

# 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

## **Second Start**

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-K**

Brand Diguardi (520) 621-0607

## **Transcript Evaluations L-Z**

Brit Wieland Y (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 Credit Preapproval**

Brit Wieland (520) 621-0971

Brand Diguardi (520) 621-0607

## **Administrative**

### **Drops/Reinstatement**

Janis Behm (520) 621-7810

## **Degree Verifications**


John Tewksbury (520) 626-5303

## **Authorization For Release of Information**

Sharon Ortiz (520) 621-7809

## **Veterans Services**

Main Line (520) 621-9501



**Registrar**  
**Elizabeth Acree**  
 Bear Down Gym 103-C (520) 621-3432  
 acree@email.arizona.edu



**Business Manager**  
**Joseph Riley**  
 Modern Languages 347 (520) 621-1183  
 jrriley@email.arizona.edu



**Office Specialist, Senior**  
**Natalya Williams**  
 Bear Down Gym 103-A (520) 621-3432  
 123naw@email.arizona.edu



**Summer/Winter Director**  
**Debbie Milora**  
 Administration 221-G (520) 626-8488  
 dmiller@email.arizona.edu



**Office Specialist, Senior**  
**Elvia Gandara**  
 Administration 221-G (520) 626-8200  
 egandara@email.arizona.edu

**Academic Career Management**



**Senior Associate Registrar**  
**Jody Payne**  
 Administration 210  
 (520) 621-0976  
 jmpayne@email.arizona.edu

**Registration & Transcripts**



**Associate Registrar**  
**Irene Delgado**  
 Administration 210  
 (520) 621-4755  
 idelgado@email.arizona.edu

**Room & Course Scheduling**



**Associate Registrar**  
**Fernando Chavez**  
 Modern Languages 347  
 (520) 626-7337  
 fchavez@email.arizona.edu

**Special Projects**



**Associate Registrar**  
**Cori Cashen**  
 Modern Languages 347  
 (520) 626-9061  
 ccashen@email.arizona.edu



**Assistant Registrar**  
**Rachel Hamm**  
 MLK Student Center 319  
 (520) 621-3292  
 rhamm@email.arizona.edu

**Registration Services**  
**Transcripts—Outbound**  
**Enrollment Verifications**  
**General Petitions**  
**GROs**  
**Leave of Absence**  
**Proposition 300**

**Room Scheduling**  
**Schedule of Classes**  
**Course Approvals**



**Program Coordinator, Sr**  
**Abbie Sorg**  
 Modern Languages 347  
 (520) 621-0973  
 asorg@email.arizona.edu

**UAccess Configuration**

**Reporting**



**Database Specialist**  
**Felipe Ayala**  
 Modern Languages 347  
 (520) 621-9685  
 jfayala@email.arizona.edu

**Transcript Evaluations**  
**Trans Eval Maintenance**



**Business Analyst**  
**Mike Alcorn**  
 Administration 210  
 (520) 626-3190  
 malcorn1@email.arizona.edu




**Office Specialist, Senior**  
**Brand Diguardi**  
 Administration 210  
 (520) 621-0607  
 bdiguardi@email.arizona.edu



**Database Specialist**  
**Denielle Swartz**  
 Modern Languages 347  
 (520) 626-1061  
 dswartz@email.arizona.edu

**Grading**



**Program Coordinator**  
**Janis Behm**  
 Administration 210  
 (520) 621-7810  
 jbehm@email.arizona.edu



**Office Specialist, Senior**  
**Vacant/TBD**  
 Administration 210  
 (520) 626-9945  
 @email.arizona.edu



**Office Specialist, Senior**  
**John Tewksbury**  
 Administration 210  
 (520) 626-5303  
 jtewksbu@email.arizona.edu



**Office Specialist, Senior**  
**Rebecca Drake**  
 Modern Languages 347  
 (520) 621-3313  
 rebecca2@email.arizona.edu

**Residency Classification**



**Program Coordinator**  
**Gina Dowell**  
 Modern Languages 347  
 (520) 621-5017  
 rdowell@email.arizona.edu



**Office Specialist, Senior**  
**Brittany Wieland**  
 Administration 210  
 (520) 626-4822  
 brittanm@email.arizona.edu



**Office Specialist, Senior**  
**Sandy Mitchell**  
 Administration 210  
 (520) 626-0369  
 smitchell@email.arizona.edu



**Office Specialist, Senior**  
**Sergio Canez**  
 Modern Languages 347  
 (520) 621-3313  
 canez@email.arizona.edu



**Program Coordinator**  
**Zachary Fry**  
 Modern Languages 347  
 (520) 621-3636  
 zachfry@email.arizona.edu

**CPP Maintenance & Degree Checks**




**Office Specialist, Senior**  
**Gaby Enriquez**  
 Administration 210  
 (520) 621-7792  
 gabye@email.arizona.edu



**Office Specialist, Senior**  
**Alberto Siqueiros**  
 Modern Languages 347  
 (520) 621-3313  
 asiqueir@email.arizona.edu



**Residency Classification Specialist**  
**Beth Vlahos**  
 Modern Languages 347  
 (520) 626-4822  
 ecvlajos@email.arizona.edu



