

University of New Orleans Fall 2021 Welcome Letter

Welcome to the University of New Orleans for the Fall 2021 semester! We are excited about this semester and we are glad you chose to continue your education at the University of New Orleans.

Information regarding the upcoming semester can be found at the following links: [Bursar's Office](#) or the [Registrar's Office](#). Here you will find the tuition and fee schedule for the semester, a list of course fees, and a semester calendar that includes a list of important dates for the semester. All future emails will be going to **your UNO campus email** so please be sure to check this email.

Whether you are a new student or a returning student, we feel that it is imperative to go over a few important deadlines and policies. **Please read the following document to ensure you are informed of the important dates and changes that have occurred.**

Please note the safest way to contact the Bursar's Office is via email at bursar@uno.edu, bursarinfo@uno.edu, arinfo@uno.edu (Accounts Receivable), or tpa@uno.edu (Third Party Billing). You can also call us at 504 280-6489 or 504-280-7384. **Payments can be made easily online, please see below for instructions.** We're located in Earl K. Library, Room 133, weekdays from 8 AM - 4:00 PM, but please be aware we will be following social distancing guidelines that can be found here: <https://www.uno.edu/covid-19> and have limited occupancy restrictions in place.

Additional information can be found at the Bursar's Office website (<https://www.uno.edu/bursar/tuition-fees>) and on the Academic Calendar (<https://www.uno.edu/registrar/bulletin/important-dates>).

Fee Payment Deadline

The fee payment deadline for Fall 2021 is **Thursday, August 12th at 4:00 p.m. in person in the Library or by midnight online.** **Students can make payments online with an electronic Check (routing and bank account information) with no service charge,** but debit and credit card transactions have a 2.75% service charge whether you pay online or in person. You can log into Webstar here: <http://webstar.uno.edu/>.

Please NOTE: Students that have enrolled, but do not plan on attending the Fall 2021 semester **are responsible for withdrawing themselves** by August 12th. **The University does NOT run** a second batch Enrollment Cancellation and will not drop students from these courses.

Extended Payment Plan Option (EPPO): The payment plan option form will be **attached to your fee bill email** including the minimum amounts due each month along with the due dates. This amount is subject to change depending on whether you make any changes to your classes. Please note there is a fee of \$50 to enroll in the payment plan. We have recently extended our EPPO to be five monthly payments! Please note: if you do not pay in full, you are automatically enrolled in the EPPO. The EPPO webpage can be found here: <https://www.uno.edu/eppo>.

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Important EPPO Dates:

August 12 - 20% payment deadline; due by 4 P.M. (in person)/midnight online via Webstar
September 9 - 40% payment deadline 4:00 P.M. (in person)/midnight online via Webstar
October 7 - 60% payment deadline 4:00 P.M. (in person)/midnight online via Webstar
November 4 - 80% payment deadline 4:00 P.M. (in person)/midnight online via Webstar
December 2 - 100% payment deadline 4:00 P.M. (in person)/midnight online via Webstar

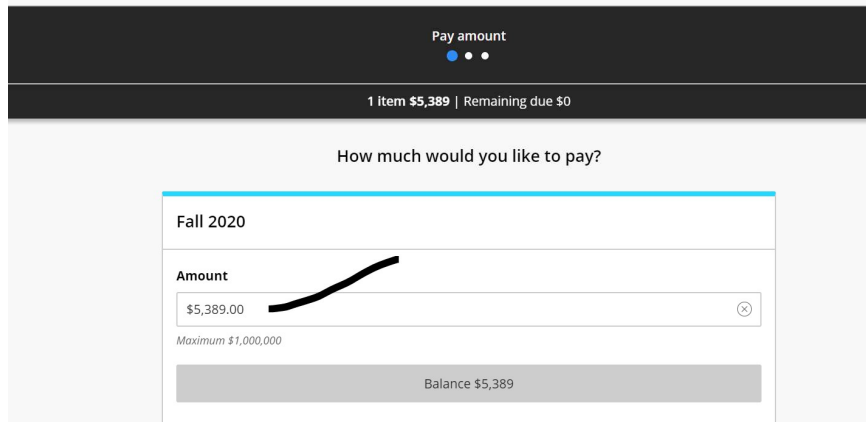
How to Make a Payment

You can find our full how-to guide here: <https://www.uno.edu/media/21726>.

You can access Webstar here: <https://www.uno.edu/dock> or here: <http://webstar.uno.edu/>. After clicking on “students,” it will take you to self- service and student center. By viewing my fee bill and then clicking on “pay my fee bill,” this will bring you to Cashnet to pay your fee bill. You can change the amount you want to pay. We will be sending out **separate emails** that has your fee bill with the amount due after including any aid and we will include the payment plan amounts on this email.

After changing the amount in the text field, you can select the payment type.

Make a Payment



Pay amount

1 Item \$5,389 | Remaining due \$0

How much would you like to pay?

