

# Office of the Registrar

## Opening of School Agenda

Fall 2014

Irene Delgado:

- Registration Processing/Change of Schedule Forms
- GRO (Grade Replacement Opportunity)
- Electronic Transcripts
- Prop 300
- Call List

Beth Acree:

- New Withdrawal Policies

Registration & Transcripts Office

[www.registrar.arizona.edu](http://www.registrar.arizona.edu)

[REG-reghelp@email.arizona.edu](mailto:REG-reghelp@email.arizona.edu)

Administration Building Room 210

Phone: 520.621-3113

FAX: 520.621.8944

# Registration & Transcripts – Administration 210

## Fall 2014 Registration Processing

- We process Change of Schedule (Add/Drop) Forms, Transcript Requests, Leave of Absence, Verify Lawful Presence (Prop 300), Degree Verifications, Credit By Exam, 500 Level Petitions, to name a few.
- New Dates and Deadlines Calendars for fall 2014 reflecting the new drop/withdrawal policies were recently posted on the UA website. There are now separate calendars for undergraduates and for graduates.
- The Registration & Transcripts Office will be open on Saturday, August 23rd from 9:00 a.m. to 1:00 p.m. to process Change of Schedule forms, Prop 300 verifications, and transcript requests.

## Change of Schedule (Add/Drop) Forms:

- Picture identification is required. Students who are adding classes must complete the form with 5-digit class numbers in parentheses: Example: ACCT 200 001 (25961). Instructor signatures are valid for 5 business days
- The current Change of Schedule form is still in effect through the last day of Summer Session II. For fall 2014 there will be a new Change of Schedule form adjusted for the new drop/withdrawal policies. It will be posted on the Registrar's website under the Registrar Forms link and I will distribute it to listservs as soon as it is finalized.

## Grade Replacement Opportunity (GRO):

**A new GRO process is live!** Students now process their GRO through a new GRO tab in UAccess Student. The system automatically checks the student's eligibility and if the student qualifies, applies the PGRO (Potential GRO) code to the course. If students have any questions or issues while going through the process, they are directed to contact our office for assistance. An instruction page is included in this packet and this information also appears on the Registrar's website along with some FAQs.

## **Electronic Transcripts:**

We now offer a new transcript service—electronic PDF transcripts. This option is available only for online transcript orders and only for students who began their career after 1988. Pricing has not changed. The cost to the student for an electronic transcript is the same as for an online official transcript request--\$10.

## **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](mailto: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>.

# NEW!: Request GRO Through UAccess Student

- ✓ Figure out if you qualify (<http://catalog.arizona.edu/2014-15/policies/gro2.htm>)
- ✓ Enroll in the class
- ✓ Check the Dates and Deadlines for the filing period
- ✓ Choose the gro tab in UAccess Student
- ✓ Accept the terms of the GRO policy
- ✓ Select the course you want to GRO
- ✓ Click on the Submit button

## FAQs

### Why might I be ineligible for GRO?

- You have already completed a total of 3 courses or a maximum of 10 credit hours.
- You are not enrolled in any eligible classes.
- You have already completed 60 University of Arizona units.
- Your previous class must show a grade of C, D, or E.
- You have already repeated the course for GRO.
- The courses are not identical (titles, units or course# don't match).

### Why doesn't my class appear in the list of eligible classes for GRO?

- You must enroll first before requesting GRO and classes will not appear until the term has begun.

### How do I know if my GRO request worked?

- Your UAccess Student schedule and Course History will list the class as a Potential GRO.

### I requested GRO, why hasn't my GPA recalculated?

- The previous grade will remain in your GPA until a final grade of ABCD or E is posted on the current attempt.

### I see my class listed but I cannot select it for GRO today, why?

- The GRO filing period begins on the first day of class and is listed with each eligible class.

UAccess STUDENT

Example Student Center ID 00000000

Academics

Search Plan **Enroll** My Academics Booklist

other academic... ▾

Upcoming Schedule

Class	Schedule	Grade Replacement	Honors
SPAN 101-001 LEC (13958)	MoTuWeThFr 9:00AM - 11:20AM Modern Languages, Rm 404		

UAccess STUDENT

Example Student Center ID 00000000 go to ... ▾

Search Plan Enroll My Academics Booklist

my class schedule add drop swap edit term information **gro**

Grade Replacement Opportunity

Grade Replacement Opportunity (GRO)

1. Undergraduates who have not received a bachelor's degree from this University may repeat under the Grade Replacement Opportunity (GRO), only once, certain courses in which they received grades of C, D, or E.

