

Customer Service Makes a Difference!

Remember to:
Be Kind
Be Steady
Be Grateful

Whenever possible, be an “educator” and help explain to students how something works or why we have a policy. Explain why they may need to go to another line or office.

Think about the language we use when explaining things to students (“If you walk over to Admissions & Records, they will be happy to help you” vs. “Now you HAVE to go over to Admissions & Records”).

If possible, ask questions to make sure you are directing a student to the correct office or line. If they mention refunds, don’t just send them to Business Services, make sure they really need to go to that office or stand in that line.

Is it possible can you make a call, look in Banner, or send an email to avoid sending the student to another office?

Health Insurance

All students taking 6 or more credits are eligible for student health insurance; if not waived during the registration process, the insurance fee will automatically be added to their fee statement.

Students have ONLY to the 15th class day of each semester to finalize their decision. Please encourage students to check their fee statement carefully and ask questions if they do not understand all charges.

The student health insurance plan is different from the Student Health Services. All students have access to the Student Health Service (automatic fee for students with 7+ credits; optional for those with 6 or fewer), regardless of their decision to elect or waive the student health insurance plan.

Students can call Student Health Services at (406) 657-2153 for questions and more info.

Student Accounts

Students can view their bill on the web anytime. If the bill has a zero or credit balance the student may select “confirm attendance.” (*Note: The confirm attendance icon does not appear if student owes money to the university.)

ALL students must confirm attendance, even if they have a credit balance.

Payments can be made online, in person, or by mail. Installment contracts are available at <http://msubillings.edu/boffice/installment.htm>

Students are encouraged to sign up for direct deposit in advance if they are anticipating a refund. The refund process will begin on August 14th through Student Choice Refunds, no refunds are processed in house starting Summer 2020.

Students are encouraged to confirm attendance or make fee arrangements by 5 pm on Friday, August 21st. Late fees will be assessed on Monday, August 24th.

For step-by-step instructions on accepting fees, paying, and buying a parking permit, visit <http://www.msubillings.edu/boffice/pdf/Orientation.pdf>



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Financial Aid

Check application status and respond to award offers through MyInfo under Financial Aid tab

Confirm attendance through MyInfo or the Student Accounts office if charges and aid are correct

Student's photo ID or completed Release of Information form required to share information

First time Federal Direct Stafford Loan borrowers at MSUB must complete a Master Promissory Note and online Entrance Counseling by logging to <https://studentloans.gov> with their FSA ID

Students who have accepted a work study award are able to search for job openings at www.msubillings.edu/careers and click on CareerLink. After securing a position on campus, students should work with the department that employs them to complete an EPAF (appropriate employment form). Students with off-campus work study positions should pick up a Work Study Authorization form at the Financial Aid office.

Student Crisis Funds may be available for student experiencing a personal and unexpected crisis or hardship <https://www.msubillings.edu/seesomething/funds.htm>

MSUB students can apply for the Fall 2020 CARES Act funds by searching for CARES Act on the MSUB website. CARES Act Emergency Grant Eligibility Requirements include the following:

- Enrolled as a degree-seeking student at MSU Billings Summer 2020 or Fall 2020
- Department of Education guidelines excludes students in 100% online programs and dual enrollment students.
- Eligible to receive Title IV Federal Financial Aid – You received federal financial aid or eligible for Fall 2020.
- Experiencing unexpected financial hardship resulting from the coronavirus/COVID-19 outbreak.

Parking

Parking permits are available for purchase online in the Parking services tab in your MyInfo secure area or in person at University Police & Parking located on the ground level in the southwest corner of the parking garage on Poly Drive (please have your license plate number handy)

Fees: \$115 annual, \$90 academic year, \$55 semester, \$40 summer

Please refer all parking-related questions to University Police at (406) 657-1704

Information Technology

The Remote Computer Lab (RCL) is now available for students to use MSUB software while on or off campus from anywhere they have an internet connection. For more information visit <http://www.msubillings.edu/it/software/rcl/>.

Students who have a genuine need for a computer, can apply for a loaner laptop. Supplies are limited and will be filled on a first come first serve basis. For more information visit <http://www.msubillings.edu/it/loanerlaptop.htm>. Need IT assistance? Visit <https://helpdesk.msubillings.edu> to submit new requests, check your request's status, and review useful how-tos. In an emergency, call (406) 247-5700.

The IT website continues to be updated with even more useful information. Visit <http://www.msubillings.edu/it>.

Housing

Residents can cancel their room at any time, but the \$125 non-refundable application fee is not included in the refund. All cancellations, at any time, will be charged a \$75 cancellation fee. Refunds on rooms and meal plans are only eligible through the third week of classes (September 6).

All students living on campus must choose from four meal plans. Please help sell this in a positive light. It is common at all schools to have a room and board package and our board package is considerably less expensive than at other colleges.

Meal plans use start on opening day for dinner, August 16. Students have until the eighth class day to change their meal plan (August 28). All meals in Rimrock Café are all-you-care-to-eat. Students can carry over residence hall meal plan "dining dollars" from Fall to Spring, but those funds are gone at the end of spring. Dining dollars associated with individual meal plans can be used at MSUB Dining Services retail stores ONLY.

Rimrock and Petro Hall feature an interactive learning center for residential use and faculty collaboration. Both classrooms have computers that only residents can use and free printing.

Connect with Housing & Residence Life & Dining

msubdining    MSU Billings Housing & Residence Life  @msubhousing  

Dining

msubillingsdining.sodexomyway.com • (406) 657-2382

Housing & Residence Life

msubillings.edu/reslife • (406) 657-2333

MSU Billings Campus Store – Textbook Info

On campus - In the Campus Store you will find collegiate apparel, school supplies, snacks, drinks and more. The Campus Store can assist you with textbook ordering, graduation, work study employment, as well as a variety of other resources.

Online – The Campus Store website is loaded with merchandise from the store. Convenient shopping, ships anywhere in the US usually with a few days. Watch for special PROMO CODES for extra savings. Under the TEXTBOOK tab, students can order their required course material. Students simply enter their Net ID and their schedule and required textbooks will auto generate. You can also search by class code. Benefits from ordering from the Campus Store include free shipping on orders of \$99 or more (ship to store for your convenience) or \$5.99 for second day air. Multiple payment options, including Paypal or UCard. Customer services is available 24/7 by calling 1-800-325-3252. • Depending on course materials, various purchase options are provided (new, used, rental, and/ or digital). BNC offers a guaranteed buyback on hundreds of course materials! Regular Store Hours: Monday – Friday 8am-5pm. Stop in, or contact us at 406-657-2121. Visit our online store at <http://www.msubillings.edu/store>