

MOUNT OLIVE COLLEGE AT WILMINGTON

Who should request a refund check?

Students are eligible for a refund when there is a true credit vs. an anticipated credit on their account. There are two ways students can check to see if they have a true credit.

1 - The General Student Statement indicates a true credit when the “Current Balance Box” has a minus sign (-) preceding the balance amount. (Example -\$975)

2 - Students may also check their account in IQ Web on the MOC website at www.moc.edu (4th gold tab top of web page, login with user name and password). Check by clicking on “Current Balance” under Money. A credit balance is indicated by a minus sign (-) preceding the “Current Balance Due” line in the middle of the web page.

Please use one of these two methods for determining eligibility for a refund vs. calling the MOC Business Office or a site student accounts counselor.

How should one request a refund check?

Students should request a refund via email to the appropriate Student Accounts Counselor below. Show “REFUND” in the subject line. Specify in the email a request to either pick-up the refund check or have it mailed. Checks to be picked up will be available in the Business Office at MOC in Mount Olive only. Checks are not available for pick-up at the various locations. Students wishing to pick up a check should provide two phone numbers so that the Business Office can provide notification when the check is ready. Whether a student chooses to pick-up a check or have it mailed will have no effect on expediting the refund process. Refund checks designated for pick up will be released only to the student who must provide identification, either a driver’s license or student ID card.

Wilmington: Katie Farrell – kfarrell@moc.edu

How long will it take to receive a refund check?

A high volume of refund eligibility is expected to occur multiple times a year. Due to that volume, the wait time for the refunds is expected to be two to three weeks. Accounts must be reviewed, approved for the refund, checks processed, and signed before being released to students. Your patience in waiting for your refund is appreciated.

Why do some students receive refunds?

Refunds are typically a result of students borrowing from Federal Stafford, Federal Perkins or Private Alternative Loan programs. When these loans, coupled with other financial aid, exceed the amount of charges on a student’s account, a credit balance occurs. Students have the option of requesting a refund or leaving the credit on their account to be applied against future charges.