2. All undergraduates who have attempted fewer than 60 University Credits (i.e., units in residence at the UA) at the time of application for GRO are eligible. Students with 60 or more attempted University Credits may retake courses in accordance with the Course Repeat Policy but without use of the GRO.

3. Graduate students are not eligible for GRO.

4. The repeat GRO attempt department, course number, and grading type must be identical to the first attempt.

a. The use of GRO for Tier Two courses is limited to courses with the same title and course number. GRO of Tier One courses will be limited to courses with the same title (formerly the subtitle), although course prefixes and numbers may differ.

b. The use of GRO to replace UA main campus courses with UA South courses or vice versa, is limited to courses with a corresponding course prefix (e.g., ANTH-UA main prefix, and ANTY-UA South prefix), the same course number and title, and which have been determined to be equivalent as indicated in the Catalog course description.

5. "Credit by Exam", "Grade by Exam", "Individual Studies" courses, "Correspondence" courses, "Success

I have read and accept the terms of this policy.

For questions - contact the Registrar's Office at 520-621-3113 or Email: [reghelp@email.arizona.edu](mailto:reghelp@email.arizona.edu)

CANCEL

Grade Replacement Opportunity (GRO)

You are eligible for GRO.  
You have 3 attempts left of the 3 allowable attempts.  
You have 10 units left of the 10 allowable units.

Select the course you want to GRO. Personalize | Find | First 1 of 1 | Last

Select	Class Nbr	Subject	Catalog	Description	Term	Grade	Units	Status	Begin GRO Filing Period	End GRO Filing Period
<input checked="" type="checkbox"/>	13958	SPAN	101	First Semester Spanish	Summer 2014		4.00		07/14/2014	07/16/2014

For questions - contact the Registrar's Office at 520-621-3113 or Email: [reghelp@email.arizona.edu](mailto:reghelp@email.arizona.edu)

CANCEL SUBMIT

# 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

## **Grading**

Janis Behm (520) 621-7810

Cori Cashen (520) 626-9061

## **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-E**

Brand Diguardi (520) 621-0607

## **Transcript Evaluations F-O**

Nikki Pikaard (520) 626-9703

## **Transcript Evaluations P-Z**

Emily Parker (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

Emily Parker (520) 621-0971

Brand Diguardi (520) 621-0607

## **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

# OFFICE OF SCHOLARSHIPS & FINANCIAL AID

## Opening of School Agenda

**Fall 2014**

*Don't forget to turn in your OSFA Disbursement Guess on your way out.*

*Person who guesses the closest to the 1<sup>st</sup> day of disbursement numbers will receive a prize!!*

- Aid Disbursement Process
- Student To Do Items
- Loan Information
- Federal Work Study (FWS)
- Scholarship Information
- OSFA Staff Contacts (2 Pages)

Office of Scholarships and Financial Aid

<http://financialaid.arizona.edu>

Administration Building, 2<sup>nd</sup> floor Lobby

Scholarships – Bear Down Gym 102

P.O. Box 210066, Tucson, AZ 85721

Phone: 520.621.1858

Fax: 520.621.9473

# 1. Aid Disbursement Process

## Why is my Financial Aid not disbursing?

student center | general info | admissions | transfer credit | academics | finances | financial aid

Student Center

Academics

My Class Schedule  
Shopping Cart

other academic... (▼) (⌵)

This Week's Schedule

Class	Schedule	Grade Replacement	Honors
	Online		

weekly schedule ▶

Finances

Student Health Insurance  
Enroll/Cancel Coverage  
View Eligibility and Fees

Financial Aid  
Financial Aid Authorization  
My Financial Aid Status  
View Financial Aid

My Financial Aid Status will tell you the status of each award

- You owe 6,215.91.
- Due Now 540.00
- Future Due 5,675.91

\*\* You have a past due balance of \$40.00. \*\*

Currency used is US Dollar.

