

## West Virginia State University Balance Payoff

### Frequently Asked Questions (FAQs)

**Q. Who is eligible to have an outstanding balance paid off at the university?**

**A.** All degree-seeking students enrolled during the COVID-19 national emergency (on or after March 13, 2020) are eligible for the Higher Education Emergency Relief Fund (HEERF) regardless of Title IV eligibility. You are eligible for the balance payoff if you have an outstanding balance owed to the University and you were enrolled during the following semesters; spring 2020, summer 2020, fall 2020, spring 2021, and summer 2021. This would include all undergraduate, graduate, international students, and students who have graduated or withdrawn during those periods.

**Q. What fees are eligible for debt cancellation?**

**A.** Any outstanding balance that is on the University's financial ledger (books) is eligible for the payoff. It is **not** limited to tuition, fees, room and board.

**Q. What will I receive from the University to indicate that my balance has been paid off?**

**A.** Students whose balances were paid off will receive an email communication from the WV SU Cashier's Office within the next seven business days. Students can log into their MyState account to view their updated billing statement.

**Q. Are students eligible to have their balances paid off for future terms and semesters?**

**A. NO**, the Higher Education Emergency Relief Funds (HEERF) are not available to pay off balances for future terms. You must ensure that all balances going forward are paid in full by personal funds, approved financial aid, their party agencies or payment plan.

**Q. If I have a transcript hold due to a balance owed, can I receive my transcript?**

**A.** Yes, students enrolled at the University at any point on or after March 13, 2020 and had an unpaid balance can obtain an official transcript once the balance is cleared. Note: you must pay the transcript request fee.

**Q. If I have an enrollment or registration hold due to a balance owed prior to March 13, 2020, can I register for the upcoming fall 2021 semester?**

**A.** Yes, students enrolled at the University at any point on or after March 13, 2020 and had an unpaid balance can register for the upcoming fall 2021 semester.

**Q. Will the Higher Education Emergency Financial Relief Funds (HEERF) pay off any loan debt that my family or I incurred for this impacted period?**

**A. NO,** HEERF will not pay off any personal loan debt incurred for the impacted period.

**Q. Who should I contact if I have questions regarding the payoff of my balance?**

**A.** Please reach out to the **WVSU Cashier's Office** at **(304) 766-3141**, or email them at [cashier@wvstateu.edu](mailto:cashier@wvstateu.edu).