

Student Accounts Office – Information to Know

The Student Accounts Office is responsible for inquiries regarding student billing, payment and ID cards.

Please remember to always check your Drew email! This is our main method of communication with our students.

Contact Us:

- Virtual Hours at this time: Monday through Friday, 9:00am to 5:00 pm
- Location: Brothers College, Lower Level, Room #8
- Email: StudentAccounts@drew.edu
- Phone: (973) 408-3114
- Web: <https://www.drew.edu/financial-aid/student-accounts/>

TreeHouse Resources (treehouse.drew.edu)

- In the Students Tab of TreeHouse, the My Account box has links to:
 - Student Account Center – online updated balance, access to monthly statements, account activity
 - Institutional Refund Policy
 - Health Insurance Waiver/Enrollment (To be completed EVERY Fall term prior to start of classes)
- Login/Password required for Treehouse (contact Help Desk with questions or problems x4357 or HELP)

Proxy/Parent Access to TreeHouse

- Drew students may allow access to their information by 3rd parties (parents/guardians/spouses/etc.) by setting up [proxy access](#). In doing so, the student permits this person to view otherwise confidential information online and be able to speak on your behalf with University staff members.
- Students may choose the areas to which proxies have access, which include tuition/billing, financial aid, academics and scheduling.
- It is suggested to set up proxy access *prior* to the beginning of the first term. Please keep in mind that a student can remove, add, or update proxy access at *any time*.
- Entering a “Pass Phrase” for a proxy will require that proxy to provide the pass phrase when making contact with our office before we can respond to their inquiry. This is an optional field which can be left blank, if desired.
- Go to: <https://www.drew.edu/financial-aid/student-accounts/information-for-students-parents/>

Health Insurance (All Full-time and International students **MUST** have health insurance coverage.)

- All Full-time and International Students are billed for Drew’s Student Health Insurance. You are required to **waive or enroll** in this coverage in the Fall Term of every academic year.
- [This is an Action Required/Opt-Out Program.](#)
- **Failure to actively waive the Health Insurance by the deadline will incur a non-refundable charge**
- The link to “Waive or Enroll in Student Health Insurance” can be found in [Treehouse](#), in the Students tab, in the My Account box.

Statements

- Fall term statements are sent in early July, and are due on August 5th prior to the start of the semester
- [A LATE FEE \(\\$150\) will be assessed the first day of the semester for delinquent accounts.](#)
- Statements are distributed via **email** monthly. Statements are not mailed.

- Monthly statements are emailed to the student's Drew email address and to the email address provided for anyone granted Proxy access to the Student's billing information. Statements are also posted to the Student Account Center in TreeHouse.
- Past due balances will result in Registration and Transcript/Diploma Holds until the account is paid in full.
- Summer semester balances must be paid in full before your course starts. (If the deadline falls on a weekend, the deadline will be the next business day.)

Payment Options (drew.edu/payments)

- Online – Log into the **Student Account Center** in TreeHouse
 - **International currency payments using Flywire**
 - Single (One Time) U.S. Credit or Debit card payments (**fee applies**)
 - Payment Plans - 4 or 5 month per semester plans are offered through NELNET and can be set up and paid in the Student Account Center (Set-up fee charged)
- In Person **by appointment only** - Cash or Checks ONLY in the office.
- **Financial Aid** can also assist you with payment of your Tuition and Fees in the form of Scholarships, Grants, and Loans. Please contact the Financial Assistance Office at (973) 408-3112 or finaid@drew.edu for more information.

Drew ID Cards

- **Your Drew ID card manages your Meal Plan, Extra Food & Bookstore Accounts, and Building Access.**
- If your ID card is lost or stolen, please go to the [ID website](#) and request a new ID as soon as possible so that we can disable your Drew ID card and issue a new one (**replacement of lost or stolen ID is \$25**)
- If your ID card is broken or not working, please go to the [ID website](#) and put in your request. Please turn in the broken card when picking up your new card and we will replace it free of charge, if necessary.

Withdrawals/Leaves of Absence & Drop/ Add

- Detailed information can be found on the [Student Accounts webpage](#).
- **Drop/Add** - Changing an existing registration but remaining enrolled in a semester during the Drop/Add Period (within the first two weeks of a term) This **may or may not** result in an adjustment to your bill.
- **Withdrawal/ Leave of Absence** - Dropping all courses in a semester is a Withdrawal or Leave of Absence, and must be submitted through [TreeHouse](#) **before** the term starts to avoid financial obligation to the University for that term. Withdrawal or Leave of Absence after the start of the semester is subject to the [Institutional Refund Policy](#).
- **Important note:** You may lose some or all of your semester Financial Aid when you withdraw/take leave. Please talk with your Financial Assistance Counselor **before** withdrawing/taking leave to understand that impact.

Tuition Protection Plan (GradGuard.com/email/drew)

- Drew University has partnered with **GradGuard** to provide families with the Tuition Protection Plan by Allianz Global Assistance featuring special plans and rates not available to the general public.
- This coverage can assist you in paying your bill if you need to withdraw or take a leave for a medical reason after the semester begins.
- To enroll or learn more about GradGuard, please visit GradGuard.com/email/drew or call 1.866.724.4384.
- **Enrollment is only available PRIOR TO the first day of the semester.**