



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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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

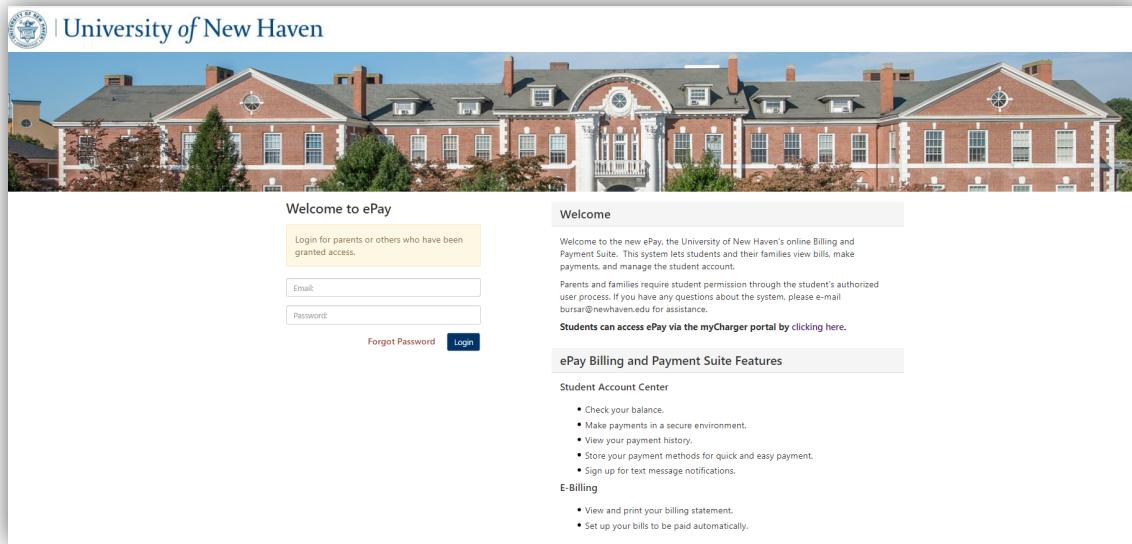
Billing Date: June 14, 2022
Due Date: August 1, 2022

Spring 2023 semester

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



| How do I view my student's bill?



The image shows the University of New Haven logo on the left and a screenshot of the ePay login page on the right. The login page features a large red brick building in the background. The header says "Welcome to ePay". Below it is a yellow box stating "Login for parents or others who have been granted access." There are fields for "Email" and "Password", and buttons for "Forgot Password" and "Login". To the right, there is a "Welcome" message, a "Students can access ePay via the myCharger portal by clicking here." link, and sections for "ePay Billing and Payment Suite Features" (Student Account Center and E-Billing) with their respective bullet points.

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

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.

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

Access current and past monthly eBills statements.

View balances 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.

The screenshot shows the University of New Haven ePay homepage. It includes sections for Announcements, Student Account (with ID xxxx1994), Statements, and My Profile Setup. The Student Account section displays balance information: Balance (\$1,500.00), Estimated Financial Aid (\$1,500.00), and Balance Including Estimated Aid (\$0.00). The Statements section shows an On-Demand Statement button. The My Profile Setup section lists options like Authorized Users, Personal Profile, Payment Profile, Consents and Agreements, Electronic Refunds, and Auto Bill Pay. The Term Balances section shows Summer (-\$1,500.00) and Fall 2021 (\$1,500.00).

Student Account	
Balance	\$1,500.00
Estimated Financial Aid	\$1,500.00
Balance Including Estimated Aid	\$0.00

Statements	
Click the button to view your current account balance and details.	On-Demand Statement
Your latest eBill Statement (2/23/21) Test Bill : \$1,216.00	View Statements

