

Registration & Transcripts – Administration 210

How to Reach Us:

Website: www.registrar.arizona.edu

Email: REG-reghelp@email.arizona.edu

Main Telephone Line: (520) 621-3113

What Do We Process? – Change of Schedule (Add/Drop) Forms, Grade Replacement Opportunity (GRO) Requests, Transcript Requests, Leave of Absence, Prop 300 (Verify Lawful Presence), General Petitions, Degree Verifications, Credit By Exam, to name a few.

Change of Schedule and Grade Replacement Opportunity (GRO) Processing (Picture Identification Required):

All processing occurs in the Registration & Transcripts Office, Administration Building, Room 210. As a reminder, instructor's signatures on Change of Schedule forms are valid for 5 business days.

GROs – The filing period for the Fall 2012 term is August 20 through September 14.

New Online GRO Process Coming! We expect to have a new online process in place for GRO requests beginning with the fall term. Students will click on a link provided on the GRO page in the Registrar's website that will take them to an online form. With that in place, we will no longer have a GRO form on our website for students to print. Instead, we will direct them to the link. Additionally, as we monitor the line in the lobby, rather than handing students a GRO form, we will give them a half sheet with instructions guiding them to the link on the website. We will have dedicated staff members processing GRO requests behind the scenes and as a result, we expect the lines in the lobby to diminish more quickly.

Open On Saturday Before Classes Start?

Yes, the Registration & Transcripts Office will be open on Saturday, August 18 from 9:00 a.m. to 1:00 p.m to process Change of Schedule forms, GRO requests and transcript requests.

Prop 300 (Lawful Presence Verification)

In addition to presenting verification documents in person, students have the option to scan and email their documents to REG-reghelp@email.arizona.edu or to submit them by mail. Documents must be legible. Faxing is **not** an option, as documents are rarely legible enough to be verified. You can review Prop 300 Frequently Asked Questions at <http://www.registrar.arizona.edu/residency/prop300>. We have made an addition to the List of Acceptable Documents on our website and have added the U.S. passport card as a primary form of documentation.

\$25 Course Drop Fee for Undergraduate Students

The \$25 Drop Fee will be charged to students for every student-initiated drop (online or via drop/add form in Admin 210) and for any administrative drop (drop by instructor) beginning with the second week of classes.

Fall 2012 Semester: The fee will be charged beginning on Tuesday, August 28, 2012.

Spring 2013 Semester: The fee will be charged beginning on Friday, January 17, 2012

The drop fee does not apply to:

- Summer or Winter Sessions
- Courses with non-standard (dynamic) start and end dates
- Section changes
- Department drops
- Complete withdrawals
- Graduate and Professional students

Appeal Process - Students who wish to appeal the drop fee should review the Drop Fee Appeal Process on our website and submit a Drop Fee Appeal Form to the Registration and Transcripts Office in Admin 210. Both the process and the form can be found on our website at <http://registrar.arizona.edu/registrarforms>.

Filing Deadline - The deadline for filing a Drop Fee Appeal is on the last day of classes for the term.

New Service Indicators: CIR and REG

Two new positive service indicators have been created and are now functional:

CIR – FERPA – Information Release. This service indicator lets staff members know that the student has filed an Authorization For Release of Information form with the Registrar’s Office. By clicking the code CIR, a staff member can view the “Comments” box to learn all details about who has access to what information about the student.

REG – Student is on Leave of Absence. This service indicator lets staff members know that the student has been approved for a Leave of Absence. By clicking the code REG, a staff member can learn the number of terms for which a leave has been approved and when a student intends to return.

Registration and Transcripts, Academic Career Management, and Special Projects – Call List

Academic Integrity

Brand Diguardi (520) 621-0607

Academic Renewal

Brand Diguardi (520) 621-0607

Career Management

Jody Payne (520) 621-0976

Change of Personal Information

Sharon Ortiz (520) 621-7809

Change of Grade Forms

Janis Behm (520) 621-7810

Change of Schedule

Irene Delgado (520) 621-4755

Complete Withdrawals

Flanagan, Patti (520) 621-5756

Credit/Grades by Exam

Brand Diguardi (520) 621-0607

General Petitions

Janis Behm (520) 621-7810

Graduate Petitions

Janis Behm (520) 621-7810

GRO (Grade Replacement Opportunity)

