

# STUDENT SERVICES AND CAMPUS RESOURCES

## Academic Skills Center

### Location

East Greenwich Campus: S103  
(401) 739-5000 Ext. 3416, lperentin@neit.edu

### Hours

Hours of operation vary depending on the time of year.

Students can visit <https://neit.instructure.com/courses/47139> for hours and other helpful resources.

### What Services are Offered?

The Academic Skills Center provides a wide range of individualized services on a walk-in basis for all students, including:

- Dedicated, professional tutors from “real world” backgrounds with years of teaching experience
- Personalized attention and instruction based on the individual needs and learning styles of each student
- Tutoring in writing, reading, research, oral communications, study skills, math, science, physics, and specialty areas, such as nursing and respiratory care
- Online tutoring is available through the Writing Center for students in undergraduate and graduate programs
- Pre-college courses in reading, writing, and math to help students prepare for the academic requirements of their associate and bachelor's degree programs
- One-credit enrichment courses for students who want to improve their academic performance, including:
  - Maximize Your Memory Skills
  - Academic Skill Building
  - Information Literacy
  - Communication Skills
  - Assessment and Placement of incoming students

## Bookstore

### Location

East Greenwich Campus: N104  
(401) 739-5000 Ext. 3427, mpaiva@neit.edu  
[Bookstore.neit.edu](http://Bookstore.neit.edu)

### Hours

Monday, 9:00 a.m. to 4:00 p.m.  
Tuesday, 9:00 a.m. to 4:00 p.m.  
Wednesday, 9:00 a.m. to 4:00 p.m.  
Thursday, 9:00 a.m. to 4:00 p.m.  
Friday, 9:00 a.m. to 2:00 p.m.

Extended hours are offered during the first two weeks of each term, and the schedule may vary during vacation weeks. All special hours are posted at the Bookstore and on the student website, <https://students.neit.edu/>.

### What Services are Offered?

To ensure that students obtain the proper textbooks, the Bookstore maintains a list of all courses offered during the term and the required textbooks for each course. Payment may be made by cash, check, credit card or debit card (with Master Card or Visa logo) and American Express. The Bookstore also offers the following items:

- Apparel
- Art and drafting supplies
- Book bags and umbrellas
- E-Books
- Gift certificates
- Glassware and Gifts
- Medical reference materials and supplies
- Notebooks and stationery
- Pens, pencils and school supplies
- Textbooks, new and used
- University rings

NEIT publishes a list of books and equipment that each student will be required to purchase for each course. All books and course materials will be available at the NEIT Bookstore and may be purchased at any bookstore of the student's choice. Most books are also available through Internet vendors

### Textbook Return Policy

Textbooks may only be returned if they meet the following criteria:

#### Reason for Return:

Textbooks purchased at NEIT are eligible for return only if a student drops a course within the first two weeks of the term.

#### Time Limitations:

To be eligible for return credit, textbooks must be presented at the NEIT Bookstore by the end of the second week of a new class start. The books must have been purchased no earlier than two weeks prior to the date of the same new class start.

#### Documentation Required:

The student must present both the original sales receipt and a copy of the drop slip in order to receive credit for a returned textbook.

#### Physical Condition / Amount of Credit:

Textbooks must be returned in “saleable” condition as determined at the discretion of NEIT Bookstore personnel. Books which are returned containing markings, writing, folded pages, or any other damage that could affect the appearance or content of the books can only be resold as “USED” textbooks, and will be eligible for credit equal to 50% of the cost of the same NEW textbook.

If your textbook was purchased as a USED book, and if it remains in saleable condition upon return, it will be credited at 50% of the cost of the same NEW textbook.

**Refund Exclusions:**

Kits, software, calculators, and meters are not returnable for credit.

**NOTE:** If your books, or your situation, do not qualify for Return Credit under this policy, you may still be able to obtain some amount of credit for your textbooks as part of the Used Book Buyback Program. The criteria for eligibility under the Used Book Buyback Program (and the amount paid for the book) is determined by an independent contractor who operates the program at NEIT during the first four days in each new class start, and the first four days in week 10 of each term.

