

Question	Response
<p>Are in-person services available to students Monday-Friday [at the One Stop Student Services Center]?</p>	<p>We absolutely are available to meet Monday to Friday and look forward to working with students in person. All contact information, including our inquiry form, phone number, location, and hours, is available via scarlethub.rutgers.edu and finance.rutgers.edu/student-abc.</p>
<p>Will the new Student Accounting, Billing and Cashier Services Tableau reports help us see where our grad students tuition remission has been charged to?</p>	<p>Yes, the new Tableau reports will provide the same information that Student ABC currently provides in Excel.</p>
<p>Why is healthcare attached to student billing?</p>	<p>Rutgers University requires full time and all F&J Rutgers-sponsored visa students to waive or enroll in the Student Health Insurance Plan (SHIP) each semester before the deadline. Please visit the University Health Plans site at https://www.universityhealthplans.com/ to waive or enroll, view the waiver and enrollment steps, instructions, rates, deadline dates, summary of benefits and “after deadline” waiver and enrollment procedures.</p>
<p>Earlier this semester, the One Stop had a 7-10 day processing time for emailed inquiries. How are parents and students expected to resolve outstanding issues if they can't be responded to timely?</p>	<p>Since September 1, students, parents, and guests who submitted an inquiry via our webform received a response within 48 business hours -- if not on the same business day. June and July were challenging for many reasons outside of [the One Stop's] control and led to delays. We recognize that a 7-10 day response time is not acceptable and ask that our colleagues recognize it is not the norm either.</p>