



BURSAR COMMUNICATION

Important Dates and Information for Fall 2026

**FAILURE TO MEET THESE DEADLINES
MAY RESULT IN LOSS OF HOUSING
AND/OR REGISTRATION.**

IMPORTANT CONTACTS & DEADLINES

Students who will be impacted by the purge will receive specific follow-up emails to their @tnstate.edu address. In the meantime, please contact the offices below with any questions to ensure a smooth transition to TSU.

ACADEMIC AFFAIRS

Responsible for student success, offering guidance from academic advising to degree completion.

Email:
academicaffairs@tnstate.edu

Call:
615-963-5301

BURSAR'S OFFICE

Responsible for billing and payments for tuition, room, board, fees, and other miscellaneous items.

Email:
bursar@tnstate.edu

Call:
615-963-5600

FINANCIAL AID

Responsible for administering federal grants, loans, state financial aid programs, and scholarships.

Email:
finaid@tnstate.edu

Call:
615-963-5701

RECORDS & REGISTRATION

Responsible for student schedules, registration confirmation, course transfer equivalencies, recording grades, transcripts, loan deferments, and changing student data.

Email:
records@tnstate.edu

Call:
615-963-5300

RESIDENCE LIFE

Responsible for providing a safe, welcoming, and vibrant living experience.

Email:
reslife@tnstate.edu

Call:
615-963-5361

August 10-16

Move-In Dates

August 10-12 Freshman and Transfer Students

August 14-16 Returning Students

August 13

First Purge

The first purge will occur at 4:30 p.m. Central. After this purge, registration will be closed and reopen **Friday, August 14**, at 8:00 a.m.

Please note, if you register during the week of **August 17-21**, a late registration fee of **\$100** will apply, and this fee will not be waived.

August 21

Registration Closes

Fall 2026 Registration Closes – No student will be permitted to register after August 21.

August 28

Last Purge

Final purge for the Fall 2026 semester will occur at 4:30 p.m. Central.

TSU PURGE FAQ

General Info

1

What does it mean to be purged?

A student registration purge is the administrative process by which the university removes (or "drops") students from their registered classes due to non-payment of tuition, fees, or other required charges by a specified deadline. This action is typically taken to ensure that only students who have met their financial obligations or received approved deferments are officially enrolled. The purge helps the institution manage class capacity, financial planning, and compliance with institutional policies.

This means your course schedule has been canceled due to non-payment of tuition and fees. If you are purged, you will lose all your enrolled courses and must re-enroll for them. However, there is no guarantee that you will get back into the same courses you originally selected.

2

What should I do if I've been purged?

If you've been purged, you need to:

- Re-enroll in your courses as soon as possible. Keep in mind that some courses may already be full, and you may need to select alternate options.
- Pay your outstanding balance immediately.
- Meet with your academic advisor to ensure your Course Program of Study (CPOS) and Degree Works are updated and aligned with your financial aid.

3

What are the payment deadlines to avoid being purged?

- August 13, 2026 by 4:30 p.m. (CT)
- August 28, 2026 by 4:30 p.m. (CT)

4

What if I haven't paid my tuition by August 28?

If you do not pay by August 28, you:

- Will lose your course schedule.
- Will lose your TSU housing.
- Will not be able to attend classes for the Fall semester and will need to wait until the Spring semester to enroll.
- Risk delaying your graduation timeline.

5

What steps can I take now to avoid issues with the purge?

- Pay your tuition and fees before August 13.
- Meet with your academic advisor to review your Course Program of Study and Degree Works.
- Ensure all course substitutions and changes to your major are completed by August 12. Those items must be entered by August 13 in order to avoid the purge.

6

Can I enroll in the same courses after being purged?

There is no guarantee that you will be able to re-enroll in the same courses after being purged. Course availability is subject to capacity, and you may need to choose alternate classes.

TSU PURGE FAQ

Enrollment/Advising

7

Will being purged affect my transcript, GPA or academic record?

Being purged means you are no longer enrolled for that term and that no grades or transcript record will be generated for those courses.

