



University of
New Haven

Welcome to **SOAR**

STUDENT ORIENTATION
ADVISING & REGISTRATION



University of
New Haven

FINANCING THE COLLEGE EXPERIENCE

Presented By:


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Associate Vice President
One Stop Student Financial and
Registrar Services Office




How can we help you?

BURSAR'S OFFICE

- ePay 
- Tuition Billing
- Payment Processing
- Monthly Installment Plan
- Student Health Insurance
- Refunds

FINANCIAL AID OFFICE

- Financial Aid Online System 
- FAFSA
- Scholarships and Grants
- Loan Options
- Federal Work Study



What is our billing process?



- The University uses a paperless billing system- ePay Online Billing and Payment Suite.
- Billing statements are only available online.
- Students are notified through their University email account.
- Parents/families will only be emailed if they are set up as an Authorized User in ePay.

Fall 2022 semester

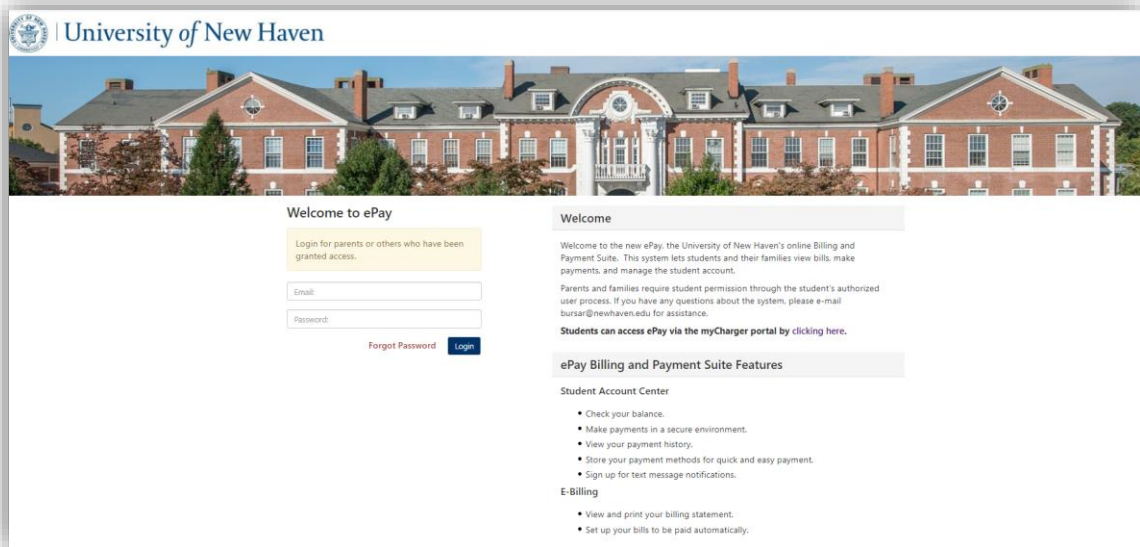
Billing Date: June 14, 2022
Due Date: August 1, 2022

Spring 2023 semester

Billing Date: November 15, 2022
Due Date: December 14, 2022



How do I view my student's bill?



Parent and Family Access

- Student must set you up as an Authorized User in ePay.
- Once set up, the Authorized User will receive **two confirmation emails** which will include their username, temporary password, and link to access the ePay Authorized User website.
- Receive billing emails when your student does.
- Securely store your payment information. (optional)

⚠ Important Note:

In order for staff to discuss any details of the student's bill with anyone other than the student, that person must be listed as an Authorized User in ePay.

ePay: Online Billing and Payment Suite

The screenshot shows the University of New Haven ePay interface. At the top, the University of New Haven logo and name are displayed. The user is logged in as 'Charger, Charlie' and can click 'Logout'. A navigation bar includes 'My Account', 'Make Payment', 'Deposits', 'Refunds', and 'Help'. The main content area is divided into several sections:

- Announcement:** A welcome message and 'Important Tasks for Students' including signing up authorized users, enrolling in direct deposit, and updating mailing addresses.
- Student Account:** Shows the current balance of \$1,500.00, estimated financial aid of \$1,500.00, and a total balance including aid of \$0.00. It includes buttons for 'View Activity' and 'Make Payment'.
- Statements:** Features an 'On-Demand Statement' button and a 'View Statements' button. A note indicates that staff can view account details on behalf of the student.
- My Profile Setup:** A sidebar menu with options for 'Authorized Users', 'Personal Profile', 'Payment Profile', 'Consents and Agreements', 'Electronic Refunds', and 'Auto Bill Pay'.
- Term Balances:** A table showing balances for 'Summer' (-\$1,500.00) and 'Fall 2021' (\$1,500.00).

This section provides easy access to make a payment, view your payment history, set up direct deposit, and more.

