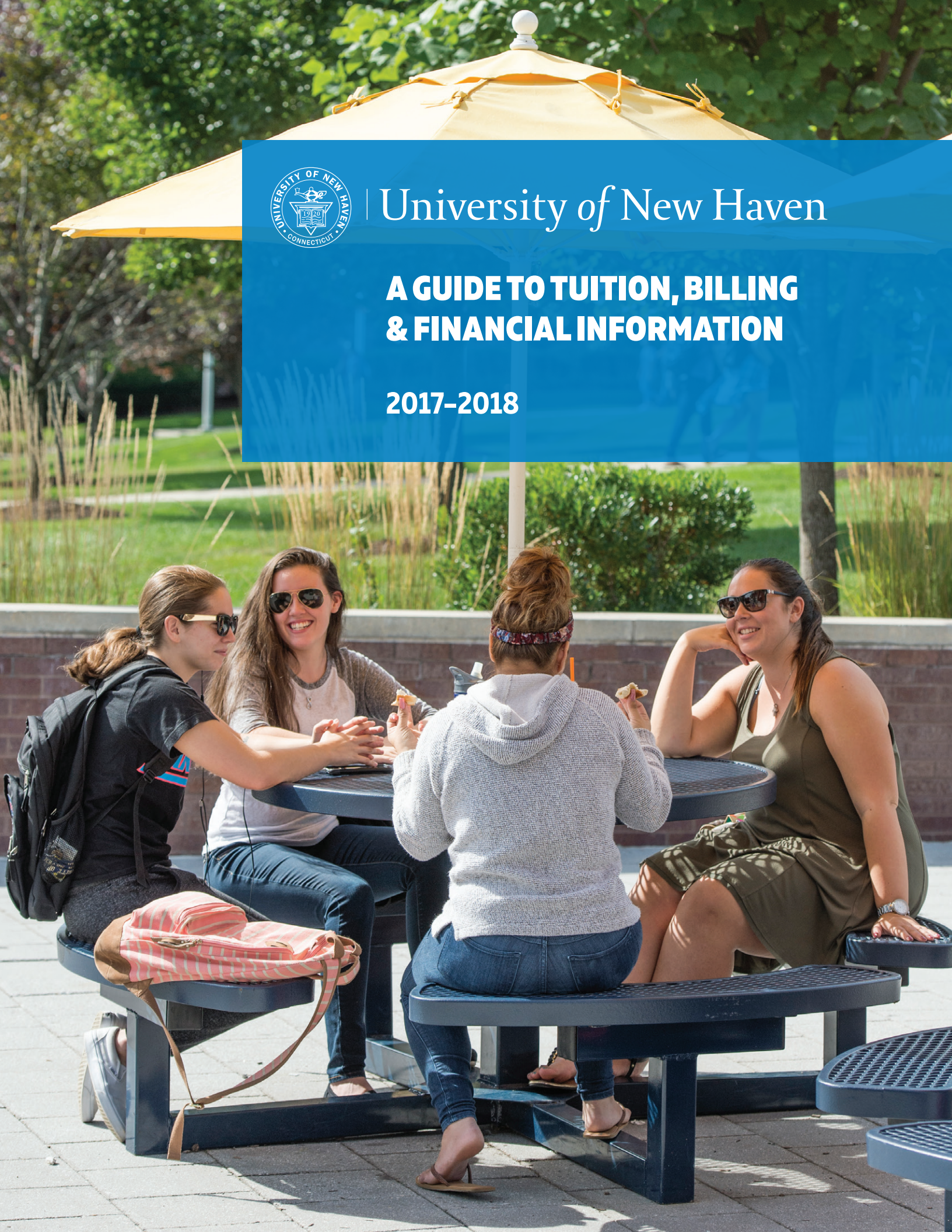




University of New Haven

A GUIDE TO TUITION, BILLING & FINANCIAL INFORMATION

2017-2018





WELCOME TO THE BURSAR'S OFFICE

The Bursar's Office is responsible for all aspects of tuition billing, payment processing, and refunds.

We provided this information as a resource to assist students and families with understanding the University's tuition billing and payment process. This guide includes important information regarding the University's online billing system and the payment options available for financing your education.

If you have a question regarding your tuition bill or any of the information included in this guide, please do not hesitate to contact our office. We look forward to seeing you in the fall.



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Phone: 203.932.7217 • Fax: 203.931.6086

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www.newhaven.edu/bursar

Bergami Hall
300 Boston Post Road
West Haven, Connecticut 06516



TUITION BILLING

How to View Your Bill

All billing for tuition, fees, and room and board is processed electronically through ePay, the University of New Haven's online billing and payment system.

The University does NOT mail tuition bills. Please follow the steps below to access your tuition bill.

