

Student Services & Dining Services

Welcome to
the
Class of 2029

Financial
Aid

Dining
Services

Contact Us
&
Questions

Student
Accounts

Academics

Presenters

Christopher Cordella, University Bursar
and Director of Operations,
Student Services

Bryan Jones, University Registrar, Student
Services

*Melissa Metcalf, Associate Director,
Financial Aid*

*Rebecca Rogan Associate Director, Dining
Services*

Student
Services

Student
Information
Services



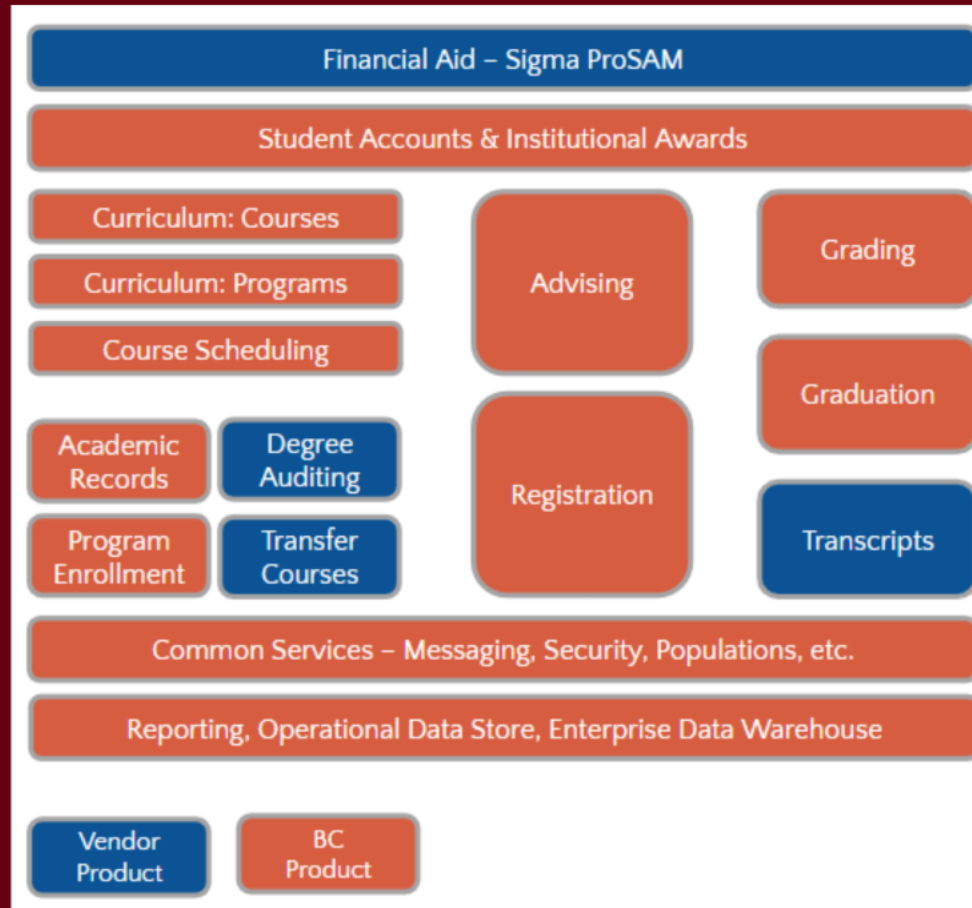
Student Services

Offers the services of the Registrar, Financial Aid, Student Accounts, Campus-Based Loans, and Auxiliary Services in one location.

Services are provided via phone, e-mail and in-person.

No need to take pictures, this presentation is on our main student services page for the summer under the news and notes section.

