Student Accounts Office – Information to Know

The Student Accounts Office is responsible for inquiries regarding student billing, payment and ID cards. Our main source of communication is your Drew Email account, please ensure to monitor it for important information.

Contact Us:
- Location: Lower Level of Brothers College, Room #8
- Hours: Monday through Friday, 9:00am to 5:00 pm (June/July Summer hours 2pm on Fridays)
- Phone: (973) 408-3114 not available in office at this time due to COVID 19
- Email: StudentAccounts@drew.edu
- Web: www.drew.edu/StudentAccounts

TreeHouse Resources (treehouse.drew.edu)
- In the Students Tab of TreeHouse, the My Account box houses links to:
  - Student Account Center – online updated balance and access to monthly statements and all account activity
  - Institutional Refund Policy
  - Health Insurance Waiver/Enrollment (To be completed prior to EACH academic year)
  - Semester Billing Packet – a link to Information for Students and Parents on the Drew website
- Login/Password required for Treehouse (contact Help Desk with questions or problems x4357 or HELP)

Statements
- Fall Semester statements are posted in early July in which payments/payment plans are due by August 5th. Spring Semester statements are posted in early December, in which payments/payment plans are due January 5th.
- Payment is due prior to the start of each semester. A LATE FEE is assessed the first day of the semester for delinquent accounts.
- Statements are distributed through email ONLY once a month (on or about the 5th)
- 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 brought current.
- Summer semester balances must be paid in full before your course starts as there are no payment plans for this term(If the deadline falls on a weekend, the deadline will be the next business day.)

Payment Options (drew.edu/payments)
- In Person - Cash or Checks ONLY in the office.
- Online – Single Credit / Debit card payments can be made using the Student Account Center in TreeHouse.
- Payment Plans - 4 or 5 month per semester plans are offered through TMS and can be set up and paid in the Student Account Center.
- 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 for more information.
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, as well as have discussions with University staff members.
- Students may choose the areas to which their 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.

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 visit the Student Accounts Office 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 bring the card to the Student Accounts Office and we will replace it free of charge, if necessary.

Withdrawals/Leaves of Absence/Add-Drop (drew.edu/Student Accounts -Click on “Information for Students & Parents, then “Institutional Refund Policies” or “Add/Drop Policy”)

- Add/Drop - Changing an existing registration but remaining enrolled in a semester is done during the Add/Drop 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 completed before the term starts to avoid financial obligation to the University for that term.
- Important note: You may lose some/all of your semester aid when you withdraw/take leave. Please talk with your Financial Assistance Counselor before withdrawing/taking leave to understand that impact.

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.
- ALL students must to waive or enroll in this coverage in the Fall Term of every academic year PRIOR to the start of class.
- The link to “Waive or Enroll in Student Health Insurance” can be found in Treehouse, in the Student tab, in the My Account box.

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.