Students can access ePay via the myCharger portal at mycharger.newhaven.edu. Please note only students can access the portal. Once a parent/guardian is set up as an authorized payer, they will receive their own personal login credentials. (See page 7 for instructions).



Step 1: Enter your **username** and **password**, then click **Sign in**.


University of New Haven

Sign in with your university account

Sign In


Forgot Password

Step 2: Click on the **ePay icon** from the menu on the right.



ePay

View your bill online and make electronic payments.



MyFinancialAid

View and track your aid status. Login with your eight-digit Banner ID.

Step 3: From the left-hand menu, select **View Accounts**.

Message Board

Payment Profiles

Authorize Payers

User Preferences

View Accounts

Make Payment

Transaction History

Direct Deposit

Messages

UNH ePay Message Board

Welcome to the UNH ePay system. Through ePay, you are conveniently able

- View and pay your bill
- Authorize others to make payments on your behalf
- View your real-time account status
- Manage payment profiles
- All that and more - securely online

Please choose from the list of options located in the column to the left.

ePay also offers context-sensitive help. Simply click on the question mark icon. ATTENTION: You will need Adobe Acrobat Reader to view, download and print. Have Adobe Acrobat Reader installed, [click here](#) for free download

Need help? Check out our "Frequently Asked Questions" section. For a list of [here](#).

Step 4: To view your bill select, **Most Recent Billing Statement**.

Message Board	Current Account Activity		
Payment Profiles	Below is your recent account status.		
Authorize Payers	Account: <u>Student Account</u>	Account Actions: <u>Select Action</u>	
User Preferences	This information is accurate up to Wed, Jun 3, 2015 at 12:19:55 PM, EDT		
View Accounts	Total Charges	Total Payments/Credits	Current Balance
Current Account Activity	\$0.00	\$0.00	\$0.00
Most Recent Billing Statement			
Statement History	Date	Transaction Description	Charges Payment Credits
Make Payment	04/08/2015	Tuition Graduate	(\$2,472.00)
Transaction History	04/08/2015	Technology Fee	(\$25.00)
Direct Deposit	04/08/2015	Activity Fee Graduate	(\$20.00)
Messages	03/06/2015	Tuition Graduate	\$2,472.00
	03/06/2015	Technology Fee	\$25.00
	03/06/2015	Activity Fee Graduate	\$20.00

Understanding Your Tuition Bill

Most Recent Billing Statement

Below is the current statement

- To view statement history, please select "Statement History" from the dropdown list
- To make a payment, please select "Make Payment" from the dropdown list


Account: **Student Account** Account Actions: [Select Action](#)

Student Name: Charlie Charger 00123456 Fall 2015

Student ID: 00123456

Statement Date: 07/10/2015

Payment Due Date: 08/10/2015

Printable Statement 

Total Charges	Total Payments/Credits	Balance Due	Due Date
\$17,840.00	\$6,717.80	\$11,122.20	08/10/2015

Date	Transaction Description	Charges	Payments/Credits
08/31/2015	Lab Fee	\$115.00	
08/08/2015	Payment - TMS		\$4,102.80
08/03/2015	Health Insurance Waiver		\$1,315.00
07/07/2015	Payment - MCVisa		\$1,300.00
07/07/2015	Tuition Undergraduate	\$17,165.00	

Tuition, fees, room, board, and other expenses are listed as **Total Charges**.

Total Payments/Credits includes anticipated financial aid as well as additional payments that have been made on your account.

Date the current statement was generated

Option to **print a copy** of your statement

Date the current statement is due

Balance due that must be paid by the due date



Why do I have to designate someone as an authorized payer? Can't they just log in through my account?

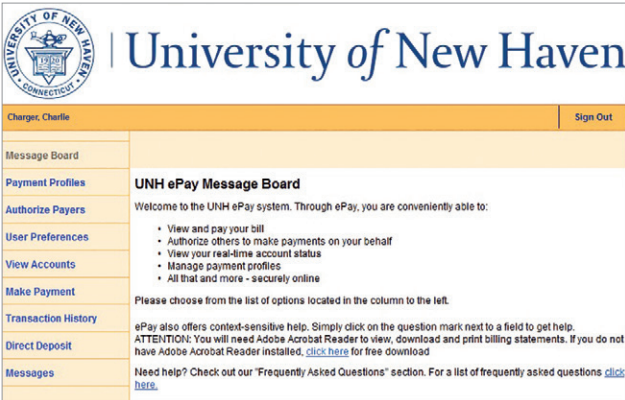
The University of New Haven fully complies with the provisions of FERPA (Family Educational Rights and Privacy Act) and with its statements on policies and procedures. In order for the Bursar's Office to discuss a student's tuition account with parents or others, a student must provide permission by creating up to five authorized payers on their ePay account. Once someone is an authorized payer, that person will have their own access to the tuition bill in ePay.

