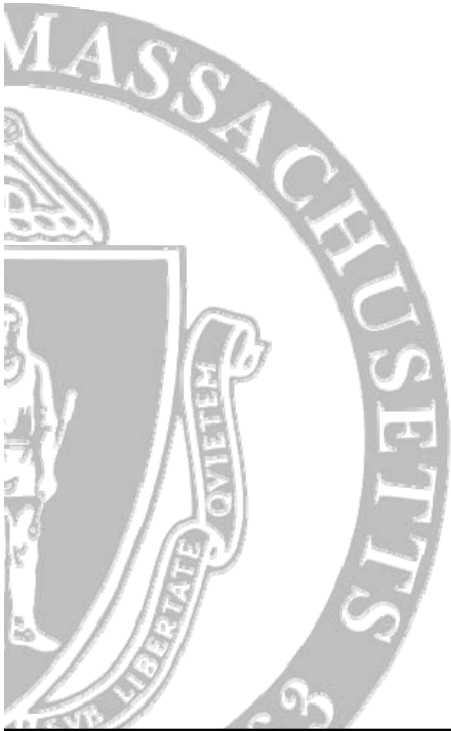


Money Matters: A Parents' Guide to Billing and Financial Aid



Welcome!

You've got questions...
and we've got answers!

- Financial Aid
- Tuition bills, payment process
- Timelines and consequences



What we do

Bursar

(Student billing, collections)

- Posts bills online
- E-mail students when bills are available
- Analyzes accounts
- Processes payments
- Manages Tuition Management Systems payment plan



Financial Aid

(Helps you pay for college)

- Evaluates family's eligibility for financial aid
- Awards financial aid
- Manages student employment
 - Federal work-study
 - Non work-study
- Provides alternative financing options

SPIRE



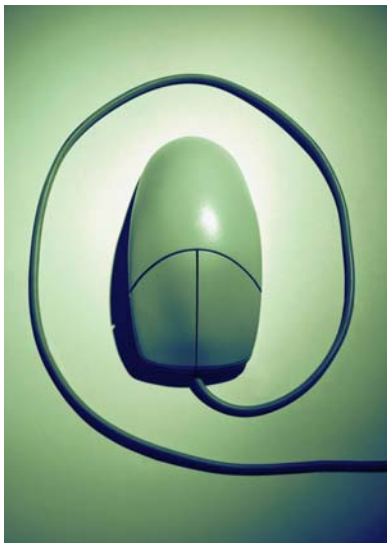
www.spire.umass.edu

Spire offers students online access to information 24/7

FERPA

Student must grant access

Family Educational Rights and Privacy Act (FERPA)



Log on to **SPIRE**, click Holds & To-Do's and choose **FERPA Privacy Waiver**

- Up to four designees

Waivers apply to info from:

- Financial Aid
- Bursar's Office
- Housing Assignments Office
- UCard Office

Doesn't include academic, judicial, medical records

Goals of Financial Aid

Primary goal is to assist families in paying for college.

It is achieved by:

- Evaluating family's ability to pay educational costs
- Distributing limited resources in an equitable manner

How to Apply for Financial Aid

- Complete the Free Application for Federal Student Aid (FAFSA)
- www.fafsa.ed.gov
- UMass Amherst priority filing date is March 1st
- If you have not filed, do so now
- Something for everyone
- Caution... avoid being charged a fee!

Sources of Financial Aid

- Federal government
- State government
- Colleges and Universities
- Private Organizations

Types of Financial Aid

- Scholarships
- Grants
- Loans
- Work-Study

EFC for Dependent Student

Parental contribution from income and assets (as adjusted, if more than one household member in college)

+ Student contribution from available income and assets

= Expected Family Contribution (**EFC**)

Definition of Need

Cost of attendance (COA)

- Expected Family Contribution (EFC)

= Need

UMass Undergraduate COA

Assumes Full-Time On Campus			
	Instate	Outstate	Regional
TOTAL	\$22,408	\$33,906	\$23,696
Billable			
Tuition	\$1,714	\$9,938	\$3,002
Fees	\$10,018	\$13,292	\$10,018
R&B	\$8,276	\$8,276	\$8,276
Non Billable			
Books	\$1000	\$1000	\$1000
Travel	\$400	\$400	\$400
Misc.	\$1,000	\$1,000	\$1,000

Direct Loans

- Subsidized: Must demonstrate “need”
- Unsubsidized: Not based on “need”
- Base annual loan limits (combined subsidized and unsubsidized)
 - up to \$5,500 freshman year
 - up to \$6,500 sophomore year
 - up to \$7,500 junior and senior year

Factors affecting financial aid award

- Outside scholarships
- Waivers
- Other resources
- Enrollment status
- Residency



Verification

- What is verification?
- Selection can be from:
 - A. The U.S. Department of Education
 - B. UMass Amherst Financial Aid Services

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

Appeal Process

- Family's financial situation has changed significantly since filing the FAFSA.
- FAFSA does not reflect some unusual aspect of your financial situation.
- Review of appeals for 2009-2010 will begin after May 1, 2010.