View the current balance and access current activity by term.

Students can grant permission to others to view their account by adding them as an authorized user, sign up for text message notifications, save an ACH account to be used for future payments, and more.

Download a real time, up-the-minute statement.

View our announcements section for general information and helpful tools for understanding your account.

Access current and past monthly eBills statements.

View balances by term.

What is included on the billing statement?

Standard Charges

- Full-time Tuition (12 – 17 credits)
- General Student Fee
- Student Health Insurance
- Residential Student Room and Board Charges
 - Room Charge
 - Charger Pride Meal Plan
 - Housing Activity Fee
- Anticipated Financial Aid
 - *only if aid has been finalized

University of New Haven

Bursar's Office
300 Boston Post Rd
West Haven, CT 06516
bursar@newhaven.edu
203-932-7217
www.newhaven.edu/bursar

STATEMENT DATE: 04/16/2021
DUE DATE: 05/13/2021
AMOUNT DUE: \$0.00

Charlie Charger
300 Boston Post Road
West Haven, CT 06516
Student ID: 00123456

SAMPLE

Account Summary

CHARGES		CREDITS/ANTICIPATED CREDITS	
Tuition Undergraduate	\$20685.00	Dean's Scholarship	\$1000.00
General Student Fee	\$764.00	Distinguished Scholar Award	\$8000.00
Student Health Insurance	\$1525.00	Payment – Electronic Check	\$13974.00
Total Charges: \$22,974.00		Total Credits/Anticipated Credits: \$22,974.00	

PREVIOUS BALANCE	CURRENT TERM BALANCE	DUE DATE	AMOUNT DUE
\$0.00	\$0.00	05/13/2021	\$0.00

Spring 2021 Schedule

Subject	Course	Section	Campus	Course Title	Credits
CJST	2250	02	MAI	Scientific Methods in CJ	3.00
CJST	3399	02	MAI	Professional Practices in CJ	3.00
HSEM	2202	80	MAI	Technology in Emerg Mgmt	3.00
HSEM	3805	80	MAI	Intelligence Community	3.00
HSEM	2101	80	MAI	Infrastructure Protection	3.00
Total Credit Hours: 15.00					

This statement reflects activity on your account, at the time the statement was prepared. All past due accounts may be subject to a late payment fee. Delinquent accounts may result in a financial hold being applied which may prevent you from future registration, access to grades, requesting transcripts and receiving your diploma.

Why is there a charge for health insurance?



- All full-time undergraduate students are required to have health insurance.
- University plan is offered and administered by United Healthcare.
- Policy coverage: 8/1/2022 – 7/31/2023
- Cost is \$1,640.00 for the year.
- Coverage can be waived with proof of existing coverage.



How do we waive the health insurance?

- The only way to waive the University-sponsored health insurance is online.
- A waiver MUST be processed each academic year.
- Visit www.studentcenter.uhcsr.com/newhaven and click on Waive Coverage.
- **Please note:** In order to access the waiver site, the student must be officially registered for classes.
- **Waiver deadline: July 31, 2022.**
- Once the waiver deadline has passed, you will not be able to waive coverage until the next academic year.

UnitedHealthcare® | StudentResources

The screenshot shows a web form titled "Waive Coverage" with a close button in the top right corner. The main heading is "Step 1 - Student Validation", followed by a progress indicator of six dots (the first is filled) and the text "Hi There! Help us identify you." Below this, a red asterisk and the word "Required" indicate mandatory fields. The "Birthday" section contains three dropdown menus for "Month" (set to "Jan"), "Day" (set to "1"), and "Year" (set to "2003"). Below the birthday fields is a text input field for "Student ID (Do not include Leading Zeroes)", which contains the number "123456". A blue "NEXT" button is located in the bottom right corner of the form.



What is not included on the billing statement?

- Federal Work Study (if awarded)
- Books and Supplies
- Financial aid that has not been finalized and/or awards that have not been accepted.



Checklist for Finalizing Financial Aid

- ✓ Accept or decline all financial aid awards online.
- ✓ Submit additional documents if requested.
- ✓ Complete Loan Entrance Counseling and Master Promissory Note (MPN) **For first-time student loan borrowers only.*
- ✓ Report any outside scholarships to the Financial Aid Office.



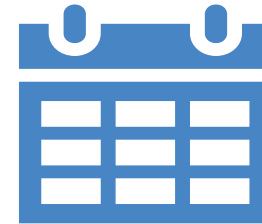
What are my payment options?



**Direct Payment:
Online in ePay**



**Direct Payment:
Pay by Mail**



**Enroll in the
Monthly
Installment Plan**



**Apply
for a Loan**



Payment Options: Direct Payment

Pay online in ePay

- Electronic Check (e-check)
- Credit/Debit Card
(Visa, MasterCard, Discover, Amex)

Important Note:

Credit/Debit card payments are subject to a 2.85% service fee.