Fall 2020

Amount

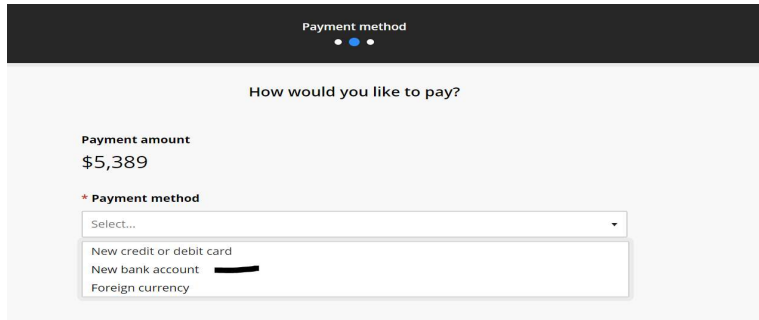
\$5,389.00

Maximum \$1,000,000

Balance \$5,389

The New Bank Account option is the electronic check option which does not have a service fee and it's the same information found on your check (bank routing number and your bank account).

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The screenshot shows a payment method selection interface. At the top, a dark header contains the text "Payment method" with three small colored dots below it. Below the header, the question "How would you like to pay?" is centered. On the left side, the "Payment amount" is listed as "\$5,389". Below this, the "Payment method" is indicated by a dropdown menu with "Select..." as the current selection. A list of options is visible below the dropdown: "New credit or debit card", "New bank account", and "Foreign currency".

Follett ACCESS Program

The University of New Orleans introduced in the Spring 2020 semester a convenient and affordable program that delivers the required materials for your courses in digital or print format by the first day of class. This cost-savings program brings access to course materials at a significantly reduced cost (an average of 62%) compared to traditional physical textbooks and course materials and helps ensure your success in the course.

This program is \$25 per credit hour and will show up on your fee bill. To see more information about the Follett ACCESS program including how to opt-out, please visit: <https://www.uno.edu/follett-access>. Opting Out is not an automatic reversal of the charge on your student account. These charges will be removed after the 100% refund cutoff. Furthermore, please be aware that if you opt out, you will then be responsible for obtaining any required course materials on your own and lose the special pricing that is part of this program. **The final date to opt-out is 8/12/2021 (fee bill due date) for regular and 10/11/2021 for mini-session B courses.** If you have questions about the program, email kcDavis@follett.com or call (504) 280-6373.

Bookstore Vouchers will still be available for students that have financial aid in excess of their student charges and have filled out a Title IV form. A separate email will be sent for this.

Add/Drop Policy

Schedule adjustment period starts on **August 16** (\$50 fee penalty per day). The Late Registration Course Add or Swap Fee of \$50 applies for all Late Registration Course Additions and Course/Section swaps. For students already enrolled, students can add a course through **August 23** with a \$50 Class Add Fee per day. After **August 23**, students cannot add classes. (Please refer to the online Academic Calendar for Session B Courses). From September 3 – November 1, any courses dropped will incur a \$50 drop fee and an automatic "W" will be recorded.

Tuition Reduction Policy

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The following tuition reduction schedule will be in effect for all students that completely withdraw from the University (Please refer to the online Academic Calendar for Session A and Session B Courses):

September 2 – The last day to withdraw from the University and receive a 100% tuition reduction (minus a \$50 Withdrawal fee and any other non-refundable fees) for full session courses. Students can also drop individual classes by September 2 and receive a 100% tuition reduction for those classes. This is the final day to change a campus dining plan.

After this date, students do not receive any tuition reduction for individually dropped classes.

September 15 - The last day to withdraw from the University and receive a 50% tuition reduction (**fees are non-refundable**). This does not apply for individually dropped classes. This only refers to students that have “withdrawn” all classes from the university. **After this date, there is no tuition reduction for withdrawing from the University.**

Quick Overview of Dates:

Regular Session

100% 9/2/2021

50% 9/15/201

Mini-session B

100% 10/11/2021

50% 10/20/2021

Student Refunds

The University is scheduled to begin processing refunds after the 14th class day and after Financial Aid is posted. Please note students that have set up direct deposit through their WebSTAR account will receive refunds first. Students will receive an email once their refund has been processed. Please be sure to check that your direct deposit and/or mailing address are up to date in Webstar. Here is the navigation to set up direct deposit:

Go to Main Menu, click Self Service Campus Finances Self Service Direct Deposit.

Campus Dining/Meal Plans

Please note that we require a minimum of 20% payment (financial aid, scholarship, or self-pay) on your account in order for it to be activated. The last day to change your meal plan is September 2nd. After September 2nd, **all meal plans are activated** and the charges cannot be reversed. If you would like to enroll in a meal plan, you can find the form here:

<https://www.uno.edu/bursar/meal-plan-form>. Additional dining services information can be found here: <https://dineoncampus.com/nola/>.

Fee bill Emails

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Your fee bill email with payment plan information will be going out in the next few days. Please note any change in enrollment may change the amount in your fee bill. You can check your fee bill anytime on Webstar.

Student Demographic Information Verification

In Webstar, go to Self Service>Campus Personal Information>Demographic Information and please verify your Social Security number and other demographic information. If incorrect, please reach out to the Registrar's office to correct this information.

Thank you for choosing the University of New Orleans!

Bursar's Office

Tuesday, July 13, 2021