Student Systems



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BOSTON COLLEGE

ACADEMIC PLANNING WORKBOOK

FOR FIRST-YEAR STUDENTS



EVER TO EXCEL

Registration

Degree
Audit

Assistant
Registrars

Grades and
Transcripts

Registration

- 7 Orientations over the course of the summer.
 - Mondays advising, students add courses to academic plan
 - Tuesdays, students register *
- In future semesters, for registration there is an academic advising period of several weeks, students get clearance from their advisor to register, students register themselves for spring semester in November.

* Registration changes should not be made without consulting with an academic advisor. Schedules will be locked at the end of the week of orientation. Schedules will be reopened later in the summer and students will be notified when.

Degree Audit

- Tool to help students assess academic progress towards degree.
- Matches courses to specific degree requirements:
 - Core
 - Major(s)
 - Minor(s)
 - Language Proficiency, if applicable
 - Electives
- Students request degree audits online. Academic advisors review the degree audits with their advisees each semester prior to registration.

Assistant Registrars

- The Assistant Registrars answer questions regarding courses, grades, registration, degree audits, transcripts, degree progress, and graduation

Assistant Registrars:

Karen Livingston – MCAS

Jenna Burke – LSOE, CSON, CSOM

Grades & Transcripts

Faculty post grades online each semester. Students may view grades immediately if all course evaluations have been submitted.

Proxy service, granted by the student through a PORTAL transaction, allows students to grant access to courses and grades for parents and faculty. Please talk to your student about this as this is best way to get grade information.

Boston College partners with the National Student Clearinghouse for sending of official transcripts. Students use PORTAL link to request official transcripts. Unofficial transcripts requested through the Office of Student Services.

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Financial Aid



Award
Notification

Special
Circumstances

Student
Employment

Financing
Options

Aid Offer

- Students access their aid offer through the AGORA portal (no paper aid offers)
- Students who have not yet received their aid offer should contact Student Services or go to www.bc.edu/finaidapp to check outstanding documents.
- Students who have not yet applied for financial aid may still do so. Please visit www.bc.edu/finaid for application requirements.

Special Circumstances

You may request a secondary review of your financial aid offer at any time due to a change in your family's circumstances. Information presented in your appeal should be either new information or information that has changed significantly from your initial application materials.

You may request a secondary review of your financial aid package at any Special Circumstances do include the following:

- Loss of employment
- Extraordinary unreimbursed medical expenses
- One-time income received (from capital gain or distribution, etc.)
- Death of parent

Special Circumstances do not include the following:

- Student or parent(s) who does not wish to borrow to cover educational expenses
- Parent(s) refusal to contribute to educational expenses
- Parent(s) payment of student loans for older sibling
- Expenses such as credit card debt, wedding expenses, sports, enrichment activities, etc.

Student Employment



Getting
Hired

Hiring
Requirements

Getting Hired

- On-campus jobs are posted at www.bc.edu/studentemployment. Fall jobs will be added throughout the summer.
- The majority of positions are filled through application and interviews
- Students are paid weekly through direct deposit.
- Off-campus jobs can be found at www.collegehelpers.com.

Hiring Requirements

- Students are paid weekly through direct deposit into checking/savings account.
- Students must have original documents (i.e. SS card, birth certificate, passport, etc.) for I-9 & W-4/M-4 once they have an offer of a job.

Financing Options

Visit our Private Educational Loan options at
www.bc.edu/altloans

ELM Select

A lender comparison solution, ELM Select, for schools that provide their own page to display a recommended lender list and offers students the ability to compare and select the loan that best fits their needs.