ID: [redacted]

transfer credit | academics | finances | financial aid

Schedule

Class	Schedule	Grade Replacement	Honors
	Online		

weekly schedule ▶

Check your Notices & Holds

Check your To Do List often

SEARCH FOR CLASSES

Notices & Holds

- Part Due Balance No Adds
- Part Due Balance No Transcript
- Scholarship Disbursement Hold
- Pending Financial Aid
- Enrolled Alerts

details ▶

To Do List

- Add Waitlist-Work Study
- Add Taxes Parent 2013-OSFA
- SEE
- Add Taxes Student 2013-OSFA
- SEE

Summary

owe 6,215.91.

Due Now 540.00

Future Due 5,675.91

\*\* You have a past due balance of \$40.00. \*\*

currency used is US Dollar.

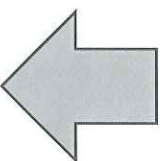
### Student's Financial Aid

Loans: students/parents must follow the process listed on the financial aid website:  
<https://financialaid.arizona.edu/types-aid/loans/federal-direct-loans>  
**Grants/Scholarships/Stipends:**  
 automatically accepted for the student



### Financial Aid is disbursed the week of 08/19/14

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



### Bursar's Office

For continuing students and new students who completed the OSFA authorization on their UAAccess, 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.

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

## 2. Student To Do Items

Ever wonder what those To-Do Item Statuses mean? This is the best place to look when assisting a student with an OSFA document processing question!

Directing a student or parent to this OSFA web page will help the student (and you) determine:

1. When a document has been received by our office
2. What each To-Do item status means
3. The maximum document processing time (depending on the To-Do item status) and
4. If documentation is missing or additional documentation is required

<http://financialaid.arizona.edu/managing-my-aid/student-services-center-do-item-status-definitions>

Home Freshmen Undergraduate Graduate **Managing My Aid** Types of Aid Faculty & Staff

MANAGING MY AID

- > Policies
- UAccess
- Student Center To-Do List Statuses**
- Summer Aid
- Top 10 Questions
- Frequently Asked Questions
- Financial Aid Forms

### Student Services Center To Do Item Status Definitions

#### To Do List

Below is a list of your current To Do items. Please click on each of the items and follow the respective instructions. To view previously completed items, click the checkbox and click Go.

Show Completed Items:

Item List	To Do Item	Due Date	Status
	<a href="#">Aid PROFILE App Requested AZ A</a>		Required
	<a href="#">Aid PROFILE NCP Required</a>		Required

What do these statuses mean?

### Status Status Definition

The request and/or documents submitted have been routed to a Financial Aid counselor for review.

**Processing** An item can be in this status for 1-3 weeks, depending on the time of year.  
All items are reviewed in the order received.  
The request and/or documents submitted have been reviewed.

**Progress** No action is required at this time.  
An item can be in this status for 1-3 weeks, depending on the time of year.

The To-Do Item status

What the status means and maximum processing time

### Important Reminder:

If a student submits incomplete documentation, OSFA cannot process that document. The processing time for that documentation will be **up to 3 weeks after** all required/missing documentation is submitted to OSFA. The student must take action as soon as possible!

OSFA notifies the student several times when documentation is insufficient:

1. Email from [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu) (to **student's** official UA email – not parents!) explaining exactly what is missing and/or needed
2. To-Do item status changed to either insufficient, received or notified (depending on what documentation was submitted, see Status Definitions above)
3. New To-Do item added to identify exactly what the student needs to submit
4. A monthly "reminder" email from askaid

### 3. Loan Information

All loan questions, including current interest rates and fees are answered on OSFA's web page!

<http://financialaid.arizona.edu/>

### Current Loan Interest Rates

Student Loans - Undergraduate	Interest Rates (First disbursed on or after 7/1/14 & before 7/1/15)
Direct Subsidized Loan*	4.66%
Direct Unsubsidized Loan	4.66%
Student Loans – Graduate or Professional	
Direct Unsubsidized Loan	6.21%
Direct Graduate PLUS Loan	7.21%
Parent Loan	
Direct Parent PLUS Loan	7.21%