Alternative Financing Options

- Payment Plan
- Alternative Educational Loans, visit our website for details www.umass.edu/umfa

Private Scholarship Search

- Local library resources
- Local businesses and civic organizations
- Parents' employers
- High School
- Religious Affiliations



Bill schedules

Bills are available

- Online through QuikPay 6-8 weeks before the semester starts (July and December)
- Adjusted bills available monthly after the end-of-semester add/drop periods (September and February)

Bills are due

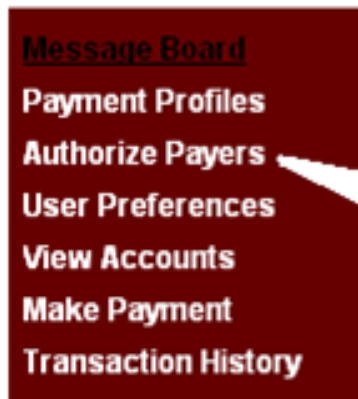
- Fall bills are due August 12th, 2009.
- Spring bills will be due in January 2010.

Students will be notified via e-mail when bills are available to view online

The screenshot displays the student portal interface. On the left, a 'Menu' sidebar contains a search bar and a list of navigation options: Campus Alerts, Student Home, Holds & To Dos, Course Guides, Enrollment, Academics, and Finances. The 'Finances' option is expanded, and the 'View/Pay Bill' link is circled in red. A callout box with a blue border and white background points to this link, containing the text: 'Find the QuikPay link on the main navigational menu under the Finances tab or on your Student Center beneath your schedule!'. To the right, the main content area shows a 'weekly schedule' link and a 'Finances' tab. Under the 'Finances' tab, there is a 'My Account' section with links for 'Mass Pirq/Child Care Waiver' and 'Account Summary'. The 'View/Pay bill' link is also circled in red. Below this is a 'Financial Aid' section with a 'View Financial Aid' link and a dropdown menu labeled 'other financial...'. A 'weekly schedule' link is visible in the background.

QuikPAY

- Students should set up anyone they wish to have access to bills and payments as an **authorized payer**.



Message Board

Welcome to QuikPAY®, the new option for UMass Amherst students to view and pay their bill.

Authorized Payers

Through QuikPAY®, you are able to authorize others to make payments to your personal accounts.

- To create a new authorized payer, please click "**Add New**" button.
- Student will assign logon and temporary password.
- Payer will select permanent password with first logon.
- To modify a currently authorized payer, please click "**Edit**" icon.
- To delete a currently authorized payer, please click "**Delete**" icon.

Authorized Payer

- Authorized payers will also receive an e-mail when bills are available to be viewed
- E-mail will contain link to bring payer to QuikPay
- Can view and print current and previous invoices
- Make payments on-line
- No charge for e-check
- 2.75% fee applies to credit cards (note: Visa is NOT accepted)

What is on the Bill?

Mandatory Fees

- Tuition
- Curriculum
- Activities Fee
- Service Fee
- Health Fee

Meal plans

- Required for on-campus freshmen and sophomores
- Value plan billed automatically (224 meals per semester)
- Can upgrade to unlimited meal plan
- Email bursar@admin.umass.edu to change /add your meal plan
- Commuters, Seniors and Juniors visit www.umassdining.com for your options

Housing charges

- Shared room fee
- Telecommunications fee

Go to www.umass.edu/bursar for fees and fee descriptions!

What will the bill look like?