**Senior Graduation Services Advisor**  
**Melanie Brady**  
 Music 111  
 (520) 626-5511  
 mabradyl@email.arizona.edu



**Office Specialist, Senior**  
**Sharon Ortiz**  
 Administration 210  
 (520) 621-3113  
 ortizs@email.arizona.edu



**Graduation Services Advisor**  
**Marty Gawlik**  
 MLK Student Center 321  
 (520) 621-3597  
 gawlikm@email.arizona.edu



**Office Specialist, Senior**  
**Patti Flanagan**  
 Administration 210  
 (520) 621-5756  
 pflanaga@email.arizona.edu



**Graduation Services Advisor**  
**Julie Adkins**  
 Forbes 211-C  
 (520) 621-0975  
 jadkins@email.arizona.edu

**Veterans Services**



**Office Specialist, Senior**  
**Christopher Behrends**  
 Modern Languages 347  
 (520) 621-4804  
 cb1@email.arizona.edu

**CPP Maintenance & Degree Checks (cont.)**



**Graduation Services Advisor**  
Emily Parker  
Administration 210 (520) 621-0971  
eparker@email.arizona.edu

**Athletic Certification**



**Program Coordinator**  
Kathy McAdams  
Modern Languages 347  
(520) 626-8824  
ksm3@email.arizona.edu

**Document Scanning & Archives**



**Office Supervisor**  
Steve Mosher  
Richard P. Harvill Bldg. 118  
(520) 626-4365  
smosher@email.arizona.edu



**Jeff Murchison**  
Richard P. Harvill Bldg. 118  
(520) 626-5116  
jjmurchison@email.arizona.edu



**Office Specialist, Senior**  
Brandynn Quintela  
Richard P. Harvill Bldg. 118  
(520) 626-5116  
belise@email.arizona.edu

**Registration Services**  
**Transcripts—Outbound**  
**Enrollment Verifications**  
**General Petitions**  
**GROs**  
**Leave of Absence**  
**Proposition 300**  
**(cont.)**



**Office Specialist, Senior**  
Margo Cook  
Administration 210  
(520) 626-3113  
mcook@email.arizona.edu



## Opening of School – OSFA Topics Fall 2016

1. Aid Recalculation Dates Quick Guide
2. Aid Disbursement Process
3. Student To Do Items
4. Loan Information
5. Federal Work Study (FWS)
6. Scholarship Information
7. 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

*\*Reminder: Consortium Agreement Deadline for Fall is 8/26/16*

### 3. 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:  **go**

| 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** The 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

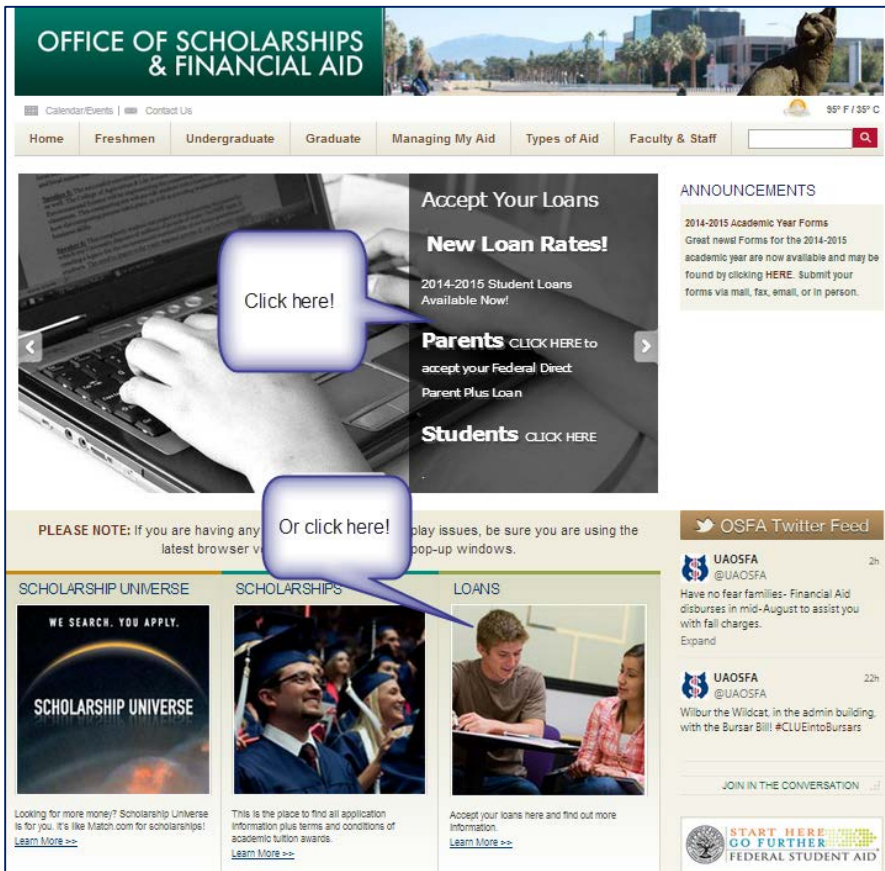
### Important Reminder:

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

**4. 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<br>(First disbursed on or after 7/1/16 & before 7/1/17) |
|--|--|
| Direct Subsidized Loan*                  | 3.76%  |
| Direct Unsubsidized Loan                 | 3.76%  |
| Student Loans – Graduate or Professional |  |
| Direct Unsubsidized Loan                 | 5.31%  |
| Direct Graduate PLUS Loan                | 6.31%  |
| Parent Loan                              |  |
| Direct Parent PLUS Loan                  | 6.31%  |

\*Student must demonstrate financial need per his/her 2015-2016 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

## 5. Federal Work Study (FWS):

- Federal Work Study (FWS) Authorization Forms were emailed to students on August 1st. If students who have been awarded FWS for 2016-17 did not receive their form they may request another form by emailing [romerom@email.arizona.edu](mailto:romerom@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 30th to find a job. If they need more time they should send an email to [romerom@email.arizona.edu](mailto:romerom@email.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 October 3, 2016. 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 in mid-October or sooner.
- 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>

## WILDCAT STUDENT EMPLOYMENT FAIR



WEDNESDAY, AUGUST 24, 2016

STUDENT UNION MEMORIAL CENTER, 3RD FLOOR BALLROOM

11:00 A.M. TO 3:00 P.M.

Employment fair information <http://career.arizona.edu/node/153>

## 6. Scholarship Information

### Scholarship Program Coordinators

- Carmen Moreno [carmenmoreno@email.arizona.edu](mailto:carmenmoreno@email.arizona.edu) 621-2491 Last names A – J
- Sherrie Svedberg [svedberg@email.arizona.edu](mailto:svedberg@email.arizona.edu) 621-5063 K - S
- Abby Hammar [hammarae@email.arizona.edu](mailto:hammarae@email.arizona.edu) 621-5783 T – Z + Native & Gates Students

*Unless otherwise noted, awards below require cumulative UA unit renewal and 3.00 cumulative GPA. Will disburse at 12 units, once Lawful Presence/Prop 300 verified (fafsa automatically verifies)*

- All-Arizona Academic Team (6 units, 3.25 cum GPA)
- Arizona Excellence Tuition Award
- Bear Down Scholarship (tuition award)
- National Scholars Award/ National Merit Finalist (tuition + cash)
- Phi Theta Kappa Tuition Award
- Regents High Honors Endorsement (AIMS) Award
- Transfer Tuition Scholarship
- Wildcat Excellence Tuition Award
- International Tuition Award
- Baird Scholarship (cash, 3.20 cum GPA, 24 units)
- Flinn Foundation Scholarship (cash, 3.20 cum GPA, 24 units)

*Other ABOR special tuition awards (Slain Peace Officer/Purple Heart and Yellow Ribbon) may release at 1+ units enrolled. See alpha counselor for questions.*

### 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 22, 2016.**
- **If anyone has requests that come up after August 22**– refer immediately to Scholarship staff 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>

### Outside Donor Scholarship Check Flow

Checks may be dropped off in Admin Bldg. main financial aid or Bear Down Gym Rm 102.

- Check received in OSFA, then scanned into OnBase, deposited, awarded to financial aid package, then disbursed (within 2 days if disbursements began & student enrolled)
- Check processing time between received and awarded to financial aid package can take up 3 weeks minimum, during opening of school

***8. OSFA Staff Contacts – Internal Document – for UA STAFF reference only***

| <b>EXTERNAL AWARDS</b>  |          |   |
|---|----------|---|
| Stipends and Outside Donor Scholarship Checks and Math, Science & Special Ed Teacher Loan Forgiveness | 621-3746 | Christine Wong (01645409)<br>cjwong@email.arizona.edu |

| <b>OTHER COLLEGES</b>           |                                     |   |
|---------------------------------|-------------------------------------|---|
| Law College General             | Main: 621-3477<br>Fax: 626-3436     | financialaid@law.arizona.edu  |
| Law College                     | Admissions & Financial Aid-Director | Keyshia Conner 626-1832 (10905090)<br>kconner@email.arizona.edu       |
| College of Medicine (Tucson)    | Director                            | Jessica Le Duc 626-7440 (23072900)<br>jrleduc@email.arizona.edu       |
| College of Medicine (Tucson)    | Program Coordinator Sr.             | Victor Navarro 626-7145 (01884565)<br>vnavarro@email.arizona.edu      |
| College of Medicine (Phoenix)   | Director                            | Gizella Jarrell 602-827-2080 (22064701)<br>gjarrell@email.arizona.edu |
| UA South 520-458-8278 Ext. 2212 | Student Services-Coordinator        | Michelle Menninger 626-2422 (16908024)<br>mmuas@email.arizona.edu     |

