

DU Money Management: Billing, Payment Options, and Financial Aid Basics

**New Student & Family Programs
Summer Webinar Series**



New Student & Family Programs
UNIVERSITY OF DENVER



Welcome!

- Feel free to say hi and put where you are zooming from in the chat!
- Take the welcome poll
- Use the Q & A feature for questions
- The chat is open for us to share links and for connections
- Email families@du.edu with any follow up questions

Today's Webinar

- New Student & Family Programs
 - Office Introduction
 - Student summer action items
 - Overview of New Student Experience
- Overview of billing, payment options, and financial aid basics
- Facilitated Q&A



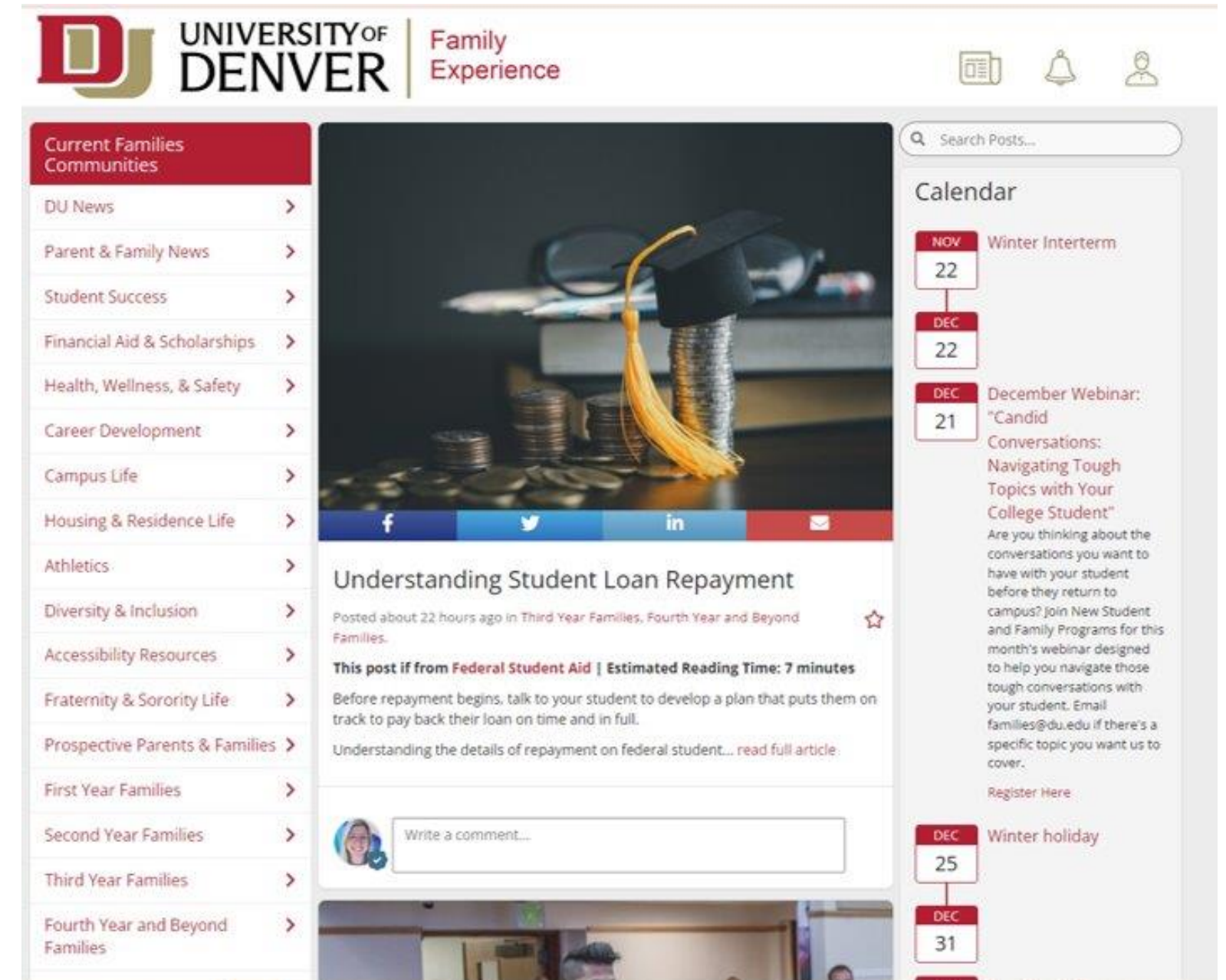
Where to Find Slides and Recording:

- All webinar slides and recordings will be accessible on our [website](#) and in [DU Family Experience](#) - They'll be posted in the [Fall Orientation 2025](#) community
- Slides and Recording will be posted within 1 business day of the webinar
 - Today's slides/recording will be available Friday by 5pm MT



What is DU Family Experience?