\*Student must demonstrate financial need per his/her 2014-2015 FAFSA

### Easy steps to request loans:

<http://financialaid.arizona.edu/types-aid/loans/federal-direct-loans>

Undergraduate		Graduate or Professional - Unsubsidized		Parent PLUS	
<b>Step 1:</b>	Complete MPN	<b>Step 1:</b>	Complete MPN	<b>Step 1:</b>	Complete the UA Federal Direct Parent PLUS Loan Request-Confirmation Form
<b>Step 2:</b>	Accept Loans	<b>Step 2:</b>	Accept Loans	<b>Step 2:</b>	Complete MPN
<b>Step 3:</b>	New Loan Counseling	<b>Step 3:</b>	Graduate New Loan Counseling	<b>Step 3:</b>	OPTIONAL – Immediate Credit Check*

\*This is an optional step for parents who would like to receive an immediate credit check decision

#### 4. Federal Work Study (FWS):

- Federal Work Study (FWS) Authorization Forms were emailed to students on August 4th. If students who have been awarded FWS for 2014-2015 did not receive their form they may request another form by emailing [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu). Students who were not awarded FWS may contact [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu) to be placed on the FWS waiting list.
- Students will have until September 26th to find a job. If they need more time they should send an email to [askaid@arizona.edu](mailto:askaid@arizona.edu) to request an extension and a new FWS Authorization Form. Students who do not find a job, or request an extension by the expiration date, will have their FWS awards cancelled on September 29th. If a student's award is cancelled and they are still interested, they can be placed on the FWS waiting list by contacting our office. If funding permits, their requests will be considered beginning in October.
- FWS jobs are posted on Wildcat JobLink on the Career Services Office website. Students can also conduct job searches on individual department's websites. Some departments are listed on our Financial Aid website <http://www.financialaid.arizona.edu/types-aid/work-study/federal-work-study/FWSjobs>

The Career Services Office will be hosting a Student Employment Fair on August 27th. The Employment Fair will be open to all UA students.

## Wildcat Student Employment Fair



### ➤ Date, Place & Time

Wednesday, August 27, 2014  
11:00 AM to 3:00 PM  
Grand Ballroom  
Student Union Memorial Center 3rd Floor

### ➤ Overview

Get Real World Ready: One Stop Part-time Job Shop for Students.

### ➤ Highlights of This Year's Fair

- Held centrally on campus in the Student Union Memorial Center Grand Ballroom.
- Hundreds of part-time positions available on and near campus.
- Check out jobs at participating departments and local businesses prior to fair [here](#).
- Focus on potential internships on campus related to your major.

### UA DEPARTMENTS/PROGRAMS & LOCAL COMPANIES

[Registration Information](#) for UA Departments/Programs and Local Companies interested in attending this part-time job fair.

### WHO'S COMING

View the [list of departments & programs who plan to attend](#) this fall.

### EVENT SPONSORS

Questions About Federal Work Study?  
Contact Melva Gutierrez  
[romerom@email.arizona.edu](mailto:romerom@email.arizona.edu)  
520.626.0061

## 5. Scholarship Information

### Scholarship Program Coordinators

Mark Rodriguez (01260551) [markr1@email.arizona.edu](mailto:markr1@email.arizona.edu) 621-2491 Alpha A – N  
 Abby Hammar (01486650) [hammarae@email.arizona.edu](mailto:hammarae@email.arizona.edu) 621-5783 Alpha O – Z (schl) L-Z Tribal  
 Debbi Golden-Davis (10902611) [dgolden@arizona.edu](mailto:dgolden@arizona.edu) 621-5063 Gates, Pharm, Pub Health, Tribal A-K

### Tuition Scholarships

Unless otherwise noted, awards below require 30 units AY and 3.00 cumulative GPA.

Awards will disburse at 12 units, once Lawful Presence/Prop 300 verified (fafsa automatically verifies).

Arizona Excellence Tuition Award	Wildcat Excellence Tuition Award
National Scholars Award (tuition + cash)	National Merit Finalist (tuition + cash)
Bear Down Scholarship (tuition award)	Regents High Honors Endorsement (AIMS)
Phi Theta Kappa Tuition Award	Transfer Tuition Scholarship
International Tuition Award (3.25 cumGPA)	
Flinn Foundation Scholarship (cash, 3.20 cumGPA 24 units)	Baird Scholarship (cash, 3.20 cumGPA 24 units)

### FSR -RENEW Service Indicator

Students who were not meeting renewal unit/gpa at the end of spring and enrolled in UA summer courses had a hold placed on their account for review. This will hold fall disbursement of tuition awards until grades are reviewed by a scholarship area program coordinator.

