

My Finances 101

Student Financial Services

Fall 2019

New Student Orientation



Student Financial Services (SFS)

We are a team dedicated to servicing all aspects of your student financing needs.

- We provide integrated counseling on the student account to help families meet their financial obligations. This includes:
 - Student account billing details
 - Financial aid processing and information
 - Service through phones, email, and one-on-one counseling
- In 2018, SFS responded to nearly 87,000 inquiries from students and families via telephone (~60,000), email (~20,000), and in-person visits (~7,000).

The Bill is the Student's Responsibility

- SFS works solely with the student unless the student gives permission through our processes to speak with others (federal regulations stipulate that any academic or financial information belongs to the student).
- Students are responsible for ensuring their accounts are financially clear/paid by the billing due dates.
- Students should monitor their UDel email for important communications. All correspondences, including billing, due date, and financial aid information, is through email.
- Students *must actively grant access* if they wish to share “My Finances” with a parent, guardian, or other third party.

UD Self-Service Options

- UDSIS – Student Information System
 - Replaces My Blue Hen Home after NSO
 - Available now, if student has created UDeINet/UD email
 - What students can do:
 - Academic – view course schedules/grades and manage registration
 - Financial – access My Finances, view financial aid, adjust/decline student loans, review “To Do List”, request refund
 - Security – Grant access to My Finances through Parent/Guardian Services

Access to My Finances

ID
700586828

- Personal Details
- Contact Details
- Addresses
- Emergency Contacts
- Privacy Restrictions
- Manage Parent/Guardian Access
- Honors and Awards
- Ethnicity
- Demographic Information
- Personal Info Help