**Used Book Buyback Program:**

NEIT has an arrangement with an independent company which will pay students in cash for their used books, subject to certain restrictions with regard to condition and marketability.

Notices will be posted by the end of each term indicating the dates and times of the next buyback session.

**Career Services Office**  
**Location**

East Greenwich Campus: S104  
(401) 739-5000 Ext. 3458, careerservices@neit.edu

**Hours**

Monday through Thursday, 8:30 a.m. to 4:30 p.m.  
Friday, 8:30 a.m. to 4:00 p.m.  
Appointments are recommended and are required for evening appointments.

**What Services are Offered?**

The Career Services staff assists students in acquiring the skills they need to conduct an effective job search. In addition, the Career Services Office circulates the resumes of graduates to employers who are seeking candidates with technical skills. The Career Services Office also provides the following services:

- Assistance with writing resumes and cover letters
- Assistance with improving interviewing skills. Mock interview sessions are available.
- Assistance in all aspects of the job search • Circulation of graduates' resumes to employers
- Classroom presentations on job search techniques and resume building for students in their final term
- General (non-technical) full- and part-time employment postings available for currently enrolled students
- On-Campus recruiting and employer networking events
- Student Workshops: Resume Writing, Interview Techniques and LinkedIn Profiles

**Department of Public Safety**  
**Location**

East Greenwich Campus: S 111A  
(401) 780-4705, egsecurity@neit.edu

Direct numbers:

NEIT East Greenwich Department of Public Safety

Emergency .....  
401-234-5555

Non-emergency .....  
401-780-4705

**NEIT Post Road Public Safety**

Direct line .....  
401-780-4706

**NEIT Access Road Public Safety**

Direct Line .....  
401-780-4707

**Hours**

East Greenwich Campus – Communications Center, S 111 A. Twenty-four hours, seven days per week.

**What Services are Offered?**

The Department of Public Safety (DPS) promotes a safe and secure environment based upon effective relationships and excellence in service to enrich the quality of the NEIT experience for our students, employees, and guests.

- Student Identification Cards
- Room Access Control
- Parking Management
- Shuttle Services
- Residence Hall Security
- Event Security
- Emergency response
- Foot and vehicle patrol
- Lost and Found
- Safety awareness
- Walking Escorts

Walking Escort: Upon request, NEIT DPS Public Safety Officers provide walking escorts for NEIT students, faculty, and staff within our patrol boundaries. On the East Greenwich Campus, contact Public Safety for a walking escort by calling 401-234-5555, by using one of the blue-light emergency phones located on campus, or by asking any Public Safety Officer on campus.

On the Post Road or Access Road campuses, call the number for the Public Safety Office (Post Road, 401-780- 4706; Access Road, 401-780-4707), or ask any Public Safety Officer

**Blue Light Emergency Telephones**

Blue Light Emergency telephones are strategically placed throughout the East Greenwich campus. These phones automatically contact the NEIT DPS Communications Center and indicate the caller's exact location.

The emergency telephones are illuminated by blue lights making them highly visible. To use an emergency telephone:

- Press the red button to call for help
- Wait for the dispatch Officer to acknowledge your call
- Speak clearly and calmly
- Explain the problem in as much detail as possible
- Follow the dispatcher's instructions

### Department of Technical Services Help Desk

#### Location

East Greenwich Campus: S105N

(401) 739-5000 Ext. 3511, (401) 780-4111, HelpDesk@neit.edu

Website: <https://dots.neit.edu>

#### Hours

Monday through Thursday, 7:30 a.m. – 7:00 p.m. Friday,

7:30 a.m. – 4:00 p.m.

Emails sent on weekends to the Help Desk are monitored and, as appropriate, responses are provided. When MSOT classes are in session: Friday, 7:30 a.m. to 4:00 p.m. and Saturday, 8:00 a.m. to 1:00 p.m. Emails are monitored after closure.

#### What Services are Offered?

- Audio / Visual, Digital Signage and TV support
- Classroom Technology and Computer Lab support
- Desktop Software and Hardware support
- Username and password access for Canvas, Web for Students, Email, Student Website
- Wi-Fi and Network access support
- Remote Access Assistance
- Any other technical issues

### Financial Aid Office

#### Location

East Greenwich Campus: N110

(401) 739- 4101, ! nancialaid@neit.edu

#### Hours

Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 4:00 p.m.

