

# Fall 2017 Opening of School Handouts



THE UNIVERSITY  
OF ARIZONA

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# Registration & Transcripts, Academic Career Management, and Systems & Reporting – Call List

## **Academic Integrity**

Angelica Miranda (520) 621-7809

## **Academic Renewal**

Angelica Miranda (520) 621-7809

## **Administrative Drops/Reinstatement**

Zach Fry (520) 621-3433

## **Authorization for Release of Info**

John Tewksbury (520) 626-5303

## **Career Management**

Jody Payne (520) 621-0976

## **Change of Personal Information**

Angelica Miranda (520) 621-7809

## **Degree Verifications**

John Tewksbury (520) 626-5303

## **Disqualifications**

Jody Payne (520) 621-0976

## **Change of Schedule**

Irene Delgado (520) 621-4755

## **Complete Withdrawals**

Flanagan, Patti (520) 621-5756

## **Credit/Grades by Exam**

Daniela Corral (520) 626-9945

Angelica Miranda (520) 621-7809

## **General Petitions**

Gaby Enriquez (520) 621-7792

## **Grading**

Zach Fry (520) 621-3433

Felipe Ayala (520) 621-9685

## **Graduate Petitions**

Gaby Enriquez (520) 621-7792

## **GRO (Grade Replacement Opportunity)**

Patti Flanagan (520) 621-5756

## **Law Petitions**

Gaby Enriquez (520) 621-7792

## **Leave of Absence**

Daniela Corral (520) 626-9945

## **Parent Affidavits**

John Tewksbury (520) 626-5303

## **Permanent Record Requests (HCT - Hard Copy Transcripts)**

Sandy Mitchell (520) 626-0369

## **Prop 300 (Lawful Presence)**

Main Phone Line (520) 621-3113

## **Residency Classification**

Gina Dowell (520) 621-5017

## **Second Start**

Angelica Miranda (520) 621-7809

## **Transcript Evaluations A-G**

Brand Diguardi (520) 621-0607

## **Transcript Evaluations H-Q**

Daniel Rodriguez (520) 621-0971

## **Transcript Evaluations R-Z**

Daniela Corral (520) 626-9945

## **Transcript Processing**

Gaby Enriquez (520) 621-7792

Sandy Mitchell (520) 626-0369

## **Transfer Credit Preapproval**

Daniel Rodriguez (520) 621-0971

Brand Diguardi (520) 621-0607

Daniela Corral (520) 626-9945

## **Veterans Services**

Main Line (520) 621-9501



## Opening of School – OSFA Information Fall 2017

1. Aid Disbursement Process
2. Aid Recalculation Dates Quick Guide
3. Student To Do Items
4. New Verification To Do Item – Verify My FAFSA (3 pages)
5. Loan Information
6. Federal Work Study (FWS)
7. Scholarship Information (2 pages)
8. 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: Fall Consortium Agreement Deadline is Monday 8/28/17*

# 1. Aid Disbursement Process

## Why is my Financial Aid not disbursing?

The screenshot shows a student's financial aid portal. At the top, there are navigation tabs: student center, general info, admissions, transfer credit, academics, finances, and financial aid. The 'financial aid' tab is selected.

Under the 'Academics' section, there is a 'This Week's Schedule' table with columns for Class, Schedule, Grade Replacement, and Honors. A callout bubble points to the 'My Financial Aid Status' link in the 'Finances' section, stating: "My Financial Aid Status will tell you the status of each award".

In the 'Finances' section, there is a 'Financial Aid' subsection with links for 'Financial Aid Authorization', 'My Financial Aid Status' (circled in red), and 'View Financial Aid'. A callout bubble points to the 'My Financial Aid Status' link, stating: "Review Notices & Holds".

Below the 'Financial Aid' section, there is a 'To Do List' section with a 'To Do List' link (circled in red). A callout bubble points to this link, stating: "Check your To Do List often".

The 'To Do List' section contains the following items:
 

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

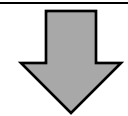
At the bottom, there is a 'Summary' section showing:
 

- owe 6,215.91.
- ue Now 540.00
- uture Due 5,675.91
- u have a past due balance of 540.00. \*\*
- ncy 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>

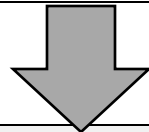
**Grants/Scholarships/Stipends:** automatically accepted for the student



Financial Aid will begin to disburse the **week of 8/14/17** to undergraduate students enrolled in at least 12 units and graduate students enrolled in at least 5 units.

Financial Aid will begin to disburse the **week of 8/28/17** to undergraduate students enrolled in less than 12 units (*adjusted aid will be based on enrollment the morning of 8/24*).