There will be no grades or GPA impact for that semester.

8

If I'm purged, do I still have access to eLearn online learning platform?

No. Access to course materials, online platforms, and other student services is disabled once you are purged.

9

Can I continue attending classes while waiting to be re-enrolled?

No. You are not permitted to attend or participate in classes until your re-enrollment is processed and your registration is active again.

10

Why is it important to meet with my advisor?

It's essential to meet with your academic advisor to:

- Ensure your **Course Program of Study (CPOS)** and Degree Works are up-to-date and aligned with your financial aid eligibility.
- Address any outstanding issues, such as course substitutions or changes to your major.
- Verify that your courses are required for your degree path and meet graduation requirements.

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How do I find my academic advisor?

Freshmen and sophomores (0-60 credit hours) can visit the [Student Success Specialist Directory](#) to email a professional advisor, known as a Student Success Specialist, for advising help.

Juniors and seniors can reach their faculty advisor by phone or email. If you are unsure who your faculty advisor is, contact the [dean or chair](#) in your major.

Contact the Office of Academic Affairs

- If you are still unable to find or reach your advisor after trying the steps above, contact the Office of Academic Affairs at 615-963-5301 for additional assistance. They can help resolve any issues and ensure you are connected with the right advisor.

12

What is the deadline for course substitutions and major changes?

All course substitutions and changes to your major must be completed by August 12. Delays in completing these updates could affect your financial aid and your ability to graduate on time.

13

If I enroll in courses not included in my program, does it impact my financial aid?

If your courses do not align with your Course Program of Study and [Degree Works](#), you may lose financial aid eligibility for those courses. This is why it's critical to review your academic plan with your advisor before the August 12 deadline.

TSU PURGE FAQ

Enrollment/Advising

14 What is Degree Works, and why is it important?

[Degree Works](#) is a tool that outlines your path to graduation. It ensures that:

- Your enrolled courses align with your degree requirements.
- Your financial aid applies to courses within your Course Program of Study.
- Keeping this tool accurate and up to date is critical to staying on track for graduation and maintaining financial aid eligibility.

15 My account states that my final high school and/or college transcripts are missing. How do I get this resolved?

Please request your official high school or previous college transcript from that institution and have them send it to TSU Admissions Office at admissions@tnstate.edu. Dual enrollment students and transfer students are also required to submit an official transcript. Some scholarships will not pay-out without a final transcript (i.e. TN Hope Scholarship).

Unofficial transcripts will not be accepted.

Bursar/Billing/Payment

16 What is the Bursar's Office?

The Bursar's Office ensures the smooth financial operation of the University by overseeing tuition billing and payments. The Office assists in maintaining a single record of school-related charges and payments for tuition, room, board, fees, and other miscellaneous items.

Bursar/Billing/Payment

17 How can I contact the Bursar's Office?

Call 615-963-5600, email bursar@tnstate.edu or visit the Bursar's Office at Ned McWherter Administration Building, Suite 130, Monday-Friday 8:00 a.m. to 4:30 p.m.

18 When will my tuition and fees be billed and how do I pay them?

You will receive an email with a link to your electronic bill, which is generated every Monday until your balance is paid in full. Follow the instructions to pay your bill or enroll in a payment plan. Please note that paper bills are not mailed.

19 What payment methods are accepted?

TSU accepts credit cards, debit cards and checks online. You may also pay by cash or cashier checks in the Bursar's Office.

20 Can I set up a payment plan?

Yes, Payment plans are available for Fall and Spring semesters only. You will need to pay a 25% down payment plus a \$50 processing fee upon signup. Visit tnstate.edu/bursar/PayInvoice.aspx to pay.

21 Why is there a hold on my account?

There are various reasons a hold may be placed on your account. Please check your online account to identify the specific type of hold. In most cases, holds are due to an outstanding balance not fully covered by financial aid or payments.

TSU PURGE FAQ

Bursar/Billing/Payment

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What happens if I miss the payment due date?

During registration, if you miss your payment due date, your classes will be deleted from the system. Make sure you have a payment plan in place, pay your balance in full, or have enough financial aid covering your fees.