Irene Delgado (520) 621-4755

Patti Flanagan (520) 621-5756

\$250 Late Registration Fees

Patti Flanagan (520) 621-5756

Law Petitions

Janis Behm (520) 621-7810

Leave of Absence

Brand Diguardi (520) 621-0607

Parent Affidavits

John Tewksbury (520) 626-5303

Prop 300 (Lawful Presence)

Margo Cook (520) 626-0422

Residency Classification

Gina Dowell (520) 621-5017

Transcript Evaluations A-O

Nikki Pikaard (520) 626-9703

Transcript Evaluations P-Z

Britani Keszler (520) 621-0971

Transcript Processing

Gaby Enriquez (520) 621-7792

Sandy Mitchell (520) 626-0369

Permanent Record Requests (HCT – Hard Copy Transcripts)

Sandy Mitchell (520) 626-0369

Transfer Preapproval

Nikki Pikaard (520) 626-9703

Britani Keszler (520) 621-0971

Administrative

Drops/Reinstatement

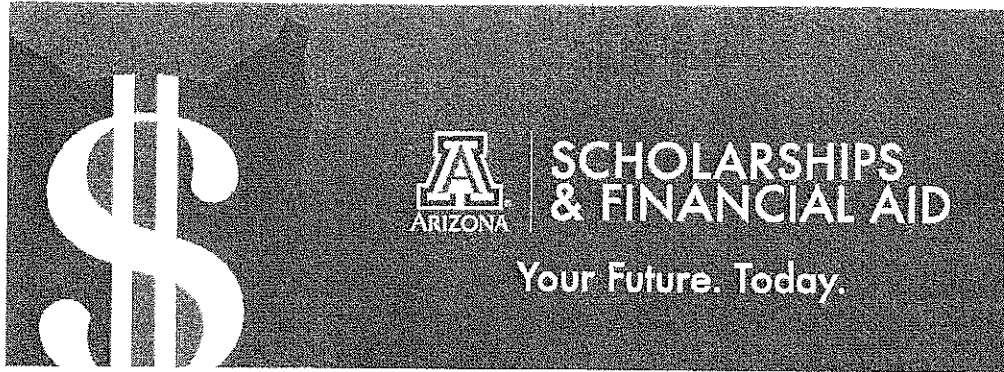
Sharon Ortiz (520) 621-7809

Degree Verifications

John Tewksbury (520) 626-5303

Authorization For Release of Information

Sharon Ortiz (520) 621-7809



Steps to accept your 2012-2013 loans:

- Go to: financialaid.arizona.edu
- Click on:
 "Accept your Fall/Spring loans 2012-2013"
- Direct Loan Process
 1. E-Sign MPN (Complete once, takes about 20 minutes)
 2. Accept Loans (Complete every year, takes 2 minutes)
 3. Loan Counseling (Complete once, takes about 45 minutes)
- Monitor your **UAccess Student**

p: 520.621.1858
f: 520.621.9473
financialaid.arizona.edu
askaid@email.arizona.edu



Follow us
on Twitter.
@UAOSFA

Student Center

Academics

My Class Schedule
Shopping Cart

other academic... [icon]

1 You are not enrolled in classes.

Financial Aid Authorization

FINANCE

- Student Health Insurance
- Enroll/Cancel Coverage
- View Eligibility and Fees
- Financial Aid
- Financial Aid Authorization
- My Financial Aid Status
- View Financial Aid

Financial	
You owe	3,094.00.
Due Now	3,094.00
Future Due	0.00
** You have a past due balance of 30.00. **	
Currency used is US Dollar.	

Student's Financial Aid

Loans: students/parents must follow the process listed on the financial aid website

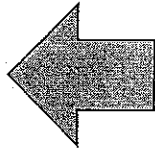
Grants/Scholarships/Stipends: automatically accepted for the student



Financial Aid is disbursed the week of 08/13/12

Once all To-Do items are complete the student's aid is disbursed into the student's Bursar Account.

**New students must grant OSFA permission to have title IV aid pay all charges otherwise they may receive a financial aid refund while still owing a balance*



Bursar's Office

For continuing students and new students who completed the OSFA authorization on their UAccess, if the student's aid was greater than the Bursar charges then ALL charges will be paid in full and the residual funds will be delivered to the student by the Bursar's Office.