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



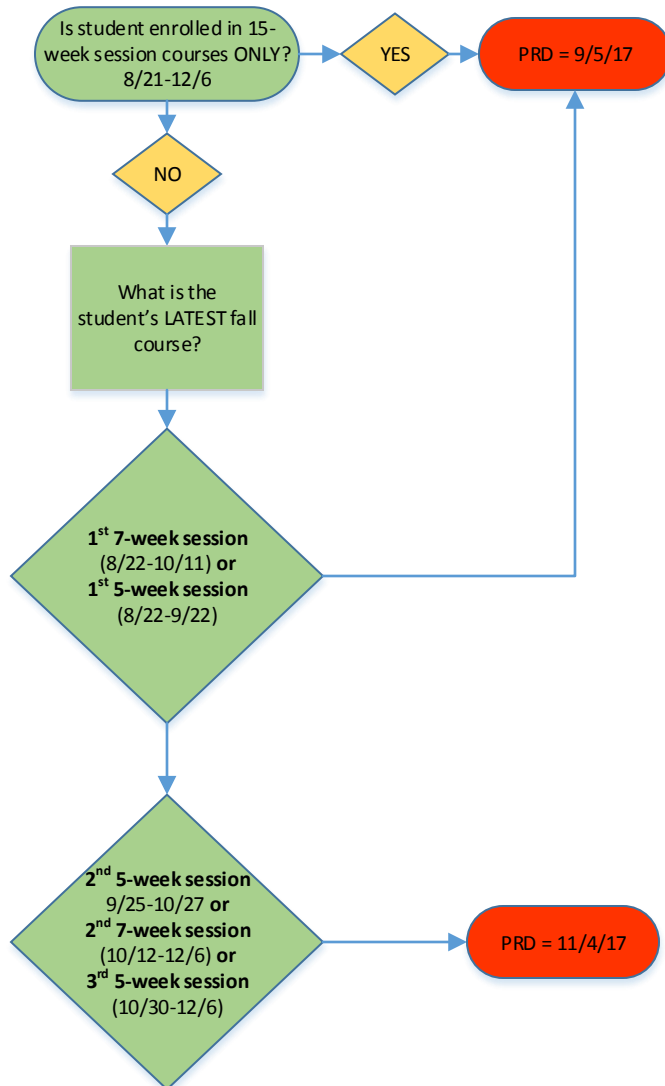
## Bursar's Office

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**

# FALL 2017 PELL RECALCULATION DATES QUICK GUIDE

*\*This version replaces all prior term versions*



## Disbursement of Financial Aid

Financial Aid will begin to be released to students who are enrolled in **at least 12 units** the **week of August 14<sup>th</sup>**.

Financial Aid will begin to be released to students who are enrolled in **less than 12 units** the **week of August 28<sup>th</sup>**.

## Pell Recalculation FAQ'S

### What is PRD?

The Pell Recalculation Date (PRD) is the date in which an undergraduate student's record will be reviewed for enrollment changes.

Enrollment changes may cause the Pell Grant to be increased or reduced.

### Can these dates be shared with students?

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

### Who is impacted by Pell Recalculations?

Only undergraduate students who are **Pell eligible** and have enrollment changes will be impacted.

**\*Pell Recalculation does not apply to students who withdraw from all fall classes.** Students withdrawing from all fall classes should contact the Office of Scholarships and Financial Aid for more information about how their aid may be impacted.

*Note, While OSFA will lock in the student's enrollment on the PRD's listed, students will not see their adjusted financial aid on these dates. Awards will be finalized and visible to students the week of these dates.*

### Student Questions

Students with questions regarding the Pell Recalculation Dates policy should be directed to OSFA.

### 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.
<b>Processing</b>	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.
<b>Progress</b>	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

## 4. NEW Verification To Do Item

When a student has the below To Do List Item



Students are directed to create or log into their account

### Aid: Verif in Student Forms

**Aid Year:** 2018

#### Contact

**Contact:** Office of Scholarships and Financial Aid  
[askaid@email.arizona.edu](mailto:askaid@email.arizona.edu)  
[Verify My FAFSA Portal](#)

#### Aid: Verif in Student Forms

Your Free Application for Federal Student Aid (FAFSA) has been received by the Office of Scholarships and Financial Aid (OSFA). There is either missing or incorrect information and/or your student file has been selected by the Department of Education for verification, a review process which requires our office to collect documentation to verify the accuracy of your FAFSA information.

To review the required items create an account and log into Student Forms at <http://financialaid.arizona.edu/managing-my-aid/verify-my-fafsa>

[Return](#)

## Verify My FAFSA


### New User Account Setup

The Office of Scholarships and Financial Aid has received your 2017-2018 FAFSA. In order to continue processing your financial aid, we need additional information from you. This information must be submitted through the Verify My FAFSA student portal. This is a new process for the 2017-2018 aid year, and all students will need to create a new account.

### Guidelines for Account Creation

When creating a new account, the personal information submitted must match the information on the student's FAFSA exactly, including punctuation and capitalization.

Please note: if the personal information submitted does not match the FAFSA you will receive the following error message:

 Your record either could not be found or does not match what is in the system. Please contact the Financial Aid Office for additional assistance. Error code 1010.

To resolve this error, you must verify the student's personal information on their FAFSA by going to [FAFSA.ed.gov](http://FAFSA.ed.gov).

### Create New Account

[Click here to create a student account](#)

[Click here to create a parent account](#)

### Returning Users

[Click here to login to your student account](#)


[Click here to login to your parent account](#)

For additional assistance with Verify My FAFSA visit our helpful [FAQs page](#).

## Verify My FAFSA Student Profile

- Students can login to [Arizona.verifymyFAFSA.com](https://arizona.verifymyfafsa.com) using their University of Arizona NetID and password.
- The student will be required to confirm their personal information:
  - Name
  - DOB
  - SSN
  - Email (student *must* use their CatMail account)
  - Phone number for text alerts (not required)

When creating a new account, the personal information submitted must match the information on the student's FAFSA exactly, including punctuation and capitalization. If the information does not match exactly, the student will receive a "1010" error code

 Your record either could not be found or does not match what is in the system. Please contact the Financial Aid Office for additional assistance. Error code 1010.

To resolve this error, the student should verify their personal information on their FAFSA by going to [FAFSA.ed.gov](https://fafsa.ed.gov) and comparing it to what they have entered.

- Once the student successfully confirms their information, they will be taken to a home screen where they will see the name of each item to complete in a red banner. Clicking the banner will open the item and show the list of task to complete for that item.

### Welcome!

Below is the list of items the Financial Aid Office needs you to complete for the financial aid verification process. Click on any section to view the detailed list of requirements.

