



Business Office

Student Account FAQs

How do I receive my monthly statements?

Statements are generated monthly on the first business day after the 15th of the month. Any balance generated on the statement is then due on the 15th of the following month. An email notice will be sent to students via their school email address as well as any authorized users they have added to their account. Statements can be viewed through TouchNet.

What is TouchNet?

TouchNet is Concordia's bill and payment system! It can be accessed by logging into Cobbernet and selecting TouchNet at the top of the page. Here you can see your balance, view your account activity, and make payments!

What are my payment options?

Electronic checking or credit card payments are available only through TouchNet. We do not accept these payments in office or over the phone. Cash or check payments will be accepted in the Business Office. International payments can be made through Convera (in TouchNet) or PayMyTuition. Payment plans are also available in the Fall and Spring for a limited time at the start of each semester.

How can my parent(s) / guardian(s) help me with my student account balance?

Students should fill out the [Information Release Form](#) and the [Authorized User access](#)! The Information Release Form allows the student to designate individuals to communicate with the Business Office on their behalf, while Authorized User access allows the individual to view statements and make payments for the student!

I have a credit on my student account balance – can I have it refunded?

Yes! Credit refund requests are processed weekly on Tuesdays. If a student has a refund account set-up in TouchNet, the refund will be processed electronically there. Otherwise, check refunds will be issued to the student's permanent address. The request form can be found on [Cobbernet](#).

I have a Registration Hold on my account – how do I fix that?

A registration hold means you have a past due balance over \$1,200. To have it removed, you will need to get your balance below that threshold. The registration hold will prevent you from signing up for classes for the following semester!

I am wanting to pay for the balance with a 529 payment – how does that work?

529 Payments need to be requested through the financial institution you have the account with. You can request a check with the student's ID to be mailed to:

Concordia College Attn: Business Office, 901 8th Street S, Moorhead, MN 56562



I have a scholarship that is going to be coming in late – do I still need to pay the balance?

Yes! If your balance becomes past due while you are waiting for a scholarship, you will receive a late fee. If you pay your balance and a new scholarship arrives, you can request a refund of the credit on your account or leave it for the following semester.

Other Helpful Campus Resources:

Financial Aid

FERPA Information Release form, Scholarships, loans, FAFSA

Email: finaid@cord.edu

Residence Life

Housing costs, damage charges, housing changes

Email: reslife@cord.edu

Dining Services

Dining plan costs, swipes & dining dollars, changing meal plans

Email: diningplans@cord.edu

Registrar's Office

Course information and transcript request

Email: registrar@cord.edu

Center for Student Success

Withdrawing from college

Email: success@cord.edu

Facilities Management

Parking fines or parking pass

Email: facilitiesmgt@cord.edu

Bookstore

Achieve Program questions and unreturned materials

Email: bookstor@cord.edu