Welcome Pioneer

Avoid Long Lines During Orientation!

Submit your ID photo online and your Pioneer ID Card will be ready when you arrive on campus!

The Deadline for photo submission is Friday, August 25th!

Submit your photo today and beat the fall rush!

Learn more about your Pioneer ID Card at: www.du.edu/pioneercard/newcard/photo

When You Arrive on Campus.

Be sure to check your welcome packet for your University of Denver Reference Card!

The University of Denver Reference Card has your name and ID number on the front and a quick list of offices most contacted during a student's time at the University on the back. The Reference Card can be used by parents, grandparents, sponsors or anyone else calling on your behalf. You must grant access via a FERPA release before information will be shared with anyone besides you. Information releases can be completed quickly and easily via PioneerWeb.

Contact the Pioneer ID Card Office at (303) 871-4545 for additional information.
Helpful Reminders!

<table>
<thead>
<tr>
<th>Event</th>
<th>Fall Quarter</th>
<th>Winter Quarter</th>
<th>Spring Quarter</th>
<th>Summer Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Due/Aid Disburses</td>
<td>9/22/2017</td>
<td>12/24/2018</td>
<td>3/16/2018</td>
<td>6/8/2018</td>
</tr>
<tr>
<td>Priority Registration For Next Term Begins</td>
<td>10/30/2017</td>
<td>2/12/2018</td>
<td>5/14/2018</td>
<td></td>
</tr>
</tbody>
</table>

Learn more about tuition & fees at:  [www.du.edu/bursar](http://www.du.edu/bursar)

All payments can be made through DUPay.

To make a payment or for more payment options visit:  [www.du.edu/bursar/payments](http://www.du.edu/bursar/payments)

A FERPA (Family Education Rights and Privacy Act of 1974) release must be completed to allow academic/billing information to be shared with persons of your choice, such as your bill payer. *This is separate from DUPay authorized users.*

For more information visit:  [www.du.edu/registrar/privacy](http://www.du.edu/registrar/privacy)
DUPay is the University's online tuition payment portal. On DUPay you can view your tuition account activity, view your statements, make payments, add authorized users and more.

DUPay allows you to share your DU tuition account information with multiple authorized users. Authorized users can view your student account balance and make payments on your behalf. You also have the option to give authorized users access to your statements and payment history. Authorized users DO NOT have access to your stored payment methods, academic records or other personal information, and you do not have access to the stored payment information authorized users have entered into the system.

With DUPay, you and each of your authorized users will receive an email alert when a new statement is available. You can log on to DUPay to view the statement and make a payment. In order for your authorized users to receive information about the upcoming billing cycle, you need to give them access by September 1, 2017.

To access DUPay, go to www.du.edu/bursar/payments and click the DUPay link in the Students section. Authorized users must click the DUPay link in the Authorized Users section of www.du.edu/bursar/payments.

Visit www.du.edu/bursar for more information.
Financial Aid Checklist

If you applied for financial aid, there are additional steps you must take to receive your funding in the fall. To ensure you receive your aid by the time your fall bill is due, please complete these steps by August 21st. (Please note that not all of these steps may apply to you.)

☐ Accept or decline your awards.

Many types of aid are offered to you, which means you must accept each award you wish to receive in the 2017-18 academic year. Accept or decline your aid in PioneerWeb.

1. Log into PioneerWeb at [http://pioneerweb.du.edu](http://pioneerweb.du.edu) and go to the Student tab.
2. Click on View and Accept Award Offer and choose the 2017-2018 Aid Year.
3. Click on the Terms and Conditions tab, review and click “Accept.”
4. Click on the Accept Award Offer tab.
   a. Choose Accept or Decline in the drop-down menu next to each award.
   b. If you wish to only accept a portion of a loan, type that amount in the “Accept Partial Amount” box. (Remember that any amount you accept will be split evenly over fall, winter and spring quarters.)
5. Click “Submit Decision.”

☐ If you accepted a loan, complete loan requirements.

If you accepted a Direct Subsidized and/or Unsubsidized loan:

1. Sign into [https://StudentLoans.gov](https://StudentLoans.gov). Then,
2. Complete loan entrance counseling and
3. Complete a loan agreement (Master Promissory Note).

If you accepted a Perkins loan (not offered to all students):

2. Download the Master Promissory Note from [www.du.edu/bursar/debt/perkins](http://www.du.edu/bursar/debt/perkins). Complete and return it to the DU Bursar’s Office in University Hall Room 223.

☐ Apply for additional loan funding (if needed).