University of Massachusetts
Amherst
Statement of Account

Student ID 0000000

Doe, Jane

Statement of Activity thru: 03-Jul-2009
 Account Balance as of 03-Jul-2009 \$5,116.00
 Minimum Payment Due to Avoid a Penalty: \$5,116.00
 Payment Due Date: 12-Aug-2009

Account Summary

Previous Balance	\$0.00
Current Payments/Financial Aid	\$0.00
Current Charges/Adjustments	\$5,116.00
Current Amount Due	\$5,116.00
Current Amount Due without waivable fees	\$5,116.00

Total

Current Account Activity

ITEM DESCRIPTION	TERM/SESSION	POSTING DATE	ITEM AMOUNT
------------------	--------------	--------------	-------------

Payments and Financial Aid:

Total Payments and Financial Aid \$0.00

Charges and Adjustments:

Tuition Ugrad In-State	Fall 2009	03-Jul-2009	857.00
Curriculum Fee Ugrad In-State	Fall 2009	03-Jul-2009	3209.50
Student Activities Fee Ugrad	Fall 2009	03-Jul-2009	.47.00
Service Fee Ugrad	Fall 2009	03-Jul-2009	675.50
Student (mandatory) Health Fee	Fall 2009	03-Jul-2009	327.00

Tuition and **Mandatory Fees**

Waivable Fees

- **Student Health Insurance Plan (SHIP)**

- Offered by AETNA
- Can be waived if student has comparable coverage

State law requires primary health insurance for students

- **Mass Pirg**

- Provides funds for the campus chapter of the Massachusetts Public Interest Research Group on environmental/consumer/government issues

- **Child Care**

- Provides funds for campus childcare

Health Insurance Waiver

- **Student Health Insurance Plan (SHIP) waivers must be done online before the end of add/drop period**
- **UHS:**
 - www.umass.edu/uhs
- **SPIRE:**
 - click "[Health Insurance Waiver](#)" link

The screenshot shows the SPIRE login interface. At the top, it asks "New to SPIRE? [Activate](#)". Below this are input fields for "NetID: [What's this?](#)" and "Password:", followed by a "Go" button. There is also a checkbox for "Use alternate role [What's this?](#)" and links for "Logon Help" and "SPIRE Help".

Below the login form, there are two bullet points:

- Use SPIRE with Internet Explorer 7.x, Firefox 3.x (Windows), or Safari 3.x, Firefox 3.x (Mac OS X).
- SPIRE will time out after 40 minutes of inactivity

A callout box with a blue border and a drop shadow contains the text: "Follow this link to waive Student Health Insurance Plan (SHIP)". A red arrow points from this box to the "Health Insurance Waiver" link in the "Related Pages" section of the sidebar. The "Health Insurance Waiver" link is circled in red in the original image.

The sidebar on the right contains several sections:

- Search:** [Search](#), [Catalog](#), [Five College Course Catalog](#), [Continuing & Professional Education Courses](#), [Schedule of Classes \(pdf\)](#)
- OIT Accounts:** [Activate Your Account](#)
- Passwords:** [New Students Password Help](#), [View Your Password Hint](#), [Manage Your Password](#), [Alumni Password Help](#)
- Get Help:** [SPIRE Contacts](#), [Registrar's Office](#), [Bursar's Office](#), [Financial Aid Services](#), [Housing Services](#)
- Related Pages:** [Mobius](#), [Download and print class rosters](#), [Health Insurance Waiver](#) (circled in red), [Undergraduate students can complete the waiver online](#)

Mass Pirg/Child Care Waiver

Waive Mass Pirg/Child Care online through SPIRE

The screenshot shows the SPIRE website interface. On the left is a navigation menu with the following items: Student Home, Student Center (expanded), Class Schedule, Final Exam Schedule, Five College Enrollment Req, Download Class Schedule, Download Finals Schedule, Holds & To Dos, Course Guides, Enrollment, Academics, Finances, Housing, OIT Accounts, My Personal Information, My SPIRE, and Help. A red arrow points from the 'Student Center' menu item to the 'Mass Pirg/Child Care Waiver' link in the 'My Account' section of the 'Finances' header. A blue callout box with a white border contains the text: 'Find the link to waive Mass Pirg/Child Care on your Student Center page beneath your schedule'. To the right of this box is a green checkmark icon and the text 'weekly schedule ▶'. Below the 'Finances' header, the 'My Account' section is visible, with 'Mass Pirg/Child Care Waiver' circled in red. Other links in this section include 'Account Summary' and 'View/Pay bill'. Below this is the 'Financial Aid' section with a 'View Financial Aid' link. At the bottom of the page, the 'Personal Information' header is partially visible. Search boxes for 'other academic...' and 'other financial...' are also present.

Financial Aid Awards

Sample Financial Aid award letter

Financial Aid Services at UMass Amherst is pleased to offer you the following financial aid award package to assist in funding your University education. It is important that you review and understand the enclosed materials which provide information about your award package and your rights and responsibilities as a financial aid recipient. If after reading the enclosed materials, you have questions, please contact our office at (413) 545-0801. For additional information regarding financial aid we encourage you to visit the UMass Financial Aid Website at www.umass.edu/umfa.

