

Student Accounts Office – Information to Know

The Student Accounts Office is responsible for inquiries regarding student billing, payments and account details.

Please remember to check your Drew email! This is our main method of communication.

Contact Us:

- Location: Brothers College, Lower Level, Room #8
- Hours: Monday – Friday, 9am – 5pm
- Contact Info: Email: StudentAccounts@drew.edu Phone: (973) 408-3114
- Web: <https://drew.edu/student-financial-services/sfs/student-accounts/>

Parent/Guardian Proxy Access to TreeHouse

- Drew students may authorize a 3rd party (parent/guardian/spouse/etc.) to access to their Student Account information by setting up [proxy access](#). In doing so, the student permits authorized parties to view otherwise confidential information online, and grants permission for University staff members to speak with them about the student and their information. *(this is a separate proxy access than that of the NelNet Student Account Center)*
- Students select the specific functional areas to which proxies have access.
- For those who wish to authorize proxy access to a third party, it is suggested to set it up **prior** to the beginning of the first term. Students can remove, add, or update proxy access at [any time](#).
- Entering a “Pass Phrase” will require that proxy to verbally provide the pass phrase when making phone/zoom contact with our office before we can respond to their inquiry. This is an optional field which can be left blank, if desired.

Health Insurance, accessible from the Student tab in TreeHouse

- All Full-time and International students **are required** to carry health insurance coverage.
- Drew’s Student Health Insurance billing is assessed to **all** Full-time and International Students at the beginning of their first semester, **and** at the beginning of each academic year. Students are required to **waive or enroll** in this coverage in the Fall Term **every** academic year. **(Option to waive or enroll in the insurance opens on June 15th and is accessible from the Student Tab in Treehouse in the “My Account” box)**
- This is an **Action Required/Opt-Out** Program. **Failure to actively waive the Health Insurance by the deadline will incur a non-refundable charge.**
- The link to “Waive or Enroll in Student Health Insurance” can be found on the Student tab in [Treehouse](#).

Statements

- Fall term statements are sent in early July, and are due on August 5th prior to the start of the semester
- **A LATE FEE (\$150) will be assessed the first day of the semester for delinquent accounts.**
- Statements are distributed via **email** monthly and are not mailed.
- Monthly statements are emailed to the student’s Drew email address and to the email address provided for any Nelnet Authorized Party, and are also posted to the Nelnet Student Account Center.
- Past due balances will result in Registration and Transcript/Diploma Holds until the account is paid in full.
- Summer semester & January Term balances must be paid in full before course starts date. *(There are no payment plans for these semesters)*

Payment Options (<https://drew.edu/student-financial-services/sfs/student-accounts/payment-options/>)

- Online: Log into the **Nelnet Student Account Center**, accessible from the Student tab in TreeHouse
 - International currency payments using Flywire
 - Single / One Time Payment: E-Check (**no fee**) or U.S. Credit/Debit card payments (**fee applies**)
 - Payment Plans: 3 or 4 month payment plans are available (\$43 enrollment fee, per semester)
- In Person: Cash or Checks only for in-person payments. Credit/Debit card payments must be made online.
- **Financial Aid** can assist you with payment of your Tuition and Fees in the form of Scholarships, Grants, and Loans. Please contact their office at (973) 408-3112 or finaid@drew.edu for details.

Drew ID Cards (online processing)

- **Drew ID card manages Meal Plans, Additional Food Points, Bookstore Account, and Building Access.**
- If your ID card is lost or stolen, please go to the [ID website](#) and request a new ID as soon as possible so that we can disable your lost ID card and issue a new one (**replacement of lost or stolen ID is \$25**)
- If your ID card is broken or not working, log into the [ID website](#) to submit a replacement request. Please turn in the broken card when picking up your new card and we will replace it free of charge.

Withdrawals/Leaves of Absence & Drop/ Add

- Detailed refund policy information can be found on the [Student Accounts webpage](#).
- **Drop/Add** - Changing an existing registration but remaining enrolled in a semester during the [Drop/Add Period](#) (within the first two weeks of a term) **may** result in an adjustment to your charges. The University Registrar and Student Financial Services Office can assist with questions.
- **Withdrawal (WD) / Leave of Absence (LOA)** must be submitted through [TreeHouse](#) *before* the term starts to avoid financial obligation for that term. WD or LOA requests after the start of the semester is subject to the [Institutional Refund Policy](#).
- **Important note:** You may lose some or all of your semester Financial Aid when you withdraw/take leave. Be sure to speak with your Financial Assistance Counselor **before** submitting a request.

Tuition Protection Plan

- Drew University has partnered with [GradGuard](#) to provide families with the Tuition Protection Plan by Allianz Global Assistance, featuring special plans and rates not available to the general public.
- This coverage can assist you in paying your bill if you need to *withdraw or take a leave for a medical reason after the semester begins.*
- To enroll or learn more about GradGuard, please visit GradGuard.com/email/drew or call 1.866.724.4384.
- **Enrollment is only available *PRIOR TO* the first day of the semester.** This insurance is semester based, and students/families need to re-enroll each semester coverage is desired.

All information below can be found on the Student Accounts website or on the Student Tab in [Treehouse](#)
Login/Password required for Treehouse (contact Help Desk with questions/issues at x4357, or helpdesk@drew.edu)