Using ePay

With ePay, you can access your tuition statement, view current account activity, make a payment in a secure environment, and set up others to have similar access. Each time a new bill is available, students are notified through their University email account. Parents will only be emailed if they are set up as an authorized payer. ePay is available 24 hours a day, 7 days a week for your convenience.

Familiarize yourself with the ePay menu options.

After logging into ePay, the Message Board with links to the menu options (below) is the initial screen you will see.

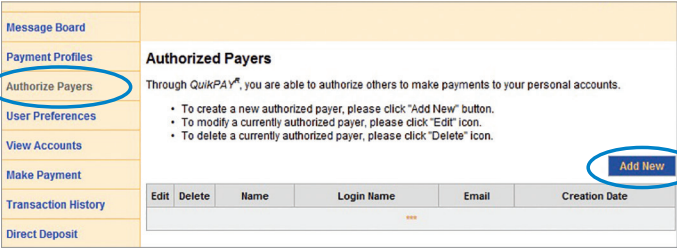


- **Authorize Payers** allows the student to authorize other payers (parents, grandparents, etc) to access their tuition account. See page 7 for more details.
- Sign up for optional Text Message Notifications under **User Preferences**.
- **View Accounts** is where the financial account information can be viewed.
 - **Current Account Activity:** shows a real-time, up-to-the-minute view of your student account, including any new charges and payments posted since the last billing statement
 - **Most Recent Billing Statement:** shows the most recent statement which is a "snapshot of the account" as of the statement date noted on the bill
 - **Statement History:** allows you to view prior account statements
- **Make a Payment** using e-check or your credit/debit card
- Expecting a refund? Sign up for **Direct Deposit** through ePay to have refunds sent right to your checking or savings account. See page 17 for more details.

Creating an Authorized Payer in ePay

In order for others (parents, grandparents, etc) to discuss a student's tuition account with the Bursar's Office staff, the student must provide permission by registering those individuals to be authorized payers. Students can create up to five authorized payers on their account. These authorized payers can make payments, see the account status, and view current and prior statements. Each authorized payer will have their own personal login credentials for access to ePay.

1. The student must login to ePay via the myCharger portal at mycharger.newhaven.edu. Then click on the ePay icon from the menu at the top.
2. From the left-hand menu, select **Authorize Payers**, then select **Add New**.



3. Enter the payer's **name** and **email address**. Assign a **login name** and password for your payer (case sensitive), then click **Add**.

Message Board	<div>Add Authorized Payer <small>In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your written permission. By creating an authorized payer, you are giving written consent for that individual to view your account information and to make payments towards your account.</small></div> <div><div>Authorized Payer's Name: <input type="text" value="Suzie Charger"/></div><div>Authorized Payer's Email: <input type="text" value="scharger@gmail.com"/></div><div>Confirm Email: <input type="text" value="scharger@gmail.com"/></div><div>Create Login Name: <input type="text" value="epayformom"/></div><div>Password: <input type="password" value="XXXXXX"/></div><div>Confirm Password: <input type="password" value="XXXXXX"/></div></div> <div><div>Add</div><div>Cancel</div></div> <div><small>NOTE: Login Name must be at least six(6) characters long and can only include letters and numbers. Password must be at least eight(8) characters long, contain at least 2 letters and at least 2 numbers.</small></div>
Payment Profiles	
Authorize Payers	
User Preferences	
View Accounts	
Make Payment	
Transaction History	
Direct Deposit	
Messages	

4. Notify your authorized payer of his or her login name, password, and the website below.
quikpayasp.com/newhaven/student_account/authorized.do

PAYING YOUR BILL



The University of New Haven bills tuition and fees, and room and board charges by the semester. All bills are posted online in ePay and must be paid in full by the published due dates below.

FALL 2017 SEMESTER

Billing Date: June 14, 2017

Due Date: July 13, 2017

SPRING 2018 SEMESTER

Billing Date: December 14, 2017

Due Date: January 12, 2018

It is the responsibility of all University of New Haven students to pay his or her tuition and fee bill by the published due date in order to avoid a late payment fee. If your balance is not paid in full by the University's established due date, a late payment fee equal to 1% of your outstanding balance will be assessed to your student account. Late fees will continue to accrue on your account each month an outstanding balance due remains. Balances resulting from incomplete financial aid requirements and missing sponsorship paperwork are also considered to be delinquent and subject to the assessment of a late fee.

What are my payment options?

Payment for tuition and fees at the University of New Haven can be made in a variety of forms. Following are your options for paying your remaining balance.