Financial Aid awards may be adjusted if your eligibility changes. To decline any aid offered below please circle the D next to the amount and return this letter to our office. To reduce any aid or report other financial resources you will receive, complete the reverse side of this letter and return it to our office.

	Fall 2009	Spring 2010	TOTAL	Message
Federal College Work Study	900.00 D	900.00 D	1,800.00	A29
Federal Direct Subsidized Loan	1,750.00 D	1,750.00 D	3,500.00	A02
UMass Amherst Grant	2,476.00 D	2,476.00 D	4,952.00	
		TOTAL	9,252.00	

How does my Financial Aid appear on the bill?



University of Massachusetts
Amherst
Statement of Account

Statement of Activity thru: 03-Jul-2009
 Account Balance as of 03-Jul-2009 \$5,116.00
 Minimum Payment Due to Avoid a Penalty: \$5,116.00
 Payment Due Date: 12-Aug-2009

Student ID 00000000 Doe, Jane

Account Summary

Previous Balance	\$0.00
Current Payments/Financial Aid	
Current Charges/Adjustments	\$5,116.00
Current Amount Due	\$5,116.00
Current Amount Due without waivable fees	\$5,116.00

Current Account Activity

ITEM DESCRIPTION	TERM/SESSION	POSTING DATE	ITEM AMOUNT
Payments and Financial Aid:			
[Redacted]			
Total Payments and Financial Aid			
Charges and Adjustments:			
Tuition Ugrad In-State	Fall 2009	03-Jul-2009	857.00
Curriculum Fee Ugrad In-State	Fall 2009	03-Jul-2009	3209.50
Student Activities Fee Ugrad	Fall 2009	03-Jul-2009	.47.00
Service Fee Ugrad	Fall 2009	03-Jul-2009	675.50
Student (mandatory) Health Fee	Fall 2009	03-Jul-2009	327.00

No financial aid award is reflected on this bill.

Why isn't my Financial Aid award on my bill?

SPIRE University of Massachusetts Amherst Production

SPiRE Home | SPiRE Help | Logout

Menu

Search: []

- Campus Alerts
- Student Home
 - Student Center
 - Class Schedule
 - Final Exam Schedule
 - Five College Enrollment Reg
 - Download Class Schedule
 - Holds & To Dos
 - Course Guides
 - Enrollment
 - Academics
 - Finances
 - Housing
 - OIT Accounts
 - My Personal Information
 - My SPIRE
 - Help

Jane's Student Center

Academics

Enrollment: [My Class Schedule](#), [Add a Class](#), [Drop a Class](#)

Academic History: [Grades](#), [Degree Progress](#)

other academic... []

This Week's Schedule

Class	Schedule

SEARCH FOR CLASSES

Holds
No Holds.

To Do List

- 09-10 Dependent Verif Form
- 09-10 Par 2008 Fed Tax Return
- 09-10 Stu 2008 Fed Tax Return
- Sign Promissory Note details ▶

Enrollment Dates

Enrollment Appointment
You may begin enrolling for the Fall 2008 *University session on April 8, 2008.

Must complete "To Do" list. Complete verification and sign promissory note for aid to be reflected on bill.

Awards on the bill



University of Massachusetts
Amherst
Statement of Account

Student ID 00000000

Doe, Jane

Statement of Activity thru: 03-Jul-2009
 Account Balance as of 03-Jul-2009 \$895.00
 Minimum Payment Due to Avoid a Penalty:
 Payment Due Date: 12-Aug-2009

Account Summary

Previous Balance \$0.00
 Current Payments/Financial Aid -\$4,209.00
 Current Charges/Adjustments \$5,116.00
 Current Amount Due

Current Amount Due without waivable fees

Current Account Activity

ITEM DESCRIPTION	TERM/ SESSION	POSTING DATE	ITEM AMOUNT
Payments and Financial Aid:			
Federal Direct Sub Loan	Fall 2009	03-Jul-2009	-1,733.00
UMass Amherst Grant	Fall 2009	03-Jul-2009	-2,476.00
Total Payments and Financial Aid			-4,209.00
Charges and Adjustments:			
Tuition Ungrad In-State	Fall 2009	03-Jul-2009	857.00
Curriculum Fee Ugrad In-State	Fall 2009	03-Jul-2009	3209.50
Student Activities Fee Ugrad	Fall 2009	03-Jul-2009	.47.00
Service Fee Ugrad	Fall 2009	03-Jul-2009	675.50
Student (mandatory) Health Fee	Fall 2009	03-Jul-2009	327.00

Now **"To Do"** list has been completed and everything has been credited to account.

