

Frequently Asked Questions



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Gannon Self-Service

What is Gannon Self-Service?

- Gannon Self-Service provides all the information pertaining to billing. To access Self-Service:
 - Login to my.gannon.edu
 - Go to: My GU Applications
 - Select: Gannon Self-Service

Can I receive a paper bill?

- No. Gannon's official billing method is eBill. All billing is delivered exclusively online.

Accessing eBill

How do I access my eBill?

- To access your bill, go to Self-Service and select Student Finance.

When will my semester eBill be available?

- Fall semester bills will be available online in mid June.
- Spring semester bills will be available online the last week of November.
- Summer semester bills will be available online the second week of April.

Will I be notified when my semester eBill is available?

- Yes. An email notification will be sent to your Gannon email account.

What if I overlook the email notification about my semester eBill?

- Your Gannon email is your official means of communication. It is your responsibility to view your Gannon email for eBill notices. Failure to monitor your Gannon email is not a valid reason for waiving late fees or preventing your schedule from being deleted.

When is my semester eBill due?

- Payment or payment arrangements need to be finalized **one week before the start of the semester.**
NOTE: The due date is one week before the start of the semester, **not the start date of the course.**
Also, students with a credit or zero balance must confirm by the semester due date or will be subject to a late fee and risk the deletion of their schedule.

What happens if I pay/confirm my enrollment late?

- A late fee will be assessed if payment is not finalized or enrollment is not confirmed one week before the start of the semester. There is also the risk of schedule deletion.

Will I be notified during the semester if I have financial changes to my account?

- Yes. Monthly email notifications will be sent to your Gannon email for any financial changes such as tuition and fee adjustments, meal plans, financial aid adjustments, disciplinary sanction fees, etc.

Do I have access to previous semester eBills?

- Yes. Go to Student Finance at Self-Service. The account summary lists all current and prior semesters.

Can my parent or guardian access my eBill account?

- Yes. You may authorize a third-party user, such as a parent or guardian, to access your eBill account by selecting User Option in the menu on the left, View/Add Proxy Access in Self Service. In accordance with the Federal Educational Rights Privacy Act (FERPA), the student is the only person who can add an authorized user.

Confirmation of Enrollment

What is Enrollment Confirmation?

- All students are required to confirm their enrollment by the bill due date each semester. This lets Gannon know you are attending and accepting the aid on your account. Even if you have a credit or zero balance, you **MUST** confirm by the due date or your schedule will be deleted. (Gannon will assume you decided not to attend if you do not confirm.)

How do I confirm my enrollment if I have a credit or zero balance?

- To confirm your enrollment, select “Confirm my Enrollment” under the Helpful Links header, which is on the right side of the Student Finance page at Self-Service. If you do not confirm your enrollment by the due date, Gannon assumes you decided not to attend and will remove your schedule.

How do I confirm my enrollment if I pay online?

- The Cashier’s Office reviews online payments each business day. Once payment in full is received or payment arrangements are made, the Cashier’s Office will confirm your enrollment.

How do I confirm my enrollment if I pay by mail?

- Once payment in full is received or payment arrangements are made, the Cashier’s Office will confirm your enrollment.

How do I confirm my enrollment if I use the Semester Payment Plan?

- At Self-Service, select the “Make a Payment” link. Make the required down payment and then set up your payment plan. Once the down payment is received and the payment plan are set up, your enrollment will be confirmed by the Cashier’s Office the following business day.

How do I confirm my enrollment if I use Company or School District Reimbursement?

- Complete the Reimbursement Agreement and make your down payment. The agreement form can be found under Financial Information in the Student Finance section in Self Service. Once your signed Agreement form and down payment are received, your enrollment will be confirmed by the Cashier’s Office the following business day.

How do I confirm my enrollment using Gannon Tuition Remission?

- Complete the Tuition Remission Application available on the Human Resource website. When your application is approved, HR will email notification to the Cashier’s Office. Please detail into your account at Self-Service and make payment for any fees. (Students with Pell and/or PHEAA can use these funds towards payment of their fees.) Once your Tuition Remission approval and your fee payment have been received, the Cashier’s Office will confirm your enrollment.

How do I confirm my enrollment if I am sponsored by my government?

- Once you have given the Cashier's Office a valid Financial Guarantee, you are able to confirm your enrollment at Self-Service. You MUST confirm by the due date or your schedule will be deleted.

How do I verify that my enrollment has been confirmed?

- You will receive an email notification verifying that your enrollment has been successfully confirmed.
Note: This email is automated to send the following business day. It is not immediate.

Payment Information

What methods of payment are accepted?