- **Pay Online** — Set-up a one-time payment through your ePay account. Accepted methods of payment are:
 - **Electronic Check (e-Check)** — Requires a valid bank routing number and account number for a personal checking or savings account.
 - **Credit/Debit Card** — Visa, MasterCard, Discover, or American Express. *Please note debit and credit card payments are subject to a 2.7% service fee.*
- **Pay in Person** — Checks and cash are accepted in the Bursar's Office in Bergami Hall during normal business hours.

- **Pay by Mail** — Payments can be mailed directly to the University. All checks should be made payable to the *University of New Haven*, include the student name and ID number, and be mailed to:

University of New Haven
Bursar's Office
300 Boston Post Road
West Haven, CT 06516

- **TMS Monthly Payment Plan** — This plan offers families the option of making tuition payments on a monthly basis. See page 9 for more information.
- **Financial Aid** — The Financial Aid Office is available to offer students information on obtaining grants, scholarships, and loans. If you have not applied for financial aid and would like to, you must begin by completing your Free Application for Federal Student Aid (FAFSA) online at fafsa.gov.
- **Federal Direct Parent Loan (PLUS)** — The parent is the borrower of this federal credit-based loan. See page 12 for more information.
- **Private Alternative Loan** — This private credit-based loan is borrowed by the student and a credit-worthy co-signer. See page 12 for more information.
- **Apply for Outside Scholarships** — Scholarships can be found through community organizations (schools, churches, Boy/Girl Scouts), or online. If you are the recipient of an outside scholarship, please make sure you send a copy of the scholarship award notice to the Financial Aid Office as well as the Bursar's Office.

What happens if I do not pay my bill by the due date?

If your payment is not received by the designated due date, you may be assessed a late fee each month equal to 1% of your unpaid balance, as well as having a financial hold placed on your record. This hold will restrict you from scheduling/registering for future classes, requesting transcripts, and receiving your diploma.

TMS Monthly Payment Plan Information (optional)

As a convenience to our students, we are pleased to offer the option of making tuition payments on a monthly basis through Tuition Management Systems (TMS).

The TMS Monthly Payment option is an interest-free alternative to lump-sum payments that are due at bill time. This option allows you to spread out your payments over a period of 10 months and can limit the amount of loan money you may need to borrow to meet the cost of education.



- The plan operates from July 1 to April 1.
- Your payments to TMS are due by the first of the month.
- Payments to TMS can be made by check or auto debit from your checking or savings account.
- The plan is optional and year specific — you can use it one year and not another, or you can skip it one year and try it the next.
- The enrollment fee for the 2017–2018 academic year is \$85.

For additional information, please contact TMS at 1-800-262-9201 or visit newhaven.afford.com.

How do I determine my payment plan budget amount?

Simply start with your total education expenses for the upcoming year or semester, and then subtract any grants or financial aid. This is your total budget amount. Next, divide your total budget amount by the number of payments offered in your plan to determine your monthly payment.

What should I do if I do not know my total education expenses when enrolling in the payment plan?

If your costs are not finalized at the time you enroll, simply estimate your budget. Once your costs are finalized, you can make adjustments to your budget amount. There is no cost to adjust your TMS budget.

I am on the monthly payment plan. Why is there a balance on my account?

If you are enrolled in TMS and a balance due still remains, you may have under-budgeted your contract. You have a few choices to address this. You can contact the Bursar's Office, and we will be glad to help you in re-calculating your TMS contract and advising you on how much to increase your balance. Or, you can pay the balance directly to the University.

Can I use a credit card to make my monthly payments?

Payments to TMS can be made by check or auto debit from your checking or savings account only.



LOAN OPTIONS

Federal Direct Student Loans

- This type of loan is part of the student's Financial Aid Award.
- The student is the borrower of this federal loan.
- The federal government sets a limit on the amount a student may borrow from this loan program, which is based on the student's grade level.
- The loan amount is limited to \$5,500 (subsidized/unsubsidized) for first year students.
- The interest rate on federal student loans is fixed and is determined each year on July 1st.
- The federal government pays the interest on Subsidized loans while the student is enrolled at least half-time.
- Interest begins to accrue on unsubsidized loans once the loan is processed and disbursed to the school.
- The government deducts a fee from each disbursement of the student loans, so the school receives an amount that is a little less than the amount of the loan that is added to your financial aid award.

The Process:

Students who have accepted the loan(s) on their Financial Aid Award are **REQUIRED TO COMPLETE TWO STEPS** before the Financial Aid Office can process the loan(s):

Step 1: Complete Student Loan Entrance Counseling at StudentLoans.gov

- This is a learning tool for students to gain an understanding of their rights and responsibilities as a federal student loan borrower.
- Students will read through text and answer questions about the information they have read.
- The counseling provides useful tips and tools to develop a budget for managing educational expenses, and loans the student plans to borrow.

