Financial Aid and Billing

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Director of Financial Aid

Janet Burkhardt
Director of Student Financial Services

Tuesday, September 4, 2018
Agenda

- The role of Financial Aid and Student Financial Services
- Funding Options
- Special Circumstances
- Student Billing, Payments, & Refunds
- Health insurance waivers
- Communications
Roles

**Financial Aid Office**
- Process Aid Applications
- Award Scholarships, Grants, Loans, Work-Study
- Send Award Letters
- Advise and counsel students

**Student Financial Services**
- Student Billing
- Payment Plans
- Health Insurance Waiver
- Pioneer ID Cards
Financial Aid Eligibility

• Enrolled in 12 credits hours for most financial aid to pay

• Maintain a 2.0 cumulative GPA (2.5 for accounting majors)

• Complete and pass a minimum of 66.6% of all courses attempted

• Additional requirements exist for gift, endowed, and private scholarships. They vary by department or donor.
Work-Study

- Work-study positions are available to those who have the award in their financial aid package.
- Most student employment is tied to federal and state funding eligibility.
- Funding isn’t available to all students who qualify.
- Job postings are available in PioneerWeb.
- Students seek out jobs, apply, and interview rather than being assigned a position.
- Students are paid bi-weekly through payroll, not paid directly to the student account.
Non-Work Study Opportunities

- Both on- and off-campus positions are posted on the Student Employment website
- New jobs posted every day
- Most off-campus jobs are close to campus

www.du.edu/studentemployment
Additional Funding Options

• Parent PLUS Loans
  • Federal loans available to credit-worthy parents of undergraduate students
  • Repayment of principal and interest begins 60 days after disbursement, but can be postponed until student graduates
  • May borrow up to full cost of attendance minus any other aid
  • 7.6% fixed interest rate
Additional Funding Options

- Private student loans
  - Borrow under the federal loan programs first
  - Credit-based consumer loans to pay for educational expenses
  - Terms and interest rates vary
  - Payments may be postponed
  - No FAFSA required
- [http://www.du.edu/financialaid/resources/privateloans.html](http://www.du.edu/financialaid/resources/privateloans.html)
Private Scholarships

- Many search engines post private scholarship opportunities
- You should never pay to apply for a scholarship
- Additional scholarships may require adjustments to current aid
- Send scholarship checks to the Office of Financial Aid
FERPA Release

- The Family Education Rights and Privacy Act (FERPA) governs the release of student information. Students make the decision about who can receive their information.
- Students must submit a Release of Student Records (PioneerWeb -> Student tab)
- Some outside scholarship providers require financial aid information. Students should provide explicit consent to release the data and include federal EFC and financial aid award in the data allowed to be shared.
- Other commonly requested record releases a student should consider: “all records,” “grades,” “billing information,” “conduct records.”
Special Circumstances

We understand that special circumstances occur that may impact a student's financial aid eligibility.

- Examples of “Special Circumstances”
  - Loss of employment or reduction in wages
  - Excessive medical or dental expenses not covered by insurance
  - Bankruptcy or foreclosure
  - Divorce or separation of parents
  - Loss of child support
  - Unusual dependent care expenses

- Contact an advisor in Financial Aid
Looking Ahead

• Apply for financial aid annually
  • 2019-20 FAFSA and CSS PROFILE: Both will be available October 1, 2018

• **March 15, 2019** is the priority deadline for returning students.

• Requests for additional documentation are emailed directly to the student and available on PioneerWeb

• Financial aid awards for continuing students are emailed in early June

• Need-based financial aid offers may change from year-to-year due to changes in income and number of students in college, etc.
Tuition Statements

• The University of Denver is paperless

• Bills are posted to DUPay
  • Students can set up multiple authorized users
  • Authorized users have separate passwords
  • Students and authorized users emailed when a new bill is posted
  • Payment methods can be stored

• Students access DUPay via PioneerWeb
• Parents access DUPay via du.edu/bursar
  • Make a Payment quick link
Tuition Statements
New Students

Statements are generated after registration

- Bills posted to DUPay and emails sent September 6th
- Payment is due Sept. 22nd

Statements are posted to DUPay on the 1st of each month, payment is due on the 22nd of each month.
DUPay

- Students sign in via PioneerWeb
- Select Authorized Users Tab
  - Enter email address for authorized user
  - Authorized user receives 2 separate emails
    - One with username
    - One with temporary password
  - Password must be changed during initial log in
DUPay

• Students can revoke access for any authorized user
• Authorized users manage their own passwords and account preferences
• Authorized user stored accounts are not visible to student
• Multiple authorized users can be granted access
• Authorized users can be granted access to view statements and/or account activity and history.
Tuition Statements

What is included?