- **Parent PLUS loan**: These are federal loans with a fixed interest rate of 7.00% available to parents of dependent undergraduate students who have no adverse credit history. To apply:
  1. The parent must sign into [https://StudentLoans.gov](https://StudentLoans.gov). Then,
  2. Request a PLUS Loan and
  3. Complete a Master Promissory Note, or MPN.
     (Links to both of these items are on the homepage after you log in.)

- **Private student loan**: These are credit-based loans available from private lenders, such as a bank or credit union. Rates and terms vary. We recommend that students exhaust all federal loan options before applying for a private student loan. Learn more at [http://bit.ly/duprivateloan](http://bit.ly/duprivateloan).


☐ Keep an eye on your financial aid account through PioneerWeb. If at any time you have an item with a red flag next to it in the “Financial Aid Requirements” box, it means we are missing something from you, and it may delay the disbursement of your financial aid.

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**Questions?** Contact Financial Aid at (303) 871-4020 or at finaid@du.edu.
Tuition Payment Plans

The University of Denver offers payment plan options to pay your tuition and fees. Quarterly payment plans are available for undergraduates & graduates. The application fee is $20 for quarters per payment plan. Application can be found at [www.du.edu/bursar/payments/payment-plans](http://www.du.edu/bursar/payments/payment-plans)

### 2017/2018 Due Dates

<table>
<thead>
<tr>
<th>Cost</th>
<th>Due Dates</th>
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</thead>
<tbody>
<tr>
<td>$20.00 per quarter</td>
<td>1st Payment Due September 1st, 2017*&lt;br&gt;2nd Payment Due October 1st, 2017</td>
</tr>
<tr>
<td>$60.00 – Fall, Winter, Spring</td>
<td></td>
</tr>
<tr>
<td>$80.00 – Fall, Winter, Spring, Summer</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Fall</th>
<th>1st Payment</th>
<th>Due September 1st, 2017*&lt;br&gt;2nd Payment Due October 1st, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter</td>
<td>1st Payment</td>
<td>Due January 1st, 2018</td>
</tr>
<tr>
<td></td>
<td>2nd Payment</td>
<td>Due February 1st, 2018</td>
</tr>
<tr>
<td>Spring</td>
<td>1st Payment</td>
<td>Due April 1st, 2018</td>
</tr>
<tr>
<td></td>
<td>2nd Payment</td>
<td>Due May 1st, 2018</td>
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<tr>
<td>Summer</td>
<td>1st Payment</td>
<td>Due June 1st, 2018</td>
</tr>
<tr>
<td></td>
<td>2nd Payment</td>
<td>Due July 1st, 2018</td>
</tr>
</tbody>
</table>

* Incoming first time, first year students' 1st payment due September 22nd, 2017
FAQs

BILLING AND PAYMENT

1. How do I get my bill, and when is it due?
   A. A statement listing actual charges and financial aid credits for the term will be generated and posted to
      DUpay, our online tuition payment portal. An email will be sent to your DU email address each time a
      statement is posted.
   B. Due dates can be found at [http://www.du.edu/bursar/tuition/](http://www.du.edu/bursar/tuition/)

2. Where can I pay my tuition, and can I pay with a credit card?
   A. Tuition can either be paid online through the DUpay portal (with a personal checking or savings account), by
      a check that is mailed to our office, or by stopping in and paying with a check or cash.
   B. Tuition and fees cannot be paid with a credit card.

3. Do you have a payment plan?
   A. The University of Denver offers payment plan options to pay your tuition and fees. Quarterly payment plans
      are available for undergraduates. The application fee is $20 per quarter. More information can be found at

4. What is a FRA, FERPA or authorized user, and do I need all three?
   A. All students at the University of Denver are required to sign a yearly Financial Responsibility Agreement
      (FRA). You will not be permitted to complete registration until you electronically sign this agreement. A
      registration hold is placed on your account until the agreement is signed. To view this hold and complete the
      agreement, please login to PioneerWeb. Once there, click the Student tab, and navigate to My Statement |
      Financial Responsibility Agreement.
   B. A FERPA (Family Education Rights and Privacy Act of 1974) release must be completed to allow
      academic/billing information to be shared with persons of your choice, such as your bill payer. This will
      allow those you designate to inquire on the phone/email or in person about charges on your tuition bill. This
      is separate from DUpay authorized users. For more information visit: [www.du.edu/registrar/privacy/](http://www.du.edu/registrar/privacy/)
   C. DUpay allows you to share your DU tuition account information with multiple authorized users. Authorized
      users can log into DUpay to view your student account balance and make payments on your behalf. You also
      have the option to give authorized users access to your statement and payment history. Authorized users DO
      NOT have access to your stored payment methods, academic records or other personal information, and you
      do not have access to your authorized user’s stored payment information. Authorized users are not able to
      call or email the University and inquire about charges on your statement unless they are also designated on
      your FERPA release.
   D. The FRA is required for all students. While FERPA and authorized users are not required, most students
      complete these steps to allow designated persons to assist them so they may concentrate on studies.