### Scholarship Appeals

**Scholarship Appeal deadline: submit appeal and supporting docs by August 25, 2014.**

If anyone has requests that come up after August 25 – refer immediately to Mark or Abby so we can assist the student as we will still accept appeals for students that the scholarship staff determines as having extenuating circumstances.

Appeals are reviewed by the UA Scholarship Appeals Committee and student will be notified of the outcome via UA email about 4 business days after the scheduled review meeting (date is noted on checklist).

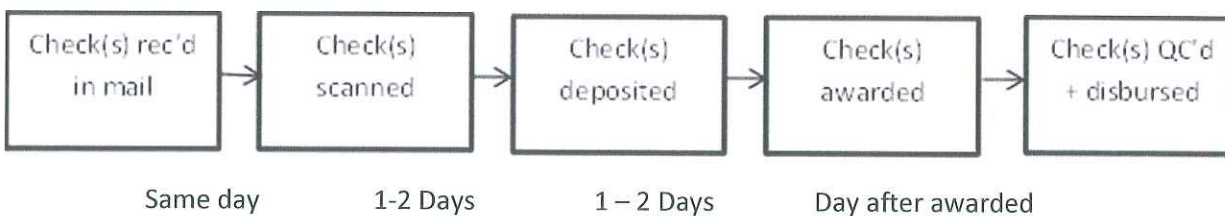
See Policy & Form on OSFA website:

<http://www.financialaid.arizona.edu/types-aid/scholarships/scholarship-appeal-policy-and-form>

Residency Changes: Continuing merit award students who change residency will be reevaluated for a potential merit award based on their freshman cohort review.

### Outside Donor Scholarship Check Flow

Normal Processing time is shown below. During opening of school it could take 4-5 days between being deposited & awarded. Checks may be dropped off in Admin Bldg. main financial aid or Bear Down Gym Rm 102. Search in Singularity to see if OSFA has received a check.



## 6. OSFA Staff Contacts (Updated 7.29.14)

### 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](mailto: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)	Special Populations
J, M, P, V, Sk-So	Analia Cuevas (626-0545) <a href="mailto:acuevas@email.arizona.edu">acuevas@email.arizona.edu</a>	
A, D,F, K, W	Ashley Hale (621-5383) <a href="mailto:abhale@email.arizona.edu">abhale@email.arizona.edu</a>	
G, H, I, Sp-Sz,T,X,Y,Z	Andrew Pritchard (626-0839) <a href="mailto:ahpritchard@email.arizona.edu">ahpritchard@email.arizona.edu</a>	
B, E, L, O, Se-Sj, U	Angie Valdez (626-8322) <a href="mailto:avaldez3@email.arizona.edu">avaldez3@email.arizona.edu</a>	
Out on Leave until 10/15/14	Jennifer Miller (626-3168) <a href="mailto:jmiller7@email.arizona.edu">jmiller7@email.arizona.edu</a>	
C, N, Q, R, Sa-Sc	Rebecca Claasen (621-4557) <a href="mailto:rclaasen@email.arizona.edu">rclaasen@email.arizona.edu</a>	Nursing: L-Z
	Dorothy Glennon (621-7765) <a href="mailto:glennon1@email.arizona.edu">glennon1@email.arizona.edu</a>	Eller MBA: A-Z
	Lorrie Hough (621-4799) <a href="mailto:lorrieh@email.arizona.edu">lorrieh@email.arizona.edu</a>	Nursing: A-K
	Debbi Golden-Davis (621-5063) <a href="mailto:dgolden@email.arizona.edu">dgolden@email.arizona.edu</a>	Tribal Students: A-K A-Z Gates, Pharmacy, Grad Public Health
	Abby Hammar (621-5783) <a href="mailto:hammarae@email.arizona.edu">hammarae@email.arizona.edu</a>	Tribal Students: L-Z

### Higher level issues/questions:

i.e. You know these sticky cases...