#### What Services are Offered

The Financial Aid Office assists students in applying for federal, institutional and state financial aid programs. Financial aid at New England Institute of Technology is available through various sources:

- Grants and scholarship programs
- Federal Direct Student Loans
- Federal Work-Study program
- Private educational loans

Financial Aid can be based upon need. Need is defined as the difference between your cost of education and your student aid index, found on the FAFSA. Although a standard formula is used to determine your need, family situations can change. A change in your financial situation may affect your financial aid. Please contact the Financial Aid Office if any change occurs.

### Fitness Center

#### Location

East Greenwich Campus: N260

(401) 739-5000 Ext. 3758

#### Hours

Check the Student Website (Student Life tab, click Fitness and Recreation) for the Fitness Center hours

#### What Services are Offered?

The Harry & Dorothy Labinger Fitness Center features a combination of cardio and assisted weight equipment, a free weights area, an exercise studio, and locker rooms with showers.

The fitness equipment includes: rowers, treadmills, ellipticals, ascent trainers, bikes (spin, upright and recumbent), climb mills, an 8-stack multi station, a mega power rack and mega half rack, dumbbells and 12 single station machines (back extension, leg press, tricep extension, shoulder press, arm curl, chest press, seated leg curl, abdominal crunch, leg extension, pectoral fly, lat pull and seated row).

Students must swipe their Student ID cards to enter the Fitness Center and they are required to abide by all Fitness Center policies, which can be found on the Student Website (Student Life tab and then Fitness and Recreation) and at the front desk of the Fitness Center.

### Library & Information Commons

#### Location

East Greenwich Campus: S105

(401) 739-5000 Ext. 3578 or 3472, ryork@neit.edu or ill@neit.edu

#### Hours

Monday through Thursday, 8:00 a.m. to 7:00 p.m.

Friday, 8:00 a.m. to 5 p.m.

Saturday, 8:00 a.m. to 4:00 p.m.\*

\*See website, <https://library.neit.edu>, for more information.

#### What Services are Offered?

- Library resources include print and online books, print and online periodicals, media, databases and web resources.

- The Library website, [library.neit.edu](http://library.neit.edu), is searchable by keyword and provides access to the online catalog, full-text periodical databases, research tools, publications, videos, and tutorials.
- Librarians offer instruction on research skills, how to use periodical databases and effectively select and cite resources for research, both in person and virtually.
- Library materials not available in the NEIT Library can be obtained through interlibrary loan. Also available:
- 10 group study/meeting rooms of varying sizes (containing 53 seats)
- 2 Media:Scape high-tech collaborative meeting rooms
- A library instruction classroom (S111) with 27 computers
- 24 additional computers and wireless Internet throughout the Library
- New book and current periodicals display area with lounge seating
- A media room with a TV/DVD and TV/VCR

### Office of Residence Life

#### Location

Residence Hall: Office 153

(401) 739-5000 Ext. 3560, [reslife@neit.edu](mailto:reslife@neit.edu)

#### Hours

Monday through Friday, 9:00 a.m. to 4:00 p.m.

### Residence Life Mission Statement

The Office of Residence Life works to create an atmosphere for its diverse community that supports academic learning, encourages individual student growth, and fosters a community where all students feel welcomed and included. The living environment in the residence hall is one that requires the civility, integrity, and cooperation of every member of the community, where the needs of the individual student are balanced with the common good. The Residence Life staff aspires to provide a student-centered environment that will develop and enrich the experiences of our student population.

### What Services are Offered?

- Professional Residence Life staff members oversee the residence hall and serve as a resource for the residence hall community. They serve in a 24-hour on-call rotation.
- Resident Assistants are student leaders who are committed to building a sense of community within the residence hall and are available to provide information about NEIT and Residence Life policies and procedures.
- Educational programming is provided by the Residence Life staff and other members of the NEIT community.
- A Residence Hall Council is comprised of a group of resident students who identify and implement programming for the residents.