Step 2: Complete Loan Agreement for Subsidized/Unsubsidized Loan (MPN) at StudentLoans.gov

- The Master Promissory Note (MPN) is a legal document in which the student promises to repay the loan(s), along with any accrued interest and fees, to the U.S. Department of Education.
- The MPN also explains the terms and conditions of the federal student loan(s).
- The MPN is valid for 10 years.

How to Complete these Steps:

- Students sign into [StudentLoans.gov](https://studentloans.gov) using the FSA ID (user name and password) the student used to sign the FAFSA.
- Select the option to Complete Entrance Counseling.
- After completing the counseling, the message "Congratulations, you have successfully submitted the Loan Counseling!" will appear.
- Select the option to Complete Loan Agreement for Subsidized/Unsubsidized Loan (MPN).
- Enter all appropriate information, read the terms and conditions, and sign where indicated.
- **Note:** Students may be awarded a combination of Subsidized and Unsubsidized loans, but students only need to complete **one MPN** and **one Entrance Counseling session** for both loans to be processed.

Additional Information:

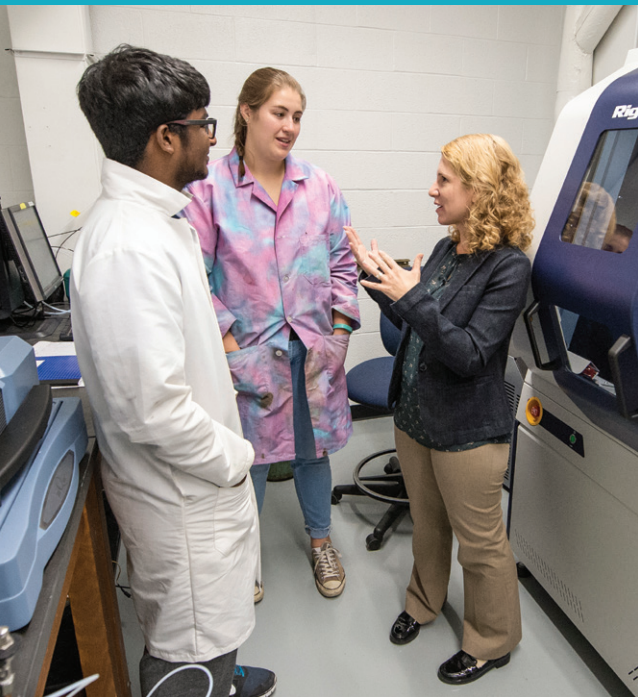
- The Financial Aid Office will be notified electronically when students have completed both the MPN and Loan Counseling.
- The two steps must be completed before the Financial Aid Office can process the federal student loans.
- The University will not receive federal student loan funds from the government for first-time loan borrowers until 30 days into the semester, which means loan funds will not be available for first-time loan borrowers until more than a month into the semester. The Bursar's Office is aware that these funds will be delayed.
- For more information about the Federal Direct Student Loans, visit the Financial Aid Office website:
 - Go to newhaven.edu/financialaid
 - Select "Undergraduate Financial Aid"
 - Select "Loan Options/Paying Your Bill"
 - Select "Federal Direct Student Loan"

If you have any questions regarding loan options, please contact:

FINANCIAL AID OFFICE

Phone: 203-932-7315

Email: financialaid@newhaven.edu





Federal Direct Parent Loans (PLUS)

- The parent is the borrower on this federal loan.
- To be eligible to apply for the Federal Direct Parent Loan (PLUS) on behalf of a student, the parent must be the biological or adoptive parent of the student. A stepparent may apply for this loan if that stepparent's information is reported on the FAFSA.
- The parent must be a U.S. Citizen or National or Permanent Resident/Other Eligible Non-Citizen.
- The FAFSA must be completed to apply for this loan program.
- This is a credit-based loan. The parent must not have an adverse credit history to be approved for this loan.
- The annual limit for the Federal Direct Parent Loan (PLUS) is the cost of attendance minus any other financial aid received.
- The interest rate on the Federal Direct Parent Loan (PLUS) is fixed and is determined each year on July 1.
- Repayment begins once the loan has been fully disbursed to the school. However, parents have the option to defer the repayment of this loan while the student is enrolled at least half-time and for an additional six months after the student ceases to be enrolled at least half-time.
- The government deducts a fee from each disbursement of the Federal Direct Parent Loan (PLUS), so the school will receive an amount that is a little less than the amount of the loan that is awarded.

