



Your Fall 2023 bill & payment: Frequently asked questions

We understand that an initial college bill can sometimes prompt confusion and anxiety, but rest assured there's plenty of time to address any concerns between receiving the fall semester bill (scheduled for email July 7) and payment due date (August 9). Below are answers to common questions, and a guide to reading your bill is on the other side of this handout. For additional help, contact the Cashiers and Student Accounts Office or the Office of Financial Aid and Scholarships directly. After we walk you through this first semester, you'll be a pro when the spring bill rolls around.

How do I access the bill?

To see your bill, follow the prompts in the bill notification email scheduled to send July 7. Keep in mind that this email will be sent to the preferred email address on record in the student's UNCGenie account. Consider reviewing/updating your preferred address prior to bill notification. (Access UNCGenie by clicking on the genie bottle icon at the top of spartancentral.uncg.edu or banweb.uncg.edu.)

I'm a parent. How do I view my student's bill?

Students can add users to their university account by logging in to UNCGenie and selecting "Student Account Center" and then "Authorized Users." From there, simply follow the prompts.

Why are the bill amounts different from what I expected?

Your bill reflects all account activity through the statement date, including charges like parking, meal plan, housing, and the textbook plan. An account history is available through the Student Account Center at UNCGenie. Information related to tuition, health insurance, and financial aid is on the other side of this handout.

How do I pay my bill?

Bills can be paid:

- In person (cash, check, or money order) at the Cashiers and Student Accounts Office, 151 Mossman Building on the UNCG campus (9 a.m.–4 p.m. M–F)
- By mail (check or money order, payable to UNCG, to the address on the bill)
- Online (credit card or electronic check) via UNCGenie

Note: All payments should include the student ID (on bill).

Does UNCG offer a payment plan?

Yes, UNCG offers the option to make monthly payments over the course of the semester. Visit <https://go.uncg.edu/paymentplanoptions> to learn more.


For questions about CHARGES, contact:
Cashiers and Student Accounts Office
spartancentral.uncg.edu/tuition-billing-payments
336.334.5831
cashier@uncg.edu

For questions about CREDITS, contact:
Office of Financial Aid and Scholarships
spartancentral.uncg.edu/financial-aid
336.334.5702
finaid@uncg.edu

See the other side of this handout for a guide to reading your bill.



HOW TO READ YOUR FALL SEMESTER BILL



The University of North Carolina at Greensboro
Cashiers and Student Accounts Office
PO Box 26171 Greensboro, NC 27402-6171
PH: 336-334-5831 or 877-286-8250
spartancentral.uncg.edu/tuition-billing-payments/

Student ID: 123456789
Due Date: 08/09/2023
Statement Date: 07/07/2023
Student Name: Spiro Spartan
Term: 202308

Student Schedule/Bill

CHARGES		CREDITS/ANTICIPATED CREDITS	
ASG Fee- Fall	0.50	Federal Pell Grant	1,355.00
Activities Fee- Fall	300.00	UNC Need Based Grant	1,011.00
Athletics Fee- Fall	405.50	NC Educ Lottery Scholarship	575.00
Campus Security Fee- Fall	30.00	Federal Direct Subsidized Loan	1,732.00
Ed. & Technology Fee- Fall	240.00	Federal Direct Unsub Loan	990.00
Facilities Fee- Fall	353.50	UNCG Dean's Scholarship	1,500.00
First Day Complete	300.00		
Health Insurance Prem- Fall	1,352.08 *		
Health Services Fee- Fall	193.50		
In-State Tuition- Fall	2,211.00		
Meal Plan-Fall	2,068.13		
MTD Studio Usage Fee- Fall	35.00		
New Student Fee UG/F Fall	254.00		
Parking Permits- Fall	333.00		
Registration Fee- Fall	8.00		
Residence Hall Double- Fall	3,000.00		
Transportation Fee- Fall	54.50		
Total Charges:	\$11,138.71	Total Credits/Anticipated Credits	\$7,163.00

Previous Balance: \$ 0.00
Current Term Balance: \$ 3,975.71
AMOUNT DUE: \$ 3,975.71
Future Balance: \$ 0.00

With the exception of questions about financial aid awards and residency status, **direct billing inquiries to the UNCG Cashiers and Student Accounts Office.**

Student ID: The number attached to the student while at UNCG; it should accompany all payments.
Due date: Date payment for fall semester enrollment is due.
Statement date: Your bill reflects all charges/fees incurred through this date.
Student name: Confirm correct student name appears here.
Term: Four-digit year followed by two-digit month indicating the Fall '23 semester; your spring bill will read "202401."

This column reflects the financial aid award as individual entries and a sum total. Unlike tuition and fees, which are billed per semester, financial aid is awarded annually. Because loans are subject to an origination fee, the amounts here will differ slightly from your award documents. Financial aid is credited to the student account after all required paper-work is complete/submitted and aid has been accepted through UNCGenie. If you don't see your expected aid, revisit these steps. For help, contact the Office of Financial Aid and Scholarships at finaid@uncg.edu or 336.334.5702.

Amount owed is the difference between charges and credits. (Typically, new students don't register previous and future balance amounts.) **Learn more about UNCG's installment plan at <https://go.uncg.edu/paymentplanoptions>.** If credits exceed charges, you may be due a refund after financial aid is disbursed. Sign up for direct deposit of your refund in the Student Account Center (via UNCGenie).

- ASG**
Supports participation in the UNC Assoc. of Student Governments. (M)

Activities
Supports variety of nonacademic student services such as intramurals, student organizations, and entertainment. (M)

Athletics
Supports the athletics program. (M)

Campus Security
Mandated by the UNC system for campus safety and security. (M)

Education & Technology
Supports academic materials/supplies and access to technology. (M)

Facilities
Debt payment on certain newly constructed/renovated facilities. (M)

First Day Complete
Low-cost course materials delivery program. Amount based on 15 credit hours. Learn more at bookstore.uncg.edu/uncg-first-day-complete/.

- Health Insurance Premium**
The UNC system requires health insurance coverage for degree-seeking students registered for more than 6 credit hours on campus. Students with alternate insurance can waive this coverage at studentbluenc.com/uncg through Sept. 11. *The amount included is based on the 2022-2023 rate.

Health Services
Supports medical services for students. (M)

Tuition
The cost of tuition is fixed at this rate for eight consecutive semesters for first-time, degree-seeking, undergraduate students who are N.C. residents. "O/S" indicates an out-of-state tuition charge. N.C. residency classifications for tuition purposes are performed at the state level. If you believe your residency status is in error, visit www.ncresidency.org.

Meal Plan
The semester cost of your chosen meal plan for the dining hall and other campus options.

- Course/Program Special Fees**
Various fees incurred by a limited number of programs and courses with high delivery costs.

New Student
One-time fee applied to new undergraduates. (M)

Parking
Annual cost of your selected parking permit; fee won't appear on spring bill.

Registration
Supports administration of the registration process. (M)

Residence Hall
Cost of your selected campus housing.

Transportation
Supports the campus shuttle system and a portion of the city transportation system for students. (M)

Total Charges
The sum of all charges (not typically the amount due).

The tuition and fees shown here are proposed and may change prior to finalization. For additional information about mandatory (M) fees, visit <https://go.uncg.edu/tuitionandfees>