Contact one of the individuals below:

Meghan McKenney: [meghanr@email.arizona.edu](mailto:meghanr@email.arizona.edu) 520-621-5201

Ryan Taylor: [rtaylor2@email.arizona.edu](mailto:rtaylor2@email.arizona.edu) 520-621-5065

Rebekah Salcedo: [rsalcedo@email.arizona.edu](mailto:rsalcedo@email.arizona.edu) 520-621-4717

They will either work the case themselves or forward the case onto someone who has the ability to make decisions on these sticky cases.

<b>SCHOLARSHIPS/TUITION AWARDS</b>		
A-N	AmeriCorps, Summer Waivers, Gilman Scholarship	Mark Rodriguez 621-2491 (01260551) markr1@email.arizona.edu
O-Z Native American Students: L-Z	Flinn, Baird, Dorrance, Betty B. Chastain, Gates (backup), Foster Care to Success	Abby Hammar 621-5783 (01486650) hammarae@email.arizona.edu
Native American Students: A-K	Gates Millennium, Pharmacy, Grad Public Health, Native American Students. SIRLS	Debbi Golden-Davis 621-5063 (10902611) dgolden@email.arizona.edu Bear Down Room 111
<b>EXTERNAL AWARDS</b>		
Departmental Awards & Donor Scholarship Checks	621-3746	Christine Wong (01645409) cjwong@email.arizona.edu

<b>OTHER COORDINATORS</b>		
Athletic Financial Aid	621-9874	Lisa Watson watsonl@email.arizona.edu
Federal Work Study (FWS)	626-0061	Melva Gutierrez (06904762) romerom@email.arizona.edu
<b>SUPERVISORS (NOTIFY BEFORE YOU TRANSFER A CALL):</b>		
Senior Associate Director, Communications (Chair), COA (Chair), Earn to Learn (Chair)	621-4717 Bear Down Room 103B	Rebekah Salcedo (02603314) rsalcedo@email.arizona.edu
Assistant Director, Client Service	621-5065	Ryan Taylor (01338802) rtaylor2@email.arizona.edu
Senior Associate Director	626-6809	Ellen Fishman ellenf@email.arizona.edu
Assistant Director, Processors and Document Management, Arizona Assurance	621-5201	Meghan McKenney (16301195) meghanr@email.arizona.edu
Associate Director, Business & Finance	621-3543	Helen Horetski helenh@email.arizona.edu
Assistant Director, Scholarship's	621-2490	Akhtar Parvez (02703967) parveza@email.arizona.edu
Assistant Director, FWS & Loans	621-5573	Bryan Scott (05809451) scottb@email.arizona.edu
Compliance Manager	626-6338	Bobbi Lehman (17406891) rll@email.arizona.edu
Interim Director of Financial Aid	621-5200	Beth Acree Emails to Wendy Pawlak

# FSO BURSAR'S OFFICE

## Opening of School Agenda

### Fall 2014

- **Dates and Deadlines:** refer to handout in the packet for Payment due date, last day for a refund, etc
- **Payment Plans:** refer to handout in the packet  
**Types of plans available**-Tuition only, Housing only or Tuition and Housing,  
**Who can sign up and what screen?** Students will sign up thru their **UAccess Student Center** account. Parents cannot sign up through Guest Center.
- **New payment site (NELNET): go to Quickpay**  
<http://www.bursar.arizona.edu/payment-change-2014-05>  
**Payment options:** Credit card-VISA/MC or American Express (2.5% Service fee) or by e-Check (no fee-enter their routing and bank account numbers)
- **Guaranteed Tuition** –FAQ's linked on the Bursar's website  
<http://www.bursar.arizona.edu/students/fees/gtp>
- **Bursar Contacts List**

FSO-Bursar's Office

<http://www.bursar.arizona.edu/>

University Services Building, 888 N. Euclid Ave, Ste 104,

Phone: 520-621-3232

Fax: 520-621-4233



# Bursar's Office

## Fall 2014

### Dates & Deadlines



**August 19, 2014: Delivery of Financial Aid Begins (checks mailed or web refund)**  
 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 mailing address for a check is correct or verify the accuracy of your banking information for an ACH transfer (web refund).

**August 25, 2014: 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 26, 2014: \$50 Late Payment Charge applied**  
 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 on or after this date.

