Welcome!

Money Matters
Financial Aid Services
Office of the Bursar
Students MUST grant access to anyone who has permission to discuss financial matters.

A FERPA waiver should be filled out by the student in SPIRE.

Without a FERPA waiver, we cannot discuss the bill with you….even if you pay it!

Waiver applies to Financial Aid, Bursar’s, & Residential Life Offices.

Academic, judicial and medical records are NEVER discussed.
**SPIRE**
SPIRE = Student’s online access to academic and financial information.
Parents do not have direct access to SPIRE.

**QuikPAY**
QuikPAY = electronic billing and payment system.
Parents set up as Authorized Payers have direct access.
Financial Aid Services
243 Whitmore Administration Building

Visit Us!
- Walk-in counseling
  - No appointment needed!
- Student employment information
- Assistance with FAFSA, verification and appeals
- Study abroad financial aid
- Assistance with loans, grants, scholarships and work study

Visit our website: umass.edu/umfa

Contact Us!
- finaid@finaid.umass.edu
- 413-545-0801
- Mon-Fri: 8:30-5:00
  - Wed: 10:00-5:00

New Student Orientation 2015-2016
Students MUST check email and To Do’s!

EMAIL

• UMass’ official means of communication
• Check Email DAILY!
• Students should link their UMass email account to their smartphone
  [it.umass.edu/support/]

TO DO’s

• Found in student’s SPIRE account
• Request for documents and information
• Contain detailed info and links

We communicate with the student!
Have you completed your FAFSA?
(Free Application for Federal Student Aid)

A FAFSA is required to receive financial aid, including some tuition waivers! Visit fafsa.ed.gov.

Student Self-Service Options

- **In SPIRE**
  - Reduce/cancel loans or work study (prior to disbursement date)
  - Report outside scholarships

- **On UMass Fin Aid website**
  - Forms (appeals, verification, loan changes)
  - Videos, tutorials, & lots of info!
## Estimated UMass Undergraduate Cost of Attendance (COA)

### 2015-16 Full-Time Undergraduate

<table>
<thead>
<tr>
<th></th>
<th>In-State</th>
<th>Out-of-State</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>$28,074</td>
<td>$44,408</td>
</tr>
<tr>
<td><strong>Billable</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuition</td>
<td>$1,714</td>
<td>$9,938</td>
</tr>
<tr>
<td>Fees</td>
<td>$12,456</td>
<td>$20,566</td>
</tr>
<tr>
<td>Room &amp; Board</td>
<td>$11,504</td>
<td>$11,504</td>
</tr>
<tr>
<td><strong>Non-Billable</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Books</td>
<td>$1,000</td>
<td>$1,000</td>
</tr>
<tr>
<td>Travel</td>
<td>$400</td>
<td>$400</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$1,000</td>
<td>$1,000</td>
</tr>
</tbody>
</table>
Scholarships, Grants & Waivers

Tuition Waivers
- John & Abigail Adams, Koplik
- Require a FAFSA
- Proof of waiver must be submitted to the Financial Aid (Adams) or Bursar’s Office (Koplik)

Grants
- FAFSA is the only application
- Awarded based on need
- Funds are limited

Scholarships
- Need-based, merit-based or both
- Earned by the student
- Usually require separate application
- Many opportunities available outside of the University
Scholarship Search

- UMass Financial Aid website: umass.edu/umfa/scholarships
- Academic Department websites
- High school guidance office
- Parents’ employers
- Local businesses, clubs & civic organizations
- Religious organizations
- Community Foundations

Scholarship search tool & Community Foundation locator on UMass Fin Aid website!

New Student Orientation 2015-2016
Federal Work Study (FWS)

- Awarded based on need
- FWS is NOT applied to the tuition bill
- Earned by working part-time on campus
- Students do not need FWS to work on campus
- Job listings: umass.edu/umfa/seo/
Federal Direct Loans

**Subsidized**
Interest-free while the student is enrolled in school

**Unsubsidized**
Interest accrues from issue date

First-time borrowers MUST go to studentloans.gov to complete:
• Entrance Counseling
• Master Promissory Note (MPN)

• No payments expected until 6 months after graduation
• Many repayment plans
• 2015/2016 Interest rate: 4.29% (annual, fixed)
• Annual limits (combined Sub and Unsub)
  – Up to $5,500 Freshman Year
  – Up to $6,500 Sophomore Year
  – Up to $7,500 Junior and Senior Years
Alternative Loans

• Parent PLUS Loans
  – For parents of dependent students
  – Separate application & credit check required
  – 2015/2016 interest rate: 6.84% (annual, fixed)
  – Application form: umass.edu/umfa/forms

• Student or Parent loans from private lenders
  – List of lenders available on the Financial Aid website
  – Apply with the lender directly

• More information on the Financial Aid website: umass.edu/umfa/
Verification

The confirmation through documentation that the information provided on a student’s FAFSA is correct.

• Selection for verification can be from:
  The U.S. Department of Education
  UMass Amherst Financial Aid Services

• Being selected for verification does not necessarily mean that you have made a mistake or provided erroneous information.

