



ASSISTING STUDENTS IN ACHIEVING THEIR GOALS...



GENERAL INFORMATION

ORIENTATION



STUDENT SERVICES BUILDING (SSB)



Location:

- First Floor, SSB
 - Office of Admission and Enrollment
 - Office of the Registrar
 - Office of Financial Aid
- Second Floor, SSB
 - Bursar's Office





STUDENT SERVICES BUILDING (SSB)



- **Welcome Center**

- Assistance with Registrar, Financial Aid, Admission, and Bursar (student account) questions
- Get in line with Comet Queues
 - Text “UT DALLAS” to 626-414-3210
 - Call 855-883-7537
- Students or visitors will receive a text message letting them know their expected wait time and when it is their turn to be seen.
- Students or visitors may opt to check in using their name instead of a cell phone number and wait in the designated reception area to be called.



UT DALLAS EMAIL ADDRESSES



- Assigned at point of admission.
- All official student email correspondence will be sent to the student's UT Dallas email address *only*.
- Students must use their UT Dallas email accounts when emailing faculty and/or staff regarding academic or financial records.
- Students who experience any problems with their UT Dallas email account may email assist@utdallas.edu or call the UT Dallas Computer Help Desk at 972-883-2911.



THE GALAXY PORTAL



Galaxy Portal <http://www.utdallas.edu/galaxy/>

- Provides access to:
 - UT Dallas email account
 - Pay online using EZPay
 - Order official transcripts
 - Manage your education and financial aid record via **Orion**



ORION



Access via [Orion](#):

Student Center

- Register via **Enroll** or **Enrollment Shopping Cart**
- View unofficial transcript and Exam Schedule via **My Academics**
- View **Holds** and applicable service impact
- View campus **To Do List** and applicable detail

Campus Finances

- View Financial Aid (accept/decline awards)
- Sign up for a short-term loan to pay your tuition



POLICIES, DEADLINES, AND IMPORTANT DATES



Please review and utilize:

Catalog

<http://catalog.utdallas.edu/>

Academic Calendar and the Payment and Refund Calendar

<http://www.utdallas.edu/academiccalendar/>



ACADEMIC CALENDAR



- *Always know the Census Day date of a term*
 - Census Day is the:
 - last day to make changes in academic record for term.
 - deadline to elect Credit/No Credit (UG) or Pass/Fail (GR).
 - last drop a course without a grade of “W”.
 - Changes become a permanent part of your academic record.
 - The Census Day of each term is also a significant day for determining financial aid eligibility.
 - See <https://www.utdallas.edu/student/finaid/> for additional details.



ACADEMIC CALENDAR



Dropping a course vs. Withdrawing from a course

- Drop – to terminate enrollment in a course on or before Census Day. No grade appears on transcript.
- Withdraw – to terminate enrollment in a course after Census Day, resulting in a “W” on transcript.
- International Students **MUST** see international advisor before dropping.
- Financial Aid recipients should check with their financial aid counselor before dropping or withdrawing from courses.
- WL – Withdrawal Policy
 - Check Academic Calendar for WL deadlines
 - Non-punitive toward Grade Point Average
 - Transcribed on official transcript



PAYMENT AND REFUND CALENDAR



Payment and Refund Calendar <http://www.utdallas.edu/academiccalendar/>

- **Payment Due Dates**
 - *Payment and Refund Calendar* is the 2nd page of the posted Academic Calendar.
 - Students must pay by the published deadlines.
 - Students may be cancelled from their classes if payment is not made by the published deadlines.
 - Students who add a course after the deadline must pay the adjusted tuition and fees on the same day to avoid late fees and course cancellation.



REFUND SCHEDULE – PARTIAL WITHDRAWAL



- Students who drop a course (or courses) but remain in at least one other session course for that semester, will receive a 100% refund of tuition charged until after Census Day of that term.
 - See the Academic Calendar for **Census Day** dates: <http://www.utdallas.edu/academiccalendar/>
- Financial Aid and/or Scholarship recipients dropping below full-time enrollment status on or before these dates are likely to require an aid reduction or cancellation for funds that require full-time enrollment.
 - See <https://www.utdallas.edu/student/finaid/Eligibility/eligibility.htm> for full-time enrollment levels for financial aid purposes. Scholarship recipients should refer to the eligibility terms of their initial scholarship award letter.
 - Students with financial aid and/or scholarships should contact their financial aid counselor before dropping from one enrollment level to another for a term.
- Students are responsible for dropping courses they are not attending; not dropping such courses could result in a final grade of “F” on a student’s official record and an outstanding tuition charge for the courses.



REFUND SCHEDULE – COMPLETE WITHDRAWAL



- Students who drop or withdraw from all courses for a term must do so BEFORE the 1st day of class of that term to not be charged tuition for that term.
- The amount of tuition charged for complete drops/withdraws on or after the 1st day of class depends upon how late in the semester the student drops/withdraws from all courses.
- No refund available after the 20th class day of the full length term.
- See the published calendars every semester for specific dates and refund schedules of other sessions.
- Financial Aid recipients should consult with their financial aid counselor before completely dropping or withdrawing from the University.
 - Impact to current financial aid
 - Impact to future financial aid



PLEASE NOTE...



- Check UT Dallas email accounts for school-related notices and use UT Dallas email account when contacting administrative offices.
- Check Orion Self-service for outstanding To Do List Items and Service Indicators (i.e. Holds).
- Both GPA and overall attempted hours are important. Although there are times when withdrawing from a course or repeating one may be necessary, doing so could have academic and financial impacts. Students should contact their academic advisor and financial aid counselor before doing so.
- Refer to the [Academic Calendar and the Payment and Refund Calendar](#) each term. Students are responsible for knowing and adhering to the deadlines listed.
- Review the [Catalog](#) online. Students are responsible for knowing and adhering to the policies listed. It is also a valuable guide and resource for information.
- Review the Office of Registrar, Bursar, and Financial Aid modules located at
- Reach out to UT Dallas offices (i.e., via telephone, email, and/or website) with questions.



CONTACT INFORMATION



- **Office of the Registrar**
 - Phone: 972-883-2342
 - Email: records@utdallas.edu
 - Web page: <http://www.utdallas.edu/student/registrar/>
- **Bursar's Office**
 - Phone: 972-883-2612
 - Email: bursarsoffice@utdallas.edu
 - Web page: <http://www.utdallas.edu/bursar/>
- **Office of Financial Aid**
 - Phone: 972-883-2941
 - Email: financial-aid@utdallas.edu
 - Web page: <http://www.utdallas.edu/student/finaid/>