Office of Financial Aid 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
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
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/
**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/]

- 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.
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/