Paying the bill – TMS

Tuition Management Systems (TMS)

- Interest-free **payment plan**
- 5 payments **per semester**
- First Fall payment due: **July 1, 2009**
- First Spring payment due: **Dec. 1, 2009**
- Application deadline: **August 12, 2009**
- **Never disregard a University bill even if you are up to date with your TMS contract.**

• **www.afford.com**

1-888-216-4258



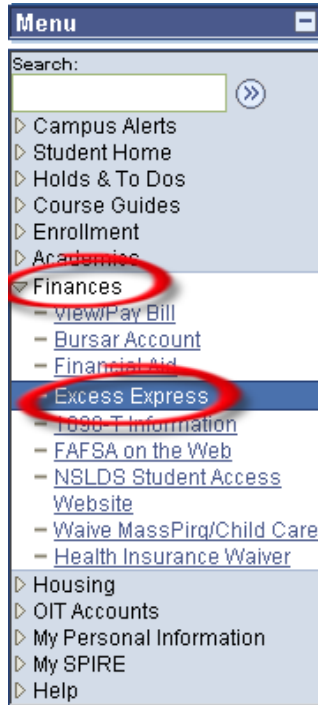
TUITION MANAGEMENT SYSTEMS
Helping families afford education

Excess Express

- Avoid waiting in line at the Bursar's Office to pick up your check.
- Sign up for Excess Express and get your refund money deposited directly into any US bank account.
- Sign up on SPIRE under the Finances tab.

How do I sign up for Excess Express?

Find the 'Excess Express' link under the Finances Tab on SPIRE.



The screenshot shows a web interface with a 'Menu' on the left. Under the 'Finances' category, the 'Excess Express' link is highlighted with a red circle. The main content area displays the 'Excess Express (Direct Deposit)' page, which includes a user profile for 'Doe, Jane' with Student ID '00000000'. The page explains the service, provides a link to the 'Bursar Office Web Page', and lists terms and conditions under three categories: Deposits, E-mail, and Financial Aid.

Excess Express (Direct Deposit)

Name: Doe, Jane **Student ID:** 00000000

The Excess Express service is offered by the Bursar's Office to all University students to speed excess check refunds. Once enrolled, your refunds will be electronically deposited into the U.S.A. bank account of your choice, which can be either a checking or savings account.

For further information on Excess Express, visit : [Bursar Office Web Page](#)

To enroll in Excess Express, all students must agree to the following Terms and Conditions of the service:

Deposits
I authorize the University of Massachusetts to initiate deposits of excess checks to my designated banking institution. Further, in the event that the University of Massachusetts deposits funds erroneously into my account I authorize the University of Massachusetts to debit my account for an amount not to exceed the original amount of the credit. Deposits can be made to only one depository account per student. This authorization remains in full force and effect until I revoke it by changing my banking information on SPIRE at least 10 days prior to any subsequent deposit. I understand that I am responsible for the information entered. I understand that if I enter incorrect banking information which results in a rejected direct deposit I must either correct my banking information or cancel my direct deposit request before any refunds will be issued.

E-mail
I will be notified of all electronic excess checks through my official student e-mail account provided by the University of Massachusetts. It is my responsibility to verify that the excess check has been credited to my bank account before writing checks against these funds. If I choose to forward my University of Massachusetts e-mail to an alternate e-mail address, I do so at my own risk.

Financial Aid
I must repay the University of Massachusetts if I withdraw from the University, have a change in financial aid eligibility, or have received a refund in excess of my financial aid eligibility. Previously

Payment deadlines

Late payments have consequences

Unpaid by due date:

- **Hold placed**

Prevents:

- adding, dropping classes
- moving into residence hall
- using meal plan

- **\$50 late fee added**

Unpaid by first day of classes:

- **Withdrawal initiated**

Student loses:

- classes
- housing
- meal plan

For more information



- **Anytime**

Online – www.umass.edu

- Find us under the services and offices link!

- **Weekdays, 9 a.m. – 5 p.m.**

Main # – (413) 545-0111

- **Helpline**

Weekdays, 9 a.m. – 5 p.m.

June 22nd – Sept. 4th

(413) 545-6900

UMassAmherst

Thanks for joining us...

Enjoy your day!