23

Why was I charged a late fee, and can it be waived?

Students who register on or after August 17 (the first day of class) will be assessed a late fee of \$100. Unfortunately, late fees will not be waived.

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What fees are included in my bill?

Your bill may include Maintenance Fees, In-State/Out-of-State-Tuition, Program and Service Fees, Campus Housing, Meal Plans, Book Bundle.

To review all fees, visit www.tnstate.edu/bursar/fees.aspx

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How are fees affected if I drop a class?

If you are dropping a class before the first day of the class, you will be refunded 100% of the cost of the class.

If you are dropping a class on or after the first day of class, your refunds will be as follows:

- 75% beginning the first day of classes through the fourteenth day (including weekends);
- 25% beginning the fifteenth (15th) day of classes through 25% of the term;
- 0% after the 25% refund period.

[Click here](#) for additional details.

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Can I register for classes if I have a past-due balance?

No, you must clear your prior balance to be allowed to re-register.

TSU PURGE FAQ

Financial Aid

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Do I qualify for a tuition discount?

The [250-Mile Radius](#), [Scholar Rate](#), and [Scholar Rate Plus](#) tuition discounts are automatically applied to student accounts for those who qualify.

Click on the links to learn more about the individual requirements for each rate. Exceptions will not be made for students who do not meet the qualifications.

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I received a TSU institutional scholarship, but it is not on my account. When will it be added?

If students meet the criteria to receive an institutional scholarship, the award will automatically be included in their financial aid package.

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I completed my FAFSA but do not see the Federal Pell Grant or Student Loan(s) listed. Why are they not on my account?

Likely, there is an outstanding Financial Aid requirement that must be completed before financial aid can be applied to your account. You may login to your MyTSU account to review the missing requirement.

If there are no missing requirements, please contact the Financial Aid Office at 615-963-5701 or email finaid@tnstate.edu.

30

I receive state financial aid (HOPE Scholarship or TSAA) and it is not on my account.

State awards for eligible students are applied to student accounts. Questions regarding state financial aid may be directed to the Financial Aid Office.

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If I enroll in courses not included in my program, does it impact my financial aid?

If your courses do not align with your Course Program of Study and [Degree Works](#), you may lose financial aid eligibility for those courses. This is why it's critical to review your academic plan with your advisor before the August 12 deadline.

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I haven't done the 2026-2027 FAFSA. Is it too late?

It is not too late, but you need to complete the [FAFSA](#) asap because it may create delays in the receipt of your financial aid award package and can delay your ability to register and use those funds for payment.

However, to ensure that our financial aid is applied to your account before the first purge on August 13, you must have completed the FAFSA and all related financial aid requirements by 4:30 p.m. on July 15.

TSU PURGE FAQ

Housing

To ensure a smooth move-in experience, all returning students must:

- Be registered for Fall 2026 classes.
- Be financially cleared (student account balance below \$200).

Students who do **not** meet **both** requirements will **not be permitted to move into their residence hall or attend classes for the Fall 2026 semester**. Housing staff cannot make exceptions.

If you have an outstanding balance, contact or visit the Bursar's Office before arriving on campus. Students must be prepared to satisfy all financial obligations prior to move-in. To be financially cleared for Fall 2026, students must have sufficient financial aid to cover their balance, be enrolled in an approved payment plan, or pay the remaining balance out of pocket.

We strongly encourage you to review your student account and resolve any registration or financial issues before traveling to campus. Failure to do so may prevent you from moving into university housing and starting the semester as scheduled.

University offices will be open August 14-16 to assist students with registration and financial aid questions. Once all requirements have been met, you will be eligible to complete your housing check-in.

Thank you for your cooperation as we work to provide a safe, organized, and efficient move-in process. We look forward to welcoming you back to campus and wish you a successful academic year.

See you soon, and welcome home!

ACT NOW TO AVOID LONG LINES & DELAYS.
GET ANSWERS TO YOUR QUESTIONS BEFORE
ARRIVING TO CAMPUS.

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