

DIVISION OF FINANCE & ADMINISTRATION & TREASURER

The Division of Finance and Administration coordinates the following areas of University operations:

1. Accounting and Financial Services,
2. Budgeting & Financial Planning,
3. Business Services,
4. ECU Center for the Arts,
5. Facilities Management,
6. Human Resources,
7. Information Technology Services,
8. Parking & Transportation,
9. University Police & Public Safety,
10. Environmental Health & Safety,
11. Purchases & Stores,
12. Sustainability,
13. Student Accounting Services, and
14. University Card Services.

Additionally, the following contractual departments report to the University through the Division of Finance and Administration:

1. ECU Dining Services,
2. ECU Bookstore,
3. University Mail Services, and
4. University parking rights.

Students may view the mission statement of each of the above areas by visiting the Division of Finance and Administration web page at <http://www.financialaffairs.eku.edu>.

Financial Obligations of the Student

Any student or former student who is indebted to the University and who fails to make satisfactory settlement within a time limit prescribed is liable for administrative action. Students who are indebted to the University may not register at the University nor will their transcript or diploma be released until the debt is paid. Any student indebted to the University who cannot meet his or her financial obligations within the time limit prescribed is responsible for calling on the division of Student Accounting Services and explaining the reasons for failure to pay. Students who fail to pay their account balance in a timely manner may also be liable for additional collection costs incurred by the University in collecting the amount owed.

Refund Policy

No refund can be made on certain class fees and optional fees as established by the Eastern Kentucky University Board of Regents. Students wishing to withdraw from courses must do so online via EKUDirect (on the ECU home page at www.eku.edu (<http://www.eku.edu>)). When a student officially withdraws from the University or from any course or courses for which hourly rates apply, tuition and fees will be adjusted in the following manner:

Time Period ¹	Refund
During add/drop period for any class (for full semester classes = 1st week)	100%
From end of 1st week through end of 2nd week of class	75%
From end of 2nd week through end of 3rd week of class	50%
From end of 3rd week through end of 4th week of class	25%
After the 4th week of class	0%

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Partial semester courses vary in length and the percentage of refunds and the effective dates will be modified accordingly.

This policy applies to refundable fees only; non-refundable fees are not included. In no case shall a refund of rent be made to a person who remains a student but moves from University housing at his or her convenience.

Financial Appeals

An appeals process exists for students who feel that individual circumstances warrant exceptions from published policy. Financial appeals may be submitted if a student had an unforeseeable and unavoidable situation during the semester the charges were incurred that prevented them from attending classes and completing the semester. All appeal letters should be submitted by the student in writing clearly stating the reason for the appeal.

Documentation should be attached to all appeal letters to validate the situation. Circumstances that do not qualify for financial appeal include pre-existing conditions, routine pregnancy, employment opportunities and financial hardship, including denial of financial aid. In most cases, any refund that is the result of an approved appeal will be returned to the source of the payment, the student, the financial aid lender, or a third party entity. Financial appeals should be submitted to the

Financial Appeals Committee
Whitlock Building CPO 60
521 Lancaster Avenue
Richmond, KY 40475.

Any student whose appeal is denied by the initial Financial Appeals Committee may ask to have their appeal reviewed by a second, escalated Financial Appeals Committee.

Barnes & Noble at ECU Bookstore

Powell Building
Phone: (859) 622-2696
Fax: (866) 504-8325
www.shopeku.com (<http://www.shopeku.com>)

Barnes & Noble is the University's partner in delivery of ECU BookSmart which provides free textbooks to all ECU undergraduate and graduate students. The Barnes & Noble at ECU Bookstore is located in the heart of campus on the Plaza Level of Powell Student Center. The Bookstore is the place for one-stop shopping for all ECU licensed merchandise and much more. It offers a wide variety of products, services, and events including:

- Class supplies

- Trade books, gift items, greeting cards, diploma frames, nursing shop.
- Convenience items
- Adidas, Under Armour, Nike, Champion, Cutter & Buck, and much more.
- Computers and computer supplies
- Backpacks
- Barnes & Noble gift cards
- Book signings
- Graduation regalia
- Faculty receptions

The Barnes & Noble at EKU Bookstore works diligently with departments, faculty and staff to ensure that the course materials required for each class are readily available to students through the BookSmart program. Textbook adoptions are required from departments and faculty by these dates:

- March 1 For the upcoming **SUMMER** sessions
- April 1 For the upcoming **FALL** semester
- October 1 For the upcoming **SPRING** semester

Regular EKU Bookstore hours are:

Day	Hours
Monday-Thursday	7:45 a.m. - 6:00 p.m.
Friday	7:45 a.m. - 5:00 p.m.
Saturday	11:00 a.m. - 3:00 p.m.

