Location:

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

- Provides access to:
  - UT Dallas email account
  - Pay online using EZPay
  - Order official transcripts
  - Manage your education and financial aid record via [Orion](http://www.utdallas.edu/galaxy/)
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/](https://www.utdallas.edu/student/finaid/) for additional details.
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 [http://www.utdallas.edu/academiccalendar/](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.
• 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
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/finance/bursar/

• Office of Financial Aid
  – Phone: 972-883-2941
  – Email: financial-aid@utdallas.edu
  – Web page: http://www.utdallas.edu/student/finaid/