- Online Family Engagement Portal
 - Data supports better student outcomes when family members are engaged and a part of their student's college journey
- [DU Family Experience](#):
 - Emails you curated information based on your preferences after you complete your profile
 - Offers an online tool to find events and information by community topic
- [Fall Orientation 2025](#) Community:
 - Catalogs all information sent to you on one webpage



What's the Summer Webinar Series?

This is a collaborative series with New Student and Family Programs and campus partners who serve incoming DU students

Our goal is to share relevant and timely information so support systems can support their student with important summer action items and in their transition to the University of Denver



Webinar Schedule

Registration
Links are on
DU Family
Experience OR
our [website](#)

Webinar Title	Webinar Date	Campus Partners
Welcome to DU: Next Steps for You and Your Student	Thursday, May 29th 2pm	Dean of Students Registrar Link to Recap Post
DU Money Management: Billing, Payment Options, and Financial Aid Basics	Thursday, June 12th 2pm	Office of Student Billing Financial Aid Career and Professional Development
Health Insurance & Immunizations – Overview of HCC Services	Thursday, June 26th 2pm	Health and Counseling Center (HCC)
New Student Advising & Registration Kickoff	Tuesday, July 15th 2pm	Academic Advising
Preparing for Move-In & Discoveries Orientation	Thursday, July 24th 2pm	Housing and Residential Education (HRE)
Involvement & Student Engagement	Thursday, August 7th 2pm	Office of Student Engagement Fraternity and Sorority Life
Family Orientation Recap and On Campus Supports	Thursday, September 18th 2pm	TBD

New Student & Family Programs



New Student & Family Programs
UNIVERSITY OF DENVER



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Office Overview

New Student and Family Programs (NSFP) is committed to the successful transition of new students and families into the University of Denver campus community and the ongoing support of student success.

***Our Parent & Family Philosophy:**
We view parents and families as partners in your student's education journey. We want to work together to support your student's success.*





DU Discoveries Overview

Where will my student learn all this information?

Discoveries Online Experience on Canvas:

What's in the Canvas course?

- Information, resources, and transitional support information **prior** to their arrival in the fall
- Upcoming action items that includes how, where, and when tasks need to be completed
- Federally mandated trainings that must be completed before they arrive on campus
- Practice using Canvas, the web management system used for all their academic courses

What happens if my student doesn't complete the modules?

- They will not be prepared once on campus
 - Includes important harm reduction trainings to build a strong and safe DU Community
- **Winter quarter registration hold – will be placed in October and lifted 24 hours after completing required modules**

When do these modules need to be completed?

- All modules need to be completed by Tuesday, September 2nd
- General recommendation, one module per month
 - Modules will open at the beginning of May, June, July, and August
 - Modules align with current action items and are most effective when completed during the month they're released



Welcome & Transition to DU

General Intro +
4D Experience

Community
Standards,
Honor Code, DU
Help Website

Getting Started:
Student
Essentials

May 5

Academic Advising & Registration

Academic
Advising

Exploring the
Curriculum

Preparing for
Registration

Student
Success
Coaching

June 2

Health, Safety, & Well-Being

HCC, HP, and
SJE content on
Well Being,
Substance Use,
Consent &
Respect,
Identity &
Community

Campus Safety
Info & App

Vector Modules
(4 to complete)

