

Message to Students: Stipends and Payroll Hotline: SP5000

Dear Students:

Columbia is committed to ensuring students receive payroll compensation and stipend/living-expense payments accurately and on time. If you have a question about a payment or believe your payment is delayed, please use the support path below so we can resolve issues as quickly as possible.

Step 1: Start with the office closest to your payment

In many cases, the fastest resolution comes from the team that initiated or manages your appointment/award:

- **Your school/manager/department administrator/HR client manager** (for research/teaching appointments, hourly work, salaries, hiring/onboarding steps, funding changes, time entry, or local processing questions)
- [Human Resources \(HR\)](#) (for onboarding, I-9, payroll setup, pay elections/direct deposit, or employment status questions)
- [Office of Financial Aid](#) (for stipend or aid-related disbursements, award timing, eligibility, and related questions)

Step 2: If the payment issue is still not resolved, contact the Student Payment Hotline

If you have already contacted your department, HR, or Financial Aid and your issue is still unresolved—or you're not sure which office is responsible—please escalate to the Student Payment Hotline:

- **Phone: (212) 854-5000** (SP5000) or
- **ServiceNow:** Submit a ticket using the [designated link](#) (phone and ticket both reach the same team)

What to expect

The Student Payment Hotline is a service operated by Columbia's Human Resources Service Center. The resolution team will:

- Help identify the root cause of the delay (payroll vs. stipend disbursement vs. setup/processing issue)
- Coordinate directly with the student to route them to the appropriate offices to resolve the issue

Our goal is simple: timely, predictable payments—and clear support when something doesn't go as expected.