


# Life U Student Accounts FAQ

## GENERAL

### What does Student Accounts do?

We manage your student account, which consists of tuition, fees, and housing & meal plan charges. We disburse federal, state, private financial aid, manage payments, payment plans, refunds, institutional scholarships, external scholarships, Veteran Benefits, and third-party billing. 

### How do I access my student account?

Log onto EagleNet and click “Student Accounts” You can view your account activity, make payments online, sign up for LU Payment Plan and view your latest statement.


### Can my parent have access to my student account?

Parents are unable to have their own access to EagleNet. You can complete a FERPA request and grant your parent(s) permission to discuss your account with a school official. You can find the FERPA on EagleNet. Click the menu button, click “User Options” then FERPA Form.

### How can I update my direct deposit information?

Life University requires all students to set up direct deposit and maintain their bank information in EagleNet. You may make changes to your banking information by logging into <https://EagleNet.life.edu>, then click on Banking Information.


### When will my 1098-T be available?

Your 1098T is always post marked by Jan 31st each year or viewable in EagleNet. If you consent to electronic 1098T's you will have access prior to Jan 31st. 

### What type of payments does Life University accept?


We accept debit/credit cards, electronic-checks, bank transfers, 529 College Saving Plans, Outside Scholarships, International Wires, VA benefits, LU payment plan, and State Pre-Paid Plans.

### Are email notifications sent to my parents?


The official form of communication is email. LU only communicates to the student, through the life.edu email. 

## BILLING

### When can I view my bill?

When charges are placed on your student account, you view your charges in EagleNet and can access a statement. To access the statement, Click on Student Accounts, click on the Term, then View Statement. We do not mail or email bills to students. 

### When is the payment deadline?

All tuition, housing, meal plans and fees are due and payable upon registration, but no later than Sunday-Midnight end of the second week of classes each quarter. 

### What is covered under the quarterly student fees?

The quarterly fee covers various campus activities includes, but is not limited to, information technology, ePrint, parking, campus shuttles, lab fees, graduation, orientation, fitness center, intramural and club activities.



## How do I make payments?

Log in to EagleNet, Click Student Accounts, Click Make a Payment.

## How can my parent/guardian make payments on my bill?

You can give an authorized user access to make payments on your behalf. Log into EagleNet, Student Accounts, Make a Payment, Authorized Users. Your authorized user can make payments on your account from their own login.

## What other fees might be assessed to my student account?

Examples of other fees that may be charged on your student account are drop course fees, Proctorio® fees, replacement student ID, disenrollment fees, housing breakage fee, parking fines, library fines, returned check fees, and late payment plan fees.

## REFUNDS

### When can I expect to receive my refund?

Student Accounts processes refunds twice a week, weeks 1-10. Refunds are sent to the bank account you set up in EagleNet. Students typically receive a refund within 1-3 business days.

### What happens if I drop a course or withdraw from the university?

Please refer to the university quarterly announcement for the drop refund calculation. You can find the withdrawal policy in the Life University catalog and Student Handbook.

### Why did I get a refund when I still have a balance?

Some non-institutional fines/fees cannot be paid with financial aid. Examples include the disenrollment fee, changes to registration and timing of refunds, or past due balances from a previous academic year. You must log onto EagleNet and make these payments.

## AUTHORIZATIONS

### What is a Student Account Acknowledgment agreement?

The Student Account Acknowledgment agreement explains your financial responsibility. The acknowledgment form is an agreement to pay your account in a timely manner. If your balance is not paid in a timely manner, your account may be referred to a collection agency.

### What is the Title IV Authorization agreement?

The Title IV Authorization agreement allows you to decide if your financial aid can cover non-institutional charges. These include parking fines, library fines or several other fees you may incur on campus. If you deny, you will be responsible for paying such fines out of pocket. If you accept and have financial aid, this aid can help cover these non-institutional charges.

### Why would I consent to receiving my 1098-T electronically?

When you consent to receiving your 1098-T electronically you always have access to current and past 1098-T's on EagleNet. You don't have to worry about waiting for it to be mailed or misplacing a paper copy.

## CONTACT US

- Email at [studentaccounting@life.edu](mailto:studentaccounting@life.edu) 
- Phone: 770-426-2700
- In-Person: Visit the Student Affairs desk in the Learning Resource Center Monday-Friday, 8:00 a.m.–5:00 p.m.