Contact the Financial Aid Office with any questions.

- > Household Form
- > Proof of Graduation
- > Statement of Educational Purpose

- If a student needs to e-sign a document, they will do so by creating a 5-digit e-sign PIN. The student will be required to enter the same identifying information (first and last name, DOB, SSN) they entered when registering their account for the first time. Again, this data must match the FAFSA.

## Verify My FAFSA Parent Profile

- If the parent is required to e-sign a document, the student will find a “Request” button listed under the item they are completing that needs to be e-signed.

Household Form

You were selected for a process called verification by the Department of Education. You will need to verify certain information you reported on the Free Application for Federal Student Aid (FAFSA). In order to do so, you will need to complete this web form. Depending on [Read More](#)

✔ Household Form ⓘ

Fill Out

Download	Date Filled Out
<a href="#">2017-2018 Dependent V1 Household Web Form.pdf</a>	04/05/2017

○ You have E-Signed this form. A parent E-Signature is also required. Click the "Request" button to the right to request the E-Signature. This form will no longer be editable while awaiting the parent E-Signature. Otherwise, return to the form by clicking the "Fill Out" button to the right and select "Opt out of E-Sign" in the Review & Sign section to download the form, complete all signatures, and upload the signed form.

Request

- The student will enter a preferred email for their parent and the parent will receive a verification email. If the parent has more than one student attending the University of Arizona then they will need separate email addresses for each student.
- The parent will go to <https://arizona.verifymyfafsa.com/account/parentcreate> to confirm their information as well as their student’s information so they can be matched with the students FAFSA.
- Parents cannot make corrections to documents they have been requested to e-sign by the student. This is to ensure that both the student and parent are signing the same version of the document and that no corrections were made after the document was signed by the student. If corrections are needed, the student must sign into their own account and cancel the parent e-signature request. They will then return to the item which needs corrections and make them. Next, the student will need to e-sign the corrected document again. Finally, the student will need to send their parent another e-signature request.
- The parent will e-sign the document using the password they created during account creation.

**5. Loan Information** All loan questions, including current interest rates and fees are answered on OSFA's web page! <http://financialaid.arizona.edu/>

OFFICE OF SCHOLARSHIPS & FINANCIAL AID

Calendar/Events | Contact Us 85° F / 55° C

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

Accept Your Loans

**New Loan Rates!**

2014-2015 Student Loans Available Now!

**Parents** CLICK HERE to accept your Federal Direct Parent Plus Loan

**Students** CLICK HERE

ANNOUNCEMENTS

2014-2015 Academic Year Forms  
Great news! Forms for the 2014-2015 academic year are now available and may be found by clicking [HERE](#). Submit your forms via mail, fax, email, or in person.

PLEASE NOTE: If you are having any display issues, be sure you are using the latest browser version and disabling pop-up windows.

OSFA Twitter Feed

UAOSFA @UAOSFA 2h  
Have no fear families- Financial Aid disburses in mid-August to assist you with fall charges.  
Expand

UAOSFA @UAOSFA 22h  
Wilbur the Wildcat in the admin building with the Bursar Bill! #CLUEinBursars

JOIN IN THE CONVERSATION

SCHOLARSHIP UNIVERSE WE SEARCH. YOU APPLY. SCHOLARSHIP UNIVERSE

Looking for more money? Scholarship Universe is for you. It's like Match.com for scholarships! [Learn More >>](#)

SCHOLARSHIPS This is the place to find all application information plus terms and conditions of academic tuition awards. [Learn More >>](#)

LOANS Accept your loans here and find out more information. [Learn More >>](#)

START HERE GO FURTHER FEDERAL STUDENT AID

## 6. Federal Work Study (FWS):

- Federal Work Study (FWS) Authorization Forms were emailed to students on July 26th. Students who were awarded, but did not receive a FWS email with the form, may request one by emailing Melva Gutierrez at [romerom@email.arizona.edu](mailto:romerom@email.arizona.edu). Students who were not awarded FWS may email Melva Gutierrez to be reviewed for eligibility.
- Students will have until October 30<sup>th</sup> to find a job. FWS awards will be cancelled on October 31<sup>st</sup> for those students who do not have jobs. Students who find jobs after their award was cancelled can be placed on the FWS waitlist when they contact our office. If funding permits, their awards will be reinstated and they can use the FWS Authorization Form that was previously emailed to them. If they do not have the email, they may contact our office to request a duplicate. OSFA reserves the right to cancel or revise FWS awards due to fund availability and/or changes in the students' financial aid eligibility.
- On campus jobs are posted on Handshake (previously Wildcat JobLink) on the Career Services Office website <http://career.arizona.edu>. Students can also search for jobs on individual department's websites. Some of the departments are listed on our Financial Aid website <http://www.financialaid.arizona.edu/types-aid/work-study/federal-work-study/FWSjobs>

## Scholarship Area Contact Info

Sherrie Svedberg  
[svedberg@email.arizona.edu](mailto:svedberg@email.arizona.edu) | 621-5063

Carmen M. Maldonado  
[carmenmoreno@email.arizona.edu](mailto:carmenmoreno@email.arizona.edu) | 621-2491

Kerry Cowen  
[kcowen1@email.arizona.edu](mailto:kcowen1@email.arizona.edu) | 621-5783

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

## New Awards for 2017-2018

- Dean's Distinction Award – \$1,000 (non-renewable – selected )
- IB Tuition Scholarship – up to \$5,000 (stackable with other merit up to 100% tuition)
- International Excellence Tuition Scholarship – \$5,000 (selected by Int'l admissions)
- Global Partner Tuition Scholarship – \$5,000 (International students – selected by Int'l admissions)
- Academic Recognition Award – \$4,000-\$5,000 (Non-Res from select states – selected by admissions)
- Red & Blue Excellence Award – \$5,000 (Non-Res in select colleges – selected by admissions)
- Wildcat Opportunity Grant – up to \$10,000 (Non-Res from Hawaii or Alaska – selected by admissions)

