



# Rhodes Express

Have a question but not sure where to go? Ask Rhodes Express. We serve as the information hub for the college and are happy to help!

Burrow Hall, Lobby  
Mon-Fri 8:30-5:00  
express@rhodes.edu  
P: 901-843-3278  
F: 901-843-3436

## A Student Services Hub for the Rhodes Community

### Bursar

- Process tuition payments
- Review QuikPAY statements
- 1098-t distribution
- Process cashier vouchers
- Meal plan adjustments
- Process Lynx\$ payments

### Financial Aid

- Initial review of Financial Aid questions & concerns
- Receive and process outside scholarship checks
- Consortium Agreements
- Intake of Special Financial Circumstance documents

### Registrar

- Process various Registrar related forms
- Process transcript and enrollment verification requests
- Assist with Enrollment clearance
- Collection of all Registrar related documents

### Miscellaneous

- Distribute keys, FOBs & parking decals for Campus Safety
- Produce Rhodes ID cards
- Assist in the distribution and sale of student activities event tickets

For more information on the services provided by Rhodes Express please visit:

<https://www.rhodes.edu/student-life/services-and-support/rhodes-express>

## Frequently Asked Questions:

### Q: WHEN WILL I BE ABLE TO VIEW MY TUITION STATEMENT?

A: Tuition statements for the Fall semester will go out in mid-July, and tuition statements for the Spring semester will go out in mid-October. Statements will be emailed to the student’s Rhodes email as well as to the email of all authorized payers who have been given access by the student.

### Q: WHEN IS TUITION DUE?

A: Fall semester: August 9th and Spring semester: November 22nd

### Q: HOW DO I VIEW MY BILL?

A: Students can view their bill by logging into their Banner Web Account >> Student Tab >> View and pay a bill. Authorized payers can view a student’s bill by clicking the “Pay a bill” link at the bottom of the Rhodes College homepage and by logging in using the information provided by the student. ***NOTE: Banner Web is a student portal ONLY. Access cannot be granted to anyone other than the student.***

### Q: MY TUITION STATEMENT SHOWS “ANTICIPATED CREDITS.” WHAT DOES THAT MEAN?

A: Anticipated credits show the total amount of accepted aid that will disperse to the student’s account, usually 10 days before the first day of classes. ***NOTE: Aid will only disperse if all Financial Aid requirements have been satisfied.***

## Frequently Asked Questions Continued:

**Q: THE AMOUNT OF ANTICIPATED CREDITS DOES NOT SHOW EVERYTHING I WAS OFFERED. WHAT SHOULD I DO?**

A: The first step is for the student to log into their Banner Web account and make sure all aid they intended to accept has been accepted. If this is confirmed, chances are there are outstanding requirements that require attention. Any outstanding requirement can be viewed under the requirements tab in Banner Web.

**Q: WHAT ARE FINANCIAL AID REQUIREMENTS?**

A: Financial Aid requirements are a list of action items a student must complete before their accepted financial aid can be dispersed to their account. The most common requirements include: entrance counseling, FAFSA verification, and master promissory note. All link and instructions on how to satisfy each requirement are available through the requirements tab on Banner Web.

**Q: I ACCIDENTALLY DECLINED AN AWARD BUT NOW WISH TO ACCEPT IT. WHAT DO I DO?**

A: The student will need to send an email from their Rhodes email address to [finaid@rhodes.edu](mailto:finaid@rhodes.edu) requesting the award to be reset to offered.

**Q: I HAVE BEEN AWARDED WORK STUDY BUT IT IS NOT APPEARING AS AN ANTICIPATED CREDIT. HOW DO I FIX THIS?**

A: Funds for work study are not applied to the student account like other aid. This money will be provided in the form of a paycheck. The amount that has been awarded is the maximum amount the student can earn for the year, based on the hours they work. If the student wishes for their money to be applied to their account they can bring their paycheck to Rhodes Express and we will apply it as a payment.

**Q: IS THERE AN OPTION FOR A PAYMENT PLAN?**

A: Yes, we use Nelnet Campus Commerce (formerly Tuition Management Systems), a 3rd party company which offers a 10-month payment plan starting in June and ending in March. They can be contacted by calling [800-722-4867](tel:800-722-4867) or by visiting [rhodes.afford.com](http://rhodes.afford.com)

**Q: I SEE A CHARGE ON MY ACCOUNT FOR A TUITION REFUND PLAN. WHY HAVE I BEEN CHARGED THIS FEE?**

A: All students are assessed this charge in the Fall semester for tuition insurance coverage which covers both the Fall and Spring semesters. For more information or to waive this coverage, you can visit [www.tuitionprotection.com/rhodes](http://www.tuitionprotection.com/rhodes). *The deadline to waive this fee is August 1st.*

**Q: WILL I GET ANY OTHER BILLS THROUGHOUT THE YEAR?**

A: Yes. In addition to the Spring tuition statement, the Bursar will continue to send out account statements throughout the year showing any incidental charges that may occur. (ex: parking citation, bookstore purchases, replacement IDs, keys, key FOBs etc.) These statements will be emailed to the student's Rhodes email address and any email address associated with their authorized payers. Paper bills will not be mailed. **NOTE:** *All students and Authorized Payers will receive these statements regardless of whether money is owed, if there is a credit balance or a zero balance.*