| <b>OTHER COORDINATORS</b>  |                                 |  |
|--|---------------------------------|--|
| Federal Work Study (FWS)   | 626-0061                        | Melva Gutierrez (06904762)<br>romerom@email.arizona.edu    |
| Loan Specialist  | 621-8193                        | Sara Jones (04500081)<br>joness@email.arizona.edu          |
| Athletic Financial Aid<br><i>Do not assign checklists</i>  | 621-9874                        | Lisa Watson<br>watsonl@email.arizona.edu                   |
| Accountant/Withdrawals/R2TIV<br><i>Do not assign checklists</i>  | 621-9707                        | Winnie Baran<br>baranw@email.arizona.edu                   |
| Accountant [HR Liaison, Payroll, Purchasing]<br><i>Do not assign checklists</i>  | 621-4840                        | Sherri Smith<br>sherris@email.arizona.edu                  |
| Accountant<br><i>Do not assign checklists</i>  | 626-6375                        | Miguel Moscoso<br>moscosom@email.arizona.edu               |
| Office Specialist Sr. (Beth's Assistant)<br><i>Do not assign checklists</i>  | 621-5200<br>Bear Down Room 103A | Natalya Williams<br>123naw@email.arizona.edu               |
| System's Management-Business Analyst, Principal  | 626-7318                        | Theresa Allen<br>taallen@email.arizona.edu                 |
| Compliance: NTX Verification, SSN & NSLDS Mismatch, SSN Card & Citizenship Verification, SSN/Name/DOB Query, PLUS Parent Identity Verification and PPLUS Parent Non-Citizen Verification | 626-5980                        | Reyna Moreno-Parker (07900552)<br>reynam@email.arizona.edu |
| Compliance: SAP & High School Diploma, V4/V5, Unusual Enrollment, Consumer Info & Fraud  | 626-9691                        | M.E. Armstrong (12605057)<br>mearmstr@email.arizona.edu    |
| Compliance: Pell Chair & Veteran Liaison   | 626-3157                        | Jamie Uhrlaub (22052369)<br>uhrlaubjd@email.arizona.edu    |

| <b>SUPERVISORS (NOTIFY BEFORE YOU TRANSFER A CALL):</b>  |                                 |  |
|--|---------------------------------|--|
| Director, Communications (Chair), Earn to Learn (Chair)  | 621-4717<br>Bear Down Room 103B | Rebekah Salcedo (02603314)<br>rsalcedo@email.arizona.edu   |
| Assistant Director, Client Service, SAP (Co-Chair)   | 621-5065                        | Ryan Taylor (01338802)<br>rtaylor2@email.arizona.edu       |
| Assistant Director, Processors and Document Management   | 621-4677                        | Alicia Duarte (00793946)<br>aliciaduarte@email.arizona.edu |
| Project Manager, Online, PROFILE and AZA Chair, COA (Chair), and Summer Chair                      | 621-5201                        | Meghan McKenney (16301195)<br>meghanr@email.arizona.edu    |
| Assistant Director, Scholarship's  | 621-2490                        | Akhtar Parvez (02703967)<br>parveza@email.arizona.edu      |
| Assistant Director, FWS & Loans  | 621-5573                        | Bryan Scott (05809451)<br>scottb@email.arizona.edu         |
| Compliance Manager   | 626-6338                        | Bobbi Lehman (17406891)<br>rll@email.arizona.edu           |
| Senior Associate Director  | 626-6809                        | Ellen Fishman<br>ellenf@email.arizona.edu                  |
| Associate Director, Business & Finance   | 621-3543                        | Helen Horetski<br>helenh@email.arizona.edu                 |
| Assistant Vice President, Enrollment Management / Student Affairs Advancement University Registrar | 621-5200<br>Bear Down Room 103C | Beth Acree<br>123naw@email.arizona.edu                     |

**Financial aid questions:**

*"Did you get my FAFSA?"*

*"When can I accept my loans?"*

*"Has my document been processed?"*

*"My father just lost his job and I want to know what can I do beyond the Parent Resource Re-evaluation form?" "I have not met SAP standards and am no longer receiving financial aid. Who can I speak with about my special circumstances?"*

**Contact:**

Main Office: [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu) and 520-621-1858

Scholarship Universe Basics Questions: [osfa-su@email.arizona.edu](mailto:osfa-su@email.arizona.edu)

Departmental Stipends/Scholarships: [osfa-deptaskaid@email.arizona.edu](mailto:osfa-deptaskaid@email.arizona.edu)

**In person assistance:**

Administration Building Room 208

**Campus colleague assistance, special circumstance or escalations:**

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

| Alpha                     | Counselor (email for a more timely response)   | Special Populations   |
|---------------------------|--|---|
| M, P, S, V                | Yamne Callejas (621-2051)<br><a href="mailto:yamnevc@email.arizona.edu">yamnevc@email.arizona.edu</a>          |   |
| A, D, F, K, N, R, W       | Ashley Hale (621-5383)<br><a href="mailto:abhale@email.arizona.edu">abhale@email.arizona.edu</a>               |   |
| B, E, C, L, O, U          | Angie Valdez (626-8322)<br><a href="mailto:avaldez3@email.arizona.edu">avaldez3@email.arizona.edu</a>          |   |
| G, H, I, J, Q, T, X, Y, Z | Chelsea Vass (626-0839)<br><a href="mailto:vassc@email.arizona.edu">vassc@email.arizona.edu</a>                |   |
|                           | Dorothy Glennon (621-7765)<br><a href="mailto:glennon1@email.arizona.edu">glennon1@email.arizona.edu</a>       | Eller Graduate: A-Z   |
|                           | Carmen Moreno (621-2491)<br><a href="mailto:carmenmoreno@email.arizona.edu">carmenmoreno@email.arizona.edu</a> | Scholarship Questions: A-J  |
|                           | Sherrie Svedberg (621-5063)<br><a href="mailto:svedberg@email.arizona.edu">svedberg@email.arizona.edu</a>      | Scholarship Questions: K-S  |
|                           | Abby Hammar (621-5783)<br><a href="mailto:hammarae@email.arizona.edu">hammarae@email.arizona.edu</a>           | Scholarship Questions: T-Z Gates &<br>Native American Students: A-Z |
|                           | Kenneth Downs (621-5579)<br><a href="mailto:kvd@email.arizona.edu">kvd@email.arizona.edu</a>                   | Scholarship Universe  |

