

Frequently Asked Student Account Questions

1. **When are statements published?**

- a. Bills are published to the Transact payment portal by
 - i. Summer 2026 – April 24, 2026
 - ii. Fall 2026
 - 1. May 1 – Continuing students from Spring 2026
 - 2. By Sprog – Incoming First Years and Transfers first bills
 - 3. June 26 – All students will have a bill published
 - iii. Spring 2027 – November 20, 2026
- b. New bills are published when account activity is noticed such as housing or meal plan changes, significant financial aid changes, registration changes, waivers are posted

2. **Why is Self Service different than the Transact Portal?**

- a. Self Service only shows one term at a time and the posted activity to that term. Transact looks at the cumulative balances of all terms at once
- b. Before the disbursement date of financial aid, Self Service is not looking at the confirmed financial aid so the bill is much larger than the Transact portal. Transact applies confirmed financial aid towards the outstanding balance, so what you see there is what Southwestern University expects you to pay out of pocket.

3. **Are payment plans required?**

- a. No, payment plans are not required. It is a tool to help you budget your out of pocket costs each semester.

4. **What are the benefits of payment plans?**

- a. Instead of one payment per semester, the payment plan gives you the opportunity to spread the balance due over several monthly payments per semester.
- b. It is interest free, and has a \$25 enrollment fee per semester.
- c. The budget will automatically adjust as additional financial aid is disbursed or new charges are added. The difference will be prorated over the remaining months in the plan.
- d. An automatic payment plan can be linked to the payment plan, so you do not have to remember to make monthly payments.

5. **What if two parties need to pay towards an account?**

- a. Before enrolling in the payment plan, please contact the Student Accounts office at studentaccounts@southwestern.edu, and we help you set up separate payment plans so each party may make payments towards their own plan.