### Off-Campus Housing

- A housing coordinator is available whose primary purpose is to assist incoming students and resident students who have lived in

the residence hall for at least six consecutive terms in locating off-campus housing in the area.

- All rental/lease and other arrangements are strictly the responsibility of the student and the property owner. NEIT's role is limited to facilitating the acquisition of housing for those unfamiliar with the area. While efforts are made to provide students with a variety of housing options, NEIT does not make any representations about the safety of neighborhoods in which any particular housing is located. Students are advised to check with the local police regarding the safety of any neighborhood in which they are considering renting.

- Students are responsible for their choice of housing

### Office of Student Activities

#### Location

East Greenwich Campus: Office S120B

(401) 739-5000 Ext. 3565, [mhague@neit.edu](mailto:mhague@neit.edu)

#### Hours

Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 4:00 p.m.

Student Activities staff are also available during scheduled evening student activities.

### What Services are Offered?

- The Office of Student Activities (OSA) coordinates a variety of student activities and events for NEIT students, including some evening and weekend activities, and assists with identifying leadership development opportunities.
- OSA serves as a resource for NEIT student clubs.
- Weekly emails about the activities offered are sent to students' NEIT email. A listing of student activities also appears on <https://student.neit.edu>.

### Student Clubs

NEIT offers a variety of student clubs that are listed on <https://student.neit.edu>. Clubs have a faculty advisor and elected student officers, and provide students the opportunity to enhance their leadership skills, get involved in activities of interest to them and meet new people. Students with an idea for a new student club should contact the Director of Student Activities at [mhague@neit.edu](mailto:mhague@neit.edu).

### Student Advisory Council

The Student Advisory Council (SAC) serves as an advisory committee to NEIT's President and other university officials as appropriate. The SAC provides a means for students to express their views and to provide input on policies and practices that directly affect the student body. Members are the student-elected presidents of technical clubs and the Residence Hall Council president. The SAC meets twice per year with NEIT's President, Vice President for Student Support Services, and the Student Activities Director. Additional meetings are held as needed.

### Esports Center

S105A, East Greenwich Campus

Monday through Friday, 12:00 p.m. to 10:00 p.m. Saturday, 6:00 p.m. to 10:00 p.m.

Esports Coordinator/Coach, Brandon Eigenbrode, [beigenbrode@neit.edu](mailto:beigenbrode@neit.edu).

NEIT's esports programs offer students the opportunity to compete on competitive teams against other colleges and universities. The esports teams play the most popular collegiate game titles, and the university's membership in NECC (National Esports Collegiate Conference) and ECAC (Eastern College Athletic Conference) allows players the opportunity to compete at the highest levels in their game.

All students who do not want to compete at the conference level, are encouraged to join NEIT's esports intramurals and play against their classmates or to come to the Esports Center and play video games on their own. They may also come just to watch other students play and to meet others with common interests.

### **Intramurals**

NEIT intramurals are all co-ed and offer students an opportunity to meet new people, exercise and have fun!

NEIT intramurals include soccer, golf, basketball, flag football, Ultimate Frisbee, bowling, and volleyball. Students interested in participating in intramurals should contact the Office of Student Activities to sign up.

Check the Student Website for information about the schedule for intramurals.

### **Why Should Students Participate?**

- It is a fun way to broaden your experience at NEIT and to meet new people within the NEIT community, including your fellow students, faculty and staff.
- Participation helps you develop your leadership and interpersonal skills and enhance your resume.
- Student volunteer participation at NEIT activities and events makes the events even more special for our students and their families.

### **How do I get Involved?**

Watch for Student Activity announcements in your student email, on the student website, and on campus bulletin boards.

Contact the Director of Student Activities, [mhague@neit.edu](mailto:mhague@neit.edu), with your ideas for student activities.

### **Office of Student Support Services**

#### **Location**

East Greenwich Campus: N201 401-780-4116, [studentservices@neit.edu](mailto:studentservices@neit.edu)

Post Road Campus: CT 235 401-780-4116, [studentservices@neit.edu](mailto:studentservices@neit.edu)

Access Road Campus: AC 202A 401-780-4116, [studentservices@neit.edu](mailto:studentservices@neit.edu)

#### **Hours**

Office hours for the East Greenwich campus:

Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 4:00 p.m.