**Students who have not completed the OSFA authorization or emailed OSFA a denial may receive a financial and refund while still owing a balance to the Bursar's office*

Scholarship Renewals 2012-2013

- ✓ If students are in the **30** unit cohort they need **30** UA units (fall 2011, winter 2011, spring 2012, summer 2012) and a cumulative GPA of 3.0+ in order to be renewed. Transfer units, AP credit, classes from other institutions, CLEP credit, Incomplete grades, F or E grades, UA audit units, UA outreach units, **do not** count toward the unit requirement.
- ✓ If students are in the **24** unit cohort they need **24** UA units (fall 2011, winter 2011, spring 2012, summer 2012) and a cumulative GPA of 3.0+ in order to be renewed. Transfer units, AP credit, classes from other institutions, CLEP credit, UA audit units, UA outreach units, **do not** count toward the unit requirement.
- ✓ A student may have a FSR hold (service indicator) on his/her account if we still need to review the summer courses for unit and/or GPA completion. Contact scholarship counselor if this is the case (alpha below).

Scholarship Reinstatement 2012-2013

- ✓ If a scholar has all required UA units completed, and cumulative GPA is 3.0 + please let the student know you will request that the counselor review the account and award if student is eligible.
- ✓ Create Reinstatement Checklist:
FINA | FSCHRS | 2013
Alpha Split: A-N Mark Rodriguez (01260551)
O-Z Abby Hammar (01486650)
Note students 2011-12 UA completed units and current UA cumulative GPA with a note "per student at counter/email/phones/in my office, please evaluate for reinstatement of aims/Az Ex/Wildcat/Natl Scholar/ etc award –Your name."

Incoming Freshman Scholars 2012-2013

- ✓ iPad questions: all eligible students were emailed on Monday 7/16/2012 to the UA email to register for pickup. The link to the registration site can be found at: : <http://financialaid.arizona.edu/types-aid/scholarships/2012-2013-terms-and-conditions>. "Go to financialaid.arizona.edu, click on Types of Aid then Scholarships, then click on 2012-2013 Terms and Conditions, and iPad Fall 2012."
 - Once there, click where it says "click here". Depending on a student's orientation, they may be limited on their selections for registering.
 - **All students must be enrolled in a minimum of 12 UA units.**
 - **All students must present a valid UA catcard ID at the time of pick up.**
 - Students who have registration conflicts can reach Andy Bryant at the email address at the bottom of the registration site in the FAQs to schedule a different time.
 - Send all iPad questions to Abby Hammar.
- ✓ If an **aims** student claims to be aims eligible & award is not on the financial aid package, check the aims list by highlighting the last name column and clicking ctrl + f, then type in the last name. If the student is on the list, create a checklist to the alpha counselor.
Alpha Split: A-N Mark Rodriguez (01260551)
O-Z Abby Hammar (01486650)
Location: OSFA \ public
Excel File Name: AIMS Fall 2012 HHTS List of Qualified Students.7.6.12
 - If the student is **not on the above list** make sure they contact their high school. The high school will send updates to the Az Board of Regents, who then emails each university with updates (DOB, name change, additions, removals). Once we receive these, we will update the excel list (location above), and make the appropriate adjustments to the financial aid package

Tuition Awards

- ✓ Question regarding tuition awards, please first refer students to the Terms & Conditions: <http://financialaid.arizona.edu/types-aid/scholarships/2012-2013-terms-and-conditions>. "Go to financialaid.arizona.edu, click on Types of Aid then Scholarships, then click on 2012-2013 Terms and Conditions. Select your award."
- ✓ **If the award is not on the financial aid package**, place a checklist to the counselor if unreachable via IM on Lync.
- ✓ Residency change: if a student changes residency, they are not guaranteed an award under their new residency. It must be reevaluated. Refer to Scholarship Counselor.

Financial Aid Triage

Very basic/general financial aid questions:

i.e.

"Did you get my FAFSA?"

"When can I accept my loans?"

"Has my document been processed?"

Contact:

askaid@email.arizona.edu

520-621-1858

In depth questions regarding their special circumstance:

i.e.

"My father just lost his job and I want to know what can I do beyond the form?"

"I have not met SAP standards and am no longer receiving financial aid. Who can I speak with about my special circumstances?"

"I spoke with the staff member at the counter and just really want to talk to someone about other options."