There is no service fee for using e-check.

Pay by Mail

- Personal/bank check, 529 college savings plan payments
- Attention Bursar's Office
- Payable to the University of New Haven
- Include student's name and student ID number



Payment Options: Monthly Installment Plan

- \$50 enrollment fee per semester, interest-free.
- Fall Plan: July – November
- Spring Plan: December – April
- Payments are due on or around the 1st of each month.
- Deadline to enroll in the Fall plan is August 1.
- All additional payments, financial aid and/or outside scholarships must be in place before enrolling.
- Link to enrollment form available in ePay.



Payment Options: Parent Plus Loan (PLUS)



The parent is the borrower of this federal credit-based loan.

- A credit check is required.
- Parents may borrow up to the cost of attendance minus any other financial aid received.
- Interest begins accruing at the time of disbursement.
 - *Expected fixed rate: 7.54%*
- The government withholds an origination fee from each disbursement.
 - *Current origination fee: 4.228%*
- The borrower can select from several different repayment options, including deferring all payments until 6 months after graduation or last day of attendance.



Payment Options: Parent Plus Loan (PLUS)

How to Apply

1. Parent signs into www.studentaid.gov using their FSA ID.
2. Select the option “**Apply for a PLUS**” then complete and submit the application.
3. If approved, parents will need to “**Complete a Master Promissory Note (MPN) for a Parent PLUS Loan.**”

What if I am not approved for the Plus loan?

- Appeal the decision with the U.S. Department of Education.
- Obtain a creditworthy endorser.
- Have the other parent apply in their name.
- Choose to “Not Pursue the PLUS Loan.”

With this option, student will be eligible to borrow an additional \$4,000 for the year in the Unsubsidized Federal Direct Student Loan program.



Payment Options: Private Alternative Loan

This private, credit-based loan is borrowed by the student and a creditworthy cosigner.

- The rates and terms vary based on the type of loan and the lender.
- Borrow up to the cost of attendance minus any other financial aid received.
- Deferred repayment options may be available. Consult with your specific lender for more information.
- Please be sure to apply promptly and allow yourself enough time to complete the loan process.



Refund Process

The type of credit on a students' account will determine the method of initiating the refund.

Title IV Refunds (Federal Financial Aid)

Processed automatically within 14 days of disbursement.

Non-Title IV Refunds

Student must request a refund by emailing the Bursar's Office after the add/drop period ends.

Credit due to Parent Plus Loan

Refund via mailed check issued to parent unless stated otherwise on the Plus application.

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- **Refunds will start to be processed approximately 2-3 weeks after the semester starts.**
 - **It is strongly recommended that direct deposit is set up in ePay for student refunds.**



Early Partial Refund Program

- For students, whose anticipated federal financial aid will result in a credit on their student account.
- To assist with obtaining books and supplies.
- Students are notified via email if they are eligible based on their anticipated financial aid award.
- Maximum refund amount is \$500.
- Available approximately 10 days prior to the first day of classes.
- No action is needed. Refund will be processed automatically if eligible.



FERPA and Student Privacy



- Family Educational Rights and Privacy Act
- FERPA release form; academic and/or disciplinary matters
- Bursar's Office can only discuss billing details with an Authorized User.
- Financial Aid can only discuss award/FAFSA information if the parent is listed on the students FAFSA or if a FERPA Disclosure of Financial Aid Information form is on file.



Are you Ready for the Fall?

- Review the **fall tuition bill in ePay**. Fall bills are due August 1.
- Have your student sign you up as an **Authorized User** in ePay.
- Review your **payment options** and decide which payment method works best for your family.
- Have your student enroll in **Direct Deposit** for student refunds in ePay.
- Plan to enroll in the optional **monthly installment plan**? Deadline to enroll: August 1, 2022.
- Confirm your students' **financial aid** is finalized.
- Waive the University-sponsored health insurance. **Online waiver deadline**: July 31, 2022.
- Remind your student to check their **University student email account** frequently.
- Encourage your student to sign up for our **virtual billing and financing presentation**.





Bursar's Office

Phone: 203-932-7217

Email: bursar@newhaven.edu

Financial Aid Office

Phone: 203-932-7315

Email: financialaid@newhaven.edu

Office Location:

Bergami Hall *(By appointment only)*

Summer Hours:

Monday through Thursday

8:30am – 4:30pm

Friday

8:30am – 1:30pm

Helpful Links



- [Authorized User Login](#)
- [Monthly Installment Plan Enrollment Form](#)
- [United Healthcare Waiver Site](#)
- [My Financial Aid Online System](#)
- [Parent Plus Loan Application](#)
- [Get Ready for the Fall Semester Checklist](#)
- [One Stop Office Website](#)

