

Controller's Office Frequently Asked Questions

Account Charges

How can I pay my bill?

Payments are made online through the Taylor College website. Forms of payment are credit card, debit card or check. To make a payment online: <https://www.taylorcollege.edu>
At the top of the screen go to: Current students > Campus Services > Controller / Payment Portal.
Click on the Payment Portal link towards the bottom of the page to enter your payment information.

Refund

How much of a refund can I expect if I have withdrawn from the College?

When a student withdraws from the College there are generally two steps that must be performed in order to determine if a student is eligible for a refund. Step 1: the Financial Aid Office will perform the R2T4 calculation to determine if financial aid needs to be sent back to the Department of Education. Step 2: the Controller's Office will perform the refund calculation using any money paid and financial aid that has been earned to determine if the student is eligible for a refund or if the student owes the College money.

When will I get my financial aid refund?

Refunds that result from an overpayment of Financial Aid are required to be distributed to students within 14 days of the College receiving the funds.

In what form will I receive my refund?

Refunds will always be in the form of a check.

How do I get my refund?

Refund checks can be mailed to the student through Postal Service or available for pick-up from the Controller's Office.

Taxes

When will my 1098-T be mailed?

The 1098-T will be mailed to students in January of each year.

I have received a 1098-T. What is this form in regards to?

The 1098-T is a tuition statement issued to students and the IRS at the beginning of each year. This form may be used by federal tax filers to determine eligibility for Hope for Lifetime Learning tax credits. Receipt of a 1098-T form does not mean you are necessary eligible for tax credits. This form is not tax advice, only a tuition statement summary.

Transcripts

Why can't I get my transcript?

You might have an outstanding balance on your account. You should contact the Registrar's Office for confirmation.

What happens to my transcript request once I pay any outstanding balance on my account?

Once you have paid any outstanding balance on your account you can complete the Transcript Request Form in order to have request your transcript.