Credible

An online tool that allows students to compare personalized loans from multiple lenders. Students can analyze prequalified rates, terms, and eligibility rules side-by-side

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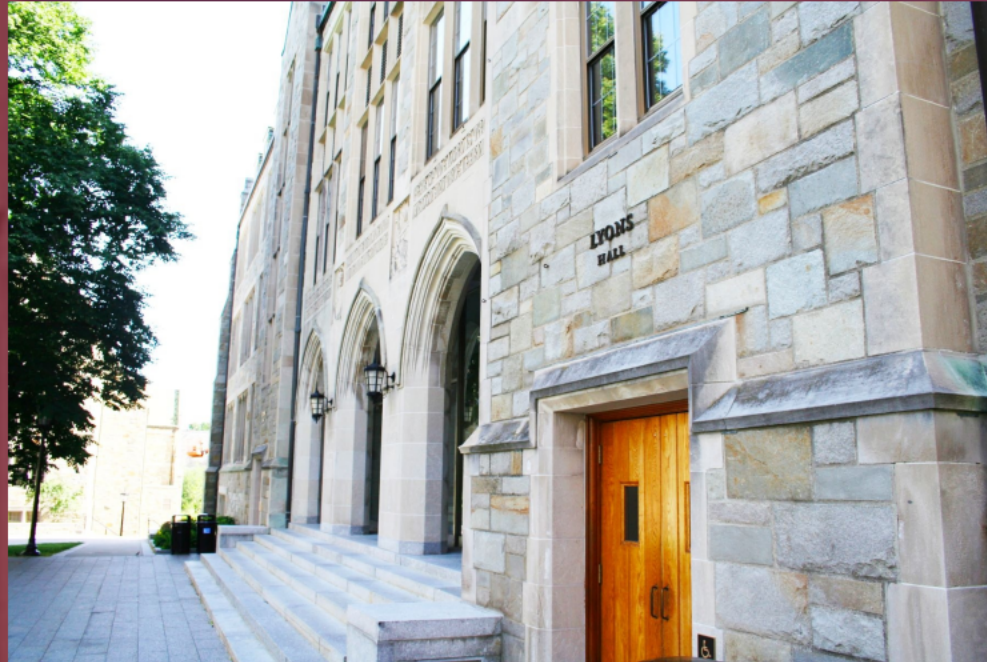
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Student Accounts



Billing

Medical
Insurance

Guardian
Checklist

Billing

- Fall Semester bills include $\frac{1}{2}$ of tuition, room and board and all mandatory fees and will be due on August 8. Lab fees may be added after students register.
- Gold Pass Available for Athletics until July 31 for \$275
- Spring Semester bills include the other $\frac{1}{2}$ of tuition, room and board and will be due on December 10.
- All billing is electronic.
- Students must "authorize" their parents to receive the billing statement.

Visit www.bc.edu/mybill
for more information.

Sample
Bill

Payment
Options

Sample E-Bill

Click here to set up a parent or guardian to receive a copy of e-bill.

Click here to pay bill by electronic check with your bank's routing number and your checking account number.

View all payments you have made through this system.

Sign up to have any student refunds deposited into your bank account.

Click to enroll in a payment plan or view details of your existing plan.

Message Board

Select User

Get My Profile

View Transactions

User Activities

Authorize Payee

User Preferences

View & Pay Accounts

Transaction History

Direct Deposit

Payment Plan

Over Payment

Messages

Student Name: [Name]

Page ID: [ID]

Due Date: Aug 10, 2017

Amount Due: \$13,927.18

Balance: \$25,449.23

Issue date is Fri, Jul 14, 2017

This is your updated statement for the fall. All charges are due by 8/10. All summer charges are due upon receipt.