## Scholarship Renewal Chart

Terms & Conditions (select starting aid year): <http://financialaid.arizona.edu/types-aid/scholarships/scholarships-0>

Scholarship Name	GPA requirement	UA unit requirement	# Max Semesters use
All-AZ Academic Team	3.25 cum – per semester	6 UA units/semester	10 or 60 units
AZ Excellence	3.0 cum –end of AY	30, 60, 90 cum unit track	8
National Merit Finalist or National Hispanic/Achievement Scholar	3.0 cum –end of AY	30, 60, 90 cum unit track	8
National Merit Semi-Finalist	3.0 cum –end of AY	30, 60, 90 cum unit track	8
Wildcat Excellence	3.0 cum –end of AY	30, 60, 90 cum unit track	8
Transfer Tuition Scholarship	3.0 cum –end of AY	30 cum unit track	4
Phi Theta Kappa Scholarship	3.0 cum –end of AY	30 cum unit track	4

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

## Scholarship Appeals

Students who did not meet the renewal requirements of their merit scholarship can submit a Scholarship Appeal if they had extenuating circumstances in order to possibly regain their scholarship eligibility. Complete appeal includes: completed/signed form, personal statement, and supporting documentation. Appeals can be emailed to [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu). **Deadline: August 25, 2017** (Afterward refer directly to scholarship area.)

## Reinstatements

Students who lost their merit scholarship in the past can request to have their scholarship reinstated if they are now meeting the renewal requirements (units and GPA) and still have semesters of eligibility remaining. Requests can be submitted via email to [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu), by calling our office at (520) 621-1858, or by visiting our office. *Requests can take about 1-2 weeks for review.* Students will receive an email if they are eligible or not for reinstatement. Request must be made within the first 30 days of the semester. **Do not promise/guarantee that their scholarship will be reinstated.**

## Other Important Information

<b>Full-Time Enrollment</b>	<ul style="list-style-type: none"> <li>• Students must be enrolled full-time (12+ UA units) in order for merit scholarship to disburse each semester.</li> <li>• Consortium agreements for merit students <i>will not be approved</i> as they need to be enrolled FT at UA.</li> <li>• If students are graduating, we can release merit at less than FT enrollment (award may need to be prorated). Must have degree check on file.</li> </ul>
<b>Residency Changes</b>	<ul style="list-style-type: none"> <li>• <b>Message to students:</b> If a student changes residency their award is cancelled and they will be automatically reviewed for a new award based on the residency change (if semesters of eligibility remain).</li> <li>• There is no guarantee that they will qualify for a merit award due to their residency change.</li> </ul>
<b>Distance Campus</b>	<ul style="list-style-type: none"> <li>• Evaluated the same as Main Campus students at the time of admission and have same renewal requirements.</li> <li>• Can use merit scholarship to pay tuition charges.</li> </ul>
<b>Online Campus</b>	<ul style="list-style-type: none"> <li>• <b>Not eligible for tuition merit awards or institutional aid.</b></li> <li>• If students are switching from Main Campus to ONLN, they will lose their merit award (students are notified prior to cancellation).</li> <li>• Can only receive federal aid (Pell Grant/Loans) or private donor funds.</li> <li>• Individual departments can consider these students for donor funds on a case-by-case basis if scholarships allows.</li> </ul>
<b>AZ High School Graduates (H150)</b>	<ul style="list-style-type: none"> <li>• Students who are electing to receive 150% of resident tuition are NOT eligible to keep their merit award (students are notified prior to cancellation).</li> </ul>
<b>Scholarship Universe</b>	<ul style="list-style-type: none"> <li>• <b>Scholarship Universe does not notify students if they were selected for a scholarship.</b> Students are notified by the individual department/scholarship organization of their selection/award status.</li> <li>• OSFA donor scholarships on Scholarship Universe are being reviewed during the summer. Students will receive an email notification if selected. Students <i>not selected</i> for an OSFA award will receive an email prior to fall semester indicating that they were not selected for a donor scholarship.</li> </ul>
<b>FPAs</b>	<ul style="list-style-type: none"> <li>• Can be added to students' accounts prior to the first day of classes when tuition is due if we have not received funds from an outside organization/tribe.</li> </ul>
<b>Non-University Funds Placeholder</b>	<ul style="list-style-type: none"> <li>• Funds anticipated from an outside scholarship donor/organization. Placeholders do not disburse.</li> </ul>

## Native American Funding

- Native American students can inquire about their financial aid status, Financial Needs Analysis (FNA) status, or funding from their tribe or higher education department by contacting [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu) or calling our office at (520) 621-1858.
- When FNAs are completed/sent, students receive an email to notify them of submission.
- **Tribal Funds Placeholders** are added to students accounts in anticipation of funds from their tribe/higher education department. **Placeholders do not disburse.**
- Students must submit their Tribal Award Letter (or denial letter) in order for our office to update/add their Tribal Funds Placeholder. *Receipt of an award letter is not the same as receipt of funds.*

## Financial Aid Reference Sheet

### **For General 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 Special Circumstances form?"

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

Contact AskAid - Main Office:

[askaid@email.arizona.edu](mailto:askaid@email.arizona.edu)

520-621-1858

In person assistance: Administration Building Room 208

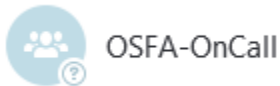
### **Other Contacts:**

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)

### **Campus Colleague Assistance**

OSFA has a new tool for campus colleagues to reach the **On Call CS Counselor**: the Skype for Business "OSFA-OnCall" Group



If UA Staff have an immediate question (cannot wait a response from [askaid@email.arizona.edu](mailto:askaid@email.arizona.edu)), message the **OSFA-OnCall** group and the counselor who is on call during that timeframe will respond. After your question has been answered, please close your conversation thread and open a new conversation thread if you have a new question.