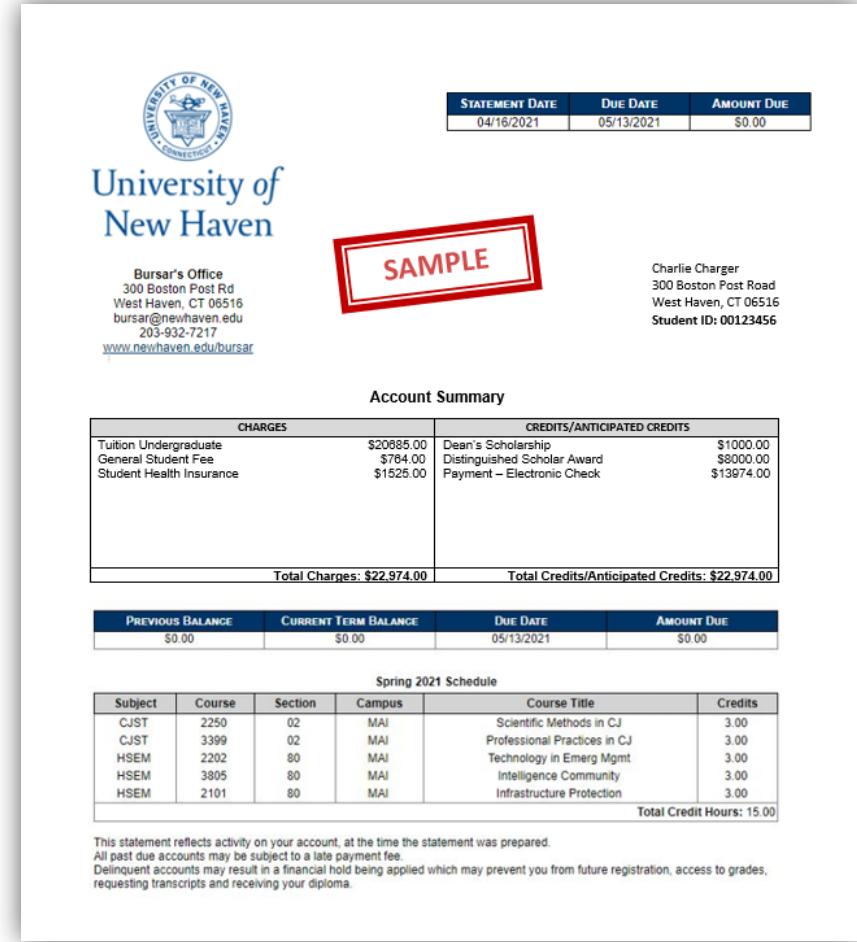
Term Balances	
Summer	-\$1,500.00
Fall 2021	\$1,500.00



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



The image shows a sample billing statement from the University of New Haven. At the top right is a red rectangular stamp with the word "SAMPLE". The statement includes the university's logo and name, "University of New Haven". It lists the "Bursar's Office" address: 300 Boston Post Rd, West Haven, CT 06516, along with email (bursar@newhaven.edu) and phone (203-932-7217), and the website (www.newhaven.edu/bursar). The "STATEMENT DATE" is 04/16/2021, the "DUE DATE" is 05/13/2021, and the "AMOUNT DUE" is \$0.00. On the right, there is contact information for Charlie Charger: 300 Boston Post Road, West Haven, CT 06516, and Student ID: 00123456. Below this is an "Account Summary" table:

CHARGES	CREDITS/ANTICIPATED CREDITS
Tuition Undergraduate General Student Fee Student Health Insurance	\$20685.00 \$784.00 \$1525.00
Dean's Scholarship Distinguished Scholar Award Payment - Electronic Check	\$1000.00 \$8000.00 \$13974.00

Total Charges: \$22,974.00 Total Credits/Anticipated Credits: \$22,974.00

Below the account summary is a table for the "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.

The screenshot shows a web-based application titled "Wiae Coverage" under the "UnitedHealthcare | StudentResources" header. The main title is "Step 1 - Student Validation". Below it is a message: "Hi There! Help us identify you." followed by a note: "* Required". There are three input fields for "Birthday": "Month" (set to "Jan"), "Day" (set to "1"), and "Year" (set to "2003"). Below these is a field for "Student ID (Do not Include Leading Zeroes)" containing the value "123456". At the bottom right is a blue "NEXT" button.



| 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 student's 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**.



We are here to
help you.



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](#)