Transaction Date	Description	Charges/Credits/ Payments
	Beginning Balance	\$0.00
	Charges and Adjustments	
05/02/2017	UNDERGRAD ACCEPT FEE	\$500.00
04/13/2017	ARTS & SCIENCES LAB TUITION AY	\$26,200.00
04/13/2017	MEDICAL INSURANCE	\$1,203.00
04/13/2017	STUDENT ACTIVITY FEE	\$336.00
04/13/2017	STUDENT ID CARD FEE	\$45.00
04/13/2017	STUDENT ORIENTATION FROM OTHER FEES	\$510.00
04/13/2017	HEALTH SERVICES CAMPUS HEALTH FEE	\$510.00
04/13/2017	RESIDENCE HALL FEE	\$4,415.00
04/13/2017	NEW DINING BLOCKS	\$175.00
04/13/2017	MEAL PLAN RESIDENTIAL	\$2,481.00
	Credit Payments	
04/02/2017	DIRECT CASH PAYMENT	(\$306.00)
04/06/2017	PAYMENT PLAN PAYMENT	(\$4,636.42)
07/01/2017	MEDICAL INSURANCE	(\$1,203.00)
07/06/2017	PAYMENT PLAN PAYMENT	(\$4,636.42)
	Total Balance before Anticipated Credits	\$25,449.23
	Anticipated Credits	
	\$29 COLLEGE SAVINGS PLAN	(\$1,750.00)
	FOCUSWREN SCHOLARSHIP	(\$1,060.00)
	DIRECT LOAN SUN STAFFORD	(\$1,750.00)
	DIRECT UN-UNSUB STAFFORD	(\$990.00)
	<small>If anticipated credits are not received by the University, you will be held responsible for the TOTAL BALANCE above.</small>	
	Amount Due	\$13,927.18

Cutoff date for account activity to appear on this statement. More recent activity will be on next e-bill.

Printer friendly statement stub to mail paper check.

The account balance prior to any activity seen on this statement. (Parentheses) indicate a credit.

Charges to account.

Amounts that have already been deducted from your account.

Amounts deducted from balance due but not yet received by the University. (Be sure necessary steps or requirements have been met, e.g., loan promissory note.)

Amount that needs to be paid directly to Boston College by the date indicated above.

Payment Options

The screenshot shows the 'Billing & Student Accounts' section of the Boston College website. The navigation bar at the top includes links for ABOUT, REGISTRAR, FINANCIAL AID, BILLING & STUDENT ACCOUNTS (which is underlined), and STUDENT EMPLOYMENT. Below this, a breadcrumb trail reads HOME > BILLING & STUDENT ACCOUNTS > BILLING. A left-hand sidebar menu lists various services: BILLING & STUDENT ACCOUNTS, Billing (highlighted), Tuition & Fees, Loan Repayment, Medical Insurance, Eagle ID Cards, and MBTA Passes & Parking Permits. The main content area is titled 'Billing' and contains the following text: 'The Office of Student Services sends **all bills electronically to the student's Boston College e-mail address**. No paper bills are mailed to the student's home address. Students will be notified at their Boston College e-mail address whenever an online bill is generated.' It also states: 'If students prefer to use another e-mail account, they will need to forward their Boston College e-mail account using Gmail's forwarding service.' Below this text is a section titled 'Billing Schedule' with a sub-header 'The schedules below indicate when charges will first appear on the student's billing statement. Updated billing statements are e-mailed monthly. Between statements, students can view all recent transactions by selecting "Recent Activity" in "My Bill"—this view has the most up-to-date student account information.' This section includes a 'Note' about charges depending on course registration and lists payment schedules for Undergraduate and Law School Students (Summer: May, Fall: mid-June, Spring: mid-November) and Graduate and Woods College Students (Summer: May, Fall: mid-July, Spring: mid-December). A bottom sidebar menu lists: Billing Schedule, Billing Deadlines, View Your Bill, Make a Payment (highlighted), Payment Plans, Loans and Scholarships, Requesting a Refund, and IRS 1098-T. The URL at the bottom of the page is 'https://www.bc.edu/content/bc-web/offices/student-services/billing-student-accounts/billing.html#make_a_payment'.

QuikPAY
Payment
Plan

ACH/
eCheck
Payments

529 Plan

QuikPAY Payment Plan

- Interest-free monthly installment payment plan.
- \$30 for single semester plans. (\$50 for the full year plan)
- First Payment was due June 1 but you can still join.
- Payments processed June 10, 2025 to March 10, 2026 for the annual plan. Still can sign up at this point!
- For more information, visit www.bc.edu/studentservices - click on Billing & Student Accounts

ACH/eCheck Payments

- Student Account balances can not be paid by credit card.
- To make a payment to your student's account go to www.bc.edu/webpayment
- You will be asked if you want to pay tuition or add money to Dining or Eagle Bucks.
- You will need to know the student's Eagle Number and month and day of birth.
- You may also make a tuition payment as an authorized payer on MyBill.

