

1. When is payment for Tuition and Fees due?

Payment is due on or before the first day of class each term.

2. How do I know how much I owe?

Account balances can be viewed on Banner Web. To view account balances on Banner Web: www.northgatech.edu > Student Resources > BannerWeb > Log in > Student Services and Financial Aid > Student Records — Click on Pay By Check Or Credit Card

3. I have viewed my student account online, what does the negative amount mean?

That is the amount of Financial Aid available after your account balance has been paid. A negative number indicates you will receive a refund a few weeks after the start of the term. Refunds will be distributed to BankMobile (see #7 below).

4. How can I pay my account balance?

You can pay online through Banner Web with a check or credit card. Cash payments can be made at the Cashier's office on your campus.

5. Where can I find information on the Nelnet Payment plan?

Information on the Nelnet Payment plan is available online: northgatech.edu/student-affairs/financial-aid/pay-for-college/



6. Where do I turn in my WIOA (Workforce Innovation and Opportunity Act) Tuition Training Voucher?

Tuition Training Vouchers can be turned in to the Cashier's office at your campus.

7. How are refunds issued?

BankMobile distributes refunds based on your refund option. For more information, view the BankMobile FAQs online:

bankmobile.custhelp.com/app/home

8. When will I receive my refund?

The first refund of the semester is issued to BankMobile for distribution about 28 days after the start of each term. After that, refunds are issued to BankMobile for distribution about every 14 days unless there are circumstances beyond our control.

9. Where do I view my refund amount?

Refund amounts can be viewed on Banner Web on the Account Summary by Term page. Please note, refund amounts are subject to change due to changes in your schedule, Financial Aid award, and changes to your charges.

10. When will I receive my BankMobile Refund Selection Kit?

You can expect to receive your Refund Selection Kit (green envelope) in the mail approximately three weeks after the start of the term. BankMobile will also send an email with directions on setting up your refund preference. For more information, view the BankMobile FAQs online:

bankmobile.custhelp.com/app/home

11. Who do I contact if I have not received my BankMobile Refund Selection Kit?

Please allow approximately three weeks after the start of the term for your Refund Selection Kit to arrive. If the kit is not received, you can check the status online or contact the Cashier's office at your campus.

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