



**Southside Virginia Community College**  
**Business Office Fact Sheet 2016-17**  
**Assistance: 855-877-3943**



- Question:** What is the easiest way to pay for my tuition and fees?  
**Answer:** The easiest way is to pay online by going to [www.southside.edu](http://www.southside.edu) and click on MySVCC and log into your student account using your username and password. Log into the Student Center to view and pay any outstanding charges by using the QuickPay option.
- Question:** What if I don't see any outstanding charges?  
**Answer:** Your preferences may be set to another college. Log into your student account as directed in the previous question and go to the Student Center. Scroll to the Finances section of the Student Center screen and look for a blue link called User Preferences. Click this link and see which college is set as your default. If it isn't set to Southside Virginia Community College you will want to change that and click Save.
- Question:** How do I know if my financial aid paid for all my tuition and books?  
**Answer:** You can check your student account by going to [www.southside.edu](http://www.southside.edu) and logging into MySVCC, find Finances and click on View My Financial Aid. This will give you the amount of your financial aid. You can go to View My Account to see what has been paid. (Your debt is not considered paid until the financial aid office transfers the aid you are awarded to the business office to pay on your account.)
- Question:** What happens to my financial aid award if I drop classes?  
**Answer:** Your award may be reduced and you may end up owing money. You should check with the financial aid office before you drop a class to determine the amount of money you might owe.
- Question:** I have financial limitations and don't qualify for aid, are there other options?  
**Answer:** If you aren't eligible for financial aid, or scholarships, the college has an automated payment plan available through Tuition Management Systems. Sign up early to take advantage of smaller payments. You can learn more at: <http://www.southside.edu/tuition-payment-plan>
- Question:** Can I continue to take classes if I owe money to the college for tuition or books?  
**Answer:** No. You must pay all of your obligations before you can register for new classes or get transcripts.
- Question:** How do I know if I owe any money to the college?  
**Answer:** You should check your student account online or contact the college at 855-877-3943.
- Question:** Why is it important to change my address on my student account when I move?  
**Answer:** If you do not change your address in the system, refund checks will go to your old address and will then be returned to the TMS company. Neither the Financial Aid Office nor TMS can change your mailing address in the system. Your address must be up-dated on-line or with the college Admissions and Records office.
- Question:** I have a physical limitation and/or need special accommodations. Who do I contact?  
**Answer:** You may contact John Hicks on the Christanna Campus at 434-949-1070, Melissa Wood on the John H. Daniel Campus at 434-736-2070, or call Shannon Feinman, Interim Vice President of Finance at 434-949-1005.
- Question:** Can I get change from the Business Office?  
**Answer:** No. Current state guidelines do not allow the Business Office to make change. The snack bar can make change if they have it.

**Question:** How do I get money back if I lose it in the vending machines?

**Answer:** On the Daniel Campus you may go to the Library to be reimbursed. On the Christanna Campus you will need to go to the cashier's office for reimbursement. Both locations will require you to fill out a form with your name, date, amount lost and which machine took your money.

**Question:** Where do I go to pick up my work-study or student assistant paycheck?

**Answer:** Work-study and student assistants should sign-up for direct deposit or EPPI card through the Human Resource Dept. This process is done through a system called SilkRoad. Work-study opportunities are posted in the Financial Aid office. Their staff can give you more details when working through the initial request for employment. (Refund checks are processed through the Refund2Card program, see <http://southside.edu/refund2card> for more information.)

**Question:** Who do I contact if I am supposed to receive a student assistant or work-study paycheck and it is not on the payroll?

**Answer:** You must contact Candi Pearson at 434-949-1016.

**Question:** Who do I see if I have a problem or question about my student bill or balance on my account?

**Answer:** You can inquire about your student account by contacting us at 855-877-3943, or by using the online student tracker or 24/7 chat line at [mysupport.southside.edu](http://mysupport.southside.edu). **YOU MUST HAVE YOUR STUDENT ID NUMBER AVAILABLE FOR US TO BE ABLE TO ACCESS YOUR ACCOUNT!**

**Question:** When and how do I get my refund?

**Answer:** Refunds are processed periodically throughout the term and are disbursed based on your class schedule. You can sign up to receive your refund via direct deposit or by prepaid debt card through our Refund2Card program. You can find more information at: <http://www.southside.edu/refund2card>

***The Business Office hours and locations are:***

***Christanna Campus***

**Monday-Friday, 8:30 a.m. to 4:30 p.m.**

Main Instructional building Room #B-14

109 Campus Drive

Alberta, VA 23821

Phone: 855-877-3943

Fax: 434-949-7621

***Daniel Campus***

**Monday-Friday, 8:30 a.m. to 4:30 p.m.**

LRC Building (new building)

200 Daniel Road

Keysville, VA 23947

Phone: 855-877-3943

Fax: 434-736-2830



***Wishing you a successful year at SVCC!***