529 Plan

- How payment is made depends on the specific plan.
- Most require you to request desired amount directly and they will send payment to BC.
- Make sure the student's Eagle ID Number is included on the check
- If 529 requires a bill, contact Student Services and we will send one.

Medical Insurance

- Massachusetts law requires that all undergraduate students are enrolled in a Health Insurance Plan.

Fall	Cost: \$1,870	8/7/25–1/9/26
Spring	Cost: \$2,533	1/9/26–8/6/26

Students covered by a comparable plan may waive the charge. Go to www.bc.edu/myservices and click on Medical Insurance.

Fall deadline to waive fee is Sept. 19, 2025.

Students must complete the waiver process each year. Students under 18 must submit a completed paper waiver signed by their parents.

Medical Insurance vs Infirmary Fee

Infirmary fee is mandatory for resident students

Guardian Checklist

- 1) Be set up as an Authorized Payer
- 2) Waive Medical Insurance
- 3) Sign up for Gold Pass by July 31. \$275
- 4) Adjust Meal Plan option by August 31
- 5) Consider Payment plan or alternative Loan
- 6) Add Eagle Bucks for Laundry at bc.edu/webpayment
- 7) Set up a Bank account with ATM Access (BOA here tomorrow)
- 8) Student should have uploaded a photo for BC ID by July 1. Reminders sent to their BC email address
- 9) Importance of the Student's BC ID

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BC DINING
FEED YOUR MIND.

Rebecca Rogan, Associate Director, Restaurant Operations



Who We
Are

Origins

Locations

What we
Serve

Why A la
Carte

Meal Plan
Options

The Plan
for me.

Fiscal
Responsibility

Dining Q&A

Special
Events

Questions

Specials

WHO WE ARE:

Award-winning, self-operated
dining program

Dedicated Staff

- Employees of BC
- Competitive, fair wages
- Benefits
- Guaranteed work week
- Diverse





45
Nations
of Origin

27
Language

Albanian, Thai, Armenian, English, Spanish, Croatian, Vietnamese, French, Portuguese, Korean, Greek, Cantonese, Mandarin, Arabic, Serbian, Vietnamese, French, Cantonese, German