**Higher level issues/needs escalation:****Contact one of the individuals below:**

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

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

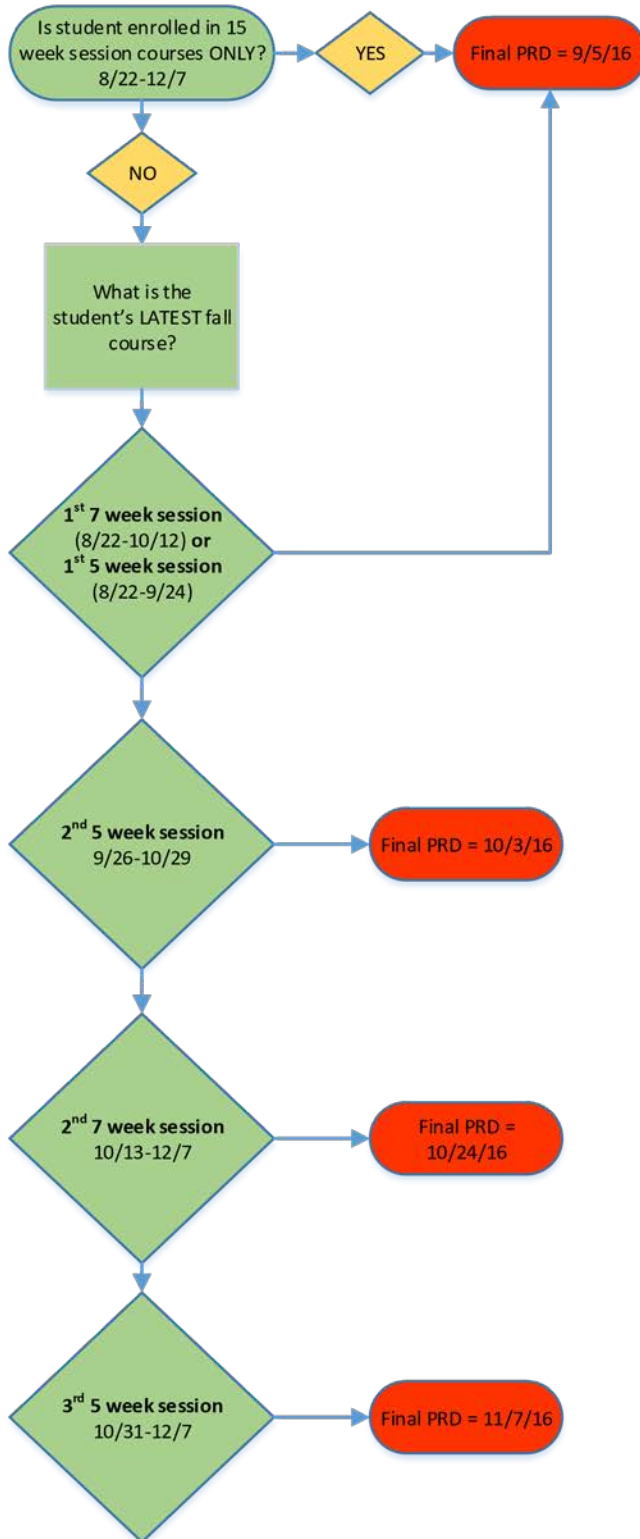
Alicia Duarte: [aliciaduarte@email.arizona.edu](mailto:aliciaduarte@email.arizona.edu) 520-621-4677

Akhtar Parvez: [parveza@email.arizona.edu](mailto:parveza@email.arizona.edu) 520-621-2490

Meghan McKenney: [meghanr@email.arizona.edu](mailto:meghanr@email.arizona.edu) 520-621-5201 (For UA Online Issues specifically)

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

# RECALCULATION DATES QUICK GUIDE



## What is PRD?

### Pell Recalculation Date

This is the date(s) in which the student's record will be reviewed for any enrollment changes. Enrollment changes may cause aid to be increased or reduced. This includes Pell and Ugrant that has already disbursed.

## What is Final PRD?

The last time a student's aid will be reviewed for enrollment based aid changes.

Example: If a student's final PRD = 10/24/16, he will be reviewed for aid changes on 9/5/16 and 10/3/16, the scheduled PRD's prior to his Final PRD.

## Can these dates be shared with the student?

These dates may change but you may refer to them with the student using "week of" language.

## What students are impacted by repackaging?

UGRD students who are Pell, Ugrant and/or TEACH eligible with enrollment changes. Loan only UGRDs are not impacted nor are Graduates or Professional students.

\*While OSFA will lock in the student's enrollment on the

Final PRD's listed here, students will not see their adjusted financial aid on these dates. Awards will be finalized and visible to students the week of these dates.

