

# **Rights and Responsibilities**

## **Rights**

You have the right to expect that all members of our staff will do everything possible to assist you.

You have the right to expect to be kept informed. Marquette strives through its publications, correspondence, website, email and other media to provide students and parents with updated information.

You have the right to question all information pertaining to our billing and payment information in accordance with the Wisconsin Consumer Protection Act.

You have the right to expect fair treatment. Marquette does not discriminate in any manner contrary to law or justice on the basis of race, color, gender, age, sexual orientation, religion, disability, veteran status or national origin in its educational programs or activities, including employment and admissions. At the same time, Marquette cherishes its right and duty to seek and retain personnel who will make a positive contribution to its religious character, goals, and mission in order to enhance the Catholic, Jesuit tradition.

## **Responsibilities**

You are responsible for being informed of Marquette's payment policies by reading the Payment Policy found in the student bulletins and online at [www.marquette.edu/mucentral](http://www.marquette.edu/mucentral) and all other pertinent information.

You are responsible for satisfying all financial obligations with the University before you will be allowed to register for a subsequent term, or receive an official transcript or diploma from the Registrar.

It is the student's responsibility to keep updated on their account balance, financial aid information and maintain current valid address information.

## **Billing Rights Summary-In Case of Errors or Questions about Your Bill**

If you think your bill is wrong, or if you need more information about a transaction on your bill, email us from your Marquette e-mail account at [marquettecentral@marquette.edu](mailto:marquettecentral@marquette.edu) as soon as possible. We must hear from you no later than 60 days after we send you the first bill on which the error or problem appeared.

In your email, give us the following information: Student's name, MU ID, and the dollar amount of the suspected error. Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount in question.