The Process:

- Parents apply for the Federal Direct Parent Loan (PLUS) at [StudentLoans.gov](https://studentloans.gov)
- Parents sign into [StudentLoans.gov](https://studentloans.gov) using the FSA ID (user name and password) the parent used to sign the FAFSA.
- Select the option to "Apply for a PLUS."
- Complete the application questions and submit for processing.
- Parents will receive a response immediately, indicating whether or not they are approved for the loan.
- If approved, parents will need to "Complete Loan Agreement for a PLUS Loan (MPN)".
- The Master Promissory Note (MPN) is a legal document in which you promise to repay your loan(s) and any accrued interest and fees to the U.S. Department of Education. The MPN also explains the terms and conditions of your loan(s).
- The Financial Aid Office will receive information about the approved Federal Direct Parent Loan (PLUS) electronically.
- Approved Federal Direct Parent Loan (PLUS) will be added to the student's financial aid award, and a revised award notification will be sent to the student.
- The University will not receive Federal Direct Parent Loan (PLUS) funds until after the first day of classes for the semester.

Parents not Approved for the Federal Direct Parent Loan (PLUS):

Parents not approved for the Federal Direct Parent Loan (PLUS) will be provided with options:

- Appeal the decision with the U.S. Department of Education if something has changed with the parent's credit history since the denial.

- The parent can "Not Pursue the PLUS Loan." Selecting this option, the student will be eligible to borrow a limited amount of additional Unsubsidized Federal Direct Student Loan funds. The additional amount is \$4,000 for the year for students at the Freshman and Sophomore grade levels, and \$5,000 for the year for students at the Junior and Senior grade levels.
- Another option is to have the other parent apply for the Federal Direct Parent Loan (PLUS) in their name.
- Obtain a credit-worthy endorser. An endorser is a co-signer who will be responsible for the repayment of the loan if the parent fails to repay.
- **NOTE:** Endorsers must have an FSA ID to endorse the Federal Direct Parent Loan (PLUS). Parents or endorsers who do not have an FSA ID may first apply for one; however, it will take 2-3 days before the FSA ID will be available for use.
- For more information about the Federal Direct Parent Loan (PLUS), visit the Financial Aid Office website:
 - Go to newhaven.edu/financialaid
 - Select "Undergraduate Financial Aid"
 - Select "Loan Options/Paying Your Bill"
 - Select "Federal Direct Parent Loan (PLUS)"

Additional Information:

The University will not receive Private Alternative or Federal Direct Parent Loan (PLUS) funds until after the first day of classes for the semester. However, the anticipated loan amount will appear on your student ePay account under the payments/credits column.

If you have any questions regarding loan options, please contact:

FINANCIAL AID OFFICE

Phone: 203-932-7315

Email: financialaid@newhaven.edu

Private Alternative Loans

- The student is the borrower on this type of loan; however, the lender will most likely require a credit-worthy co-signer for the loan to be approved.
- Companies that offer these loans may have options for the parent or a sponsor to be the borrower.
- Private alternative loans are offered through many lenders, such as banks, credit unions, state agencies, and other financial institutions.
- These loans are credit-based and may have either fixed or variable interest rates.

The Process:

- The application process for these loans is completed online.
- These loan applications may take a minimum of four weeks for approval and subsequent processing by the University.
- The Financial Aid Office will receive notification about a private alternative loan if it is approved and all appropriate paperwork has been completed for the application.
- The Financial Aid Office will add approved loans to the student's financial aid award and send a revised award notification to the student.
- For more information about private alternative loans, visit the Financial Aid Office website:
 - Go to newhaven.edu/financialaid
 - Select "Undergraduate Financial Aid"
 - Select "Loan Options/Paying Your Bill"
 - Select "Private Alternative Loans"

TUITION & FEES



Explanation of Tuition & Fees

Tuition

For undergraduate students, 12 to 17 credit hours is defined as full-time, and students are assessed the full-time semester rate in this credit hour range. Undergraduate students registered for less than 12 credit hours are considered part-time and assessed the per credit hour rate. Credit hours in excess of 17 are additionally assessed at the full-time overload rate.

General Student Fee

The general fee supports essential infrastructure, facilities, and institutional services necessary to promote student learning. This fee covers access to health and counseling services, and it supports student government and club activities. In addition, this fee supports technology initiatives as well as facility enhancements and student services such as access to the Beckerman Recreation Center. The general fee is charged for each semester in which a student enrolls.

Room Charge

All first year students are initially assessed the standard double room charge. Once housing assignments have been completed in late July, students who will be residing in Westside Hall will be billed for that additional expense prior to the start of the semester.

Housing Activity Fee

This fee funds programs and activities within the residence halls.

Meal Plan

All first year students living on campus are required to purchase either the Gold or the Platinum Unlimited meal plan each semester. Resident students will be prompted to select a meal plan through their **MyHousing** account. Resident students who have not indicated their preferred meal plan purchase by the published deadline will automatically be assigned to the Platinum Unlimited meal plan.

Additional Charges and Expenses

Lab Fees

These fees are used to support courses requiring specialized materials and/or a specialized environment. Lab fees are noted on the Academic Schedule.