\*Students with questions regarding the Aid Recalculation Dates policy should be directed to OSFA.

# 1. Aid Disbursement Process

## Why is my Financial Aid not disbursing?

ID: [redacted] [lock icon] [star icon] [user icon]

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

---

**Student Center**

Academics

My Class Schedule  
Shopping Cart

other academic... [dropdown arrow]

Deadlines D2L

**This Week's Schedule**

| Class      | Schedule | Grade Replacement | Honors |
|------------|----------|-------------------|--------|
| [redacted] | 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

**You owe 6,215.91.**

- Due Now 540.00
- Future Due 5,675.91

**\*\* You have a past due balance of 540.00. \*\***

Currency used is US Dollar.

ID: [redacted] [lock icon] [star icon] [user icon]

transfer credit | academics | finances | financial aid

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

D2L

**Schedule**

| Class      | Schedule | Grade Replacement | Honors |
|------------|----------|-------------------|--------|
| [redacted] | Online   |                   |        |

weekly schedule ▶

**Notices & Holds**

- Past Due Balance No Adds
- Past Due Balance No Transcript
- Scholarship Disbursement Hold
- Pending Financial Aid
- Enrolled UAlerts

details ▶

**To Do List**

- Aid: Waitlist-Work Study
- Aid: Taxes Parent 2013-OSFA St
- Aid: Taxes Student 2013-OSFA St

**Account Summary**

**You owe 6,215.91.**

- Due Now 540.00
- Future Due 5,675.91

**You have a past due balance of 540.00. \*\***

Currency used is US Dollar.

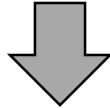
Review Notices & Holds

Check your To Do List often

## Student's Financial Aid

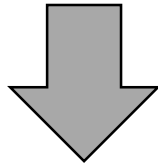
**Loans:** students/parents must follow the process listed on the financial aid website:  
<https://financialaid.arizona.edu/types-aid/loans/federal-direct-loans>

**Grants/Scholarships/Stipends:** automatically accepted for the student



**Financial Aid is disbursed on 08/12/16**  
**(Students start to receive refunds week of 8/15)**

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 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.

***\*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***

# OSFA Directory—Fall 2016

## Administration

### Assistant Vice President

Elizabeth Acree  
 Bear Down Gymnasium 103-C  
 (520) 621-3432  
 acree@email.arizona.edu

### Director

Rebekah Salcedo  
 Bear Down Gymnasium 103-B  
 (520) 621-4717  
 rsalcedo@email.arizona.edu

### Office Specialist, Senior

Natalya Williams  
 Bear Down Gymnasium 103-A  
 (520) 621-3432  
 123naw@email.arizona.edu

## Systems Team

### Senior Associate Director

Ellen Fishman  
 Administration 210  
 (520) 626-6809  
 ellenf@email.arizona.edu

### Business Analyst, Principal

Theresa Allen  
 Administration 210 (520)  
 626-7318  
 taallen@email.arizona.edu

## University Compliance

### University Compliance Manager

Bobbi Lehman  
 Administration 219-Q  
 (520) 626-6338  
 rll@email.arizona.edu

### Program Coordinator

M. E. Armstrong  
 Administration 208  
 (520) 626-9691  
 mearmstr@email.arizona.edu

### Program Coordinator

Reyna Moreno-Parker  
 Administration 208  
 (520) 626-5980  
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### Program Coordinator

Jamie Uhrlaub  
 Administration 208  
 (520) 626-3157  
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## Business & Finance

### Associate Director

Helen Horetski  
 Administration 208  
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### Assistant Director, Loans & FWS

Bryan Scott  
 Administration 203  
 (520) 621-5573  
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### Business Analyst, Senior

Sara Jones  
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### Office Specialist, Senior

Melva Gutierrez  
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 romerom@email.arizona.edu

### Accountant

Winnie Baran  
 Administration 208  
 (520) 621-9707  
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# OSFA Directory—Fall 2016

## Business & Finance (cont.)

### Administrative Associate

**Sherri Smith**  
Administration 221-E  
(520) 621-4840  
sherris@email.arizona.edu

### Accountant

**Miguel Moscoso**  
Administration 203  
(520) 626-6375  
moscosom@email.arizona.edu

### Accountant, Senior

**Christine Wong**  
Administration 208  
(520) 621-3746  
cjwong@email.arizona.edu

## Student Services

### Customer Service

### Assistant Director, Customer Service

**Ryan Taylor**  
Administration 221  
(520) 621-5065  
rtaylor2@email.arizona.edu

### Program Coordinator

**Yamne Callejas**  
Administration 208  
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### Program Coordinator

**Ashley Hale**  
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### Program Coordinator

**Vacant/TBD**  
Administration 208  
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### Program Coordinator

**Monica Reid**  
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### Program Coordinator, Senior

**Angie Valdez**  
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### Program Coordinator

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## Processing & Document Management

### Assistant Director, Processing & DM

**Alicia Duarte**  
Administration 208  
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### Program Coordinator

**Justin Betts**  
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### Program Coordinator

**Celina Urquidez**  
Administration 219K  
(520) 621-4557  
celinau@email.arizona.edu

# OSFA Directory—Fall 2016



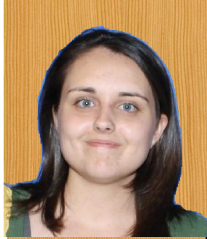
**Program Coordinator**  
 Samantha Celaya  
 Administration 208  
 (520) 626-3396  
 scelaya@email.arizona.edu



