Dollars and Sense
WELCOME

Judy LeDoux
Bursar

and

Vikki Hampton
Director of Student Financial Services
AGENDA

- Resources
- Self-Service Options
- Student Privacy
- Financial Aid
  - General
  - Federal Work-Study
  - Federal Loans
  - Private Loans
  - Private Scholarships
  - Verification
  - SAP
  - SALT
- Bursar
  - Deposits
  - Charges/Credits
  - Title IV Authorization
  - Electronic Billing
  - Payment Options
  - Refunds
- Miscellaneous
  - HawkCard
  - Insurance
  - Banking
RESOURCES
STUDENT ADMINISTRATIVE SERVICES CENTER (SASC)

- ‘One-Stop Shopping’
  - Registration
  - Make payments
  - Student account information
  - General financial aid information
  - Consultation with Case Manager
- Visit the SASC website at http://hartford.edu/sasc
- Call SASC at 860-768-4999
UNIVERSITY EMAIL ACCOUNT

• All students are issued a University email account
  – xxxxxx@hartford.edu

• Email is an official means of communication
  – All departments, deans, professors, blackboard, etc. use the University email system
ADDITIONAL RESOURCES

• Presentation available on Bursar website:
  – [http://hartford.edu/bursar](http://hartford.edu/bursar)

• Other helpful websites:
  – Student Administrative Services Center (SASC)
    • [http://hartford.edu/sasc](http://hartford.edu/sasc)
  – Student Financial Assistance
    • [http://admission.hartford.edu/finaid](http://admission.hartford.edu/finaid)

• Resource Fair in Gengras Student Union

• Undergraduate Bulletin – published online annually

• Course Catalog – published online each term

• New Parent Information Sheet – Orientation Packet
STUDENT SELF-SERVICE

Student online access to academic and financial services, such as:

• Registration
• View/Pay Bill
• View Holds
• Accept Financial Aid Award
• View Outstanding financial aid requirements
• See ‘A Guide to Student Online Services’ – Orientation Packet
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

• Student designates access:
  – Who
  – What

• Online or paper form – in student orientation packet

• In effect while the student is enrolled

• Can be changed at any time
FINANCIAL AID
GENERAL

– Merit scholarships
– Need-based financial aid awards issued if FAFSA received
– Not too late to apply: http://fafsa.gov
– We only require FAFSA
– List school code 001422
FEDERAL WORK-STUDY

- Limited funds
- Part-time employment
- Bi-weekly paycheck
- Jobs posted:
  - Career Services website
    - CareerBridge
  - Office of Community Service
FEDERAL DIRECT STAFFORD LOAN

• Subsidized: Principal deferred and interest paid by government
  – Interest rate (fixed) is 3.76%
• Unsubsidized: Principal deferred; interest accrues while in-school
  – Interest rate is also 3.76%
• Origination fee of 1.068% taken out prior to disbursement
• Repayment 6 months after graduation
ENTRANCE COUNSELING AND MASTER PROMISSORY NOTICE (MPN)

- Must be completed by all students before funds can be posted to the bill
- Completed online by student: http://studentloans.gov
- Use same federal student aid login as on FAFSA
FEDERAL PERKINS LOAN

• Limited funds
• 5% interest rate
• Credited when student:
  – Signs Master Promissory Note (MPN)
  – Completes entrance counseling
  – Recipients will be contacted by the Bursar’s Office
• Repayment 9 months after graduation
• Next year is final year of program
FEDERAL DIRECT PLUS LOAN

- Parent of dependent student is borrower
- Requires completion of the FAFSA
- Credit-based
  - If denied, can appeal through studentloans.gov OR
  - Use credit-worthy endorser OR
  - Student can borrow additional Unsubsidized Federal Direct Stafford loan of $4,000 for 1st and 2nd year students
- Interest Rate:
  - 6.31% (fixed)
- Origination fee of 4.272% taken out prior to disbursement
- Apply online and complete MPN at http://studentloans.gov
PRIVATE/ALTERNATIVE LOANS

• Student is borrower
  – Almost all undergrads need cosigner
  – Student may choose to borrow through any lender with whom approved
  – We maintain list of suggested lenders

• Credit-based

• Funds credited when received by lender
PRIVATE SCHOLARSHIPS

• Most deadlines passed for this award year, but should check now for future years
• Financial Aid website
• High School guidance Counselors
• Local agencies
• Notify Financial Aid
  – May impact financial aid
VERIFICATION

• If selected, student will be emailed
• Complete requirements quickly and respond to all requests
• Financial will not pay until verification is complete.
• View outstanding documents through Self-Service Center
SATISFACTORY ACADEMIC PROGRESS (SAP)

• Credit hours the student has earned
  – Minimum 24-28 credit hours/year

• Measures the Grade Point Average (GPA)
  – Varies by school/college

• Merit scholarships also have GPA requirements for renewal
  – Email finaid@hartford.edu if not sure of required GPA
SALT

- Interactive money management tools that show students how to take control of their finances.
- Loan advice from SALT’s expert counselors.
- Access to thousands of scholarships, career, and internship opportunities
SALT