July 7

Student Experience & Next Steps

Engagement
& Involvement
Opportunities
+ Resources

Move In &
Discoveries
Orientation

4D Peer
Mentorship,
First Ascent +
Weekly
Discoveries

August 4

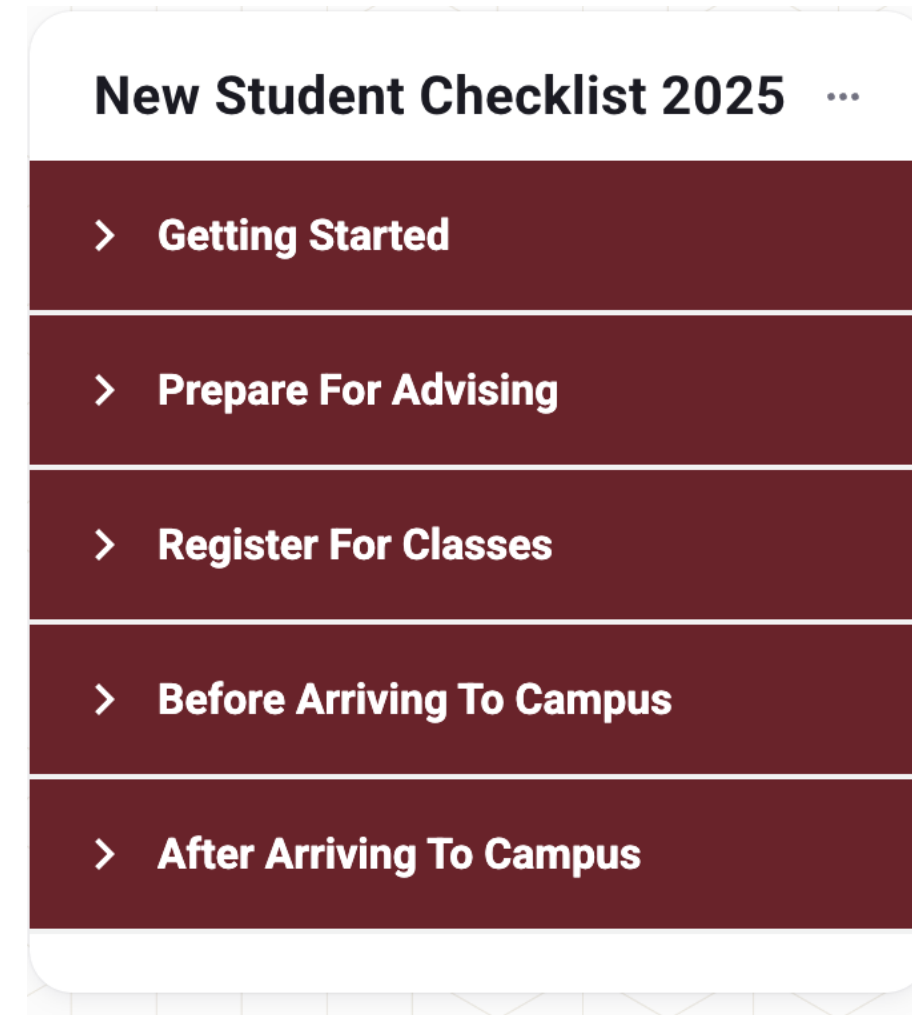
Today's webinar
information



Discoveries Online Summer Experience Overview

Is there a checklist for my student? Yes!

- 2025 New Student Checklist in the My4D Portal
 - Widget on their my.4D.edu Dashboard (their DU Portal)
 - + icon will extend to share specific steps
 - Includes action items, links, and resources to complete tasks
- New Student Communication
 - DUBound Newsletters
 - Emailed to student's personal and DU email
 - Note: Student's must check DU emails for all other communications
 - Posted in DU Family Experience day after
 - Follow our Instagram page @uofdenvernsfp
 - Post critical updates, deadlines, and information



@uofdenvernsfp



Where can I see upcoming deadlines?