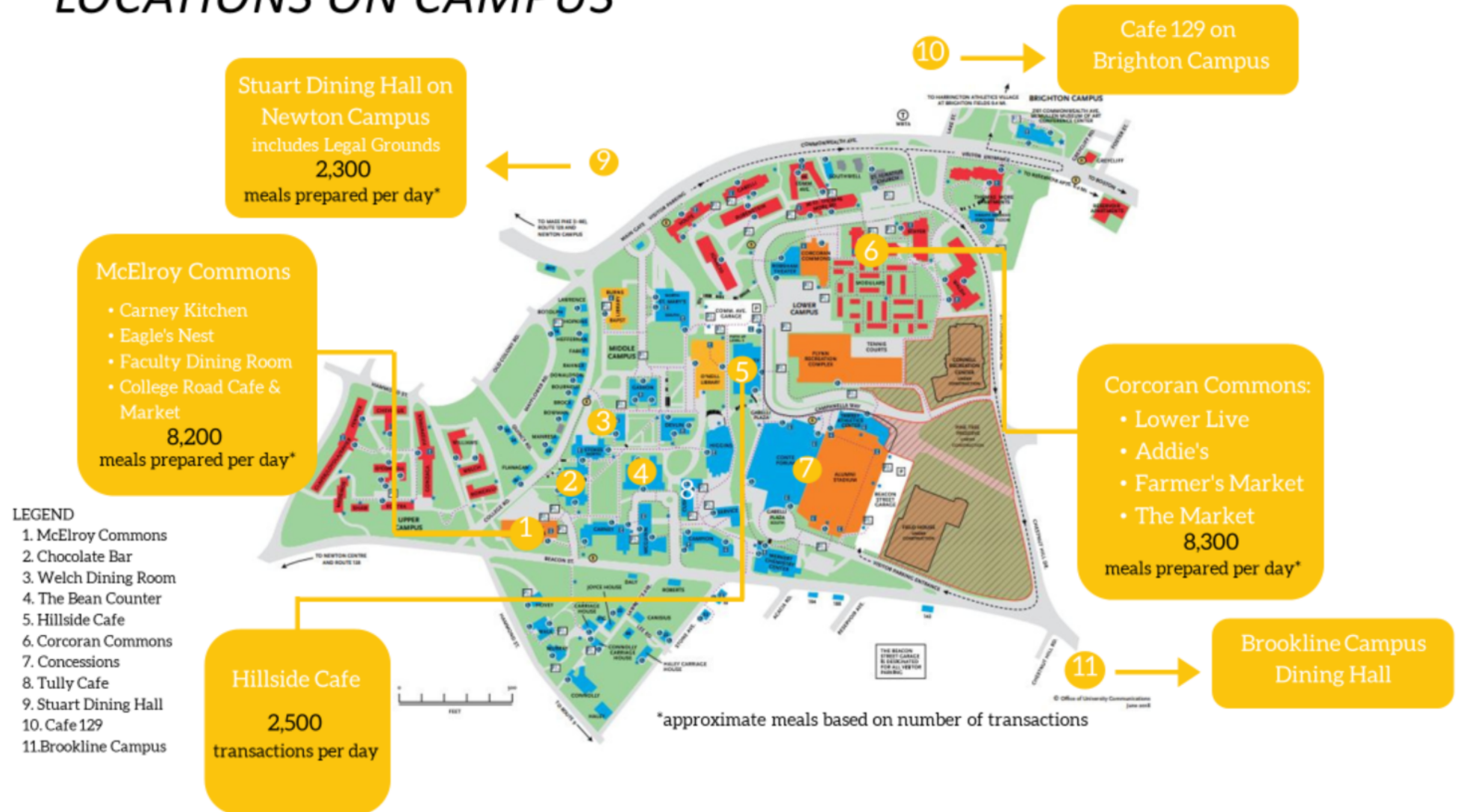
200+
full time
employees

800
student
employees

165
managers & staff
with Food Safety Serv Safe Training certification



LOCATIONS ON CAMPUS





WHAT WE SERVE:

À la carte program: eat what you want,
when you want, where you want

- Declining balance meal plan
- Eagle One Card for payment
- Meal plan based on where you live
- Three levels based on dining habits

Major dining locations plus cafes,
concessions, vending machines, markets,
and mobile ordering



Why à la carte?

It's your money for 32 weeks

Balance remains the same after breaks or time away

No need to track swipes

Meal plan money rolls over from first to second semester. Flex Bucks roll over to the next year.

Extended hours

Enjoy extended through late night at two locations.

Unlimited guest meals

Buy meals for visiting friends, siblings, or parents

Expansive menu selection plus take food to-go

All meals are available for take out

MANDATORY MEAL PLAN OPTIONS

	Residential Meal Plan Funds	Residential Dining Bucks	Average per day	Who is this for?
LIGHT	\$3,116	\$250	~\$30	<ul style="list-style-type: none">• Tend to eat off campus or in dorm• Travels on weekends and breaks• 2 meals/day on campus*
BASE	\$3,372	\$300	~\$33	<ul style="list-style-type: none">• Meets most students needs• On campus most weekends• 2 meals/day + occasional snacks*
PREMIUM	\$3,825	\$350	~\$37	<ul style="list-style-type: none">• Active student/hearty eater• On campus most weekends• 2-3 meals/day, 7-days per week*

This chart provides an estimated cost for students' meals per semester. Nutrient needs and amount of food differ for each person.



