



Office of Enrollment Services

What is Enrollment Services?

- ▶ Combination of Registrar & Bursar offices
- ▶ ES oversees:
 - ▶ Student Accounts: Charges, Billing, Payments, Refunds
 - ▶ Course Registration, including Consortium
 - ▶ Classroom Scheduling
 - ▶ Transcripts
 - ▶ Diplomas
 - ▶ Veterans Education Benefits
 - ▶ Student Records & Privacy (FERPA)

What isn't Enrollment Services

- ▶ Enrollment Services does NOT handle:
 - ▶ Financial Aid
 - ▶ FA is handled by the Office of Student Financial Assistance
 - ▶ Admissions
 - ▶ Advising
 - ▶ Enrollment Permissions/Overrides
 - ▶ permission for enrollment is handled by academic dean and/or department offering course

When to refer to Enrollment Services?

- ▶ Questions about bill or how to pay
 - ▶ financial aid inquires should go to Office of Student Financial Assistance
- ▶ Resolution of Enrollment Services holds
- ▶ Student account refunds
- ▶ Transcript requests
- ▶ Notary Public service
- ▶ Education Records Release (“FERPA release”)

Student Accounts

- ▶ Bills

- ▶ Bills are issued monthly on the 15th
 - ▶ Any new activity since last bill will appear on statement

- ▶ Financial Aid

- ▶ Only appear on bill is student has *accepted* aid in Cardinal Station
- ▶ Disburses just prior to start of term (generally) or within 2-3 days of acceptance if after start of term

- ▶ Payments

- ▶ Accepted in office, online, via mail

Student Accounts

- ▶ RA/RM awards
 - ▶ RA's & RM's *are* charged room and board but receive a financial aid award that offsets these costs
 - ▶ Award must be accepted in Cardinal Station before it can disburse
 - ▶ If award is missing, student should contact Office of Student Financial Assistance
 - ▶ If everything else is paid, refer student to Enrollment Services for exemption from financial penalties

Enrollment Services Holds

- ▶ Why?
 - ▶ New Students: Must accept Statement of Financial Responsibility
 - ▶ All Students: Past-due balance
 - ▶ Less than \$300 = transcript/diploma hold
 - ▶ \$300 or more = transcript/diploma/registration hold; no housing lottery
- ▶ When?
 - ▶ After add/drop period has ended for the semester
 - ▶ Holds assigned/removed nightly

Student Account Refunds

- ▶ Refunds processed if...
 - ▶ Account is paid in full and student has excess of credits (payment & financial aid) for the semester
- ▶ Refunds available:
 - ▶ Via check (default)
 - ▶ available in office 3-5 days after refund is processed
 - ▶ Via Direct Deposit (if enrolled in CardinalPAY which is separate from payroll system)
 - ▶ available 2-3 days after refund is processed

Transcript Requests

- ▶ Must be submitted online in Cardinal Station
 - ▶ Request is available via menu in Academic section of Student Center
- ▶ Processed 3-5 business days; emergency requests available in person
- ▶ No option to submit a request if a balance is due

Notary Public Service

- ▶ Available in office at no charge
- ▶ Appointment recommended although walk-ins can sometimes be accommodated
- ▶ Must have photo ID
- ▶ Must not sign documents until in office

Education Records Release

- ▶ FERPA restricts staff from discussing student records (including billing and discipline records) from anyone other than student unless student has consented to release of information
- ▶ Enrollment Services manages records release data
- ▶ Students may release data for a specific purpose or consent to continuous release of data
- ▶ **If a parent or third party contacts you to discuss a student, you should contact Enrollment Services to see if the student has consented for information to be released to that individual**

Who is Enrollment Services?

Staff

Julie Isha, *Associate Vice President of Enrollment Services and University Registrar*

Danielle Spinato, *Director of Enrollment Services Constituent Services and Associate Registrar*

Kevin Woods, *Director of Enrollment Services Business Systems and Associate Registrar*

Mallory Boyd, *Assistant Director of Enrollment Services for Student Services*

Johnnie Johnson, *Assistant Director of Enrollment Services for Business Services*

Meredith Whitmore, *Assistant Director of Enrollment Services for Curriculum Management*

Service Team

Veronica Benton

Angela Elum-Brooks

Julie James

Carmen Parker

Michelle Walker

David Wright

Processing Team

Cathy Giancoli

Jim Moloney

Kira Newburn

Accounts Receivable Team

Antonia Hawkins-Johnson

Stephen Reif

How to contact Enrollment Services

- ▶ In person: W200 Fr. O'Connell Hall
 - ▶ 2nd floor on West (Gibbons) side of building
- ▶ Via email: cua-enrollmentservices@cua.edu
- ▶ Phone: 202-319-5300
- ▶ Follow us via social medial:
 - ▶ Twitter: @CUAEnrollment
 - ▶ Facebook: CUA Enrollment Services