### **Higher level issues/needs escalation:**

#### **Contact one of the individuals below:**

Rebekah Salcedo: [rsalcedo@email.arizona.edu](mailto:rsalcedo@email.arizona.edu) 520-621-5200

Bryan Scott: [scottb@email.arizona.edu](mailto:scottb@email.arizona.edu) (answering escalations for Abby Hammar through early September 2017)

Ryan Taylor: [rtaylor2@email.arizona.edu](mailto:rtaylor2@email.arizona.edu) 520-626-6375

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

(Out until early September 2017) Abby Hammar: [hammarae@email.arizona.edu](mailto:hammarae@email.arizona.edu) 520-621-5065

*Mangers will either work the case themselves or forward the case onto someone who has the ability to assist*

*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 osfa-deptaskaid@email.arizona.edu	Christine Wong (01645409) cjwong@email.arizona.edu
<b>OTHER COLLEGES</b>		
Law College General	Main: 621-3477 Fax: 626-3436	financialaid@law.arizona.edu
Law College	Admissions & Financial Aid-Director	Keyshia Conner 626-1832 (10905090) kconner@email.arizona.edu
College of Medicine (Tucson)	Director	Jessica Le Duc 626-7440 (23072900) jrleduc@email.arizona.edu
College of Medicine (Phoenix)	Director	Gizella Jarrell 602-827-2080 (22064701) gjarrell@email.arizona.edu
UA South 520-458-8278 Ext. 2212	Assistant Director	Michelle Menninger 626-2422 (16908024) mmuas@email.arizona.edu
UA Online	Program Coordinator	Steven Saiz 621-9442 saiz7442@email.arizona.edu
<b>OTHER COORDINATORS</b>		
Federal Work Study (FWS) & TEACH Grant	626-0061	Melva Gutierrez (06904762) romerom@email.arizona.edu
Loan Specialist	621-8193	Sara Jones (04500081) jones@email.arizona.edu
Athletic Financial Aid <b>Do not assign checklists</b>	621-9874	Lisa Watson watsonl@email.arizona.edu
Accountant/Withdrawals/R2TIV <b>Do not assign checklists</b>	621-9707	Winnie Baran baranw@email.arizona.edu
Accountant [HR Liaison, Payroll, Purchasing] <b>Do not assign checklists</b>	621-4840	Sherri Smith sherris@email.arizona.edu
Office Specialist Sr. (Beth's Assistant) <b>Do not assign checklists</b>	621-5200 Bear Down Room 103A	Natalya Williams 123naw@email.arizona.edu
System's Management-Business Analyst, Principal	626-7318	Theresa Allen taallen@email.arizona.edu
Compliance: Pell Chair & Veteran Liaison	626-3157	Jamie Uhrlaub (22052369) uhrlaubjd@email.arizona.edu
<b>SUPERVISORS (NOTIFY BEFORE YOU TRANSFER A CALL):</b>		
Director, Earn to Learn (PI)	621-5200 Bear Down Room 103B	Rebekah Salcedo (02603314) rsalcedo@email.arizona.edu
Associate Specialist, Operations, SAP (Chair), CampusLogic, Document Management, and Withdrawals/R2TIV	626-6375	Ryan Taylor (01338802) rtaylor2@email.arizona.edu
Assistant Director, Client Service <i>(Out through early September 2017)</i>	<i>(Out through early September 2017)</i> 621-5065	Abby Hammar (01486650) hammarae@email.arizona.edu
Assistant Director, Processors	621-4677	Alicia Duarte (00793946) aliciaduarte@email.arizona.edu
Assistant Director, Online and Distance Campus & Special Projects: Resource Evaluation, AZA and Achievement Awarding, COA, Summer, Repackaging	621-5201	Meghan McKenney (16301195) meghanr@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
Senior Associate Director, Systems	626-6809	Ellen Fishman ellenf@email.arizona.edu
Associate Director, Business & Finance	621-3543	Helen Horetski helenh@email.arizona.edu
Assistant Vice President, Enrollment Management / Student Affairs Advancement University Registrar	621-5200 Bear Down Room 103C	Beth Acree 123naw@email.arizona.edu

# Bursar's Office

[Staff Directory](#)

[Dates & Deadlines](#)

[Refund Dates](#)

[New Athletics Fee](#)





[Summer Health and Rec Fee Change](#)

[Guaranteed Mandatory Fee FAQ](#)









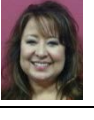




[Sample Selection of Mandatory Fees](#)

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**

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





**Representatives / Banking Services**

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 Holmes, Carolyn Financial Services Specialist 621-1783 <a href="mailto:holmesc@email.arizona.edu">holmesc@email.arizona.edu</a>	 Natte, Dustin Financial Services Specialist 621-1783 <a href="mailto:dnatte@email.arizona.edu">dnatte@email.arizona.edu</a>	

**Accounts Receivable**

 Pineiro, Veronica Program Coordinator, Senior 621-3510 <a href="mailto:vpineiro@email.arizona.edu">vpineiro@email.arizona.edu</a>	 Martinez-Ortiz, Cristina Financial Services Specialist 621-1783 <a href="mailto:cmortiz1@email.arizona.edu">cmortiz1@email.arizona.edu</a>	 Oswalt, Deanne Financial Services Specialist 626-0922 <a href="mailto:doswalt@email.arizona.edu">doswalt@email.arizona.edu</a>
 Rodriguez, Suzanne Financial Services Specialist 621-3572 <a href="mailto:rodrigus@email.arizona.edu">rodrigus@email.arizona.edu</a>		

**Electronic Services**

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 Sullivan, Chris Financial Services Specialist 621-1660 <a href="mailto:sullivch@email.arizona.edu">sullivch@email.arizona.edu</a>		

## Dates and Deadlines

Please Note:

If you register for additional classes after Account Summaries have been mailed, you will not be mailed an Account Summary prior to the tuition payment deadline. Check [UAccess](#) for your current account balance.