**September 3, 2014: 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>.

**September 5, 2014: Last day to receive a refund for withdrawal or drop in units**  
 Last day to receive a refund for a complete withdrawal or drop in units. (Arizona Resident students who drop below 7 units, Non-Resident students who drop below 12 units.)

**September 6, 2014: Automatic Enrollment in Tuition Payment Plan plus \$125 Fee**  
 Students with unpaid tuition will be enrolled in the Tuition Payment Plan for Fall 2014. There is a \$125 nonrefundable enrollment fee.

**September 16, 2014: \$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 16, 2014: 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 25, 2014	First Payment + \$75 enrollment fee
September 25, 2014	Second Payment
October 26, 2014	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, Cashier's Check, Money Order, Credit/Debit Card (AMEX, VISA/MC) payments, 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 2<sup>nd</sup> 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 only be made online in UAccess.

*All Credit/Debit Card payments will be processed through our secure third-party payment provider, Nelnet, and will include an additional 2.5% convenience fee.*

### How to make payments:

#### Online

- Log on to your Student Center in UAccess (<http://uaccess.arizona.edu>).
- Under **Finances** click on "go to quickpay".
- Choose payment type: **eCheck** or **Credit Card**.
- Check pay accepts **personal checking or savings only**. (You will need your Routing and Bank Account number.)
- 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 **FSO-Bursar's Office, The University of Arizona**, P.O. Box 28820, Tucson AZ 85726-8820 or  
**Overnight Address: 888 N Euclid Ave, Ste 104, Tucson, AZ 85719**

**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.
- Make your check payable to: **The University of Arizona**
- Write your **8 digit Student ID number** on the front of the 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 (web refund) 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 selected web refund will receive a check sent to their residence hall address or to their mailing address if they will not be living on campus – please make sure your address information is correct in UAccess.

Questions? Call Us! 520-621-3232

# Tuition Payment Plan

## Enroll in the Tuition Payment Plan on UAccess

The University of Arizona offers a Tuition Payment Plan for the Fall and/or Spring semesters. It allows students to spread their tuition payments over 3 installments per semester. There is a \$75.00 per semester non-refundable enrollment fee for this service when you enroll on UAccess. (A \$125 per semester non-refundable enrollment fee will be assessed to students if they are automatically enrolled in the Tuition Payment Plan for unpaid tuition.) The Tuition Payment Plan includes tuition, program fees/tuition differentials, course fees and mandatory fees. All other charges are payable within the standard [Payment Policies](#).

### Installment Tuition Payment Plan Charges included

First	Enrollment fee, 1/3 of tuition, program fee/tuition differential, course fees and mandatory fees
Second	1/3 of tuition, program fee/tuition differential, course fees and mandatory fees
Third	1/3 of tuition, program fee/tuition differential, course fees and mandatory fees

Please refer to the Tuition Payment Plan [Terms and Conditions](#) for complete details.

### Fall 2014 Dates

- Enrollment available on UAccess after July 22, 2014
- 1st Installment due: August 25, 2014
- 2nd Installment due: September 25, 2014
- 3rd Installment due: October 26, 2014
- Auto-Enrollment for unpaid tuition: September 6, 2014

### Additional Information

- You must enroll per semester prior to the [tuition payment deadline](#) to avoid an additional \$50 late payment charge.
- If you are receiving enough financial aid (loans, grants, scholarships, sponsorships, waivers or qualified tuition reduction) to cover your full tuition costs, it is not necessary to enroll in the Tuition Payment Plan.
- Any credit balance that occurs on your account while you are enrolled in the tuition payment plan will not be released to you. It will remain on your account to pay your future installment(s).
- The Tuition Payment Plan is not available for Study Abroad, Summer or Winter Sessions.

