

To: University Students and Parents

From: Loren Prescott, Vice President and General Counsel for Finance and Support Services

Date: July 25, 2011

Re: Important Upcoming Changes for Tuition, Housing, Meals and Fee Payments

Wilkes University is in the process of reviewing many of the current student processes including the student billing and payment process. The following changes will allow the University to offer timelier, cost effective, and efficient billing and payment options to our customers.

EFFECTIVE WITH THE FALL 2011 SEMESTER INVOICING:

Tuition bills will be available electronically via the Wilkes Website Portal.

In an effort to “go green’ and reduce costs, effective with the Fall 2011 semester billing, The Controller’s office will no longer mail paper tuition invoices.

Once a billing statement is available to view or print, all students will be sent a notification to their official university email address

In addition to electronic billing, students will be able to allow parental or third party access to view their account, setup alternate email addresses, and sign up for the text message notifications.

EFFECTIVE WITH THE FALL 2011 SEMESTER:

Wilkes University has implemented changes to credit card payments for tuition, fees, housing and meals as follows: The following will be the process to make credit card payments for tuition, fees, housing and meals.

VISA branded Credit and Debit cards will no longer be accepted for payment of tuition, housing, meals and fees (Master card, Discover and American Express will continue to be accepted)

Credit card payments will only be accepted via the Wilkes webpage:

To make a payment> Log on to www.wilkes.edu

Choose Current Students

Enter username and password

Choose Student Services

Choose Pay on Account

(If you do not have the above sign-in information call 1-800-WILKES-

4357)

Credit card payments for tuition, fees, housing and meals will no longer be processed in person or over the phone

Payment via Credit/Debit card with MasterCard, Discover and American Express will be assessed a 2.75% non-refundable convenience fee by the credit card processor based on the amount charges. This convenience fee will be added to your total credit card payment

Other options include cash, checks, and electronic funds transfer (EFT) will continue to be offered with no additional processing costs.