Student Accounts and Cashiering Services
Office of the Bursar

The Office of the Bursar administers student and non-student financial accounts as well as cashiering services.

Location: Chapman Administration Building in the business office area
Office Hours: Open from 9:00 a.m. - 4:00 p.m. Monday thru Friday
Closed during scheduled campus chapels and lunch hour
Resources: See the Office of the Bursar web page on EagleNet for information, resources, and forms

Staff
Melissa Thomas
Student Accounts Representative- Undergraduate
StudentAccountsUG@jbu.edu
Office # 30 Chapman Administration Building
(479) 524-7113

Neal Gesell
Student Accounts Representative- Graduate, Degree Completion, & Non-Traditional
StudentAccountsDC@jbu.edu
Office #29 Chapman Administration Building
(479) 524-7398

Valarie Hubbard
University Cashier
Cashier@jbu.edu
Chapman Administration Building
(479) 524-7120

Janna Snodgrass
Bursar
jsnodgrass@jbu.edu
Office #32 Chapman Administration Building
(479) 524-7199

Services
Student and non-student account billing
Cashier services
Financial Aid transmittals to student accounts
Student payment plans
Receipting of payments and deposits
Providing appropriate payment methods
Administration of refund and discount policies
Student health insurance
Meal plan billing
Oversee student bookstore charges
Frequently Asked Questions

Q: What are my payment options?
A: Option #1: Payment in full (less pending aid) by August 5th.
   Option #2: Five Month Payment Plan.

Q: Do I have to enroll each semester for the payment plan?
A: Yes, you must enroll each semester if you choose the payment plan method.

Q: What are the costs to enroll in the payment plan?
A: $50 payment plan fee per semester.

Q: What are the payment methods?
A: You may pay using your student account on the EagleNet portal with a credit or debit card (Visa, MasterCard, Discover, and American Express), electronic check, or mail personal payment to JBU.

Q: What if my bill is due and aid has not posted to my account?
A: Contact the financial aid office on the status of your aid package. Most pending aid will be listed on your EagleNet.jbu.edu student account.

Q: Why does my work study award not show on my aid?
A: Work study does not show on the statements because the amount is dependent on your hours worked. If you provide written authorization to have your work study proceeds applied to your account; you may adjust $850 off the balance. The authorization form is available on the Office of the Bursar web page.

Q: Can I change my meal plan?
A: Yes, you may make one change to your meal plan during the first two weeks of school online through the Office of the Bursar web page on EagleNet. No changes are allowed after that.

Q: What is $90 Enhanced Meal charge?
A: You elected the $90 purchase for $100 in California Café points.

Q: What is the $200 Flex Meal?
A: The $200 Flex Meal allows you the choice of meals at California Café or Cafeteria. Pre-selected items bundled into “combos” are available at California Café. Only one meal allowed per each meal period regardless where eaten. More information is available on the Cafeteria web page.

Q: Can I charge books to my account?
A: You may if you have a credit balance or pending aid that will result in a credit balance when posted. The bookstore will confirm your account status and allow you to charge books using your JBU ID card. A voucher is not needed.