Contact:

Alpha	Counselor (email for a more timely response)
A,B,D,I,N,Q,U	Daniel Leonard 626-3152 danieljleonard@email.arizona.edu
O,G,H,T	Letty Villaseñor 626-8583 lcv@email.arizona.edu
R,S,C	Jennifer Miller 626-3168 jmiller7@email.arizona.edu
F,M,V,W,X,Y,Z	Megan Paschall 621-5383 megeliz@email.arizona.edu
E,J,K,L,P	Angie Valdez 626-8322 avaldez3@email.arizona.edu

Specific Student Population	Counselor (email for a more timely response)
Arizona Assurance Scholars	Meghan McKenney 621-5201 meghanr@email.arizona.edu
Nursing	Kim Mann 626-0834 kimmann@email.arizona.edu
Pharmacy/Native American Tribal Scholarship	Debbi Golden-Davis 621-5063 dgolden@email.arizona.edu

Higher level issues/questions:

i.e. You know these sticky cases... Contact one of the individuals below:

Virginia Callahan callahav@email.arizona.edu 520-621-9382

Leah Cox leahmc@email.arizona.edu 520-621-5065

Rebekah Salcedo rsalcedo@email.arizona.edu 520-621-4717

SCHOLARSHIPS/TUITION AWARDS

A-N	AmeriCorps, Summer Waivers	Mark Rodriguez 621-2491 markr1@email.arizona.edu
O-Z	Flinn, Baird, Dorrance, Betty B. Chastain, Gates (backup)	Abby Hammar 621-5783 hammarae@email.arizona.edu
	Scholarship Universe/SSSP	Kenneth Downs 621-5579 kvd@email.arizona.edu
	Scholarship Universe/SSSP	Uriah Bennett 621-2479 usb@email.arizona.edu

EXTERNAL AWARDS

Stipends	621-3746	Christine Wong cjwong@email.arizona.edu
Outside Donor Scholarship Checks	621-7789	Zulema Adame zule@email.arizona.edu

OTHER COORDINATORS

Athletic Financial Aid	621-9874	Lisa Watson watsonl@email.arizona.edu
Federal Work Study (FWS)	626-0061	Melva Romero romerom@email.arizona.edu

OSFA SUPERVISORS

Please do not give this information to students but rather gather student data and the manager/supervisor will make sure the issue is resolved

Counselors-Senior Associate Director, AZA	621-9382	Virginia Callahan callahav@email.arizona.edu
Customer Services-Assistant Director, Communications (Chair), TEACH, Gilman Scholarship	621-4717	Rebekah Salcedo rsalcedo@email.arizona.edu
Recruitment & Retention-Assistant Director, Recruitment Specialist, QA	621-5065	Leah Cox leahmc@email.arizona.edu
System's Management-Associate Director	626-6809	Ellen Fishman ellenf@email.arizona.edu
CPS-Supervisor, SSN/ISIR Verification	626-5980	Reyna Moreno-Parker reynam@email.arizona.edu
Business & Finance-Associate Director	621-3543	Helen Horetski helenh@email.arizona.edu
Scholarship's-Assistant Director	621-2490	Akhtar Parvez parveza@email.arizona.edu
CPS-Assistant Director, FWS & Loans	621-5573	Bryan Scott scottb@email.arizona.edu

FALL 2012 BURSAR IMPORTANT DATES AND DEADLINES

- **August 20, 2012: TUITION & FEES DUE** to avoid late charges, you must pay for ALL ANTICIPATED UNITS by this date, even if you are not completely registered
- **August 21, 2012:** \$50.00 Late Payment Charge applied
- **August 31, 2012:** Last day to receive a refund for a complete withdrawal or any drop in units
- **September 1, 2012:** Automatic Enrollment in Tuition Payment Plan plus \$125 non-refundable fee
- **September 11, 2012:** \$125 Unpaid Tuition Charge applied
- **September 11, 2012:** \$250 Late Registration Charge in effect, assessed to any student who increases in units
- **September 24, 2012:** Last day to submit a **QTR (Qualified Tuition Reduction)** form for Fall 2012

Tuition Payment Plan Schedule: Each late payment will be assessed a \$50 late charge

- August 20, 2012 First Payment + \$75 enrollment fee
- September 20, 2012 Second Payment
- October 21, 2012 Third payment



Bursar's Office

Fall 2012

Dates & Deadlines



August 14, 2012: Delivery of Financial Aid Begins (checks mailed or by ACH)

Grants, loans, scholarships, stipends and waivers begin posting to the student's account as aid becomes available. If your aid is greater than your balance due, the residual funds will be delivered to you by the Bursar's Office. Verify your delivery method through UACCESS. Make sure your address for a check is correct or verify the accuracy of your banking information for an ACH transfer.