Use [this webpage](#) for important dates and deadlines for students starting in the Fall 2025

Date	Action Item
June 20 th	Priority Deadline to submit our Housing Application or request a release
June 20 th	Priority Deadline to submit an accommodation request through Student Disability Services (SDS)
June 21 st	Priority Deadline for official college transcript(s) to be received to have college transfer credit applied before new student registration
July 1 st	Final Deadline to submit ALL official high school and college transcript(s) to Undergraduate Admission
July 1 st	Priority Deadline to submit proof of immunity
July 7 th – 18 th	First Year advising week
July 21 st - 25 th	Incoming student registration
July 29 th	Housing assignments released



DU Money Management: Billing, Payment Options, and Financial Aid Basics

Mic Grebenc, Director, Student Billing

Jamie Esquibel, Assistant Director, Financial Aid

Elise Goss-Alexander, Director, Student Employment



New Student & Family Programs
UNIVERSITY OF DENVER

Overview

- » The Roles of Our Offices
- » Work-Study and Student Employment
- » Loans and Scholarships
- » Special Circumstances
- » Student Billing, Payments, & Refunds
- » Questions



Important Privacy Info: FERPA

- » Family Educational Rights & Privacy Act (FERPA) of 1974
 - » Provides students with rights regarding their educational records
 - » Students can release all or part of these records to third parties such as parents
 - » Complete “Release of Confidential Student Record Information” in their My4D portal
 - » DU will not release student records without the student’s written consent
 - » Review the [Welcome Webinar](#) to learn more about FERPA



Roles

» Financial Aid Office

- » Process aid applications
- » Award scholarships, grants, loans, work-study
- » Send aid offer letters
- » Advise and counsel students

» The Office of Student Billing

- » Student billing
- » Payment plans
- » Pioneer ID cards

» Office of Student Employment

- » Manage job board and hiring
- » Professional development for student employees and supervisors
- » HR support for employee relations



Work-Study and Student Employment

Work-Study

- Need-based award as part of your financial aid package
- Federally and state funded
- Not a grant or a loan
- Not from the department budget
- Paid bi-weekly through payroll
- Still need to get a job and work the hours to get the money!



Work-Study Eligibility

- Students must file a Free Application for Federal Student Aid (FAFSA) **every year to determine eligibility**. Not guaranteed year-to-year.
- Program is open to both **undergrad and grad** students. Awards range from **\$2000 to \$5000** depending on class level.
- Students must be **enrolled at least ½ time** to receive work-study (6 credits for undergrads)
- **One** work-study funded job at a time (can have a work-study and a non-benefited position at the same time).

 (DEMO) Work-Study Award ... X

Aid Year	2022-2023
Award Total	\$5,000.00
Amount Earned	\$72.25
Amount Remaining	\$4,927.75
Hours Remaining	289.9
Pay Rate	\$17.00
Supervisor	Beth Goad Beth.Goad@du.edu
As Of Payroll Date	July 17, 2022

[Student Employees Website](#)



Work-Study Timeline

- Can work through school breaks, not on holidays or when campus is closed.
You must be registered for the upcoming term.
- No working using work study funds after you graduate
- **Work-study funding cannot be used for part of the summer.**
- Starts: July 14, 2025
- Ends: June 11, 2026 for most students



More About Student Employment

- » Most jobs are 10-15 hours per week and pay is determined by the qualifications
 - » Minimum wage is \$18.81/hr
- » All campus jobs are posted on PCO
- » All campus positions require background check, W-4 (tax withholdings), and I-9 (bring original documents to campus)
- » Student Employment Job Fair
- » Professional Development and HR Support



Learn more about student
employment at DU and
apply for jobs!

Loans and Scholarships



Financial Aid Eligibility

- » Enroll fulltime (12 or more hours) for most aid to credit
- » Maintain satisfactory academic progress (SAP)
 - » 2.0 cumulative GPA (2.5 for accounting majors)
 - » Complete & pass a minimum of 66.6% of all courses attempted
- » Gift, endowed, and private scholarships may have additional requirements.

Student Loans

- » Federal Subsidized & Unsubsidized Direct Loans offered to those who qualify
- » Valid FAFSA required
- » Up to \$5,500 for first year students (freshmen)
- » Disburse directly to student account
- » Master promissory note & entrance counseling required
 - » www.studentaid.gov
- » Interest rate for 2025-26 year is to be 6.39% for undergraduate Direct Subsidized and Unsubsidized loans



Parent PLUS Loans

- » Federal loan available to eligible parents of undergraduate students
- » Student must submit FAFSA
- » Repayment begins 60 days after disbursement but can be postponed until student graduates
- » May borrow up to full cost of attendance minus any other aid
- » Apply at studentaid.gov
 - » Requires credit check (must not have adverse credit history)
- » Interest rate for 2025-26 is 8.94% - Direct Plus loans



