Important Dates!

Fall Quarter First Time First Year Student Registration 9/5/2018. If registered, the initial bill will be generated on 9/6/2018. The Due Date is 9/22/2018

Students will need to:

- Log in to PioneerWeb and set up Authorized User(s) if needed
- Complete the Billing Agreement
- Submit photo online for Pioneer ID Card
- Health Insurance can be waived through PioneerWeb
- Set up a Payment Plan if needed
- Complete the FERPA (Family Education Rights and Privacy Act of 1974) release through PioneerWeb if needed

How to Pay Your Bill

DUPay is the University’s online tuition payment portal.

Students: Log in to PioneerWeb with your DU ID Number, click the Student Tab, go to the My Statement/ Payment section and click on DUPay Payments, Statements, Account Detail

Authorized Users: Go to [www.du.edu/bursar/payments](http://www.du.edu/bursar/payments) and click on the Authorized Users link, DUPay – Checking/Savings (ACH) Payments. **Authorized Users must be set up by student.**

Need a Payment Plan?

The University of Denver offers per quarter payment plans for $20 (per quarter). Application and information at [www.du.edu/bursar/payments/payment-plans](http://www.du.edu/bursar/payments/payment-plans)

Other Important Information

- **Billing Agreement** - *Students can complete the agreement through the Student Tab on PioneerWeb. *Students under 18 will need parent to complete a paper form.
- **Pioneer ID Card** details can be found at [www.du.edu/pioneercard](http://www.du.edu/pioneercard)
- Billing and Payment FAQs can be found at www.du.edu/bursar
- Health Insurance details can be found at https://www.du.edu/health-and-counseling-center/coveragecosts
- A FERPA (Family Education Rights and Privacy Act of 1974) release must be completed to allow academic/billing information to be shared with others. Students can complete the FERPA release through PioneerWeb. More information can be found at www.du.edu/registrar/privacy

More Important Dates!

<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>9/22/2018</td>
<td>12/22/2018</td>
<td>3/22/2018</td>
<td>6/22/2018</td>
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</tbody>
</table>
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

2018/2019 Due Dates

<table>
<thead>
<tr>
<th></th>
<th>Cost</th>
<th>1st Payment</th>
<th>2nd Payment</th>
<th>3rd Payment</th>
<th>1st Payment</th>
<th>2nd Payment</th>
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<tbody>
<tr>
<td>Fall</td>
<td>$20.00 per quarter</td>
<td>Due August 15, 2018</td>
<td>Due September 15, 2018 *</td>
<td>Due October 15, 2018</td>
<td>Due September 15, 2018 *</td>
<td>Due October 15, 2018</td>
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<tr>
<td>OR</td>
<td>$60.00 – Fall, Winter, Spring</td>
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<td>$80.00 – Fall, Winter, Spring, Summer</td>
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<tr>
<td>Winter</td>
<td>1st Payment</td>
<td>Due December 15, 2018</td>
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<td>Due January 15, 2019</td>
<td>Due February 15, 2019</td>
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<tr>
<td>OR</td>
<td>1st Payment</td>
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<td>Due January 15, 2019</td>
<td>Due February 15, 2019</td>
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<td></td>
<td>2nd Payment</td>
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<td>3rd Payment</td>
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<tr>
<td>Spring</td>
<td>1st Payment</td>
<td>Due March 15, 2019</td>
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<td>Due April 15, 2019</td>
<td>Due May 15, 2019</td>
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<td>OR</td>
<td>1st Payment</td>
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<td>Due April 15, 2019</td>
<td>Due May 15, 2019</td>
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<td>2nd Payment</td>
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<td>3rd Payment</td>
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<td>Summer</td>
<td>1st Payment</td>
<td>Due June 15, 2019</td>
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<td>Due July 15, 2019</td>
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<td></td>
<td>2nd Payment</td>
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</tbody>
</table>

* Incoming first time, first year students’ 1st payment due September 22nd, 2018
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 17th!
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.
Billing Agreement FAQs

What is the Billing Agreement?
This statement outlines the terms and conditions of the financial responsibilities and obligations associated with attending the University of Denver.

How do I complete the Billing Agreement?
Students can go to PioneerWeb, click on the Student Tab and under the My Statement/ Payment section, click on Billing Agreement and complete. Students must accept the terms and conditions of the Billing Agreement each academic year prior to registration.

I am planning to graduate this term. Do I have to complete the statement?
Yes

Why is DU doing this?
Enrollment at DU creates a financial obligation as tuition and fee charges are incurred at the point of registration. We feel it is important that students understand and acknowledge the financial responsibilities associated with enrollment.

Do other institutions do this?
Yes. It is a common practice among higher education institutions across the US, and it is consistent with the national movement to increase financial literacy among college students.

When is the agreement effective?
The Billing Agreement is required each academic year starting with registration for Fall 2015. The statement is applicable only for the academic year for which it is signed.

Why do I have to do this every academic year?
Each academic year’s registration is considered to be a separate commitment of “purchase” for which a student must accept financial responsibility.

My parents pay my tuition. Can they complete the form?
No. While payment by a third party is acceptable, it is the enrolled student who is ultimately responsible for agreeing to the terms and conditions of the Billing Agreement.