Personal Details

Date of Birth 12/7/1743
Gender Male

Names

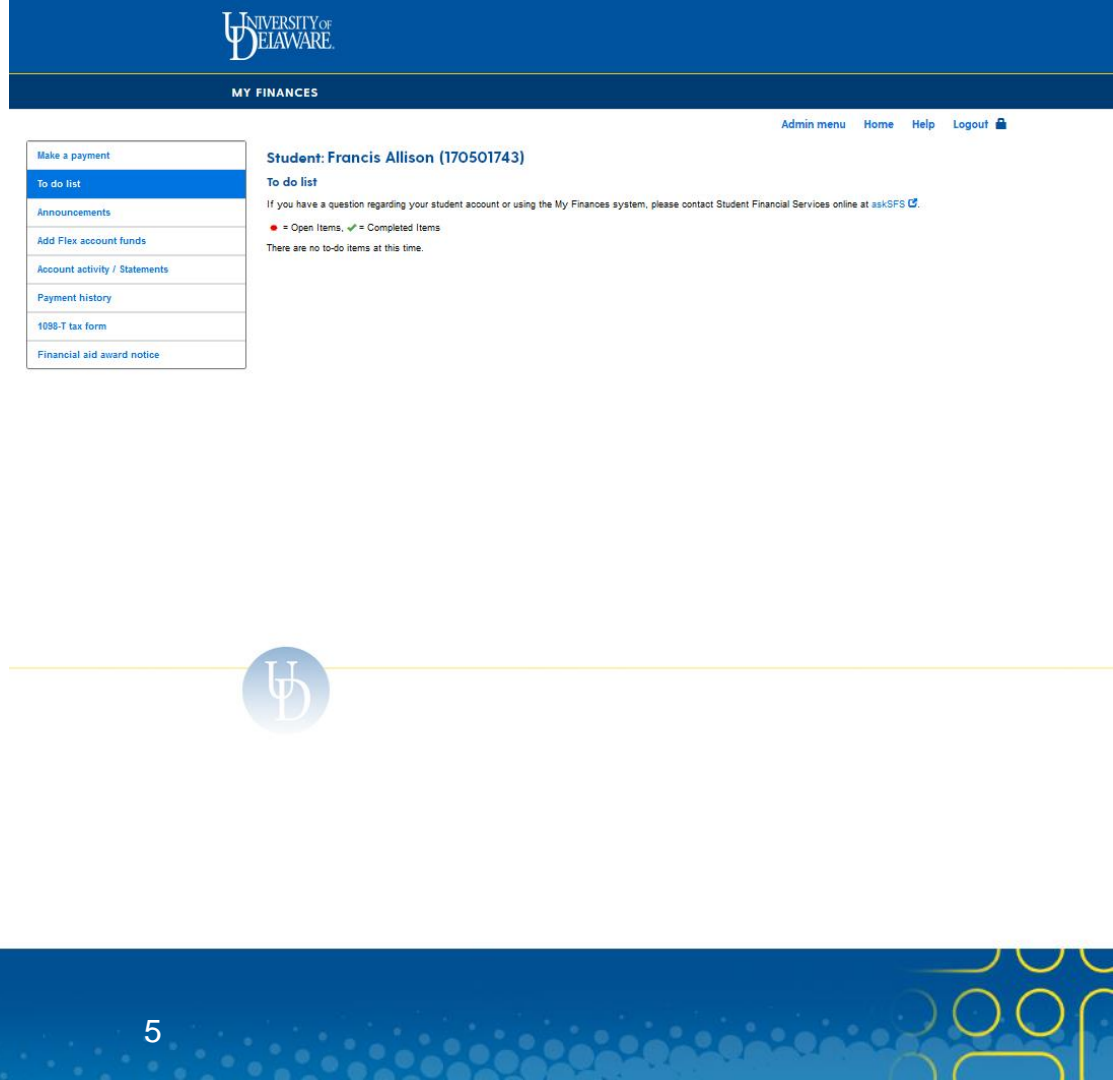
Name	Type
Francis Allison	Primary

- Students must use UDSIS to grant access to My Finances and other Parent/Guardian Services.

- Select the Personal Information tile and then Manage Parent/Guardian Access.

- A student's UDel email and any email provided when granting authorization to parent or guardian will receive notifications when a balance is due.

My Finances Resources



- **Make a Payment**

View pending financial aid, notify SFS of additional aid, make online payments, or indicate a payment is being mailed.

- **To Do List and Announcements**

Review items required to process financial aid and view other messages.

- **Account Activity / Statements**

See charges and payments on your account and download spreadsheet- or PDF-style statements.

- **1098T Tax Form**

Claim educational benefits using this form (available in late January).

- **Financial Aid Award Notice**

View aid offered for the full academic year.

Financial Aid Awards

- Make a payment
- To do list
- Announcements
- Add Flex account funds
- Account activity / Statements
- Payment history
- 1098-T tax form
- Financial aid award notice

Student: Francis Allison (170501743)

Financial aid award notice

If you have a question regarding your student account or using the My Finances system, please contact Student Financial Services online at [askSFS](#).

This section provides details of the awards you are currently being offered. Most awards require that students maintain some level of academic success. We ask that you read the award description to view any applicable terms and conditions for maintaining your financial aid eligibility going forward. If you were awarded loans as part of your package, you may decline any or all of your loan eligibility in UDSIS. (Please note that loans require repayment and you are not required to borrow).

Actual aid is disbursed to students' accounts around the start of each academic term. Once the aid has been disbursed, it will be grayed out in the chart. Any awards not grayed out after the first drop/add period have not yet been paid to your account and will generally require some action on your part (view your To Do List) before they can be disbursed.

2019 - 2020 Awards

Award	Type	Description	Fall term*	Spring term*	Total award
Federal Pell Grant	Grant	The Federal Pell Grant is awarded to undergraduate students, who have not already earned a bachelor's or professional degree. Eligibility is determined by a standard formula, established by Congress, which results in the EFC number on your SAR. Adjustment to the award may occur due to Verification or your enrollment during the current Academic Year.	\$523.00	\$522.00	\$1,045.00
Need-Based On-Campus Grant	Grant	This grant is need-based, and assumes you are living on-campus in a dormitory room. If you do not reside in a dormitory room, this grant is subject to adjustment or removal.	\$1,262.00	\$1,261.00	\$2,523.00
Federal DL Subsidized Loan	Loan	This award represents the portion of your Direct Loan which qualifies for the Federal interest benefit during periods of enrollment in an approved course of study for which you are registered at least half-time. You may need to complete a Master Promissory Note and Entrance Counseling if you are a first time borrower. Please visit http://www.udel.edu/finaid for more information.	\$1,750.00	\$1,750.00	\$3,500.00
Federal Direct Unsubsidized Lo	Loan	This award is not eligible for the Federal interest benefit. Interest will accrue from the date of payment onto your account. You may choose to pay interest accruals while in school, or have them deferred until you complete your course of study. You may need to complete a Master Promissory Note and Entrance Counseling if you are a first time borrower. Please visit http://www.udel.edu/finaid for more information.	\$1,000.00	\$1,000.00	\$2,000.00
Federal Direct Add'l Unsub Loa	Loan	Additional direct unsubsidized loan due to a Direct (Parent) PLUS loan denial.	\$2,000.00	\$2,000.00	\$4,000.00
Need-Based On-Campus Grant	Grant	This grant is need-based, and assumes you are living on-campus in a dormitory room. If you do not reside in a dormitory room, this grant is subject to adjustment or removal.	\$500.00	\$500.00	\$1,000.00
Estimated Total			\$11,035.00	\$11,035.00	\$14,066.00