5. Why is the bill the same from 12 to 18 credit hours?
   A. The University of Denver offers a flat tuition rate equal to 12 credit hours for students enrolled in 12-18
      credit hours per term.

6. When are holds and late fees generated?
   A. Financial holds are placed on student accounts when they become 30 days past due. After the overdue
      balances are paid in full, holds will be lifted. Financial holds prevent registration for future terms, and the
      receipt of official transcripts and diplomas.
   B. Late payment fees may be assessed on accounts with past due balances on the first of each month.

7. When can I expect my financial aid refund?
   A. Refund dates are posted on the Bursar’s Office website at [http://www.du.edu/bursar/tuition/refunds.html](http://www.du.edu/bursar/tuition/refunds.html)

8. Will I get a refund if I drop a class?
   A. Students that plan on withdrawing or dropping classes need to familiarize themselves with the University’s
      drop deadlines. If a student drops a course or withdraws from the University after the published dates, they
      will still be responsible for tuition. A calendar of the University’s drop deadlines can be found at
      [http://www.du.edu/registrar/calendar/](http://www.du.edu/registrar/calendar/)
   B. Students taking 12-18 credit hours may not receive a refund after dropping a class if total credits remain
      within the flat rate.

9. What is the technology fee charge?
   A. Technology fees are charged to maintain wireless internet connectivity and university websites, such as
      PioneerWeb, Canvas, and Blackboard.
10. What does the student activity fee cover?
   A. Student activity fees pay for campus activities, certain sporting events and other general student-related services.

HEALTH INSURANCE AND COUNSELING FEE

11. How do I waive the health insurance?
   A. Health insurance can be waived through PioneerWeb. Once there, click the Student tab, and navigate to Registration Tools | Accept/Waive Health Insurance.

12. Can I waive the health and counseling fee?
   A. The health and counseling fee cannot be waived by undergraduate students. The fee is charged to students registered in 6 or more credit hours.
   B. The health fee reduces the cost of Health & Counseling Center visits, routine labs and prescriptions. For more information on coverage, visit the Health & Counseling Center website http://www.du.edu/health-and-counseling-center/

FINANCIAL AID

13. How do I apply for Financial Aid?
   A. To apply for financial aid, you must first fill out a Free Application for Federal Student Aid (FAFSA) form. For more information, visit http://www.du.edu/financialaid/undergraduate/apply/

14. I applied for Financial Aid; why is it not reflected on my bill?
   A. Financial aid disburses 10 days before the start of the quarter.
   B. Your award may still be in process, or there may be outstanding requirements. Check the status of your financial aid award on the Student tab of PioneerWeb.

PIONEER ID CARD

15. Where is the Pioneer ID Card Office located?
   A. The Pioneer ID Card Office is located on the lower level of Driscoll Center South, below the DU Bookstore.

16. What is the Flex Account, how do I put money on the card, and how do I check the balance?
   A. The Flex account is DU's flexible spending (debit) account. This account provides security and convenience. You need not carry cash, as your Pioneer ID Card can be used to make purchases on and off campus for a variety of products and services.
   B. You can make deposits online with a credit card, or in the Pioneer ID Card Office with cash or check. The minimum deposit required is $1.00.
   C. To check your Flex account balance, go to http://www.du.edu/pionercard/ and click Manage Your Account under Quick Links on the right-hand menu.

17. What is the difference between Flex, Meal Plan Cash, and meal plans?
   A. Flex is an account that you make deposits into and can be used at merchants both on and off campus.
   B. Meal Plan Cash is included as part of your meal plan and cannot be used off campus. It can only be used for purchases at on-campus food service locations.
   C. Meal plans are required for all first-year and second-year students. You may choose between the Unlimited, 125-Block, or 100-Block plans. Meal plans provide a set number of meals and Meal Plan Cash. Meals can be used in Centennial Halls, Nelson and Nagel dining rooms.

18. What happens if I lose my Pioneer ID Card, and how much is it to replace it?
   A. If your Pioneer ID Card is lost or stolen, deactivate the card immediately online or in person at the Pioneer ID Card Office. For more information, visit http://www.du.edu/pionercard/newcard/replacement.html
   B. The fee is $30 for a lost card and $15 for a damaged card. Replacement cards are produced in the Pioneer ID Card Office in about 5 minutes.

HOUSING/MEAL PLANS

19. How do I change my meal plan or housing?
   A. To make changes to your housing or meal plan, visit http://www.du.edu/housing/. There is a deadline each quarter for changes.