Card Services

Powell 08-E (Plaza Level)
Phone: (859) 622-2179
Fax: (859) 622-8089
<https://cardservices.eku.edu/>

Card Services provides students with a variety of services related to their EKU student identification card, the Colonel Card. This identification card is used for meal plans, Colonel Cash, campus vending machines, and the EKU Bookstore. In addition, EKU has partnered with U.S. Bank to add optional banking solutions.

Card Services is responsible for issuing a new or a replacement identification card and will assist with troubleshooting potential card issues experienced by students, faculty, and staff. Students, faculty, and staff may purchase meal plans and add funds to their card accounts in the Card Services Office.

The Colonel Card will allow students access to the following:

- Athletic events
- University Library facilities
- Campus Recreation
- University sponsored events
- Student Health Services

The Colonel Card has three different associated accounts:

- **Colonel Cash** – This is a prepaid account that can be used at all EKU Dining Services locations, the EKU Bookstore, campus vending machines, and a select number of participating off-campus merchants. This account will carry balances over from semester-to-semester.
- **Meal Plans** – EKU Dining Services has several different meal plans to accommodate any student's needs. Meal plans can be used at any EKU Dining Services location. Students under the residential requirement must select a meal plan meeting the residential meal plan requirement. All other students enrolled in nine (9) or more credit hours are required to participate, at a minimum, in the \$300 Dining Dollar program (refundable). Meal plans may be upgraded any time during the semester and downgraded only within the first two (2) weeks of the semester.
- **Optional Flex** - This is a prepaid account that can be used at any EKU Dining Services location. Please check with EKU Dining Services regarding terms and conditions associated with this account.

Students may purchase meal plans or add funds to their accounts by logging into MyEKU. Acceptable methods of payment for meal plans, Optional Flex, or Colonel Cash accounts are Visa and MasterCard. Meal plans, when selected on MyEKU, will be assessed to the student account.

Card Services follows the University holiday schedule and is open daily during the University's normal business hours:

Monday through Friday 8:00 a.m. – 4:30 p.m.

The Colonel Card is property of Eastern Kentucky University and is issued for convenience. It must be presented (or surrendered) upon request by authorized officials of the University. Any expenditure associated with the use of this card is the responsibility of the holder until it is reported lost/stolen. A fee will be charged for damage made to the identification card or if the card is lost or stolen. The loss of a card must be reported immediately to Card Services, Powell 08-E, (859) 622-2179.

EKU Dining Services

Case Dining Hall, 101
Phone: (859) 622-3691
Fax: (859) 622-6226
www.ekudining.com (<http://www.ekudining.com>)

EKU Dining Services offers a variety of dining alternatives including fresh food options, an assortment of national-brand restaurants, catering, and athletic concessions. It is the goal of EKU Dining Services to provide high quality and satisfying dining experiences for the entire campus community.

Case Kitchen and Stratton Café offer freshly cooked dining options in a comfortable atmosphere. Lower Case Food Court offers Chick-fil-A, Moe's Southwest Grill, Panda Express, P.O.D. (Provisions on Demand) Express, and Subway.

In other areas of campus, EKU Dining Services boasts a variety of dining options including Java City in the Crabbe Library; Einstein Bros. Bagels in the Weaver Building offering gourmet coffees, bakery items, as well as grab & go salads and sandwiches; as well as Starbucks and The Corner, offering Zen Sushi and the Colonel's Grill, located in the Powell Student Center.

EKU Dining Services provides full-service catering and a dedicated catering staff for both on- and off-campus events. A special Student Catering Guide is available to accommodate the dynamic requests and requirements of students.