

King's College Business Office

Frequently Asked Questions

1. When can I visit the Business Office?

The Business Office will be open during regular college business hours, 8:30am to 12noon and 1:00pm to 4:30pm, Monday through Friday.

Walk-in visits are not permitted. All appointments must be made, in advance, through [CLICK HERE TO BOOK YOUR APPOINTMENT WITH THE BUSINESS OFFICE!](#) or calling 570.208.5830. When visiting the office, masks must be worn and social distance of at least 6 feet must be maintained.

This link to the Business Office will provide information on Acceptable Payment Methods, Business Office HOLD, King's Cash, Refund, Tuition and Fees and Withdrawal.

https://www.kings.edu/admissions/financial_aid/business_office

We are accessible to assist you by phone 570.208.5830 or email at BusinessOfficeStaff@kings.edu.

2. How do I receive my refund?

You will be notified through your King's email when your refund will be available for pickup. Once you are notified, you can schedule an appointment to pick up your refund check in the Business Office using this link: [CLICK HERE TO BOOK YOUR APPOINTMENT WITH THE BUSINESS OFFICE!](#)

If you plan to pick it up, you will need to make an appointment to do so. Otherwise, refunds will be mailed to the home address listed in our system.

3. What kind of financial accommodations will be made in the event we are asked to leave campus mid-semester?

If students are asked to leave midsemester, adjustments will be made for unused housing, dining, and parking plans.

4. Will work study be offered this fall?

Yes, the work study program will continue this fall. Please check the website often for opportunities available.

5. I need an updated billing statement. How can I get that?

To get an updated billing statement, you can view and print statements on Self-service. The student's ID and Password is needed to log into Self-service.

Financial information can also be viewed on the Parent Portal.

6. I am missing or need to change/cancel/add housing and/or meal plan. Who do I contact?

Please contact Residence Life at ResLife@kings.edu.

7. I have questions regarding my financial aid and/or loans. Who do I contact?

Please contact the Financial Aid office at FinAid@kings.edu.

8. I have questions regarding my schedule/registration/transcript. Who do I contact?

Please contact the Registrar's Office at Registrar@kings.edu

9. I have a question about parking and/or passes. Who do I contact?

Please contact the Security Office at security-mail@kings.edu

10. I am having trouble making a payment to King's Cash. Who do I contact?

Please contact Mary Wood marywood@kings.edu