## Enroll in the Tuition Payment Plan on Uaccess

Bursar's Office website [www.bursar.arizona.edu](http://www.bursar.arizona.edu)










Contact us at (520)621-3232

**Bursar's Office Staff List**  
 University Services Building, Room 104  
**Main Phone Number: 621-3232 FAX Number: 621-4233**

**Administration**

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 Lennon, Robbyn Program Coordinator, Sr. 621-5781 <a href="mailto:rlennon@email.arizona.edu">rlennon@email.arizona.edu</a>	 Palacio, Andrea Office Specialist 621-3227 <a href="mailto:apalacio@email.arizona.edu">apalacio@email.arizona.edu</a>	 Christian, Madison Student Employee 621-1783 <a href="mailto:mchristian@catworks.arizona.edu">mchristian@catworks.arizona.edu</a>

**Representatives & Banking Services**

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**Accounts Receivable**

 Pineiro, Veronica Program Coordinator 621-3510 <a href="mailto:vpineiro@email.arizona.edu">vpineiro@email.arizona.edu</a>	 Miranda, Maria Financial Services Specialist 626-0922 <a href="mailto:maria80@email.arizona.edu">maria80@email.arizona.edu</a>	 Rodriguez, Suzanne Financial Services Specialist 621-3572 <a href="mailto:rodrigus@email.arizona.edu">rodrigus@email.arizona.edu</a>
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**Electronic Services**

 Paffenroth, Janet Program Coordinator, Sr. 621-2600 <a href="mailto:jpaffenr@email.arizona.edu">jpaffenr@email.arizona.edu</a>	 Chen, Cai (Cherry) Business Analyst, Senior 621-0987 <a href="mailto:chenc@email.arizona.edu">chenc@email.arizona.edu</a>	 McDonald, Judy Program Coordinator 621-1693 <a href="mailto:jmcdonal@email.arizona.edu">jmcdonal@email.arizona.edu</a>
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# NEW STUDENT ORIENTATION

## OFFICE OF ADMISSIONS

### Opening of School Agenda Fall 2014

- **Domestic Freshmen will once again be offered the Wildcat Promise!**
- **Domestic Transfers and International Applicants**
- **Universal Cancellation**

New Student Orientation

<http://orientation.arizona.edu>

Old Main Room 125

Phone: 520.621.5293

Office of Admissions

<http://admissions.arizona.edu>

Old Main

Phone: 520.621-3237

Fax: 520.621.9799

**Domestic Freshmen will once again be offered the Wildcat Promise!** Here's how it works.

- Apply with complete application\* by October 15, decision by November 5 (this will be the first date decisions are released for fall '15 freshmen)
- Apply with complete application\* by November 5, decision by December 3 (or earlier)
- Admission decisions on a rolling basis following the Wildcat Promise (2-4 week processing timeline)

**Domestic Transfers and International Applicants**

- Rolling basis for decisions
- Domestic processing timeline 2-4 weeks; international processing timeline 6 weeks with a complete application\*
- \* complete application = application, all required transcripts, and appropriate processing fee
- ~~The spring 2015 application is also available for those wanting a January start.~~

**Please share our website: [admissions.arizona.edu](http://admissions.arizona.edu) — click the Apply Now link on the left side to get to all application types.**

## Student Orientation/Admissions INFO

### Universal Cancellation

The new **Universal Cancellation** process will be available to students until the first day of the term for which they applied (where those with summer admit terms have until the first day of fall to cancel), even if they are matriculated. Campus will be notified of the cancellation through the use of a service indicator that will be set for the term being cancelled. The service indicator values are:

- Service Indicator CAX; Reason CAX – Means the student has opted to cancel all classes and enrollments at the UA
- Service Indicator CAX; Reason SUMR – The student is enrolled in summer classes or is registered in summer classes s/he would like to keep.

Students in various statuses will access the cancellation system differently:

- Applicants will be able to submit the existing cancellation form to Undergraduate Admissions. The Admissions staff member processing the form will assign the CAX/CAX service indicator/reason combination with the same start and end term (e.g. if the student was admitted for this fall 2144/2144)
- Admitted students will access the system through the Next Step Center and have a service indicator automatically assigned based on their answers to the questions and statements presented during the cancellation process.
- Matriculated students will access the system through the Next Steps Center. They will have a service indicator automatically assigned based on their answers to the questions and statements presented during the cancellation process.

Please note that other than the current automated Admissions processes (setting the Enrollment Fee status, cancelling orientation, etc.) and the automatic assignment of the service indicators **there are NO other new automated processes associated with this modification**. The automatic assignment of a term-specific service indicator was designed to allow departments to consume it via a report or automated process and take actions they deem necessary within their own business processes.