- Students will receive an invitation to join SALT this fall
- Information available at Resource Fair

Blog.SALT MONEY.org
Facebook.com/SALT MONEY
@SALT_MONEY
BURSAR
DEPOSITS

• Admissions Deposit
  – Orientation Fee - $250
  – Tuition Deposit - $100
  – Housing Deposit - $150

• Room Reservation Deposit
  – Not required until next year
  – Students notified in January, Due March
  – Applied to fall term bill
TUITION AND FEES

• All Tuition and Fees on hartford.edu/bursar
• Full-time tuition (12-18 credits)
• Mandatory Fees
  – Registration Fee
  – Technology Fee
  – Student Support Services Fee, includes:
    • Health and Counseling services on campus
    • Student Association
    • Resident Hall or Commuter Associations
    • Athletics
    • Graduation fee
TUITION AND FEES

• School Specific Fees
  – Hillyer Special Services Fee
  – Hartt School Fee
• Lab Fees
  – Relative to course activity
  – Generally listed in the course schedule
• Parking permits, other fees and fines

Registration fee is non-refundable, other fees non-refundable once the term begins
ROOM AND MEAL PLAN

• Room
  – Charge varies based on assignment

• Meal Plan
  – Serviced by ARAMARK
  – All resident students are required to have a meal plan
    • Freshman Exclusive 7-Day All Access Plan
  – Can increase any time; decrease within the first two weeks of the start of the term
  – Additional Dining Dollars may be purchased
  – Commuter meal plans available
FINANCIAL AID CREDITS

• Financial aid appears as “Pending Transactions” until:
  – Approximately 10 days prior to the start of the term (August 22, 2016)
  – All required documents are received and processed
    • Verification

• State scholarships are credited when the University is notified by the agency

• Outside scholarships are credited when received
STUDENT FEDERAL FUNDS AUTHORIZATION FORM (TITLE IV)

• Federal financial aid recipients
  – Federal Stafford Loans, Perkins Loans, PELL, SEOG, PLUS
  – Permission to apply aid to non-tuition related charges
    • Parking permits, parking fines, health services fee, library fines
  – Permission to hold financial aid credit for academic year
  – Orientation packets or complete online
ELECTRONIC BILLING (E-Bill)

• Used exclusively to bill our students
• 24/7 real time access
• View and print billing statements
• Authorized payers
  – Set up by student (multiple accounts)
  – E-mail notifications; access to financial information
• Guest payers (one-time payment)
• View payments
  – View how much is paid, but not who made the payment
• Paper statements are not provided
E-Billing Dashboard

The University exclusively uses EBilling to distribute tuition bills. With this system all University of Hartford students and authorized payers receive billing notifications electronically via email rather than by U.S. mail. Students now have access to set up their parent, guardian or a third party authorized payer to access account information, prior bills and make payments. EBill notifications are sent to email addresses on file when a billing statement is available to view.

**Your Account**

Click [here](#) to make a payment.

- Account balance from 04/06/12 bill: $3,361.86
- Posted txns since last bill: $0.00
- Current account balance: $3,361.86
- Pending transactions: -$1,964.00
- Current amount due: $1,397.86

Click [here](#) to view details.

**Your Bills**

To view all your bills click 'View All'.

- Billing Statement: 05/04/2012
- Billing Statement: 01/27/2012
- Billing Statement: 12/03/2011

[HartfordOne.com](#)

Access [HARTFORDOne.com](#)

**Saved Accounts**

- CapitalOne Card

**Parent PINs**

You currently have the following Parent PINs set up:
- MomStudent
- DadStudent
- HowieHawk
### Sample of Billing Statement

1. **Mail-in Payment Address**
2. **Due Date**
3. **Amount Due**
4. **Cut her for mail-in payment**
5. **Pending Financial Aid**
6. **Messages**

---

#### UNIVERSITY OF HARTFORD

**Statement Date:** 07/03/15  
**Name:** Robert A. Student  
**I.D. Number:** 19212345

<table>
<thead>
<tr>
<th>Date</th>
<th>Code</th>
<th>Description</th>
<th>Charges</th>
<th>Payment/Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/06/16</td>
<td>BAUC</td>
<td>AUC Lab Fee</td>
<td>25.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>STEF</td>
<td>Technology Fee</td>
<td>230.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>STSU</td>
<td>Student Support Services Fee</td>
<td>1,117.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>B2LB</td>
<td>A&amp;S Lab Fee</td>
<td>55.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>RFT4</td>
<td>Fall Term Registration Fee</td>
<td>30.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>T414</td>
<td>A&amp;S Tuition - Fall</td>
<td>17,518.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>HH11</td>
<td>Room Charge - Hawk Hall</td>
<td>3,888.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>I021</td>
<td>7-Day All-Access Plan</td>
<td>2,107.00</td>
<td></td>
</tr>
<tr>
<td>07/06/16</td>
<td>DHK4</td>
<td>Tuition Deposit</td>
<td>100.00</td>
<td></td>
</tr>
</tbody>
</table>