Tuition Differentials

Tuition differentials are additional fees associated with particular courses. These courses (usually engineering, chemistry, and computer courses) require additional resources to operate. These differentials are similar in concept to lab fees, although the courses do not necessarily have a laboratory component. Tuition differential fees are \$80 per credit and are noted on the Academic Schedule.

Tuition Overload Charges

Students taking more than 17 credits in a term will be billed on a per credit basis for those credits which are above and beyond the full time tuition charge.

Student Health Insurance

All University of New Haven full-time undergraduate students are required to have health insurance and are automatically billed for the cost of the University's student health insurance plan through the University. The cost of this plan is \$1,350 for the year, and the charge appears on the fall semester tuition bill. You may review the plan benefits offered and administered by UnitedHealthcare at uhcsr.com/newhaven.

If you have existing health insurance coverage and wish to waive the coverage offered by the University, you must submit an online waiver through the following website: studentcenter.uhcsr.com/newhaven.

All waivers must be received and processed no later than Friday, September 1st.

Important Notes:

- An online waiver will need to be processed **each academic year** should you wish to waive coverage.
- The only way to waive the University of New Haven health insurance is online.
- Once the waiver deadline has passed, you will not be able to waive coverage until the next academic year.
- The University health insurance plan is mandatory for all international students.
- If a waiver is not received by September 1st, the student will be automatically enrolled in the University of New Haven health insurance plan and will be responsible for paying the \$1,350 plan premium directly to the University.

Student Health Insurance Online Waiver Instructions

1. Go to studentcenter.uhcsr.com/newhaven. Click on **2017-2018 University of New Haven Waiver**.
2. Enter student's **date of birth and University of New Haven student ID** (do not include the leading zeroes). Then hit **continue**.
3. The student's information section will automatically populate. Answer **yes** to the question under insurance information and then complete the section using information from your insurance card.
4. After reading through the disclosure statement, the **student must type in their name** and then hit **submit**.

**Once the online waiver has been successfully submitted, the student will receive a confirmation email to their University email address. Please save this email for your records. The Bursar's Office will be notified of your waiver, and it will be applied to your student account within seven days.*

Why am I being charged for health insurance?

All full-time undergraduate students and all international students are required to have health insurance and are automatically charged for the University-sponsored health insurance plan. Domestic students will have an opportunity to waive this coverage if they are already covered by another health insurance plan.

What if I missed the health insurance waiver deadline?

Once the waiver deadline has passed, you will not be able to waive coverage until the next academic year. Failure to complete the online waiver request form by the specified date will obligate the student to pay for the coverage indicated on his/her student account.





Policy and Process for Overpayment on a Student Account

Students who have a credit balance on their account are eligible to receive a refund. A refund can become available for various reasons, such as excess financial aid, overpayment or cancellation of a charge, or dropping classes. The type of credit on a student's account will determine the method of initiating the refund and the length of time for a student to receive their refund.

Refunds of federal monies (Title IV) are processed automatically within 14 days of the funds posting to a student's account. Non-federal monies are processed upon request.

Federal Parent Plus Loan Credit

Per federal regulation, a refund is issued to a PLUS loan borrower if an overpayment exists at the time all financial aid credits are applied to an account. Refunds will be issued to the student only if a parent requests it on the PLUS application.

Cash and Check Refunds

If an account is overpaid due to a cash or check payment, a refund will be issued to the student in the form of a check. If the original payment was made by personal check, there is a ten (10) business day waiting period from the date your check was processed by the University.

Credit Card Refunds

If a refund is due and any payment was made by credit card during the academic year, the ensuing refund will be credited to that card. **A refund check will not be issued.**

Refund Policy Due to Withdrawal or Dropping From Courses

Tuition may be refunded in full when a class is closed, full, or canceled or when the University rejects the enrollment application. If a student chooses to drop or withdraw from a course, tuition and other institutional charges will be refunded in accordance with the following schedule:

PERCENT OF REFUND	DATE OF WITHDRAWAL
100%	Before course begins
80%	1st week of semester
60%	2nd week of semester
40%	3rd week of semester
20%	4th week of semester

Direct Deposit

Direct deposit for refunds is strongly suggested. Students can sign up for direct deposit through ePay to have refunds deposited to their checking or savings account.

1. Once you are logged onto ePay, select **Direct Deposit** from the left-hand menu.
2. Enter your bank account information.
3. Enter a profile name and click the checkbox next to **save profile** to save your account information for future use.

Message Board

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Direct Deposit

Messages

Enter Direct Deposit Info

Please provide us with your banking information. You may have your Direct Deposit go to either your checking or savings account. Be sure to enter your account number correctly. For help on finding your account number, click the "?" next to the account number field.

