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### Billing Disputes

Kean University

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## Billing Disputes

### Abstract

The Office of Student Accounting maintains a web page specifically for Billing Disputes. This site outlines the process for disputing charges related to University tuition and fees, but also includes resources for the resolution of billing disputes for housing and meal plans, registration, and parking fines.

### Keywords

Standard II, billing

# Return to Campus

A mask mandate is currently in place on campus. Learn more about the University's [health and safety protocols](#) to help protect the campus community from COVID-19 and reduce the spread of the virus.

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## Billing Disputes

If you wish to dispute a charge posted to your student account, please send an email to [disputemybill@kean.edu](mailto:disputemybill@kean.edu). When emailing, please include the following information:

- Student name.
- Student ID number.
- The charge type.
- Amount disputed.
- An explanation as to why you are disputing the charge.

With your email, please include any relevant documentation which will support your dispute. This can include, but is not limited to, correspondence with University staff, copies of University policies, or personal financial records and documents.

You will receive a response from the Office of Student Accounting within 48 hours (excluding weekends and holidays). It is the goal of the Office of Student Accounting to resolve all disputes expeditiously, however students are advised that any claim must be thoroughly investigated before a resolution will be provided.

The Office of Student Accounting can only resolve disputed charges related to tuition and University fees. Please contact the following departments if your dispute concerns charges for:

- Housing & Meal Plans (Residence Life) - Denis Castanon, Director of Residential Operations and Facilities, [castande@kean.edu](mailto:castande@kean.edu).
- Registration Fees (Registrar) - [regme@kean.edu](mailto:regme@kean.edu).
- Parking Fines (Campus Police) - [parkingappeals@kean.edu](mailto:parkingappeals@kean.edu) or visit [Violations and Appeals](#).

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# Student Accounting

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## Tuition and Fees

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[Financial Obligations](#)

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[Accepted Payment Methods](#)

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[Payment Due Date](#)

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[Payment Plans](#)

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[In-State vs. Out-of-State Rates](#)

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[Dispute My Bill](#)

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## Student Accounting Policies

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[Kean ID Cards and Meal Plans](#)

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[Repayment of Federal Perkins and NFLP Loans](#)

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[1098-T Information](#)

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[CashCourse](#)

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