- This view is a supplement to the Financial Aid view students access in UDSIS. Loans can only be declined or reduced by the student from UDSIS.
- Grants, scholarships, loans, and work-study awards have terms and conditions that should be reviewed.
- Awards will appear in gray once those funds have disbursed to the student account.
- Awards not grayed out may require additional action per the To Do List.

Account Activity

- Review detailed information related to charges and payments posted to student account.
- Download PDF statements or account information in Excel in total or by term.

UNIVERSITY OF DELAWARE

MY FINANCES

Admin menu Home Help Logout

Student: Francis Allison (170501743)

Account activity / Statements

If you have a question regarding your student account or using the My Finances system, please contact Student Financial Services online at [askSFS](#).

Symbol key: ● Required information, ▲ Error

Account activity

The information below reflects items billed, payments posted, and aid disbursed for specific terms on your student account. Activity is current within one business day.

Current balance information as of Tuesday, Jun 11, 2019 12:45 PM

Balance	Pending financial aid	Total due
\$299.10	\$0.00	\$299.10

Activity for term:
All

Showing 1 to 10 of 41 results.
Search: Show 10 results.

Date	Description	Term	Amount	Balance
12-07-18	Dining Plan-Spring	2019 Spr	\$ 2,532.00	
12-06-18	Tuition Undergrad Res FT	2019 Spr	\$ 8,125.00	

Statements

Use this section to generate a customized billing statement (current within one business day) by specifying the options below. Each statement comes on University letterhead that you can print for your own records or as documentation for a third-party payer.

Term: * Choose one

Additional information: *

- Detail transactions
- Summary transactions
- Enrollment (courses and course units taken)

Report file type: *

- Spreadsheet - Can be opened in a Excel or a similar program.
- PDF - Printer-friendly view.

Download statement

Keep Student Account in Good Standing

- Student must “financially clear” balance due by each semester’s billing due dates to avoid late fees. To do this, student or authorized parent/guardian should ensure one or more of the following:
 - Full payment (less financial aid) is made for the balance due.
 - There is enough pending aid to cover the balance due.
 - Partial payment is made for the balance due using the Installment Payment Plan (spreads payments over 4 monthly installments each semester for a \$50 fee per semester).
- My Finances will guide you through these options.

Make a Payment

Make a payment
To do list
Announcements
Add Flex account funds
Account activity / Statements
Payment history
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Student: Francis Allison (170501743)

Make a payment

If you have a question regarding your student account or using the My Finances system, please contact Student Financial Services online at [askSFS](#).

Below is a summary of your current charges and any pending aid offsetting these charges. Please note the following:

- Additional t
- Account Act
- Monthly Ins

Student acc

Balance

\$299.10

Report additional credits

Report additional credits for an outside source of funds not reflected on your account. Some common examples:

- 529 or outside scholarship who will be initiating payment to us.
- Financial aid (eg. Parent Loan) not yet reflected in pending aid.
- Payroll deduction.

If there are additional anticipated credits that you expect to use to clear your balance, please use the options below to notify. In addition, input the expected amount to adjust your required payment for this bill.