**Program Coordinator**  
 Gina Bosari  
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 gmborsari@email.arizona.edu



**Program Coordinator, Senior**  
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**Program Coordinator, Senior**  
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 deannameek@email.arizona.edu



**Program Coordinator**  
 Genevieve Norton  
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 gnorton@email.arizona.edu



**Associate Analyst**  
 Rico Silva  
 Administration 208  
 (520) 621-1783  
 rsilva@email.arizona.edu

## Scholarships



**Assistant Director,  
 Scholarships**  
 Akhtar Parvez  
 Bear Down Gymnasium 108-B  
 (520) 621-2490  
 parveza@email.arizona.edu



**Project Manager**  
 Kenneth Downs  
 Bear Down Gymnasium 123  
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 kvd@email.arizona.edu



**Program Coordinator, Senior**  
 Abby Hammar  
 Bear Down Gymnasium 106-A  
 (520) 621-5783  
 hammarae@email.arizona.edu



**Systems Analyst**  
 Don-E Merson  
 Bear Down Gymnasium 135-B  
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 dmerson@email.arizona.edu



**Program Coordinator**  
 Carmen Moreno  
 Bear Down Gymnasium 106-A  
 (520) 621-2491  
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**Program Coordinator**  
 Sherrie Svedberg  
 Bear Down Gymnasium 102-B  
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 svedberg@email.arizona.edu

## UA Online



**Project Manager**  
 Meghan McKenney  
 Administration 208  
 (520) 621-5201  
 meghanr@email.arizona.edu






**Bursar's Office Staff List**

University Services Building, Room 104













**Main Phone Number: 621-3232 FAX Number: 621-4233**

**Mail Teller Desk: 621-1998 Cashiering Services: 621-1783**

**Administration**

|   |  |   |
|---|--|---|
| <br>Barton, Mark<br>Bursar<br>621-1121<br><a href="mailto:mbarton@email.arizona.edu">mbarton@email.arizona.edu</a>                     | <br>Sitzmann, Traci<br>Associate Bursar 621-4711<br><a href="mailto:tsitzman@email.arizona.edu">tsitzman@email.arizona.edu</a>  | <br>Budinoff, Iris<br>Manager 621-9342<br><a href="mailto:irisb@email.arizona.edu">irisb@email.arizona.edu</a> |
| <br>Lennon, Robbyn<br>Program Coordinator, Sr.<br>621-5781<br><a href="mailto:rlennon@email.arizona.edu">rlennon@email.arizona.edu</a> | <br>Palacio, Andrea<br>Office Specialist 621-3227<br><a href="mailto:apalacio@email.arizona.edu">apalacio@email.arizona.edu</a> |   |





**Representatives & Banking Services**

|  |   |  |
|--|---|--|
| <br>Miranda, Maria<br>Program Coordinator, Senior<br>621-0887<br><a href="mailto:maria80@email.arizona.edu">maria80@email.arizona.edu</a>       | <br>Guinan, Maggie<br>Student Employee<br>621-1783<br><a href="mailto:maighdnguinan@catworks.arizona.edu">maighdnguinan@catworks.arizona.edu</a> | <br>Romero, Bernadette<br>Financial Services Specialist<br>621-1783<br><a href="mailto:bernadetteromero@email.arizona.edu">bernadetteromero@email.arizona.edu</a> |
| <br>Couch, Theresa<br>Program Coordinator<br>621-1711<br><a href="mailto:tcouch@email.arizona.edu">tcouch@email.arizona.edu</a>                 | <br>Holmes, Carolyn<br>Financial Services Specialist<br>621-1783<br><a href="mailto:holmesc@email.arizona.edu">holmesc@email.arizona.edu</a>     | <br>Weigel, Carson<br>Student Employee<br>621-1783<br><a href="mailto:cweigel12@catworks.arizona.edu">cweigel12@catworks.arizona.edu</a>                          |
| <br>Farley, Christine<br>Financial Services Specialist<br>621-1783<br><a href="mailto:cfarley@email.arizona.edu">cfarley@email.arizona.edu</a> | <br>Martinez, Lisa<br>Financial Services Specialist<br>621-8840<br><a href="mailto:martinli@email.arizona.edu">martinli@email.arizona.edu</a>   |  |
| <br>Garr, Ashlie<br>Financial Services Specialist<br>621-1783<br><a href="mailto:agarr@email.arizona.edu">agarr@email.arizona.edu</a>         | <br>Miller, Fred<br>Financial Services Specialist<br>621-1783<br><a href="mailto:fmiller@email.arizona.edu">fmiller@email.arizona.edu</a>      |  |
| <br>Gerrish, Eileen<br>Financial Services Specialist<br>621-1783<br>gerrish@email.arizona.edu   | <br>Pototsky, Angela<br>Financial Services Specialist<br>621-1783<br>apototsk@email.arizona.edu  |  |

