



Frequently Asked Questions

Online

1. When do I need to pay for courses?

Tuition is charged per semester. You should receive an email to your **NU email** with the date payment will be due if it is determined you owe a balance for the semester after any applicable financial aid. **Due dates are also listed online here:** <https://www.northwestu.edu/financial-aid/deadlines>. **Pay Online here:** <https://eagle.northwestu.edu/my-account/>.

2. Are Payment Plans Available?

We offer payment plans through Nelnet Campus Commerce that range from 3 to 4 monthly payments for all semesters. There is a \$75 enrollment fee for each semester. Please email FinancialServices@northwestu.edu for more information. Please note that international students are not eligible for payment plans.

3. If I drop or withdraw from a class, will I owe anything?

If you drop a class before the end of add/drop week (seven days after the first day of class), then you will not owe tuition for that course. However, your aid will be adjusted to reflect the number of credits for which you remain enrolled. If you drop a class after the add/drop date, it is considered a withdrawal. You will get a W grade on your official transcript and will owe the entire cost of that course without earning any credit. In either a withdrawal or drop situation, you could possibly owe or receive a refund depending on the timing and aid received. **Please reach out to Student Financial Services to discuss the possible impact this could have on you financially before you decide to add, drop or withdraw from a course.**

4. What steps should I take if my financial aid doesn't cover my tuition?

Depending on your current situation, there are payment plans and alternative loan options if your financial aid does not cover your tuition. Please contact Student Financial Services for more information.

5. What is a statement?

Every month, all students receive a financial statement via email. The financial statement is a snapshot of your account on the last day of the month. To receive the most accurate representation of your student balance please log into the Eagle website, go to your My Profile page, and check your balance by clicking on *Transactions and Running Balance*.

6. When will my financial aid be applied to my student account?

For students who have completed the financial aid process, financial aid begins disbursing **approximately 2 weeks after the start of classes each term**. To have your financial aid applied to your student account, you must sign your *Financial Aid Terms and Conditions* and be enrolled for the appropriate number of credits, as indicated in your Financial Aid Offer. If borrowing federal student loans, you must also complete your *Master Promissory Note* and *Loan Entrance Counseling*. If you receive WA State financial aid, you must also sign the *Washington State Conditions of Award*. Student Financial Services will notify you of any additional documentation needed via your **NU email**.

7. Why did I get a late fee?

A 1.5% late fee is applied to all past due balances on the last day of every month until the balance is cleared. Late fees do not exceed \$100.



8. What does it mean if I have a negative balance on my cost estimate or in my student account?

If there is a negative number on your estimate or student account, this indicates that you may be eligible to receive a refund once your financial aid is processed and as long as you remain eligible. To set up a refund method, log into the Eagle Website click on My Profile/Manage Refund.

9. When will I receive my refund?

Financial aid refunds begin going out to eligible students **approximately 2 weeks after the start of classes each semester**, for enrolled students who have completed the financial aid process. The fastest method to receive a refund is direct deposit. To select direct deposit, sign your *Financial Aid Terms and Conditions* and create an account on Nelnet via the Eagle website by selecting *Manage Refunds* from your Profile. <https://eagle.northwestu.edu/my-profile/>.

10. Can I receive an early refund for my textbooks?

Undergraduate Online students who complete the financial aid process and are registered ten days before the start of the semester may be eligible to receive a refund advance of up to \$300 to cover the cost of textbooks if their financial aid covers tuition and fees with excess remaining. The book refund will be available to eligible students a few days before the start of the semester. To find out if you are eligible for an early refund, please contact Student Financial Services.

11. Can I decrease or decline my financial aid?

If you wish to decrease or decline any of your financial aid, **please email FinancialServices@northwestu.edu** with your request as soon as possible. *Example: "Please decrease my Unsubsidized Loan from \$2000 to \$1000 for both Fall and Spring"*

12. Why can't I log in

If you are unable to log into your Eagle email or website, please contact the IT Department at help@northwestu.edu. You can also reach them at 425.889.5310. For business hours, visit <https://eagle.northwestu.edu/departments/information-technology/>.

13. What is my Student ID?

You are given a student ID number when accepted into the University. It is **sent to the email address you provided on your Admission Application and is visible under your name on your My Profile page on Eagle**. Your Student ID will be asked for every time you call your Student Financial Services Counselor to confirm our office is speaking to the appropriate student.

14. Can my parent, spouse, or any other person talk to Student Financial Services for me about my account or my Financial Aid?

We cannot give out your account or financial aid information to anyone **unless you add a delegate to your My Profile page**: <https://eagle.northwestu.edu/my-delegates/>

15. Why am I unable to register for the next semester?

If you are unable to register for your next classes, **first check your student balance**. Students with an owing balance are not allowed to register until their balance is paid in full. **Pay Online here**: <https://eagle.northwestu.edu/my-account/>. If you have a zero balance and you still cannot register, please reach out to your Academic Advisor with questions or concerns.