Please choose a term:

Fall 2017 ▼

Apply

Fall 2017

Begin accessing your account balance through <a href="#">UAccess</a> .	Jul 18 2017
First Account Summaries printed. (After this date, check UAccess for updated account balance)	Jul 24 2017
Delivery of Financial Aid begins (checks mailed or by ACH).	Aug 14 2017
FIRST DAY OF CLASSES (for most colleges).	Aug 21 2017
Deadline to pay tuition ALL UNITS registered as of 8/16/17 without late charges.	Aug 21 2017
\$50.00 <a href="#">Late Payment Charge</a> applied for tuition due 8/21/17.	Aug 22 2017
\$125.00 <a href="#">Unpaid Tuition Charge</a> applied for unpaid tuition due 8/21/17.	Sep 12 2017
Deadline to pay tuition ALL UNITS registered as of 8/17/2017 through 10/18/2017 without late charges.	Oct 23 2017
\$50.00 Late Payment Charge applied for tuition due 10/23/17.	Oct 24 2017
\$125.00 Unpaid Tuition Charge applied for unpaid tuition due 10/23/17.	Nov 14 2017
Last day of classes.	Dec 6 2017
<a href="#">Refund Dates</a> - See Refund dates for Fall 2017	

The University of Arizona reserves the right to change the fees, policies, procedures, rules, regulations, and any other contents of this schedule at any time.

For QTR application submission deadlines go to: [www.hr.arizona.edu/qualified\\_tuition\\_reduction](http://www.hr.arizona.edu/qualified_tuition_reduction)

## Refund Dates

In order to be eligible for a refund of tuition, program fees and mandatory fees, students must drop courses by the specified refund dates for each session below. See [Refund Policies](#).

Please choose a term:

Fall 2017 ▼

Apply

Fall 2017

	Fall 2017
Regular	Sep 4 2017
5 Week I	Aug 25 2017
5 Week II	Sep 29 2017
5 Week III	Nov 3 2017
7 Week I	Aug 27 2017
7 Week II	Oct 19 2017
8 Week I	Sep 4 2017
8 Week II	Oct 30 2017

See [Dates and Deadlines for Classes with Non-Standard Start Dates](#).

# Details on the Student Athletic Fee

Arizona Athletics

[Email to a Friend](#) | [Print](#)

## **Summary**

A new fee to support athletics programs, facilities and improvement of the student and fan experience will be \$100 for incoming undergraduate students and \$50 for incoming graduate students. Incoming graduate students will be able to opt out of the fee. Graduate students who choose to pay the fee will receive free admission to all sporting events other than men's basketball. Incoming undergraduate students who pay the fee will have access to all sporting events other than football and men's basketball. The Zona Zoo membership program for football and men's basketball will remain.

Current graduate and undergraduate students who will not pay the fee but have purchased the appropriate ZonaZoo membership will have access to football and/or men's basketball and all other sporting events.

Current graduate and undergraduate students who will not pay the fee and who do not purchase a ZonaZoo membership will not have access into any ticketed sports.

## **Undergraduate students**

- Undergraduate fee will be \$50 per semester.
- No current UA undergraduate student will be required to pay the student athletic fee for the next four academic years (2017-18 through 2020-21).
- Only new UA undergraduate students enrolling Fall 2017 and after will begin paying the student athletic fee in Fall 2017.
- Undergraduate students who pay the student athletic fee will be offered complimentary admission for ticketed regular season home sporting events; which includes women's volleyball, women's soccer, women's basketball, women's gymnastics, baseball and softball, and excludes football and men's basketball.
  - Advance reservation may be required;
  - Admission is first-come, first-serve and not guaranteed due to limited seating capacity;
  - ICA will notify students in advance of a sellout.
- ZonaZoo memberships will remain for admission into football and men's basketball. Membership benefits include free ZonaZoo t-shirt, ZonaZoo Gazette online newsletter, invitations to Special ZonaZoo events, priority for men's basketball UA Student Holiday Packs, priority for men's basketball UA Student post season tournament tickets (e.g. Final Four).
  - "Red" pass will grant one admission into all regular season home men's basketball and football games (\$175 for 2017-18).
    - Men's basketball tickets must be reserved online before you have access to a game. To view the reservation policy, see the "Men's Basketball Distribution Policy" link below. Tickets are not guaranteed.
  - "Blue" pass will grant one admission into all regular season home football games (\$135 for 2017-18).
- The Student Wildcat Club membership program, in addition to a Red ZonaZoo membership, will remain (currently \$25) including additional benefits such as 24-hour advance reservation, access to the Student Wildcat Club designated seating area in McKale for men's basketball home games, a t-shirt, and first opportunity to purchase student postseason tickets (e.g. Final Four).
  - Students must be a current Red ZonaZoo member to join and receive the men's basketball related Student Wildcat Club benefits.
  - Students who are not Red ZonaZoo members but choose to pay \$25 to become a Student Wildcat Club member will receive the t-shirt and access to non-game related special events.