**Accounts Receivable**

|   |   |  |
|---|---|--|
| <br>Pineiro, Veronica<br>Program Coordinator, Senior<br>621-3510<br>vpineiro@email.arizona.edu   | <br>Fitchett, Jack<br>Student Employee<br>621-3048<br>jlf3@catworks.arizona.edu  | <br>Oswalt, Deanne<br>Financial Services Specialist<br>626-0922<br><a href="mailto:doswalt@email.arizona.edu">doswalt@email.arizona.edu</a> |
| <br>Rodriguez, Suzanne<br>Financial Services Specialist 621-3572<br><a href="mailto:rodrigus@email.arizona.edu">rodrigus@email.arizona.edu</a> | <br>Sullivan, Chris<br>Financial Services Specialist<br>621-1660<br><a href="mailto:sullivch@email.arizona.edu">sullivch@email.arizona.edu</a> |  |

**Electronic Services**

|   |   |  |
|---|---|--|
| <br>Paffenroth, Janet<br>Program Coordinator, Sr.<br>621-2600<br><a href="mailto:jpaffen@email.arizona.edu">jpaffen@email.arizona.edu</a>            | <br>Monge, Kirsten<br>Functional Systems Coordinator<br>621-1546<br><a href="mailto:kmonge@email.arizona.edu">kmonge@email.arizona.edu</a> | <br>McDonald, Judy<br>Program Coordinator<br>621-1693<br><a href="mailto:jmcdonal@email.arizona.edu">jmcdonal@email.arizona.edu</a> |
| <br>Salazar, Kirstin<br>Functional Systems Coordinator<br>621-3048<br><a href="mailto:Ksalazar17@email.arizona.edu">Ksalazar17@email.arizona.edu</a> |   |  |

## Bursar Handouts

# Fall 2016 Dates and Deadlines

|  |             |
|--|-------------|
| Begin accessing your account balance through <a href="#">UAccess</a> .                               | Jul 19 2016 |
| First Account Summaries printed. (After this date, check UAccess for updated account balance)        | Jul 25 2016 |
| Delivery of Financial Aid begins (checks mailed or by ACH).  | Aug 16 2016 |
| FIRST DAY OF CLASSES (for most colleges).  | Aug 22 2016 |
| Deadline to pay tuition ALL UNITS registered as of 8/17/16 without late charges                      | Aug 22 2016 |
| \$50.00 <a href="#">Late Payment Charge</a> applied for tuition due 8/22/16                          | Aug 23 2016 |
| \$125.00 <a href="#">Unpaid Tuition Charge</a> applied.  | Sep 13 2016 |
| \$250.00 <a href="#">Late Registration Charge</a> in effect.   | Sep 13 2016 |
| Deadline to pay tuition ALL UNITS registered as of 8/18/2016 through 10/19/2016 without late charges | Oct 24 2016 |
| \$50.00 Late Payment Charge applied for tuition due 10/24/16   | Oct 25 2016 |
| \$125.00 Unpaid Tuition Charge applied for unpaid tuition due 10/24/16                               | Nov 15 2016 |
| Last day of classes.   | Dec 7 2016  |

# Fall 2016 Account Summary Due Dates

| Bill Date  | Due Date   | What will be billed                   |
|------------|------------|---------------------------------------|
| 7-25-2016  | 8-22-2016  | Debits \$2.00 and greater and credits |
| 8-25-2016  | 9-22-2016  | Debits \$2.00 and greater and credits |
| 9-26-2016  | 10-24-2016 | Debits \$2.00 and greater and credits |
| 10-26-2016 | 11-16-2016 | Debits \$2.00 and greater and credits |
| 11-18-2016 | 12-12-2016 | Debits \$2.00 and greater and credits |
| 12-14-2016 | 1-11-2017  | Debits \$2.00 and greater and credits |

## **Past Due Balance Charge**

This charge will be assessed monthly to accounts with any past-due balance. It will be assessed at \$2.00 or 1.5% of the past due balance, whichever is greater. Until the account is paid in full, University services will be withheld, including, but not limited to, registration, grades, transcripts, and diplomas. If further action is warranted, you will be responsible for all collection costs and legal fees. All collection and legal costs will be added to the balance of your unpaid obligation.

## **Late Payment Charge**

Payment for tuition must be received by the tuition payment deadline each semester to avoid a \$50 late payment charge. You must pay the full tuition amount for your anticipated enrollment by the deadline, even if you are not completely registered, to avoid this charge.

This late charge applies to all accounts with unpaid fees (i.e. registration, increase in units, special course fees). Lack of funds, mailed payment postmark dates, non-receipt of Account Summaries, and other personal reasons for delayed payment will not be considered.



## **BURSAR'S OFFICE**



### **Payment Address:**

The University of Arizona  
P.O. Box 28820  
Tucson, AZ 85726-8820

Tel: 520-621-3232

Fax: 520-621-4233

### **Physical Address:**

University Services Bldg., 106  
888 N. Euclid Avenue  
Tucson, AZ 85719



THE UNIVERSITY OF ARIZONA  
FINANCIAL SERVICES OFFICE

**Bursar**

*[bursar-web@fso.arizona.edu](mailto:bursar-web@fso.arizona.edu)*

Questions | Concerns

*[bursar.arizona.edu](http://bursar.arizona.edu)*

Rates | Payments | Refunds