



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: 901-843-3435

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, 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: Parents do not have access to a student's Banner Web account nor can we provide it to them. It is a student portal only.*

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, 10 days before the first day of classes. *Note: Aid will only disperse if all Financial Aid requirements have been satisfied.*

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 requirements 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, & master promissory note. All links and instructions on how to satisfy each requirement are available through the requirements tab in Banner Web.

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 a 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 student account they can bring their paycheck to Rhodes Express and we will apply it as a payment.

Q: I accidentally declined an award but now wish to accept it. What do I do?

A: The student can send an email from their Rhodes email address to finaid@rhodes.edu requesting the award to be reset to offered.

Q: Is there an option for a payment plan?

A: Yes, we use Tuition Management Systems, a 3rd party company which offers a 10 month payment plan (June-Mar). They can be contacted by calling 800.722.4867 or by visiting afford.rhodes.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 for tuition insurance coverage. For more information or to waive this coverage, you can visit www.tuitioprotection.com/rhodes. *The deadline to waive this fee is August 1st.*

Q: Will I get any other bills throughout the year?

A: Yes. The Bursar will continue to send out account statements throughout the year showing any incidental charges that may occur. (Ex: parking citations, bookstore purchases, replacement IDs, keys, key FOBs etc.) *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.*