August 20, 2012: Tuition and Fees Due

First day of the semester. Check your account balance in UACCESS to make sure all charges are paid in full. Online payments can be made until 11:00 pm. We do not accept payment over the telephone. **TO AVOID LATE CHARGES YOU MUST PAY FOR ALL ANTICIPATED UNITS BY THIS DATE EVEN IF YOU ARE NOT COMPLETELY REGISTERED.**

August 21, 2012: \$50 Late Payment Charge in effect

Payment for all anticipated tuition must be received by the Tuition and Fees deadline to avoid this charge. This charge applies to all accounts with unpaid tuition and/or fees.

August 28, 2012: Late Drop Fee in Effect

There will be a \$25 late drop fee assessed for each course dropped beginning today. For more information contact the Registrar's Office <http://www.registrar.arizona.edu>

August 31, 2012: Last day to drop with a 100% refund

Last day to receive a refund for a complete withdrawal or drop in units. State of Arizona Resident students **must drop below 7 units** to receive a refund, Non-Residents **must drop below 12 units**.

September 1, 2012: Automatic Enrollment in Tuition Payment Plan plus \$125 Fee

Students with unpaid tuition will be enrolled in the Tuition Payment Plan for Fall 2011. There is a \$125 nonrefundable enrollment fee.

September 11, 2012: \$125 Unpaid Tuition Charge Applied

Students with unpaid tuition will be charged a \$125 Unpaid Tuition Charge. This does not apply to students in the Tuition Payment Plan who have made the first payment.

September 11, 2012: Late Registration Fee in effect

Beginning today, any student who increases units (including students who have already paid for a full time course load) will be charged a \$250 Late Registration Fee.

Tuition Payment Plan Schedule - Late payments will be assessed a \$50 Late Fee

August 20, 2012	First Payment + \$75 enrollment fee
September 20, 2012	Second Payment
October 21, 2012	Third Payment

Helpful Websites:

[Http://www.bursar.arizona.edu](http://www.bursar.arizona.edu)

[Http://uaccess.arizona.edu](http://uaccess.arizona.edu)

Payment Options

Acceptable Methods of Payment

- Personal Check, Credit/Debit Card (AMEX, VISA/MC), Cash

WE DO NOT ACCEPT PAYMENTS OVER THE TELEPHONE.

- Cash payments must be made in person (in US Dollars) during office hours at The University Services Building, 888 N Euclid Ave, Ste 104 (Southeast corner of 2nd Street and Euclid Ave, just west of the Marriott Hotel in the Main Gate area.)
- *Check payments* may be made through the mail, online or in person.
- *Credit/Debit Card* payments may be made online or in person.

U of A credit card policy states that if your account is paid with a credit card, any credit on the account within the next 60 days will be refunded to that credit card account, regardless of the source of the funds or the purpose of the payment. For example – if your account is paid with a credit card, and you get financial aid (grant, loan) the resulting credit on your account will be refunded through that credit card, not to you.

How to make payments:

Online

- Log on to *UACCESS*
- Under **Finances** on your Student Center, click on "make a payment"
Or Under **Account Inquiry**, select the "Electronic Payments/Purchases" tab
- Choose payment type – Check or Card (credit or debit)
Check pay accepts **personal checking or savings only**
- Follow instructions. You will receive an email confirmation of the payment if you provide an email address.
- The online payment option is available on *UACCESS* 7 days a week between 2 AM and 11 PM.

By Mail

- Make your check payable to: **The University of Arizona**
- Write your **8 digit student ID number** on the front of the check
- Mail it to **Student Payments: P.O. Box 28820, Tucson AZ 85726-8820** or
Overnight Address: 888 N Euclid Ave, Ste 104, Tucson, AZ 85721
IMPORTANT: Do not mail Express or Overnight mail to the P.O. Box.
Doing so will result in a delay in posting.

Drop Box – Checks ONLY

- A Drop Box is located in the main lobby of the University Services Building
- Don't forget to write your **8 digit Student ID number on your check** and drop it in the box.
- **IMPORTANT:** The Drop box closes at 4:00 PM
- Payments placed in the drop box after 4:00 PM will be processed the following business day.
- **DO NOT** provide credit card information for a drop box payment!

