

**Villa Maria College**  
**Student Accounts Office**  
**Frequently Asked Questions**

**Q. Where is the Student Accounts Office located?**

A. The Student Accounts Office is in rooms 114 and 115 of Felician Hall.

**Q. What is the difference between the Student Accounts Office and the Business Office?**

A. The Student Accounts Office works mainly with students while the Business Office works mainly with faculty and staff.

**Q. When is tuition due?**

A. Tuition payment and/or a payment plan is due on January 11, 2024. If your tuition is not paid or you are not on a payment plan, your account is subject to a \$75 late fee.

**Q. How can I make payment?**

A. Villa accepts payment by cash, check, money order or credit card. Villa does **not** accept American Express.

**Q. Can I go on a payment plan for my charges?**

A. Absolutely. Tuition and fees may be paid on the installment plan. Balances are divided into four equal monthly payments per semester. A completed and signed Monthly Payment Plan Agreement must be submitted to the Student Accounts Office along with the first payment and the \$40 processing fee by February 11, 2024.

**Q. Why does my bill say my aid is "Pending"?**

A. Your financial aid will show as Pending until Villa receives the funds. The earliest Villa starts receiving most funds is 30 calendar days into the semester. When your aid is received, "Pending" will change to a date.

**Q. Where do I get more Bistro Bucks or a Meal Plan?**

A. If you have spent your Bistro Bucks (\$75 for Full Time and \$25 for Part Time students), you can purchase more through the Student Accounts Office. Remember, purchases made with your Bistro Bucks are not taxable. Also, if you purchase \$45 in Bistro Bucks at one time, Villa will give you a bonus of \$5 Bistro Bucks.

**Q. Help, I ran out of printing on my card.**

A. If you have used up your \$25 semester allotment, you can purchase additional printing at the Student Accounts Office.

**Q. I live at Collegiate Village and want Villa to send my extra aid there. Can you do that?**

A. Yes, students who live at the Collegiate Village Apartments (CVL) and have extra aid can request that Villa send funds to CVL. You will need to complete the Collegiate Village Form. When the Student Accounts Office receives it, we will review it and let you and Collegiate Village know how much funding can be sent on your behalf.

**Q. Who can I contact with additional questions?**

A. Please contact Mary Roche, Director of Student Accounts at 716.961.1811 or via email at [mroche@villa.edu](mailto:mroche@villa.edu).

**Q. Can I complete these forms online?**

A. Yes you can. Go to [Villa.edu](http://Villa.edu) and click on *Menu* → *Student Life* → *Student Accounts* → *Forms*

**Q. I'm having a problem with my Bistro Bucks, LYFT, CRAM Pass. Who do I talk to?**

A. Contact Mary Roche at 716.961.1811 or by email at [mroche@villa.edu](mailto:mroche@villa.edu).