Credit 1

Type:

Choose one

- Choose one
- Additional Student Loans not pending
- Graduate Contract
- Employee Tuition Benefit
- Multiple Payors - Record Amount of other Payor
- Savings/529 Plan in Process
- Third Party/Outside Source to be Invoiced
- Parent (PLUS) Loan
- Graduate Payroll Deduction
- Departmental Funding
- Nursing Deferred Employee Benefit
- Athletic Scholarship
- Private Scholarship
- Business Deferred Employee Benefit
- Veterans Benefits
- Adjustment (i.e. Health Ins., Housing, Dining)

**Any item lists if a balance re installment pl registration.

+ Add another credit

Save credits

type to adjust your balance due. From there,

and will be spread out over the remaining from the next page.

Due date

due upon receipt



part of classes. d in the secure your

- View pending (undisbursed) financial aid.
- Pending aid consists of funds coming directly to UD, e.g., Federal Direct Student Loans.
- If expected financial resources are missing, click the box under Additional Credits to indicate other sources of aid.
- Select the type of credit/funding from the drop down menu.
- Enter the amount of the credit/funding.
- Enter source of credit/funding in the comments box.
- Click **Save Credits** or **Add another credit**
- The Additional Credits box will reflect the amount entered and the Balance will be temporarily reduced accordingly.
- Select full or installment payment and click **Pay This Amount**.

Make a Payment

- Flex deposits can be added to payment.
- Select to pay via:
 - Online Check (ACH)
 - Mailed Check
 - Credit Card (2.75% fee)
- Agree to the terms and conditions.
- Provide email address for the receipt.
- Click Next Step to verify a summary of your payment details.
- You will receive a confirmation email after you've submitted your payment.

The screenshot shows the 'Make a Payment' interface for a student named Francis Allison (ID: 170501743). On the left is a navigation menu with options like 'To do list', 'Announcements', and 'Add Flex account funds'. The main content area displays the student's account balance of \$299.10 and an optional Flex deposit of \$25.00, resulting in a total payment of \$324.10. Below this, there are radio buttons for payment methods: 'Online check without a service charge' (selected), 'Mail a check', and 'Credit card with a service charge'. There are also logos for accepted credit cards (MasterCard, Visa, Discover, American Express) and a note that credit cards are not accepted for Flex deposits. An agreement section is checked, and an email receipt field is populated with 'francisallison@udel.edu'.

Academic Year Timeline – Costs/Aid

- **Early Spring**
Students receive a cost estimate and financial aid award based on estimated tuition/costs and aid eligibility as a prospective student.
- **Late Spring**
Students should refer to the To Do List to ensure all action items are completed in order for financial aid to be disbursed.
- **Early July**
New rates are announced for the upcoming academic year.
- **Mid-July**
My Finances site is updated with Fall billing and/or financial aid activity. Students and any authorized users are sent an email alerting them they can view updates and make any appropriate payment(s). Students with pending loans who wish to decline these loans may still do so through UDSIS.
- **On or About First Day of Class**
Finalized financial aid pays to student accounts and no longer appears as “pending aid”.

Academic Year Timeline – Billing

	Fall Semester	Spring Semester
Semester Billing Notification Sent	Mid-July	Mid-December
Semester Payment Due Date	August 1	January 6
Installment Plan Due Dates	August 1	January 6
	September 1	February 6
	October 1	March 6
	November 1	April 6

- The Installment Plan is four months for Fall and Spring semesters and has a \$50 enrollment fee per semester, which will appear on the student account on the billing notification following Installment Plan enrollment.
- Changes in balance are incorporated into the monthly installments.
- Failure to make a payment by the due dates will result in a \$55 late fee per month for those not enrolled in the Installment Plan.
- Late Installment Plan payments will be assessed \$25 late fees.

Student Health Insurance Requirement

- Students are required to have health insurance, and UD requires students to provide proof of coverage or purchase insurance.
- **Already insured?**
Waive the UD plan by the deadline of September 15, by visiting **universityhealthplans.com**.
- **Need insurance?**
Enroll in the UD plan online at **universityhealthplans.com**.
- Because insurance is mandatory, students are automatically enrolled in and accounts are automatically charged for the Health Insurance UD Plan. To receive the offsetting credit (notated on the student account as Waive Health Insurance UD Plan), students must complete the waiver process. Credits typically post within 3 business days of completing the waiver.

For Additional Information

- SFS Website: udel.edu/sfs
- Online Contact Form: udel.edu/asksfs
- Phone: 302-831-2126
- In Person: Student Services Building, 30 Lovett Avenue
Office Hours: Monday-Friday 8:00am – 5:00pm

