

**SOLUTION CENTER – FAQ's**  
[solutions@lbc.edu](mailto:solutions@lbc.edu), 717.560.8254

For questions regarding your statement balance, please contact The Solution Center at 717.560.8254.

For questions you encounter when making a payment or setting up your payment plan with Nelnet Business Solutions (NBS), please contact the NBS 24-hour Customer Service Dept. at 800.609.8056.

✓ **Tuition Statement & Payment**

○ **What are my payment options and how do I set up a payment plan?**

*Payment options are listed on your statement and on the [Student Portal](#) under Bill Payment Information. To set up a payment plan, click the live link on your statement or go to the [Student Portal](#); under **Bill Payment and Statement** click on **Make an Online Payment – Nelnet Business Solutions**. Set up an account and select the option to set up a payment plan. You will be asked later if you want to pay in full **or** sign up for a 5-month payment plan. The length of the payment plan is set, and payment comes out on the 5<sup>th</sup> of each month. If you have any questions or concerns with setting up your plan, please contact the Solution Center at 717.560.8254.*

***\*Important:** Using Nelnet's website will require your student ID number. Your student ID is listed directly under the date on your statement.*

○ **What if I want to pay online in full?**

*Click the live link on your statement or go to the [Student Portal](#); under **Bill Payment and Statement** click on **Make an Online Payment – Nelnet Business Solutions**. Set up an account and select the option to set up a payment plan. You will be asked later if you want to pay in full **or** sign up for a 5-month payment plan. Make sure you select 'pay in full.' **\*Important:** Using Nelnet's website will require your student ID number. Your student ID is listed directly under the date on your statement.*

○ **To send payment by check, mail to:**

*Solution Center at Lancaster Bible College, 901 Eden Road, Lancaster, PA 17601.*

○ **If my tuition is not paid on time, will I receive a late fee?**

*Yes, your account will be subject to late fees. A one time \$125 Account Service Fee applies to any unpaid balance over \$500. A \$40 Monthly Service Fee applies to any balance over \$100.*

○ **Is there a place I can view my tuition statement online?**

*Yes, our statements are now online! **We are no longer providing paper copies.** To access your statement, log in to MyLBC, select the **Document Center** tile. Click on the **PDF** icon to view your statement. Your most current statement will always be available in this location.*

- **How do I get a copy of a past semester's tuition statement?**

*Please call the Solution Center at 717.560.8254 or email [solutions@lbc.edu](mailto:solutions@lbc.edu). Only your current statement is available online.*

- **I recently added bookstore charges, tuition, fees, etc. to my account, can I add them to my current payment plan?**

*Yes, you may log in to Nelnet and add the additional amount to your current plan, or call the Solution Center at 717.560.8254 or email [solutions@lbc.edu](mailto:solutions@lbc.edu).*

- **If I drop a class or receive additional Financial Aid, etc. how do I decrease my payment plan?**

*You cannot decrease your payment plan, it must be done by the Solution Center. Please call them at 717.560.8254 or email [solutions@lbc.edu](mailto:solutions@lbc.edu).*

- **Why was my payment plan terminated?**

*If you entered incorrect payment information or a bank account that does not permit an automatic draw, your payment plan may be terminated. If this happens, you need to start over and create a new agreement. The terminated plan cannot be updated.*

- **I did not have sufficient funds in my account on the withdraw date, what will happen?**

*You will be charged a \$30 NSF fee from Nelnet (and bank fees). Your draw will be moved forward 15 days and scheduled again. If the 2<sup>nd</sup> attempt is NSF, your payment will be unresolved and you must contact the Solution Center.*

- ✓ **Academic Calendar**

- **How can I view the Academic Calendar?**

*Go to the Student Portal /Academic Calendar or [click here](#).*

- ✓ **Bookends Bookstore**

- **How do I purchase my books or find my booklist?**

*Go to the [LBC Store](#). Once there, click on [Purchase](#) in the top right hand corner of the page, next to the shopping cart icon. From there you can compile your booklist based on term, department, course, and section.*

- **What are the hours for the Bookstore?**

*Typical bookstore hours during the semester are Monday to Friday 10:00am to 4:00pm and Saturday 11:00am to 2:00pm. During holidays or any other time during the year you can find our [Bookstore hours](#) are posted on the website.*

✓ **Charger Bucks**

○ **How do I purchase Charger Bucks or a Commuter Meal Plan?**

*Both [Charger Bucks](#) and [Commuter Meal Plans](#) are available on the Student Portal.*

✓ **Change of Address**

○ **How do I change my address?**

*You can email or call the Solution Center ([solutions@lbc.edu](mailto:solutions@lbc.edu) or 717.560.8254) to let us know if your address has changed. We are happy to update that information for you in our system.*

✓ **Computer & Technology Help**

○ **I'm having trouble logging in to my account/email. What do I need to do?**

*The HELP DESK is available to assist all LBC students with computer and technology problems or questions. They have a web page which includes FAQ's, [click here](#). The Help Desk is located in Lower Esbenschade, hours are Monday-Friday 8 am-4 pm for walk-in support. You can email them at [help@lbc.edu](mailto:help@lbc.edu). For Lancaster, PA location you can call them at 717.560.8200 x4357, and for the Washington D.C. location you can call 301.552.1400.*

✓ **Email Forwarding**

○ **How do I forward my LBC email to a personal account?**

*To forward email, [click here](#).*

✓ **Graduation**

○ **When is Graduation and how do I get tickets?**

*You can find Graduation information on the LBC website under the Events page. Click on [Graduation Ceremonies](#). Once there, click on the link for your location and you will find information on registration, tickets, dates, and more!*

✓ **Library**

○ **What are the hours for the Library?**

*[Library hours](#) are posted on the website for all locations.*

✓ **Local Accommodations**

○ **Where can I find a list of local hotels?**

*Please contact our Undergraduate Admissions office at 717.560.8200 x8271 or email [AdmissionsOffice@lbc.edu](mailto:AdmissionsOffice@lbc.edu). They can provide you with a list of local accommodations.*

✓ **The Stop/Mail Room**

- **How do I forward my mail from The Stop to a personal address off campus?**

*To forward my mail, [click here](#).*

✓ **Transcripts**

- **Where do I go to request a transcript?**

*The [Transcript Request](#) link is located on our Student Portal or it can be accessed on the LBC website by scrolling all the way to the bottom of the Home page. Under 'Contact' you will find [Request Transcript](#).*