



## Twenty Tips for Parents and Students

### Clemson Financial Aid, Billing and Enrollment

The Offices of Admission, Student Accounts, Student Financial Aid, and Registration Services at Clemson University have developed a list of important information related to student fees, payment, billing, financial aid, loans, enrollment, and deadlines for your reference. Please read this carefully and retain for your future reference.

1. Clemson e-mail is the primary form of communication from Student Financial Aid, Student Accounts and the Registrar. Students are responsible for checking e-mail regularly and reading messages sent from these offices.
2. Tiger Tips is a list-serve designed to keep parents informed of important information related to student fees and billing, financial aid, and registration. To subscribe, please send an e-mail to: [listserv@clemson.edu](mailto:listserv@clemson.edu). In the message of the body, please type "subscribe tigertips-L". You will receive an acknowledgement and subscription information by return e-mail.
3. The Federal Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student records and applies to all schools that receive funds through the Department of Education. Pursuant to the law, Clemson must have written permission from the student to release academic information.
4. The TigerWeb allows you to view your student's bill, view financial aid status, select optional fees, pay by credit card, and/or enroll in the Tuition Payment Plan. Log on to TigerWeb at <http://tigerweb.clemson.edu>. You may access the TigerWeb using Student CUID and PIN (last four digits of the student's social security number) or Clemson user name and password.
5. Please be advised that Clemson does not mail paper bills. Bills are available online via the TigerWeb. Deadlines are posted on the Student Accounts website ([www.clemson.edu/receivables](http://www.clemson.edu/receivables)). A postcard reminder will be sent to your student when bills are available.
6. TigerWeb provides a real-time snapshot of tuition and fees based on current registration and optional fees. Any activity related to drop/add or adding optional fees will change the fees due. Please add all desired optional fees (meal plan - required for freshmen living in dorms, TAPS yearbook, P.O. Box rental and Tiger Stripe) before submitting payment.
7. **Please satisfy charges by the published deadline to avoid a late payment fee and potential schedule cancellation.**
8. Clemson is pleased to offer the optional Tuition Payment Plan (TPP), which allows for tuition payment in monthly installments. Applications for TPP are available on the TigerWeb.
9. If you plan to use the Tuition Payment Plan, you must sign up each semester.
10. Tuition and fees are subject to change each year. The information related to cost of attendance is typically published online during the first week of July ([www.clemson.edu/finaid/coa.htm](http://www.clemson.edu/finaid/coa.htm)).
11. If you wish to apply for Federal PLUS loans or private educational loans, please note that the recommended deadline for a priority processing is June 1. For information on loan programs and application procedures, please go to <http://www.clemson.edu/finaid>. We recommend that you use an estimate based on last year's total cost of attendance as a guideline with an estimated increase since the official cost of attendance is published in July.
12. Clemson does not require a scholarship application for University merit-based scholarships for incoming freshmen or continuing students. The awarding of need-based scholarships requires the receipt of a processed FAFSA that should be submitted directly to the federal processor by February 15.
13. Financial aid award letters are sent in paper form to incoming freshmen. Please be advised that award letters convert to electronic format after a student enrolls. Continuing students receive award letters in electronic format sent to their Clemson e-mail account.
14. You must accept, reduce or decline your financial aid award by the deadline. You may accept or decline portions of the award. Failure to comply with this request may result in automatic withdrawal of the offer.
15. If you have been selected for verification or notified by Student Financial Aid that outstanding documentation is required, please submit the documents and forms as requested. Students cannot

receive any aid until verification has been completed. To avoid delays, please respond promptly to inquiries and information requests from Student Financial Aid. You may view your financial aid status on the TigerWeb.

16. Students receiving scholarships or aid from non-University sources should submit scholarship checks (with Student Name, CUID and name of awarding organization) or provide copies of the official scholarship notifications to Student Financial Aid by **July 10** to ensure proper crediting to student accounts for payment purposes. A non-University scholarship is usually an award from a high school, corporation or other private organization (does not include National Merit, ROTC, South Carolina state programs or Clemson scholarships). Please note that receipt of non-University scholarships may change the financial aid package you originally received.
17. If you are receiving a financial aid refund, we recommend that you take advantage of direct deposit in order to receive your refund as early as possible. Sign up is available on the TigerWeb.
18. Students must maintain satisfactory academic progress to receive financial assistance and maintain certain scholarships. It is the student's responsibility to understand the eligibility requirements for hours enrolled and GPR for their specific scholarships and awards.
19. Students awarded aid during periods when they will be participating in a study abroad must contact Student Financial Aid to determine if aid is eligible for these programs.
20. If interested in financial aid, please note that the Free Application for Federal Student Aid (FAFSA) must be completed every year to be considered for financial aid. You may submit the FAFSA to federal processor at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) with Clemson University (Code 003425) listed in college choices. The suggested deadline for most federal programs is April 1.

**Key Contacts**

Office	Description of Services	Contact
Student Accounts (Revenue & Receivables)	Bills and payment, payment plan, general student accounts	Website: <a href="http://www.clemson.edu/receivables">www.clemson.edu/receivables</a> Phone: 864/656-5592 Address: G-08 Sikes Hall, Box 345307; Clemson, SC 29634
Student Financial Aid	Federal financial aid programs, University scholarships, South Carolina aid programs, student loans	Website: <a href="http://www.clemson.edu/finaid">www.clemson.edu/finaid</a> E-mail: <a href="mailto:finaid@clemson.edu">finaid@clemson.edu</a> Phone: 864/656-2280 Address: G01 Sikes Hall; Box 345123; Clemson, SC 29634
Registrar	Enrollment, class schedules, drop/add, verification of enrollment for insurance purposes, graduation, transcripts	Website: <a href="http://www.registrar.clemson.edu">www.registrar.clemson.edu</a> E-mail: <a href="mailto:regserv@clemson.edu">regserv@clemson.edu</a> General Enrollment: 864/656-2305 Verification for Insurance: 864/656-2171 Transcripts: 864/656-2173 Graduation: 864/656-2174 Address: Box 345125; Clemson, SC 29634
Admissions	Official test scores from appropriate testing agencies (i.e. Advanced Placement, International Baccalaureate)	Website: <a href="http://www.clemson.edu/admission">www.clemson.edu/admission</a> Phone: 864/656-2287 Address: 105 Sikes Hall; Box 345124; Clemson, SC 29634

**Selected Deadlines**

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|---------------------------|---|
| <b>June 1</b>             | Suggested deadline for PLUS and private educational loans                       |
| <b>First Week of July</b> | Cost of attendance information posted on website first week of July (estimated) |
| <b>July 10</b>            | Non-University scholarships due to Student Financial Aid for posting to bill    |
| <b>July 16</b>            | View bills using TigerWeb   |
| <b>August 16</b>          | Satisfy tuition and fees to avoid late payment fee                              |
| <b>August 21</b>          | Classes begin   |
| <b>August 23</b>          | <b>Classes cancelled after 4:30 pm if charges are not satisfied</b>             |