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OU now offers online tuition payments

By **Jeff Samoray**, *OU Web Writer*

First there was online registration, then came online courses. Now students can make payments for Oakland University tuition and fees online.

This additional payment option via the OU Web site builds upon the university's commitment to the quality and efficient delivery of student services. Recently, OU opened its new Office of Student Financial Services to provide students faster service in financial aid and billing matters.

The secure online payment system was implemented in late October, said Kelly Carter, manager of receivables and cashing services.

"Anything assessed to students on their bills can be paid online by credit card," Carter said. "This includes things such as tuition and housing fees, phone bills, graduation application fees - anything normally assessed to them on their bills."

To access the system, students will need both their student number and six-digit PIN number. To make payments from the **OU Web site home page**, click on the SAIL logo, then login with your student ID and PIN numbers, click on Student Services and Financial Aid, click on Student Accounts and Account Summary, click on Account Summary by Term and Credit Card Payment, then go to the Credit Card Payment link and make your payment.

Carter said that those who have already used the system have found it easier to use than the telephone voice response system.

"We've been receiving online payments over the last few weeks, and the students have found that it's user friendly. There's really no comparison between paying on the Web and paying by phone. By paying online, you don't have to listen to a recording, you can see your transaction occur in real time, and you can make payments 24 hours a day, seven days a week. I believe that we will see a natural shift to the Web by those who have used the phone system. It's just so much easier for students and their parents."

Online payments have not resulted in the elimination of any services. Students can continue to make credit payments by phone, or by cash, check or money order by mail or in person at the cashier's office.

The next step in the use of the Web may be to offer online itemized billing, which could result in the elimination of printed mailed bills, Carter said.

"We'd like to provide all students with an online bill, which would be an exact copy of their paper bill," she said. We would allow students to send us an e-mail if there's a question about a bill, and of course, allow them to pay online. We've sent a request to our software developer to begin this product development for us."

SUMMARY

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