## **Graduate students**

- Graduate fee will be \$25 per semester; with the option to opt-out of paying the fee.

- Only new UA graduate students enrolling Fall 2017 and after will begin paying the student athletic fee in Fall 2017.
- Graduate students who pay the student athletic fee will be offered complimentary admission in the ZonaZoo seating areas for ticketed regular season home sporting events excluding men's basketball. The complimentary admission includes football, women's volleyball, women's soccer, women's basketball, women's gymnastics, baseball and softball.
  - Advance reservation may be required;
  - Admission is first-come, first-serve and not guaranteed due to limited seating capacity;
  - ICA will notify students in advance of a sellout.
- A ZonaZoo "White" pass will be available only to graduate students who pay the student athletic fee and will grant admission for the graduate student into all regular season home men's basketball games (\$125 for 2017-18). Family members must pay the full general public price for men's basketball tickets. (The White pass is not available for undergraduate students.)
  - Advance reservation will be required;
  - Admission is first-come, first-serve and not guaranteed due to limited seating capacity;
  - ICA will notify students in advance of a sellout.
- Graduate students who pay the student athletic fee will also receive a 50% discount on the ticket portion of season tickets for all sports (excluding men's basketball) for their immediate family.
- The Student Wildcat Club membership program, in addition to a Red ZonaZoo membership, will remain (currently \$25) including additional benefits such as 24-hour advance reservation, access to the Student Wildcat Club designated seating area in McKale for men's basketball home games, a t-shirt, and first opportunity to purchase student postseason tickets (e.g. Final Four).
  - Students must be a current Red ZonaZoo member to join and receive the men's basketball related Student Wildcat Club benefits.
  - Students who are not Red ZonaZoo members but choose to pay \$25 to become a Student Wildcat Club member will receive the t-shirt and access to non-game related special events.

## SUMMER MEMBERSHIPS



The University of Arizona does not automatically charge Campus Recreation student fees for the summer sessions. An automatic student membership is granted to any student of The University of Arizona who was enrolled in both the prior Fall and Spring semesters, OR, if the student is enrolled in any classes during the summer. Students who were enrolled in both the prior Fall and Spring semesters will not be charged for the summer. Students who were not enrolled in both the prior Fall and Spring Semesters, but who are enrolled for summer classes will be charged pro-rated student fees during the summer based on the number of credits enrolled.

Students not eligible for an automatic membership may purchase a membership for the summer at the Student Recreation Center.

### 2017 Summer Membership Eligibility/Pricing

Enrolled in Fall 2016	Enrolled in Spring 2017	Enrolled in Summer 2017	Automatic Summer Membership?	Cost of Summer Membership*
Yes	Yes	Yes	Yes	No Charge
Yes	Yes	No	Yes	No Charge
Yes	No	Yes	Yes	Bursar Account will be charged pro-rated amount based on enrollment**
Yes	No	No	No	\$100
No	Yes	Yes	Yes	Bursar Account will be charged pro-rated amount based on enrollment**
No	Yes	No	No	\$100
No	No	Yes	Yes	Bursar Account will be charged pro rated amount per enrollment**

***\*Summer Memberships will be pro-rated to \$50 midway through the summer***

Summer student memberships will be available for purchase beginning the first day of summer in the Registration Office at the Student Recreation Center.

For more information, please visit: [Summer Student Membership FAQs](#)

# Guaranteed Mandatory Fees - Frequently Asked Questions

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Click on a question below to display the answer.

1. [What are Guaranteed Mandatory Fees?](#)

[Hide all answers](#)

Guaranteed Mandatory Fees (GMF) exist as the University of Arizona's commitment to provide students with constant mandatory fees, as set by the Arizona Board of Regents, for four (4) years (Summer and Winter semesters excluded). Students will remain at the GMF rate for four (4) years or upon degree completion, whichever occurs first.

2. [What is the purpose and benefit of Guaranteed Mandatory Fees?](#)

The purpose of Guaranteed Mandatory Fees is to help make the cost of a college education more predictable for students and their families. The benefit is that it protects students and their families from sudden spikes in mandatory fees and enables them to estimate and budget for college expenses more accurately.

3. [Who qualifies for Guaranteed Mandatory Fees?](#)

Guaranteed Mandatory Fees apply to all Undergraduate students -- resident or non-resident, freshman or transfer, Graduate and Professional students. Students who were enrolled in a degree program at the UA in Spring 2017 or Summer 2017, will not be subject to the increase for Fall 2017. Incoming students in Fall 2017 will receive the Fall 2017 GMF rate.

4. [Do I have to sign up for Guaranteed Mandatory Fees if I am an incoming student?](#)

No, there is no special sign-up. Qualified students are automatically enrolled with Guaranteed Mandatory Fees.

## Mandatory Fees

Mandatory fees are assessed to students in addition to tuition, as approved by the Arizona Board of Regents. See the tables below for a breakdown of all Mandatory Fees by semester.

See a complete description of each fee from the menu on the left.

Select:

### [Fall 2017 - Main Campus - Undergraduate](#)

NOTE: All students classified as FRESHMAN will also be assessed a mandatory \$10 Freshman Fee.

