

# **STUDENT BILLING OFFICE TO DO LIST**

## **1. Family Educational Rights and Privacy Act (FERPA) form.**

### **No FERPA = No Information**

Federal law prohibits the University from providing information about the student account with any third party, unless the student has completed a FERPA form designating with whom the University can discuss their account. All third parties must be listed on the same FERPA form.

Additional information about the FERPA form and a link to complete the form can be found at <https://www.commonwealthu.edu/cost-and-aid/ferpa>.

## **2. Authorized User**

Students can grant access to their billing information by setting up an Authorized User through the Student Accounts page of their Banner account. As an Authorized User, parents/supporters will have their own login ID and password to review billing information.

Instructions on how to add an Authorized User can be found at:  
<https://www.commonwealthu.edu/documents/self-service-how-add-authorized-user>

## **3. Direct Deposit for refunds**

Students are encouraged to enroll in the direct deposit program for financial aid refunds. Enrollment is completed through the Student Accounts page of their Banner account. Refunds issued through direct deposit are received faster, and eliminates the risk of lost refund checks. Instructions on how to enroll in direct deposit can be found at: <https://www.commonwealthu.edu/documents/direct-deposit-student-self-service>

## **4. Parent and Supporter Connection Sign Up**

Parents/supporters can register for the Parent/Supporter Connection to receive important, periodic information from various university offices such as Student Life, Marketing and Communications, as well as general information email notices that are sent to all students from the Student Billing Office.

Registration can be completed at:  
<https://lists.commonwealthu.edu/cgi-bin/mailman/listinfo/cuparents>

### **Student Billing Office Contact Information**

Commonwealth University of PA  
Student Billing Office  
336 Arts & Administration Bldg.  
400 E. 2<sup>nd</sup> Street  
Bloomsburg, PA 17815  
Phone: (570) 389-4013

Commonwealth University of PA  
Student Billing Office  
224 Ulmer Hall  
401 N. Fairview Street  
Lock Haven, PA 17745  
Phone: (570) 484-2425

Commonwealth University of PA\*  
Student Billing Office  
224 South Hall  
71 S. Academy Street  
Mansfield, PA 16933  
Phone: (570) 662-4888

\*Primary payment address

General Student Billing Office email: [studentbilling@commonwealthu.edu](mailto:studentbilling@commonwealthu.edu)

**Additional information about these and other important information can be found on the Student Billing Office page of the Commonwealth University website** <https://www.commonwealthu.edu/offices-directory/student-billing>.