Your Fall 2021 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 8) and payment due date (July 29). 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 8. 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 2021 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 (9 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 spartancentral.uncg.edu/tuition-billing-payments/payment-plan-options 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:
Financial Aid Office
spartancentral.uncg.edu/financial-aid
336.334.5702
finaid@uncg.edu

See other side of this handout for a guide to reading your bill.
This is a sample bill intended to demonstrate the appearance of a typical UNCG tuition bill. Your bill will be customized to your own specific circumstances.

**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
Phone: 336-334-5831 or 877-286-8250
spartancentral.uncg.edu/tuition-billing-payments/

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**Charges are outlined below. For additional information about mandatory (M) fees, visit spartancentral.uncg.edu/tuition-billing-payments/tuition-fees/**.

<table>
<thead>
<tr>
<th>CHARGES</th>
<th>CREDITS/ANTICIPATED CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASG Fee - Fall</td>
<td>0.50</td>
</tr>
<tr>
<td>Activities Fee - Fall</td>
<td>388.50</td>
</tr>
<tr>
<td>Athletics Fee - Fall</td>
<td>390.00</td>
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<tr>
<td>Campus Security Fee - Fall</td>
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<tr>
<td>Ed &amp; Technology Fee - Fall</td>
<td>330.50</td>
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<tr>
<td>Facilities Fee - Fall</td>
<td>353.50</td>
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<tr>
<td>Health Insurance Prem. - Fall</td>
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<td>Health Services Fee - Fall</td>
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<tr>
<td>In-State Tuition Fee - Fall</td>
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<tr>
<td>Meal Plan Fee - Fall</td>
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<tr>
<td>MTD Studio Usage Fee - Fall</td>
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<tr>
<td>New Student Fee UG/F - Fall</td>
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<tr>
<td>Parking Permits Fee - Fall</td>
<td>339.00</td>
</tr>
<tr>
<td>Registration Fee - Fall</td>
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<tr>
<td>Residence Hall Double Fee - Fall</td>
<td>2,683.00</td>
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<tr>
<td>Transportation Fee - Fall</td>
<td>53.00</td>
</tr>
<tr>
<td>Total Charges</td>
<td>$10,525.39</td>
</tr>
</tbody>
</table>

*Note: The tuition and fees shown here are proposed and may change prior to finalization.

*Housing Grant applied to cost of campus housing through institutional portion of federal funds intended for coronavirus response and relief in higher education and is not a part of the student financial aid award package. This is a one-time grant to be awarded in the Fall 2021 semester and applied to housing costs for the full 2021-22 academic year. For additional information, please visit the Office of Housing and Residence Life at hrl.uncg.edu or email hrl@uncg.edu.

**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 ’21 semester; your spring bill will read “202201.”

**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 spartancentral.uncg.edu/tuition-billing-payments/tuition-fees/. 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).**

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**ASG Fee**: Supports participation in the UNC Association of Student Governments. (M)

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

**Athletics Fee**: Supports the athletics program. (M)

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

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

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

**Federal Pell Grant**: 1,355.00

**UNC Need Based Grant**: 1,015.00

**NC Educ Lottery Scholarship**: 575.00

**Federal Direct Subsidized Loan**: 1,732.00

**Federal Direct Unsub Loan**: 990.00

**UNCG Dean’s Scholarship**: 1,500.00

**Housing Grant**: 1,500.00

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

**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 Fee**: 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.

**Registration Fee**: Supports the campus shuttle system and a portion of the city transportation system for students. (M)

**Residence Hall Double Fee**: Annual cost of your selected parking permit; fee won’t appear on spring bill.

**Parking Permits Fee**: Supports the campus shuttle system and a portion of the city transportation system for students. (M)

**Future Balance**: $0.00

**Previous Balance**: $0.00

**Current Term Balance**: $1,862.39

**Amount Due**: $1,862.39

**Future Balance**: $0.00

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

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

**Student Name**: Confirm correct student name appears here.

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With the exception of the one-time Housing Grant, 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.

**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.

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