• Respond to verification To Do’s within 30 days, follow up with Fin Aid Services to make sure all requirements are met.
Appeal Process

File an appeal if:

• Student has unusually high expenses
• Family’s financial situation has changed significantly since filing the FAFSA
• FAFSA does not reflect some unusual aspect of your financial situation
• 2015 income or family situation is significantly different than 2014
• Deadline to file an appeal for 2015-2016 is April 1, 2016

Filing an appeal does not guarantee an increase in financial aid.
### Important Dates for 2015-2016

<table>
<thead>
<tr>
<th></th>
<th>Fall 2015</th>
<th>Spring 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Bills are Created</td>
<td>July 15, 2015</td>
<td>December 15, 2015</td>
</tr>
<tr>
<td>Tuition Bills Due</td>
<td>August 12, 2015</td>
<td>January 11, 2016</td>
</tr>
<tr>
<td>Classes Begin</td>
<td>September 8, 2015</td>
<td>January 19, 2016</td>
</tr>
<tr>
<td>Last Day of Add/Drop</td>
<td>September 21, 2015</td>
<td>February 1, 2016</td>
</tr>
</tbody>
</table>

New Student Orientation 2015-2016
Tuition Bills

- Bill notifications are sent via email to students and authorized payers.

- Statements are available to view and print through QuikPAY.

- Bills are sent the 15th of each month, due the 10th of the following month.

Become an Authorized Payer!!

New Student Orientation 2015-2016
Welcome to QuikPAY

Important billing messages will be posted on the welcome page.
Authorized Payer Access

• Manage your account
  – Change your password
  – Set up payment profiles
  – Set user preferences
• View your up-to-date account
• View all billing statements
• Make a payment
• Review payment transactions
• Enroll in the UPay payment plan
View most recent billing statement & all prior billing statements

All statements can be printed by clicking the icon to open the bill.
VIEW:

- Status of account
- Current billing statement
- Past Billing Statements
- Payment transaction history

DO:

- Make a payment
- Enroll in the UPay Payment Plan
- Set up user preferences
### Sample Tuition Bill

- **Bills include all activity through statement activity date**
- **Bills are created on the 15th of each month, due on the 10th of the following month**

All bills are available electronically!
What’s on the bill:

- Tuition
- Mandatory Fees
- Housing Fees
- Meal Plan Fees
- Course Fees
- HEALTH INSURANCE
- Waivable Fees
  - MassPIRG $11
  - Child Care $1
- Anticipated Financial Aid
- Payment Plan Total
- Payments

What’s NOT on the bill:

- Books
- Off-campus living expenses
- UCard activity
- Health Services fees
ALL students are charged for Health Insurance!!

Students covered under their own (or their parents’) insurance plan MUST waive the University’s coverage.

Deadline to waive the University’s coverage is Add/Drop (mid-September)

Waiver website will be available mid-July.

Waivers must be completed each academic year.

www.spire.umass.edu
The * next to a Financial Aid award indicates that the award is ‘pending’ or ‘anticipated.’ Pending awards are not final. Students must complete all To Do items to insure that all financial aid may be awarded for the term.

Students check their To Do lists through their SPIRE account.

Make sure all To Do items are done!
Payment methods include:

- E-check
- Credit card (2.7% fee)
- International payment

Authorized Payers may view all payments they made online.

Debit card payments should be entered as an e-check payment. Otherwise it will be treated as a credit card payment with a 2.7% fee.
UPay
Payment Plan

• Pay your tuition in 5 monthly payments per semester
• Annual plan available, 10 total monthly payments
• Convenient automatic payments directly from a bank account or credit card (2.7% fee for credit card) on the 5th of each month
• Enrollment fee is $55 for the annual plan, $35 for a single semester plan
• No interest
• Deadline to enroll is the first day of classes.

NEVER disregard a University bill, even if you are up to date on your installments!
Important!!
Enroll in UPay as an Authorized Payer

If you (the parent) are paying the installments for the payment plan, you must enroll using your Authorized Payer logon access.

• Plan management features include:
  – Ability to change payment method
  – Balance management: increase, decrease or terminate
  – Life insurance benefit

The person who enrolls in the payment plan is the ‘owner’, and the only one who has plan management access.
Other Payment Options

• Pre-paid Tuition Plans (529)
  – Request a withdrawal or transfer of funds from the bank/institution to be paid to UMass
  – This includes the MEFA UPlan

• “Outside” Scholarships
  – Copy of the award letter should be sent to the Bursar’s Office by the due date
  – Scholarships requiring grades to be submitted prior to payment: bill should be paid and student will be refunded once the scholarship has been received

• Tuition Waiver
  – Tuition waiver form should be submitted to the Bursar’s Office by the due date
Other Payment Options (cont.)

• Military Benefits – Chapter 33 Post 9/11 GI Bill
  – Veterans/Dependents submit eligibility form and DD214 to the Bursar’s Office
  – Room/Board and remaining % to be paid by family

• Employer Reimbursement
  – Bill should be paid in full, and employee reimbursed directly

ALWAYS include your 8 digit Student ID number with each payment!