-----Pending Transactions-----

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>F001</td>
<td>UH Alumni Grant</td>
<td>8,500.00</td>
</tr>
<tr>
<td>F216</td>
<td>UH University Grant</td>
<td>1,500.00</td>
</tr>
<tr>
<td>FD16</td>
<td>DL Subsidized Stafford Loan</td>
<td>1,750.00</td>
</tr>
<tr>
<td>FD17</td>
<td>DL Unsub Stafford Loan</td>
<td>990.00</td>
</tr>
<tr>
<td>F551</td>
<td>Federal SEOG Grant</td>
<td>800.00</td>
</tr>
<tr>
<td>F555</td>
<td>Federal Pell Grant</td>
<td>2,908.00</td>
</tr>
</tbody>
</table>

**Current Balance:** 24,870.00  
**Amount Past Due:** 0.00  
**Amount Now Due:** 8,422.00  
**Amount Now Due Must be Paid On or Before:** 07/29/16

A default charge of 1.50 percent per month on the unpaid balance may be charged after due date.
PAYMENT OPTIONS

• Online Payments through HigherOne:
  Student Self-Service or
  https://commerce.cashnet.com/hartfordpay
  – ACH (Electronic Check)
    • No Charge
    • Verify with your financial institution
    • No Service Charge
  – Credit Card
    • Accept MasterCard, VISA, Discover, American Express
    • Service Charge assessed by HigherOne
  – International Payment
    • Western union Business Solutions
• Mail check to lockbox address
  – E-Bill statement
  – Include ONLY the top portion of your statement
• Pay in person at SASC
  – No credit card payments accepted
• Transfer funds to the University of Hartford
  – Contact SASC for Wire/ACH Transfer Instructions
PAYMENT OPTIONS  Cont’d

• HigherOne Tuition Budget Payment Plan
  – TuitionPaymentPlan.com/hartford
  – 1-800-635-0120
  – Plan may be used alone or in combination with other payments and/or financial aid
  – Annual Plan (fall/spring): 10, 9, or 8 months
    • $65 enrollment fee
  – Semester Plan (fall or spring)
    • $45 enrollment fee

• Resource Fair
PAYMENT DUE DATES

• Fall Semester Bills
  – View bills first week in July
  – Payable by July 29th

• Spring Semester Bills
  – View bills first week in December
  – Payable by January 4th

• E-Bills generated monthly for any additional charges

• Default charge on past due balance
  – May also impact University services
    • Future registration, release of transcript, etc.
REFUNDS

• Requested through SASC
• Available when there is a “true” credit
  – Funds actually paid to the account
  – Tuition Payment Plan must be paid for the term
• Refund Processing for Title IV funds within 14 days
  – Student Refunds: HigherOne
  – Parent Refunds: paper check
REFUNDS - ELECTRONIC

• BankMobile/Customers Bank (Formerly HigherOne)
• Students issued a letter and Personal Activation Code
  – Two Purposes
    • Set up refund preference (required)
    • Open a BankMobile Account with Customers Bank (not required)
  – Refund Preference
    • Direct deposit to existing bank account
    • Direct deposit to a BankMobile Account, if opened
  – Resource Fair
Look for this Envelope
MISCELLANEOUS
HAWKCARD/STUDENT ID

- Official University photo ID
- Used for access to rooms and labs on campus and to purchase meals
- HawkCash – make purchases without cash
  - Bookstore, vending machines, selected merchants
- Payments can be made online or through the ID Office
  - Contact the ID Office for more information
- Resource Fair
SICKNESS INSURANCE

• Online Enrollment Verification
  – Hartford.edu/Registrar or Contact SASC

• Administered by Arthur J. Gallaher Risk Management Services
  • Mandatory for International Students
    – See Richard Lazzerini with questions
  • Rates pending final approval
    – Last year approximately $1600
  • Not offered to domestic students
TUITION REFUND INSURANCE and STUDENT PROTECTION PLAN

• Tuition refund insurance and student protection plan can help protect your investment if a student withdraws for medical reasons.

• Learn more: GradGuard.com/findmylearnschool or (866) 857-0571

• Contract between Next Generation Insurance and You

• Orientation Packet
BANKING

• Bank of America ATM
  – Located on the ground floor of GSU
  – Located in the Commons, near campus dorms
  – Located in Konover lobby

• Peoples Bank and ATM
  – Located at the Handel Performing Arts Center

• Resource Fair
TAKEAWAYS

• Have Student complete online authorizations:
  – FERPA
  – E-Billing
  – Student and Parent Federal Funds (Title IV) Auth
    • Paper forms and instructions in Orientation Packets
    – SASC Representatives at the Resource Fair
• Provide all necessary documents if your student is/was selected for Verification
• Set up your refund preference with the Personal Activation Code mailed in the bright green envelope
TAKEAWAYS

- If Stafford or Perkins is awarded and has been accepted:
  - Entrance Counseling and MPN
    - Federal Stafford: studentloans.gov
    - Perkins Loan: Bursar Office will contact student directly
- Determine how you will fill the gap
  - 529 plan, Private Scholarship, Tuition Payment Plan, PLUS loan, Private/Alternative Loan, Other
QUESTIONS?