Receiving Your Financial Aid

- Financial Aid Awards are disbursed to your student account by the *Office of Scholarships and Financial Aid*.
- Once your financial aid has been disbursed it will automatically pay your account balance.
- If your **aid was greater than your account balance**, the residual funds will be delivered to you by the Bursar's Office, assuming you have met all of the eligibility criteria for the award(s). Contact the Office of Scholarships and Financial Aid with questions regarding eligibility.
- **We strongly recommend that you sign up for ACH (electronic banking) delivery of any residuals from your financial aid.**
To do this:

Go to UAccess Web Refund and enter your bank account information. We suggest you contact your banking institution to verify the correct routing number for ACH transactions

1. From the main page in Student Center, select "Account Inquiry" under the "Finances" banner
2. Select the "Web Refund Enrollment" tab
3. Complete the bank information to receive refunds by ACH

Students who have not elected ACH will receive a check sent to their mailing address – if you are opting to have a check sent to you, please make sure your address information is correct in UAccess.

Questions? Call Us! 520-621-3232

Bursar's Office Staff List – Dept # 7704
 University Services Building, Room 104
Main Phone Number: 621-3232 FAX Number: 621-4233
School Code: 001083

Bursar – Administration

Barton, Mark	Bursar/Director, CatCard Services	mbarton@email.arizona.edu	621-1121
Lennon, Robbyn	Program Coordinator, Sr.	rlennon@email.arizona.edu	621-5781
Sitzmann, Traci	Assistant Bursar	tsitzman@email.arizona.edu	621-4711

Bursar – Accounts Receivable

Chen, Cai (Cherry)	Business Analyst, Senior	chenc@email.arizona.edu	621-0987
Miranda, Maria	Financial Services Specialist	maria80@email.arizona.edu	626-0922
Pineiro, Veronica	Program Coordinator	vpineiro@email.arizona.edu	621-3510
Rodriguez, Suzanne	Financial Services Specialist	rodrigus@email.arizona.edu	621-3572
Sullivan, Chris	Financial Services Specialist	sullivch@email.arizona.edu	621-1660

Bursar – Electronic Services

DeWitt, Angie	Program Coordinator	adewitt@email.arizona.edu	621-3253
McDonald, Judy	Program Coordinator	jmcdonal@email.arizona.edu	621-1693
Paffenroth, Janet	Program Coordinator, Senior	jpaffenr@email.arizona.edu	621-2600

Bursar – Representatives & Banking Services

Couch, Theresa	Program Coordinator, Senior	tcouch@email.arizona.edu	621-1711
Collins-Knick, Melinda	Financial Services Specialist	1j4meli@email.arizona.edu	621-1783
Cook, Susan	Financial Services Specialist	cooks@email.arizona.edu	621-1783
Farley, Christine	Financial Services Specialist	cfarley@email.arizona.edu	621-1783
Gerrish, Eileen	Financial Services Specialist	gerrish@email.arizona.edu	621-9225
Holmes, Carolyn	Financial Services Specialist	holmesc@email.arizona.edu	621-1783
Martinez, Lisa	Financial Services Specialist	martinli@email.arizona.edu	621-8840
Ratliff, Brenda	Financial Services Specialist, Senior	ratliffb@email.arizona.edu	621-1783
Rocha, Christina	Financial Services Specialist	crocha@email.arizona.edu	621-1783
Gonzales, Kimberly	Student, Group B	kag4@email.arizona.edu	621-1783
Mail Teller Desk			621-1998
Cashiering Services			621-1783
Check Distribution			621-3252

CatCard Office Staff List – Dept # 7704

Memorial Student Union, Room 278
Main Phone Number: 626-9162 FAX Number: 626-9161

Perez, Stephanie	Assistant Director, CatCard Services	perezs@email.arizona.edu	626-5261
Cline, Shanda	Financial Services Specialist	shandacline@email.arizona.edu	626-9162
Hunt, Danielle	Financial Services Specialist	danielle@email.arizona.edu	626-9162
Stevenson, Matthew	Program Coordinator	mzsteven@email.arizona.edu	621-1709
Matthews, Jasmine	Student, Group B	jmatthews@email.arizona.edu	626-9162