Office hours for the Access Road campus:

Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 4:00 p.m.

Office hours for the Post Road campus: Call the Office of Student Support Services at 401-480-4116.

### **What Services are Offered?**

The Office of Student Support Services (OSSS) is an information and referral service for students enrolled in traditional, on-campus associate, bachelor and certificate programs. The Student Success Office (SSO) provides information to, and referrals for, students enrolled in online, hybrid, and graduate programs.

- Each student is assigned a Student Advisor from OSSS or a Student Success Coordinator from the Student Success Office who is the student's primary point of contact for any questions or concerns.
- All students are encouraged to meet with their Student Advisor or their Student Success Coordinator for a degree audit to monitor progress toward a timely degree completion. During the degree audit, the Student Advisor or the Student Success Coordinator will review which courses the student has completed, determine which courses remain for the student's program and discuss when to take the remaining courses.
- Students are urged to contact this Office when experiencing difficulties with their course work or encountering problems that interfere with the successful completion of their programs.
- Students with disabilities who wish to request accommodations must self-identify, communicate their needs to their Student Advisor or Student Success Coordinator, and provide current and comprehensive documentation concerning the nature and extent of their disability. The documentation must include a specific diagnosis and describe the functional limitations of the condition, particularly as it may affect participation/performance in courses, programs, services, and activities at NEIT. Because course requirements can vary greatly, students must communicate their needs to their Student Advisor or Student Success Coordinator and request accommodations each term. Accommodations cannot be granted retroactively. Please see the full policy "Accommodations Requests for Students with Disabilities" in the University Policies and Procedures section of this Handbook.

### **Student Success Office**

#### **Location**

East Greenwich Campus: S327

401-780-4167, [ahenninger@neit.edu](mailto:ahenninger@neit.edu)

#### **Hours**

Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 4:00 p.m.

### **What Services are Offered?**



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### Student Advising

- Student Advisors and the Student Success Coordinator are available to help students with problems that may affect their ability to be successful in their academic programs.
- Students are responsible for registering for classes every term and for staying on track for a timely completion of their program. They are encouraged to seek the assistance of their Student Advisor or the Student Success Coordinator who is an important resource for understanding degree requirements and the registration process. Students should schedule an appointment to speak with their Student Advisor or the Student Success Coordinator each term before week 5, so they are prepared to register for classes when registration opens at approximately 7:00 a.m. on Monday of week 5.
- Student Advisors and the Student Success Coordinator work collaboratively with instructors and may call or email students who are absent. Students who expect to miss two or more days of classes are advised to contact their instructors, so arrangements can be made to keep them up-to-date on class work.

A list of Student Advisors and the name of the Student Success Coordinator and the programs they advise can be found on the Student Website, <https://students.neit.edu> (click Support Services tab and then Office of Student Support Services).

### Counseling

Counseling services are provided by an experienced, behavioral health counselor. When meeting with the counselor, students can discuss challenges and adjustments they are experiencing in their academic and personal lives, including adjusting to college demands and living away from home. Students who are experiencing more complex difficulties or who require specialized or longer-term treatment will be referred to the appropriate services off campus.

### Re-Enrollment

Students who must miss a term should plan to resume classes as soon as possible by contacting the Re-Enrollment Coordinator at 401-780-4158. At the time of re-enrollment, the student's academic record will be reviewed to evaluate the relevancy of the student's completed courses and to determine if the student meets, as applicable, the academic requirements for the program in which the student is re-enrolling.

### Office of Teaching and Learning

#### Location

East Greenwich Campus: S320

(401) 739-5000 Ext. 3438, [OTL@neit.edu](mailto:OTL@neit.edu)

#### Hours

Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Friday, 8:30 a.m. to 4:00 p.m.

#### What Services are Offered?

The Office of Teaching and Learning oversees all academic aspects of the university. It is responsible for faculty, curricula, program development, academic records and policies, library resources, academic services, and graduation requirements. Academic policies are published in the NEIT Catalog and the Student Handbook; both can be found on the student website at <https://students.neit.edu> (Campus Information tab).

