Your Fall 2018 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 6) and payment due date (July 27). 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 Financial Aid Office 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 6. 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 at banweb.uncg.edu or the genie bottle icon at the top of each page on the UNCG website.)

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?
The Fall 2018 bill reflects all account activity through the statement date, which might include charges (such as a meal plan or parking permit) incurred since originally viewed; 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 (8 a.m.—5 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 csh.uncg.edu/payment-plan-information to learn more.

For questions about CHARGES, contact:
Cashiers and Student Accounts Office
336.334.5831
cashier@uncg.edu

For questions about CREDITS, contact:
Financial Aid Office
336.334.5702
finaid@uncg.edu
HOW TO READ YOUR FALL SEMESTER BILL

CHARGES

<table>
<thead>
<tr>
<th>CHARGE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASG Fee- Fall</td>
<td>0.50</td>
</tr>
<tr>
<td>Athletics Fee- Fall</td>
<td>275.00</td>
</tr>
<tr>
<td>Campus Security Fee- Fall</td>
<td>380.50</td>
</tr>
<tr>
<td>Ed. &amp; Technology Fee- Fall</td>
<td>50.00</td>
</tr>
<tr>
<td>Facilities Fee- Fall</td>
<td>233.00</td>
</tr>
<tr>
<td>Health Insurance Prem- Fall</td>
<td>353.50</td>
</tr>
<tr>
<td>Health Services Fee- Fall</td>
<td>450.00</td>
</tr>
<tr>
<td>In-State Tuition- Fall</td>
<td>1,311.50</td>
</tr>
<tr>
<td>Meal Plan- Fall</td>
<td>1,682.28</td>
</tr>
<tr>
<td>MTD Studio Usage Fee- Fall</td>
<td>1,000.00</td>
</tr>
<tr>
<td>New Student Fee/UUGF Fall</td>
<td>1,200.00</td>
</tr>
<tr>
<td>Parking Permits- Fall</td>
<td>325.00</td>
</tr>
<tr>
<td>Registration Fee- Fall</td>
<td>10.00</td>
</tr>
<tr>
<td>Residence Hall Double- Fall</td>
<td>2,210.00</td>
</tr>
<tr>
<td>Transportation Fee- Fall</td>
<td>200.00</td>
</tr>
<tr>
<td>Total Charges</td>
<td>10,117.78</td>
</tr>
</tbody>
</table>

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: Number attached to the student while at UNCG; 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 '18 semester; spring bill will read “201901.”

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, their amounts here will differ slightly from your award documents. Don’t see your expected aid? Financial aid is credited to the student account after all required paperwork is complete/submitted and aid has been accepted through UNCGenie. If necessary, revisit these steps. For additional help, contact the Financial Aid Office at finaid@uncg.edu or 336.334.5702.

The amount owed is the difference between charges and credits. (New students typically don’t register previous and future balance amounts.) UNCG offers an installment plan — learn more at csh.uncg.edu/payment-plan-information. If credits outweigh 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).

Charges are outlined below. For additional information about mandatory (M) fees, visit sa.uncg.edu/about-student-fees-2.

ASG
Supports participation in the UNC Association 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 student access to technology. (M)

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

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 www.bcbsnc.com/uncg until Sept. 10.

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).