Account Information

Holder's Name: [Charlie Changer]

Account Type: [CHECKING]

Routing Number: [01234567]

Account Number: [987654321]

Reenter Account Number: [987654321]

Enter a profile name and click the checkbox to save your account information for future use.

Profile Information

Profile Name: [Charlie's Checking]

☐ Save Profile

Continue

Cancel

**Please note that this direct deposit is for student refunds only and is not related to paycheck direct deposit.*

Tuition Insurance

The University of New Haven strongly encourages students and families to explore the option of purchasing tuition insurance to protect their financial investment in a student's education. Tuition insurance is designed to offer a partial or full refund of payment in the event a student withdraws from the University due to a documented medical issue.

Typically, tuition insurance plans are designed as follows:

- Plans are year specific so you can purchase a plan one year with no further obligation or you can bypass coverage one year and elect to purchase it in subsequent years.
- Plans must be purchased prior to the start of classes which is August 28, 2017.

The University of New Haven does not partner with any particular insurance carrier nor do we endorse any vendors who offer such coverage. If you are interested in tuition insurance, you would identify the carrier of your choice and work with them directly to secure a policy.



NEW STUDENT CHECKLIST

IMPORTANT DATES & CONTACTS

These important tasks should be completed by students before the semester begins.

- ☐ Review your **fall tuition bill** in ePay by following the step by step instructions on page 4 of this guide. Fall bills are due July 13th.
- ☐ Provide your parent/guardian access to your tuition account by signing them up as an **Authorized Payer** in ePay. See page 7 for instructions.
**Please note that the Bursar's Office cannot discuss a student's tuition account with anyone unless they are set up as an authorized payer in ePay.*
- ☐ Review your **payment options** on page 8 and decide which payment method works best for you and your family.
- ☐ If you are already covered by another health insurance plan and wish to waive the University of New Haven plan, you **MUST** complete the online **Student Health Insurance waiver** by September 1, 2017. Follow the steps on page 15.
- ☐ Sign up for **Direct Deposit** through ePay to have refunds deposited right to your checking or savings account. Details on page 17.
- ☐ Follow up with the **Financial Aid Office**:
 - Have you accepted your financial aid award? Is there any additional documentation required?
 - If you accepted your Federal Direct Student Loans, complete Student Loan Entrance Counseling and sign a Master Promissory Note (MPN). Instructions can be found on page 11.
- ☐ Check your **University student email account** frequently for emails from the Bursar's Office and Financial Aid Office regarding billing, refund checks, adjustments to financial aid, and other important information.
- ☐ **(Optional)** If enrolling in the **TMS monthly payment plan**, you must do so by August 11th. See page 9 for further information.

Important Dates

Fall 2017 Term

- June 14** _____ Fall tuition bills available in ePay
- July 13** _____ Fall tuition bills due
- August 11** _____ TMS enrollment deadline
- August 23-24** _____ Freshman move-in
- August 27** _____ Last day to purchase tuition insurance
- August 28** _____ Classes begin
- September 1** _____ Health insurance waiver deadline
- September 5** _____ Add/drop deadline
- October 1** _____ 2018-2019 FAFSA available online
- December 14** _____ Spring tuition bills available in ePay
- December 14-20** _____ Final exams

Spring 2018 Term

- January 1** _____ 2018-2019 FAFSA priority filing date
- January 12** _____ Spring tuition bills due
- January 16** _____ Returning students move-in
- January 17** _____ Classes begin
- January 24** _____ Add/drop deadline
- March 1** _____ Required documents for returning students due to Financial Aid Office (if applicable)
- May 3-11** _____ Final exams

Important Contacts

BURSAR'S OFFICE

Tuition Billing and Payment Processing
bursar@newhaven.edu
203-932-7217

CAMPUS POLICE

203-932-7014

CAMPUS STORE

www.newhavenshop.com
203-933-4000

FINANCIAL AID

Grants, Scholarships, and Loans
financialaid@newhaven.edu
203-932-7315

HEALTH SERVICES

Student Health Center,
Immunization Records
203-932-7079

OFFICE OF THE REGISTRAR

Registration, Academic Records
registrar@newhaven.edu
203-932-7309

RESIDENTIAL LIFE

On-Campus Housing
reslife@newhaven.edu
203-932-7076

SODEXO

Dining Services
dining@newhaven.edu

TECHNICAL SUPPORT FOR STUDENTS

Issues with your computer, software, network
studenttechsupport@newhaven.edu
203-932-8324 (Press option 2)

Issues with University of New Haven systems, using Blackboard, or other technical problems
ccard@newhaven.edu
203-932-8324 (Press option 3)



Bursar's Office

Phone: 203.932.7217 • Fax: 203.931.6086

Email: bursar@newhaven.edu

www.newhaven.edu/bursar

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