

LETTER FROM THE ASSOCIATE VICE PRESIDENT FOR STUDENT FINANCIAL SERVICES
Morehouse College
Atlanta, Georgia 30314

Dear Student/Parent:

The Office of Student Financial Services is here to serve you and facilitate your successful matriculation at the College. Our intentions and goals are:

- *To inform the customer (student and parent) of the cost, deadlines, and pertinent financial policies and procedures;*
- *To provide the student with the tools to manage his student account;*
- *To provide the student with experience in handling his business transactions in a secure and nurturing environment;*
- *To prepare and process the necessary paperwork, or to make the necessary online transactions, to generate scholarships and grants for supplementing or covering the student's educational cost;*
- *To teach the student how to use TigerNet to manage his student account.*

The student is urged to make TigerNet his best friend and to set up his parent as a **guest user** on TigerNet. TigerNet gives the student total and immediate access to his student account as well as many financial services. The guest user has the ability to monitor the student's financial records and make payment on the student's account. Maximum use of TigerNet places the student in the driver's seat, allowing him to be proactive in verifying and understanding his financial records in a timely manner. My student account staff members are eager to answer any question about your student account. Web access and personal attention give the student the opportunity to learn an important life lesson about the management of his financial affairs in the real world.

As a business, we reiterate the importance of honoring the College's deadlines and financial policies and procedures. We can serve you better when payment expectations and deadlines are honored. On the occasion when they are not honored, we reserve the right to place a financial hold on the student's account for non-compliance as a reminder. The hold is a check and balance for reinforcing the financial integrity of the College and an important part of good business practices.

Our overall goal is to inform and educate students and give "service with a smile." We want parents and students to have immediate and complete access to financial services which are an important aspect of the educational process. We also know that many services (the ability to use refund credit balances and money from your student account to cover books, parking permits, and off-campus meals) give the student and the parent "peace of mind" – an invaluable asset in the pursuit of academic excellence.

Help us to maximize the delivery of financial services to you by giving your full cooperation in honoring deadlines, meeting financial obligations, and observing the College's financial policies and procedures.

We look forward to meeting new students in August and serving all students during the academic year.

Sincerely,

Robbie Bishop-Monroe