#### The Office of Teaching and Learning Oversees:

- Academic Skills Center
- College of Graduate and Professional Studies
- College of Health Sciences
- Department Chairs
- Department of Online Learning
- Faculty
- Feinstein Enriching America Program
- Library and Information Commons
- Office of Institutional Research
- Registrar's Office

### Registrar's Office

#### Location

East Greenwich Campus: N116

(401) 739-5000 Ext. 3300, [rego#\\_ce@neit.edu](mailto:rego#_ce@neit.edu)

Access Road Campus: AC 202 A

### Hours

East Greenwich Campus:

Monday through Thursday, 8:30 a.m. to 4:30 p.m. Friday, 8:30 a.m. to 4:00 p.m.

Access Road Campus:

Refer to <https://students.neit.edu> for hours at the Access Road Campus.

### What Services are Offered?

- Certifying students for graduation
- Issuing official transcripts
- Maintaining the accuracy of student records, internal records, course schedules, and grade records
- Providing electronic resources to add/drop classes, and to view grades, class schedule, and transcripts on <https://students.neit.edu>
- Registering students for classes
- Issuing diplomas
- Scheduling classes
- Verifying a student's enrollment for purposes of automobile insurance, social security benefits, and deferments on student loans
- Notary public services

### Commonly Asked Questions that can be Answered by the Registrar's Office

How do I resolve a conflict in my class schedule?

How do I request a transcript?

How do I verify my enrollment for the term?

### Student Accounts Department Location

East Greenwich Campus: N119

(401) 739-5000 Ext. 3406, [stuaccounts@neit.edu](mailto:stuaccounts@neit.edu)

### Hours

Monday through Thursday, 8:00 a.m. to 4:30 p.m.

Friday, 8:00 a.m. to 4:00 p.m.

### What Services are Offered?

The Student Accounts Department oversees tuition payments and assists students who might be experiencing difficulty in making their payments. Most concerns and problems with payments and refunds can be addressed and resolved if the Student Accounts Department is made aware of them. Just give us a call or drop by to see us.

Payments are accepted in the Business Office in the form of cash, check, or credit cards.

Students who have concerns in any of the following areas should contact this department as soon as possible:

- Inability to make payments as originally planned
- Past due notices that do not agree with the student's own records
- Questions regarding company reimbursement
- Questions regarding sponsorship

The Student Accounts Department communicates frequently with students by NEIT email, telephone and/or mail when it is necessary for students to meet with a staff member from this department to address and resolve together the student's account. It is critical that students respond immediately to any contact from this Office. It is not the intent of the Student Accounts Department to interrupt the educational objectives of our students.

However, if after attempts have been made and the student has not responded to a request from the Student Accounts Department, the student may be contacted during class time.

### NEIT Refund Request Policy

You may be eligible for a refund as a result of excess financial aid or an overpayment to your account. You may receive the resulting credit balance either in the form of a check, or you may apply it to your account.

Please note: On rare occasions, errors occur at the bank that issued your student loan which may result in an adjustment to your Financial Aid and the amount of refund for which you may be eligible. In the event that a student received an overpayment as a result of such an error, the student is responsible for reimbursing the university for any over-payments erroneously made to the student's account.

To receive a refund of a credit balance, please follow the procedures and policies below:

- Complete a STUDENT REFUND REQUEST Form online at [Students.neit.edu](https://Students.neit.edu).
- Refund checks will be available three (3) times monthly: on the 10th, the 20th, and the 30th day of the month ("release date"). If a release date falls on a weekend or holiday, the refund check will be available the next business day. Requests for refunds made within three (3) business days of a release date will be paid on the next release date.
- Refund checks are mailed out on the dates identified above.
- A parent must submit written approval for funds resulting from the proceeds of a Plus Loan to be released to the student.
- Federal regulations require students to be attending classes on a regular basis in order for any refund to be released.
- Refund requests for payments made online via credit card will be returned to the credit card used for payments.
- Please note: No refund will be issued during the first 2 weeks of any term.