New Student Orientation 2015-2016
Student Self Service Options

Adjustments can be made until the end of Add/Drop:

• Waive MassPIRG and/or Child Care Fees
• Change meal plan
• Waive Health Insurance

Other Self Service Options:

• Enroll in Excess Express for student refunds
• View/Pay Tuition Bills
• Enroll in UPay
• View 1098T Statements
Parents:
- Make sure student completes the student checklist
- Complete the FAFSA application each year
- Work with your student to complete To Do items
- Complete health insurance waiver online each year
- Log in as an authorized payer to view/pay bills
- Enroll in the UPay payment plan
- Visit umass.edu/bursar for more information!

Students:
- Waive your FERPA restriction
- Set up your Authorized Payers
- Enroll in Excess Express
- Complete To Do’s
- Complete health insurance waiver online each year
- Always check your UMass email!
- Visit umass.edu/bursar for more information!

Are You Ready?
New Student Orientation 2015-2016
IMPORTANT!!

Students who have not paid their tuition bills by the due date will have a hold placed on their SPIRE account.

If the bill remains unpaid by the first day of classes, the student will be subject to withdrawal from the University.

Students and AUTHORIZED PAYERS will be notified of any holds or other sanctions by email.

Do not disregard a tuition bill. Contact the Bursar’s Office for assistance.
Withdrawal Information

Should a student choose to formally withdraw from the University, the following refund schedule is in place. Withdrawal refund is determined based on the last date that the student attended classes.

<table>
<thead>
<tr>
<th>Dates</th>
<th>Tuition and Fees Refunded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through the first day of classes</td>
<td>Through Sept 8, 2015</td>
</tr>
<tr>
<td>First two weeks</td>
<td>Sept 9&lt;sup&gt;th&lt;/sup&gt; – Sept 21&lt;sup&gt;st&lt;/sup&gt;</td>
</tr>
<tr>
<td>Third week</td>
<td>Sept 22&lt;sup&gt;nd&lt;/sup&gt; – Sept 28&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Fourth week</td>
<td>Sept 29&lt;sup&gt;th&lt;/sup&gt; – Oct 5&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Fifth week</td>
<td>Oct 6&lt;sup&gt;th&lt;/sup&gt; – Oct 12&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>After the fifth week</td>
<td>Oct 13&lt;sup&gt;th&lt;/sup&gt; and after</td>
</tr>
</tbody>
</table>

Please note: this refund schedule applies to tuition, mandatory fees, and meal plan charges. Housing fees are subject to their own refund schedule which can be found at housing.umass.edu.
The Bursar's Office manages student accounts. We issue online bills for tuition and fees, credit your account for payments you make and that you may receive through financial aid. We also offer a payment plan known as UPay. If you are a Perkins Loan Holder or a Nurse Faculty Loan Holder, contact our loan repayment services.

Students
Make sure you log into your SPIRE account where you manage every aspect of your University account which includes your bills, To Do list and Holds.

- Use our Checklist For Students.
- Learn how to view and pay your bill in QuikPAY.
- Set Up Authorized Payers if you want your parent or guardian to view or pay your bill.
- Learn about Veteran Educational Benefits.

Parents and Guardians
Become an Authorized Payer so you can view and pay the bill online in QuikPAY.

- Use our Checklist for Parents.
- Ask your student to log into SPIRE and check their list of Holds and To Do.
- Read Money Matters: A guide to financial aid and the Bursar's online billing and payment system.
- Understand FERPA and get a FERPA Access code.

FERPA
Student records are confidential and protected under the Family Educational Rights and Privacy Act (FERPA). Students may elect to set up a FERPA Privacy Waiver to allow parents, guardians or other third parties to obtain information about their Bursar bill, Financial Aid and Housing. We will not disclose information to anyone who has not been designated by the student in their FERPA waiver.

Office of the Bursar
The Billing and Payment Gateway of UMass Amherst

Contact
Office of the Bursar
University of Massachusetts
215 Whitmore Building
181 Presidents Drive
Amherst, MA 01003

bursar@admin.umass.edu
413-545-2368 tel
413-545-2297 fax

Maps
Hours of Operation
Monday - Friday
Payment Processing:
8:30 AM - 4:00 PM
Customer Service Inquiries:
8:30 AM - 5:00 PM
Students: Photo ID required

Popular Downloads
Tuition Fee Sheets
Budget Calculators
Money Matters Guide
UPay Guides

Everything you need can be found on our website: umass.edu/bursar

New Student Orientation 2015-2016
Our Offices are Open!

Please visit us…..

Bursar’s Office
Room 215 Whitmore Building
Open 8:30-5:00
umass.edu/bursar

Financial Aid Services
Room 243 Whitmore Building
Open 8:30-5:00 Mon, Tue, Thur, Fri
10:00-5:00 Wednesdays
umass.edu/umfa

You may also call our summer Helpline at 413-545-6900. Helpline staff are available weekdays 11:00-5:00pm June 15th through September 4th.