• Tuition
• Technology Fee
• Activity Fee
• Room & Board Charges
• Parking Charges
• Health Insurance
• Health & Counseling Fee
• Disbursed or anticipated financial aid
• Payments
Financial Aid Disbursements

- Financial Aid pays directly to the student’s bill 10 days prior to the start of each term
  - Must be registered with no outstanding financial aid requirements
  - Full-time status is often required (12 credit hours)
  - Federal Direct loans have an origination fee that is deducted at time of disbursement
Payments

- Payment always due on the 22\textsuperscript{nd}
  - Fall - September
  - Winter – December 22\textsuperscript{nd}
  - Spring – March 22\textsuperscript{nd}

- Late fees of $75 or 1.5\% of the outstanding balance will be assessed to accounts with overdue outstanding balance

- Late payment fees are assessed on the 1\textsuperscript{st} of each month until account is paid in full
Payments

- Electronic Payments
  - Fastest and most accurate method
  - ACH Payments through Online Payment link
  - Wire Transfer

- Accepted at Cashier’s Office (2nd floor of University Hall)
  - Cash
  - Personal Check
  - Money Orders
  - Cashier’s Checks

- Options available on the Bursar’s website
Payment Plans

• **Sign up via DUPay**
  • Always due on the 15th
  • Fall – Sept and Oct
  • Winter – Dec, Jan, Feb
  • Spring – Mar, Apr, May
  • $20 enrollment fee

• For more information:
  • [http://www.du.edu/bursar/payments/payment-plans.html](http://www.du.edu/bursar/payments/payment-plans.html)
Refunds

• Refund based on Financial aid in excess of charges on student bill
  • Issued 2-3 business days after the disbursement of financial aid
    • Fall – September 8th
    • Winter – January 2nd
    • Spring – March 26th

• Refunds due to adjustments of tuition related charges are run nightly after initial disbursement
Important Dates

- Insert sent along with estimated bill to home address
- Sheet lists important dates for all quarters
- Copies available at Bursar’s Office and the Resources Fair
Pioneer ID Card

- Official University Identification
- Flex Account
  - Deposit made by student or parents via the office or website
  - Can be used at on/off campus merchants
- Meal Plans
- Residence Hall Access
- Printing
- Laundry – no more looking for quarters
- Bookstore
- Coors Fitness Center Access
- Banking
  - Option to link card to US Bank Account
- Costs
  - 1st card is free
  - Damaged cards $15
  - Lost cards $30
# Student Health Insurance and Student Health Fee

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>HCF + SHIP</th>
<th>HCF ONLY</th>
<th>OTHER HEALTH INSURANCE/SHIP ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Visit</td>
<td>No Out-of-Pocket Cost*</td>
<td>$15 per visit*</td>
<td>$85 - $400 per visit</td>
</tr>
<tr>
<td>Laboratory Tests</td>
<td>No Out-of-Pocket Cost</td>
<td>Discounted</td>
<td>Full Price</td>
</tr>
<tr>
<td>Specialist Consultations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dermatologist, Nutritionist,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Psychiatrist (combined specialist visits 1-6)</td>
<td>$20 per visit *Referral Required</td>
<td>$55 per visit *Referral Required</td>
<td>$110 per visit</td>
</tr>
<tr>
<td>X-Ray</td>
<td>No Out-of-Pocket Cost</td>
<td>$40 per visit</td>
<td>Varies based on insurance</td>
</tr>
<tr>
<td>Immunizations</td>
<td>No Out-of-Pocket Cost</td>
<td>$20 - $320 per immunization</td>
<td>$20 - $320 per immunization</td>
</tr>
<tr>
<td>Allergy Shots</td>
<td>No Out-of-Pocket Cost</td>
<td>$15 per visit</td>
<td>$15 - $63 per visit</td>
</tr>
</tbody>
</table>
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</thead>
<tbody>
<tr>
<td>Counseling Visit 1-20</td>
<td>No Out-of-Pocket Cost</td>
<td>$15 per visit</td>
<td>$150 per visit</td>
</tr>
<tr>
<td>Counseling Visit 11-20</td>
<td>No Out-of-Pocket Cost</td>
<td>$75 per visit</td>
<td>$150 per visit</td>
</tr>
<tr>
<td>Counseling Visit 21+</td>
<td>$40 per visit</td>
<td>$150 per visit</td>
<td>$150 per visit</td>
</tr>
<tr>
<td>Group Counseling (no session limits)</td>
<td>No Out-of-Pocket Cost</td>
<td>No Out-of-Pocket Cost</td>
<td>No Out-of-Pocket Cost</td>
</tr>
<tr>
<td>Psychiatrist Intake</td>
<td>$20 per visit</td>
<td>$100 per visit</td>
<td>$200 per visit</td>
</tr>
<tr>
<td>Psychiatrist (combined specialist visits 2-6)</td>
<td>$20 per visit</td>
<td>$55 per visit</td>
<td>$110 per visit</td>
</tr>
<tr>
<td>Psychiatrist (combined specialist visits 7+)</td>
<td>$34 per visit</td>
<td>$110 per visit</td>
<td>$110 per visit</td>
</tr>
</tbody>
</table>
Reference Cards

• Included in student check-in packets

• Printed for your convenience
  – Student name and ID number found on front
  – Frequently contacted offices on the back
Reference Cards

Front

Back

Bursar's Office | 303-871-4944 | www.du.edu/bursar | bursar@du.edu

DUPay | www.du.edu/bursar/payments

Registrar's Office | 303-871-4095 | www.du.edu/registrar | registrar@du.edu

FERPA | www.du.edu/registrar/privacy

Financial Aid | 303-871-4020 | www.du.edu/financialaid | finaid@du.edu

Housing | 303-871-2246 | www.du.edu/housing | housing@du.edu

Health Counseling Center | 303-871-2205 | www.du.edu/hcc | info@hcc.du.edu

Academic Advising | 303-871-2455 | www.du.edu/studentlife/advising | advising@du.edu
Questions?

Office Hours: 8 am to 4:30 pm

Office of Financial Aid
2197 S. University Blvd
Denver, CO 80208-9403

303-871-4020 finaid@du.edu

Bursar's Office
2197 S. University Blvd
Denver, CO 80208

303-871-4944 bursar@du.edu