- **Check**
 - **Cashier's Check**
 - **Money Order**
- } Make payable to Gannon University
- **Credit/Debit Card** - Credit/Debit card payments can only be made **online**.
A service fee is assessed on credit card transactions.
Cards accepted: VISA, MasterCard, Discover, American Express
 - **Cash** - Cash payments over \$1,000 are not accepted at the Gannon Cashier's Office.

How is payment accepted?

- **In person at the Gannon Cashier's Office**
- **Online**
E-Check & Credit/Debit card payments can be made online.
A service fee is assessed on credit/debit card transactions.
Cards accepted: VISA, MasterCard, Discover, American Express

Parents can pay on the "Make a Payment" link if their student granted them access.
Parents without access can make an online payment at www.gannon.edu/epayment.
- **By mail**
Please indicate the student's ID number on the check and mail to:
Gannon University
Cashier's Office
109 University Square
Erie, PA 16541

How do I make an international payment?

- International payments are required to be made through Flywire.
Flywire makes international payment safe and easy.
With Flywire you can: track your payment from start to finish.
save on bank fees and exchange rates.
receive dedicated customer support.

Payment can be made at: gannon.flywire.com

Can I set up a Payment Plan?

- Yes, payment plans can be set up through self-service.
- **Semester Plan**
A Semester Payment Plan is available through the Gannon Cashier's Office, which enables you to defer up to \$2,500 per semester. There is a \$30 set up charge. The plan can be set up online through Self-Service or in the Cashier's Office.

Why isn't my private educational loan deducted from my bill?

- If your private educational loan is not deducted on your bill, you need to contact your lender to see if there is a problem. Your loan will be deducted as Anticipated Aid on your bill once it is finalized. You need to apply for your loan at least three to four weeks before the due date, because it usually takes that amount of time for processing.

What should I do if I am receiving an Outside Scholarship?

- Provide a copy of the award letter or the actual check to the Cashier's Office so the amount can be deducted from your bill.

What if I have Company/School District Reimbursement?

- Gannon will let you sign an agreement to defer the portion your company/school district will reimburse. The agreement works like this:
Students who receive 100% reimbursement need to make a \$100 down payment **per semester**. Students who receive partial reimbursement must pay the portion not covered by their employer. In either case, the down payment and a completed Reimbursement Agreement Form must be submitted to the Cashier's Office by the semester due date. The balance is deferred for 30 days (45 days for school district reimbursement) from the last day of the semester. Any student who fails to make payment in full by this date will be liable for a \$50 late fee.
Reimbursement Agreement Forms are available in Self Service in the student finance section of financial information on the left side menu.

What should I do if I am using a College Savings Plan? (ex: 529 Plan, TAP)

- You should make arrangements to have the funds sent to the University before the semester due date. If the funds will be disbursed beyond the due date, provide the Cashier's Office with a copy of the fund request indicating the amount that will be received.

Refunds

What is the Refund Policy for Dropped Courses or a Complete Withdrawal?

- **Tuition & Fees**
14 week courses: A percentage of tuition charged will be refunded as follows: 100% during the first week; 80% the second week; 60% the third week; 40% the fourth week; and no tuition refund thereafter.
For fees, 100% refund will be given during the first week; and no fee refund thereafter.
7 week courses: A percentage of tuition and fees charged will be refunded as follows: 100% during the first week; and no tuition or fee refund thereafter.
After the first week, there is no financial adjustment when a student drops from full-time to part-time.
- **Housing**
A 100% refund will be given during the first week of the semester; and no refund thereafter.

- **Meal Plan**

A meal plan dropped during the first week of the semester will be refunded the full cost of the plan less the equivalent cost of meals consumed prior to dropping the plan. After the first week plans can only be added.

How do I receive a refund for any excess credit on my account?

- Excess credit on your student account is refunded by Direct Deposit. Sign up in self service under banking Information Sign up for direct deposit. If not signed up a paper check will be mailed to the address on student's account. Please note: direct deposit is not available for parent plus refunds.

Other Questions

Can I transfer credit from my student account to my GU Gold card?

- Yes. You can do this online using the “Transfer Credit to GU Gold” link (under helpful links) in GU Self Service, Student Finance or transfers can be made in person in the Cashier’s Office.

How do I make a deposit to my GU Gold card?

- Deposits can be made online at www.gannon.edu/gugold or in person in the Cashier’s Office.

How do I Add/Change a Meal Plan?

- To ADD/CHANGE a meal plan: Email Residence Life at Reslife@gannon.edu
- Please note: Any changes or drops for semester meal plans can only be completed through the first week of the semester. After the first week meal plans can only be added.

Can I register for an upcoming semester if I have a past due balance?

- No. A financial hold is placed on your account if you have a past due balance. The hold will prevent you from registering for a future semester, receiving transcripts, and receiving your diploma.

Do I have access to my 1098-T forms online?

- Yes. 1098T forms can be found in the Tax Information section of GU Self-service.