1190 or campus extension 1190

Room charges: Student Development office: 1-706-419-1107 or campus extension 1107

Board charges: Campus Card office: 1-706-419-1159 or campus extension 1159

Parking registration or fines: Physical Plant office: 1-706-419-1216 or campus extension 1216

For other questions on your account, call Betty Barham in the Accounting office between 8:00 a.m. and 4:30 p.m. eastern time at 1-706-419-1102 or e-mail her at barham@covenant.edu.

Banner System Instructions – Accessing Your Online Financial Account

1. Enter **<http://banner.covenant.edu>** in the browser window
2. The Banner User Login screen should appear:
 - In the User ID field, enter the student's Covenant College ID number
The number should always begin with the @ symbol, followed by an eight digit number
 - In the PIN field, enter the student's PIN
3. This will bring you to the Home Page for the Banner System:
 - Click on **"Student Services & Financial Aid"** to access your account
4. From the Student Services & Financial Aid screen:
 - Click on **Student Records**
5. From the Student Records Screen:
 - Click on **Account Balance Charge**
6. The Account Summary by Term screen should appear, with brief instructions regarding the accounting information. Please note that the top line showing the Account Balance displays the current balance due.

To Exit Banner:

- Select "EXIT" at the top right to log out of Banner, or select Student Services to access other areas of your record.

NOTE:

Please note that under Federal regulations, parents may obtain Banner system ID numbers and PINS only from the student.

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Questions? Contact the Accounting Office at 706.419.1102 or email barham@covenant.edu.