What if I have financial aid or a scholarship that covers the cost of tuition?
Because certain eligibility is required and must be maintained in order to have the cost of attending DU covered by other means, students who have their cost of attendance paid by sponsorship, scholarships, federal loans or other third-parties are ultimately financially responsible for these costs. As such, all students must accept the terms of the Billing Agreement each academic year for which they are enrolled.

What if I do not submit the agreement?
Students who do not complete the Billing Agreement will not be permitted to register. Once the agreement is completed for the academic year, the restriction will be removed and the student will be able to proceed with registration.

I accepted the Billing Agreement, but still can’t register what should I do?
First, check to see if you have any active holds on your student account. If not, contact the Bursar’s Office at 303/871-4944 between the hours of 8am – 4:30pm Monday through Friday for further assistance.
FAQs

BILLING AND PAYMENT

1. How do I get my bill?
   - A statement will be generated and posted to the DUPay portal. An email will be sent to your DU email address each time a statement is posted.

2. When is the due date?
   - The due date is the 22nd of each month.

3. How can I pay my tuition?
   - Tuition can be paid online through the DUPay portal (with a personal checking or savings account). A check may be mailed by or by stopping in and paying with a check or cash. Wire payments are also accepted.

4. Are credit cards accepted?
   - Credit card payments are not accepted.

5. Do you have a payment plan?
   - The University of Denver does offer payment plan options. More information can be found at http://www.du.edu/bursar/payment-plans/.

6. What is a Billing Agreement?
   - All students at the University of Denver are required to sign a yearly Billing Agreement. A hold is placed on your account and you will not be allowed to register until you electronically sign this agreement. To complete the agreement, please login to PioneerWeb, click the Student tab, and navigate to My Statement | Billing Agreement.
   - The Billing Agreement is required for all students.

7. What is FERPA?
   - A FERPA (Family Education Rights and Privacy Act of 1974) release must be completed to allow academic/billing information to be shared with other individuals, such as a 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.

8. What is an authorized user?
   - Authorized Users are granted access to DUPay. Students may set up multiple authorized users. Authorized users can view the student account balance and make payments in the DUPay portal. You 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. Students do not have access to authorized user’s stored payment information. Authorized users are not able to call or email the University to inquire about charges on your statement unless they are also designated on the FERPA release.

9. Why is the bill the same from 12 to 18 credit hours?
   - The University of Denver offers a flat tuition rate for students enrolled in 12-18 credit hours per term. Students can take up to 18 credit hours for the cost of 12.

10. When are holds applied to student accounts?
    - 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 removed. Financial holds prevent registration for future terms, the receipt of official transcripts and diplomas.

11. When are late fees applied to student?
    - Late payment fees may be assessed on accounts with past due balances on the first of each month.

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

13. Will I get a refund if I drop a class?
    - Students that plan on withdrawing or dropping classes need to review 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. Information on drop deadlines can be found at http://www.du.edu/Registrar/calendar/
    - Students taking 12-18 credit hours may not receive a refund after dropping a class if total credits remain within the flat rate.

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

HEALTH INSURANCE AND COUNSELING FEE

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

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

FINANCIAL AID

18. How do I apply for Financial Aid?
   ✷ 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/

19. When will my Financial Aid disburse?
   ✷ If all requirements are met, financial aid disburse 10 days before the start of classes.

20. Why is my Financial Aid not reflected on my bill?
   ✷ Outstanding requirements or incomplete items will cause a delay in financial aid. Check the status of your financial aid award on the Student tab of PioneerWeb or contact the Financial Aid Office.

PIONEER ID CARD

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

22. What is the Flex Account, how do I put money on the card, and how do I check the balance?
   ✷ 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.
   ✷ 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.
   ✷ To check your Flex account balance, go to http://www.du.edu/pioneercard/ and click Manage Your Account under Quick Links on the right-hand menu.

23. What is the difference between Flex, Meal Plan Cash, and meal plans?
   ✷ Flex is an account that you make deposits into and can be used at merchants both on and off campus (flex funds have no expiration date).
   ✷ 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 (meal plan cash expires at the end of each term).
   ✷ 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.

24. What happens if I lose my Pioneer ID Card, and how much is it to replace it?
   ✷ 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/pioneercard/newcard/replacement.html
   ✷ 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

25. How do I change my meal plan or housing?
   ✷ To make changes to your housing or meal plan, visit http://www.du.edu/housing/. There is a deadline each quarter for changes.
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 in a timely manner, please complete these steps by August 24th. (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 2018-19 academic year. Accept or decline your aid in PioneerWeb.
1. Log into PioneerWeb at http://pioneerweb.du.edu and go to the Student tab.
2. Click on View and Accept Award Offer and choose the 2018-2019 Aid Year from the drop-down.
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 Direct Subsidized and/or Unsubsidized loan, complete loan requirements.
1. Sign into https://StudentLoans.gov. Then,
2. Complete loan entrance counseling and
3. Complete a loan agreement (Master Promissory Note).

☐ Apply for additional loan funding (if needed).

- **Parent PLUS loan**: These are federal loans with a fixed interest rate of 7.595% available to parents of dependent undergraduate students who have no adverse credit history. To apply:
  1. The parent must sign into 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.

☐ Report your private scholarships. If you will be receiving a scholarship from an organization outside of DU, be sure to report it at http://bit.ly/dureportscholarship.

☐ 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.

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