



# NEWS @ THE HUB

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Janet Long Mall Cottage

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## Student Account Holds

If you see this message on your my.Eastern.edu account:

### Student Accounts HOLD

There is an outstanding balance due on your student account. Click [here](#) to review the balance. Click [here](#) to pay your balance.

Please click on the Student Account link underneath it and check your Account Activity to see if you have a balance due. **If you have questions about the Student Account hold, please contact Student Accounts at [student.accounts@eastern.edu](mailto:student.accounts@eastern.edu).**

## Who To Contact

**Student Accounts Office-** Questions regarding a balance due, payment plans, payment arrangements, refunds, student account hold, payments

**Financial Aid Office-** Questions regarding Satisfactory Academic Progress (SAP), financial aid packages, aid adjustments, student loans, FastPass Awards

**Registrar's Office-** Questions regarding transcripts, degree audits, major/minor changes, dropping or withdrawing from classes (see next page for more information on withdrawing and dropping)

## Summer & Fall Bills

Summer and Fall 2025 bills and [payment plans](#) are now available on your my.Eastern.edu account. **Please pay careful attention to the due dates on the top of each billing statement.** Please monitor your EU email for important notifications and reminders from Student Accounts, Financial Aid, and the Registrar's Office.





**CHECK YOUR  
EMAIL EARLY &  
OFTEN!!**  
Financial Aid, Student Accounts & The Registrar will communicate important information regarding your account via your Eastern email. Don't miss out on important information or reminders that might affect your account!



## Summer Office Hours:

Monday-Thursday-  
9am- 5pm;  
Friday- 9am- 2pm  
Financial Aid—  
finaid@eastern.edu  
or 610-225-5102  
Registrar—  
registrar@  
eastern.edu or  
610-341-5853  
Student Accounts—  
student.accounts@  
eastern.edu or  
610-341-5831

## Withdraw Vs. Drop

It is important to understand the difference between a withdraw and a drop and how these decisions affect your financial aid and student account.

**Withdraw from all courses in a semester or term-** a Return of Title IV (R2T4) funds may need to be done; what this means is that Financial Aid must review the student's record and check to see how much of the semester or term they've completed and whether or not aid has to be returned

**Withdraw from a course in a semester or term AND still enrolled in at least one other course in that same semester or term-** no change to aid or bill as the student is still considered enrolled and attempting the original amount of credits- Example: Suzie Smith is enrolled for 12 credits in Fall 2025, she wants to withdraw from her 3 credit BIBL-100 course, no change in aid or bill as she is still enrolled in Fall 2025 and is still considered attempting a full time course load

**\*\*PLEASE NOTE:** *While withdrawing from a course may not affect your financial aid for that term or semester, please be aware that a withdraw can negatively impact your SAP (Satisfactory Academic Progress) for the following year. Courses that are withdrawn are still considered attempted but not completed and can impact the required 67% of completion needed to maintain SAP. For more information regarding SAP, please see our website [here](#).*

**Drop from all courses in a semester or term-** all credits are removed completely for that semester or term and all aid and tuition are removed; any refunds that were already received for that semester or term will need to be paid back to the University

**Drop a course from a semester or term—** dropping a course can affect charges and aid depending on the updated number of credits; please make sure to review the [Enrollment Requirements for Financial Aid](#) page to see what credits are needed to receive aid

**Please make sure to adhere to all add, drop, and withdraw deadlines posted online on the [Office of the Registrar's webpage](#) as well as following the [posted procedures](#) to properly add, drop or withdraw classes. Any classes that you enroll in and do not participate in will not be eligible for financial aid.**

## PA State Grant Applications

Don't forget— the Summer PA State Grant applications are still available online at PHEAA.org. The Summer State Grant application deadline is August 15, 2025. If you are a resident of PA and will be an Undergraduate student pursuing your first Associate or Bachelor's degree, please make sure to complete the application as soon as possible in addition to completing your 24-25 FAFSA and 25-26 FAFSA at StudentAid.gov.

