Your Fall 2024 Bill & Payment: Frequently Asked Questions

We understand that your initial college bill can sometimes prompt confusion and anxiety, but rest assured there’s plenty of time to address any concerns between receiving your fall semester bill (scheduled for email for July 12) and payment due date (August 14). Below are answers to common questions, and you’ll find a guide to reading your bill 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 first 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 12. Keep in mind that this email will be sent to the preferred email address on record in your UNCGenie student account. Consider reviewing/updating your preferred email address prior to bill notification. (Access UNCGenie via 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 into 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 (shown on bill).

Does UNCG offer a payment plan?
Yes, UNCG offers the option to make monthly payments over the course of the semester. Visit 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

**Student Schedule/Bill**

<table>
<thead>
<tr>
<th>CHARGES</th>
<th>CREDITS/ANTICIPATED CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASG Fee - Fall</td>
<td>Federal Pell Grant</td>
</tr>
<tr>
<td>Activities Fee - Fall</td>
<td>1,355.00</td>
</tr>
<tr>
<td>Athletics Fee - Fall</td>
<td>UNC Need Based Grant</td>
</tr>
<tr>
<td>Campus Security Fee - Fall</td>
<td>1,011.00</td>
</tr>
<tr>
<td>Ed. &amp; Technology Fee - Fall</td>
<td>NC Ed. Lottery Scholarship</td>
</tr>
<tr>
<td>Facilities Fee - Fall</td>
<td>575.00</td>
</tr>
<tr>
<td>First Day Complete</td>
<td>Federal Direct Subsidized Loan</td>
</tr>
<tr>
<td>Health Insurance Prem - Fall</td>
<td>1,732.00</td>
</tr>
<tr>
<td>Health Services Fee - Fall</td>
<td>Federal Direct Unsubsidized Loan</td>
</tr>
<tr>
<td>In-State Tuition - Fall</td>
<td>990.00</td>
</tr>
<tr>
<td>Meal Plan - Fall</td>
<td>UNCG Dean's Scholarship</td>
</tr>
<tr>
<td>MTD Studio Usage Fee - Fall</td>
<td>1,500.00</td>
</tr>
<tr>
<td>New Student Fee UG/F - Fall</td>
<td></td>
</tr>
<tr>
<td>Parking Permits - Fall</td>
<td></td>
</tr>
<tr>
<td>Registration Fee - Fall</td>
<td></td>
</tr>
<tr>
<td>Residence Hall Double - Fall</td>
<td></td>
</tr>
<tr>
<td>Transportation Fee - Fall</td>
<td></td>
</tr>
<tr>
<td>Total Charges:</td>
<td>Total Credits/Anticipated Credits:</td>
</tr>
<tr>
<td></td>
<td>$57,163.00</td>
</tr>
</tbody>
</table>

**Previous Balance:** $0.00  
**Current Term Balance:** $4,179.97  
**Amount Due:** $4,179.97  
**Future Balance:** $0.00

**Total Charges:** $11,342.97

**AMOUNT DUE:**

- Current Term Balance: $4,179.97
- Future Balance: $0.00

**Due Date:** Date payment for fall semester enrollment is due.

**Statement Date:** Your bill reflects all charges/fees incurred through this date.

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

**Term:** Four-digit year followed by two-digit month indicating the fall '24 semester; your spring bill will read "202501."

This column shows 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 your student account after all required paperwork 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 due** 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 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 a variety of nonacademic student services such as intramurals, student organizations, and entertainment. (M)

**Athletics**
- Supports the athletics program. (M)

**Campus Security**
- Mandated by the UNCG 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/first-day.

**Health Insurance Premium**
- The UNCG 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. 10.

**Health Services**
- Supports medical services for students. (M)

**Tuition**
- The cost of tuition is fixed based on this rate for eight consecutive semesters for first-time, degree-seeking, undergraduate students who are N.C. residents. N.C. residency classifications for tuition purposes are determined at the state level. If you believe your residency status is in error, visit www.ncreidency.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 amount included is based on the 2023-2024 rate.

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