Non-Continuing student enrolled in Fall 2017										
<b>Guaranteed Tuition Program, Entered Fall 2017/Spring 2018</b>										
Units	AFAT	ATHLETICS	H & R	ITL	MEDIA	REC BOND	REC PROG	SERVICE	WILDCAT	TOTAL
1 unit	27.00	7.00	30.00	38.00	3.00	3.00	4.05	10.00	3.00	125.05
2 units	27.00	14.00	60.00	76.00	3.00	6.00	4.05	20.00	3.00	213.05
3 units	27.00	21.00	90.00	114.00	3.00	9.00	4.05	30.00	3.00	301.05
4 units	27.00	28.00	120.00	152.00	3.00	12.00	4.05	40.00	3.00	389.05
5 units	27.00	35.00	150.00	190.00	3.00	15.00	4.05	50.00	3.00	477.05
6 units	27.00	42.00	180.00	228.00	3.00	18.00	4.05	60.00	3.00	565.05
7+ units	54.00	50.00	212.50	267.50	3.00	25.00	4.05	75.00	3.00	694.05
<b>Non-Guaranteed Tuition</b>										
Units	AFAT	ATHLETICS	H & R	ITL	MEDIA	REC BOND	REC PROG	SERVICE	WILDCAT	TOTAL
1 unit	25.50	7.00	30.00	38.00	3.00	3.00	4.05	10.00	3.00	123.55
2 units	25.50	14.00	60.00	76.00	3.00	6.00	4.05	20.00	3.00	211.55
3 units	25.50	21.00	90.00	114.00	3.00	9.00	4.05	30.00	3.00	299.55
4 units	25.50	28.00	120.00	152.00	3.00	12.00	4.05	40.00	3.00	387.55
5 units	25.50	35.00	150.00	190.00	3.00	15.00	4.05	50.00	3.00	475.55
6 units	25.50	42.00	180.00	228.00	3.00	18.00	4.05	60.00	3.00	563.55
7+ units	51.00	50.00	212.50	267.50	3.00	25.00	4.05	75.00	3.00	691.05

Continuing student enrolled in Spring 2017 or Summer 2017										
<b>Guaranteed Tuition Program, Entered Fall 2016/Spring 2017</b>										
Units	AFAT	ATHLETICS	H & R	ITL	MEDIA	REC BOND	REC PROG	SERVICE	WILDCAT	TOTAL
1 unit	26.75	0.00	21.00	34.00	3.00	3.00	4.05	5.00	3.00	99.80
2 units	26.75	0.00	42.00	68.00	3.00	6.00	4.05	10.00	3.00	162.80
3 units	26.75	0.00	63.00	102.00	3.00	9.00	4.05	15.00	3.00	225.80

**Guaranteed Tuition Program, Entered Fall 2016/Spring 2017**

4 units	26.75	0.00	84.00	136.00	3.00	12.00	4.05	20.00	3.00	288.80
5 units	26.75	0.00	105.00	170.00	3.00	15.00	4.05	25.00	3.00	351.80
6 units	26.75	0.00	126.00	204.00	3.00	18.00	4.05	30.00	3.00	414.80
7+ units	53.50	0.00	150.00	240.00	3.00	25.00	4.05	40.00	3.00	518.55

**Guaranteed Tuition Program, Entered Fall 2015/Spring 2016**

Units	AFAT	ATHLETICS	H & R	ITL	MEDIA	REC BOND	REC PROG	SERVICE	WILDCAT	TOTAL
1 unit	26.00	0.00	21.00	34.00	3.00	3.00	4.05	5.00	3.00	99.05
2 units	26.00	0.00	42.00	68.00	3.00	6.00	4.05	10.00	3.00	162.05
3 units	26.00	0.00	63.00	102.00	3.00	9.00	4.05	15.00	3.00	225.05
4 units	26.00	0.00	84.00	136.00	3.00	12.00	4.05	20.00	3.00	288.05
5 units	26.00	0.00	105.00	170.00	3.00	15.00	4.05	25.00	3.00	351.05
6 units	26.00	0.00	126.00	204.00	3.00	18.00	4.05	30.00	3.00	414.05
7+ units	51.50	0.00	150.00	240.00	3.00	25.00	4.05	40.00	3.00	516.55

**Guaranteed Tuition Program, Entered Fall 2014/Spring 2015**

Units	AFAT	ATHLETICS	H & R	ITL	MEDIA	REC BOND	REC PROG	SERVICE	WILDCAT	TOTAL
1 unit	24.00	0.00	21.00	34.00	3.00	3.00	4.05	5.00	3.00	97.05
2 units	24.00	0.00	42.00	68.00	3.00	6.00	4.05	10.00	3.00	160.05
3 units	24.00	0.00	63.00	102.00	3.00	9.00	4.05	15.00	3.00	223.05
4 units	24.00	0.00	84.00	136.00	3.00	12.00	4.05	20.00	3.00	286.05
5 units	24.00	0.00	105.00	170.00	3.00	15.00	4.05	25.00	3.00	349.05
6 units	24.00	0.00	126.00	204.00	3.00	18.00	4.05	30.00	3.00	412.05
7+ units	47.50	0.00	150.00	240.00	3.00	25.00	4.05	40.00	3.00	512.55

**Non-Guaranteed Tuition**

Units	AFAT	ATHLETICS	H & R	ITL	MEDIA	REC BOND	REC PROG	SERVICE	WILDCAT	TOTAL
1 unit	25.50	7.00	30.00	38.00	3.00	3.00	4.05	10.00	3.00	123.55
2 units	25.50	14.00	60.00	76.00	3.00	6.00	4.05	20.00	3.00	211.55
3 units	25.50	21.00	90.00	114.00	3.00	9.00	4.05	30.00	3.00	299.55
4 units	25.50	28.00	120.00	152.00	3.00	12.00	4.05	40.00	3.00	387.55
5 units	25.50	35.00	150.00	190.00	3.00	15.00	4.05	50.00	3.00	475.55
6 units	25.50	42.00	180.00	228.00	3.00	18.00	4.05	60.00	3.00	563.55
7+ units	51.00	50.00	212.50	267.50	3.00	25.00	4.05	75.00	3.00	691.05