



Southside Virginia Community College

Business Office Fact Sheet

Assistance: 434-949-1009 or 434-736-2018

or email payments@southside.edu



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. Click on MySVCC and log into your student account using your username and password. Go to the Student Information Center (SIS) and select Pay My Bill in the Tuition & Payments tile. If this is your first time signing in to the Nelnet portal for online payments, you will need to set up your profile first.

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 select the Profile/Welcome tile. Go to Select College to 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: Log into your student account as directed in the first question and select the Financial Aid tile to view details of your financial aid award. You can select Account Details in the Tuition & Payments tile and then Account Activity 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: Apply online for SVCC Foundation Scholarships. There is one common application to be considered for all available scholarships. Visit <https://southside.edu/scholarships>

If you aren't eligible for financial aid, or scholarships, the college has an automated payment plan available through Nelnet. 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.

Question: How do I know if I owe any money to the college?

Answer: You should check your student account online (go to the Student Information Center (SIS) and select Account Details in the Tuition & Payments tile) or contact the college at 434-949-1009 or 434-736-2018 or payments@southside.edu.

Question: What happens if I have a past-due account at the college?

Answer: Southside Virginia Community College complies with the Virginia Debt Collection Act (Code of Virginia, Sections 2.2-4800 through 2.2-4808, as amended). Code 2.2-4805 allows interest, administrative charges, and penalty fees to be charged. Code 2.2-4806 allows accounts receivable to be placed with a collection agency, administrative offset, or credit bureau. Please be advised that once your account becomes sixty days past due it is subject to being sent to a collection agency and the Virginia Department of Taxation for collection. You will be responsible for all collection costs.

- Question:** Why is it important to change my address on my student account when I move?
- Answer:** If you do not change your address, refund checks will go to your old address and will be returned to the college by the USPS, thereby greatly increasing mailing time. Neither the Financial Aid Office nor Nelnet can change your mailing address. **Your address must be updated online in SIS or with the college Admissions and Records office.** We also strongly encourage students to enroll in direct deposit for their refunds; You can find more information at: <https://southside.edu/tuition-refunds>.
- Question:** I have a physical limitation and/or need special accommodations. Who do I contact?
- Answer:** You may contact John Hicks, Counselor at 434-949-1070 or visit our website at <https://southside.edu/disability-services> for more information and a link to a self-service form. You may also call Dr. Robin Daniel, Interim Vice President of Enrollment Management & Student Success, for assistance with accommodation needs at 434-949-1012.
- Question:** Can I get change from the Business Office?
- Answer:** No. Current state guidelines do not allow the Business Office to make change.
- Question:** How do I get money back if I lose it in the vending machines?
- Answer:** For vending machines on either main campus or at the Occ-Tech Center in Blackstone, please call Inreach at 1-800-348-1188 to request a refund. Please be prepared to provide the following information: which campus, which building, which machine, details of what happened (including date and approximate time), how much money was lost, and whether it was cash or credit.
- Question:** Where do I go to pick up my work-study or student assistant paycheck?
- Answer:** Work-study and student assistant paychecks can be picked up at the cashier's office on the Christanna Campus on each pay date. Work-study and student assistant employees can also sign up for direct deposit or Way2Go card through the Human Resource Dept. This process is done through a system called Avature.
- Work-study opportunities are posted in the Financial Aid office. Their staff can provide more details when working through the initial request for employment.
- 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 HR@southside.edu
- 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 payments@southside.edu, 434-949-1009 or 434-736-2018. **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. Visit your SIS student portal, select Account Details in the Tuition & Payments tile, and then select Manage Refunds. If this is your first time signing in to the Nelnet portal, you will need to set up your profile first. You can find more information at: <https://southside.edu/tuition-refunds>



The Business Office hours and locations are:

Christanna Campus

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

Student Services Center Building
109 Campus Drive
Alberta, VA 23821
Phone: 434-949-1009
Fax: 434-949-7621

Daniel Campus

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

Student Services Center Building
200 Daniel Road
Keysville, VA 23947
Phone: 434-736-2018
Fax: 434-736-2082

Wishing you a successful year at SVCC!

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