Which plan is right for me?

- Select from three plan levels–Light, Base, and Premium
- Base Plan meets many students' needs
- Opt up to the Premium Plan or opt down to the Light Plan
- Learn more about our options on our website

Will I be able to switch plans?

- All students automatically enrolled in the Base Plan for the Fall semester.
- Students can opt up to the Premium Plan or down to the Light Plan before the **AUGUST 30, 2025**.
- Students will have until **JANUARY 17, 2026** to confirm their meal plan selection for the Spring semester.



FISCAL RESPONSIBILITY

- Break-even bottom line
- No money from tuition
- We pay rent, utilities, food, labor, and benefit costs
- Only Mandatory Meal Plan expires
- 15,000 on campus: 5,200 must be on the plan, 6K+ choose to be



We prepare **6,100 Grab-n-Go** sandwiches and salads each day.



We prepare **6,100 Grab-n-Go** sandwiches and salads each day.

Dining Q&A

Can you meet specific dietary needs?

- Absolutely!
- Administrative Dietitian/Nutritionist meets with students to create personalized plans
- “Allergy Eats” line at three major dining locations for dinner
- Allergen signage in dining locations - Help us, help you!
- AllerTrain U trained managers and staff
- Nutrition Navigators peer mentors
- Online resources
- Email: christina.karalolos@bc.edu





What if a student has an issue with a meal?

Encourage your student to speak to the manager immediately so we can resolve any issues.

Do students work for dining?

Yes, ~800! We are hiring TODAY!
Meal stipend after four hours of work.

Can I send a birthday cake or get well package?

Yes. See BC Gifts on our website for online ordering.



Are there dining specials to help students save?

Yes! We offer Daily Deals for dinner at our main dining locations. Students can also take advantage of discount pricing with our combo meals. Plus add additional protein and extras to their meal for less.

What's the best way to learn about Dining events and specials?

Follow us on social! Find us on Instagram @BC_Dining and on Facebook @Boston College Dining Services

DAILY DEALS

Save with \$11.99 dinner specials every day at all main dining halls. Check the online menu to see what Daily Deals are being served.



**FOLLOW BC
DINING ON
SOCIAL MEDIA
TO STAY UP TO
DATE ON
PROMOTIONS**



**USE A
REUSABLE CUP**
and get any size drink
for the price of a small

SAVE 10%

When you use
a Green2Go
container



use the
DINING CALCULATOR
to track your funds



enter your account balance
to be given a daily budget

COMBO MEALS

Combo meals save
you an average of

20%

vs. purchasing each
item separately

Served at every meal at the three main
dining hall locations (Stuart, Lower, Mac)

BAGEL WITH
YOGURT PARFAIT OR
FRUIT CUP FOR \$7.99



GET TWO SLICES OF
PIZZA FOR \$6.99

EXTRA CHICKEN BREAST
TO ANY ENTREE OR MED
SALAD FOR \$4.49





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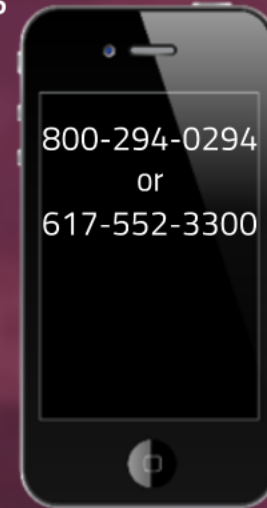
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- Website (including academic calendar)
www.bc.edu/studentservices
- Follow on Facebook and Twitter
- Phone: 800-294-0294 or
617-552-3300
- Fax: 617-552-4889

- Mail:
Boston College
Office of Student Services
Lyons Hall 103
140 Commonwealth Ave.
Chestnut Hill, MA 02467



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