Private Loans

- » Utilize private banks for funding instead of the federal government
- » FAFSA not required
- » Credit-based
- » Terms & interest rates vary depending on the lender
 - » Generally, less favorable than federal loans
- » Repayment may be postponed
- » Visit our Managing Out-of-Pocket Costs webpage:
 - » www.du.edu/financialaid/managecost

Private Scholarships

- » Many search engines for researching
 - » Scholarships.com, fastweb.com
- » **Never** pay to apply for a scholarship
- » May require adjustment to aid
 - » Financial need & cost of attendance limits
- » Submit scholarship checks to financial aid office



Special Circumstances



Special Circumstances

» If you/your family experience an unexpected change to your financial situation, this may qualify your student for a special circumstance appeal

» Examples

- » Loss of employment or reduction in wages
- » Divorce or separation of parents
- » Loss of child support
- » Loss of one-time income
- » Unusually high medical or dental expenses

» Email finaid@du.edu

Student Billing, Payments, & Refunds



Tuition Statements

- » Posted to DUPay on the 1st of each month & payment is due on the 22nd of each month
- » Include all activity for prior month & are “point in time”
- » View real-time data via Account Activity in DUPay

DUPay

- » Students access DUPay via MyDU
- » Parents access DUPay via Student Billing webpage
 - » Make a Payment quick link
- » Students can set up multiple authorized users
 - » Authorized users have separate passwords
- » Students & authorized users emailed when a new bill is posted
- » Can store payment methods





DUPay – Authorized Users

» Students

- » Log into DUPay
- » Select Authorized Users tab
 - » Enter email address for authorized user

» Authorized Users

- » Receive 2 separate emails
 - » One with username
 - » One with temporary password
- » Must change password during initial login

DUPay

- » Students can revoke access for any authorized user
- » Authorized users manage their own passwords and account preferences
- » Authorized user stored accounts are not visible to student or other authorized users
- » Multiple authorized users can be granted access
- » Authorized users can be granted access to view:
 - » Statements
 - » Account activity & history
 - » 1098T tax forms





Financial Aid Disbursements

- » Financial aid pays directly to the student's account 10 days prior to the start of each term
- » Excess financial aid is refunded to the student
 - » Parent PLUS Loan refunds can be sent to parent or student

Payment Plans

- » Sign up on DUPay
- » Payment always due on the 15th of the month
- » \$50 enrollment fee per quarter
- » Fall quarter
 - » August, September October
 - » 2 payment plan – September & October
- » Winter quarter
 - » December, January, February
- » Spring quarter
 - » March, April, May



Payments

- » Electronic Payments using DU Pay
 - » Fastest & most accurate method
 - » ACH/Electronic check (**must use a personal checking/savings**)- no fee
 - » Credit card payments - 3% non-refundable fee
 - » Wire transfers
- » Accepted at Cashier's Office
 - » Cash
 - » Personal, trust, money market, 529 check
 - » Money order
 - » Cashier's check
- » Options available on the Student Billing website
(www.du.edu/student-billing)



CONTACT US

Financial Aid

303-871-4020

finaid@du.edu

du.edu/financialaid

Student Billing

303-871-4944

studentbilling@du.edu

du.edu/student-billing

Student Employment

303-871-4274

stuemp@du.edu



Summer Opportunities to Engage

Hosting Small Welcome Events

- Hosted by Family ambassadors from California to Maryland
- Small events to welcome and connect with new families and students
 - Actively planning! Dates and more information will be posted in Fall Orientation 2025 community

Summer Baseball Series:

- Hosted by DU's Regional Engagement team the summer baseball series is open to new students and families, current families, staff, and DU Alumni
- Hosted games:
 - LA (Anaheim Angels) 8/12
 - Atlanta 7/26
 - San Francisco 7/27
 - Boston 8/17
 - Chicago 8/3
 - Miami 7/3
 - Minnesota 7/29
 - New York 8/10
 - Seattle 8/10
 - Washington DC 8/3

Learn More or
Purchase Tickets:
<https://rsvp.du.edu/event/duballpark2025/summary>

Family Orientation



Families are welcomed on Tuesday, September 2nd and then encouraged to leave so their student to acclimate to campus independently for the remainder of the week

Schedule-at-a-Glance:

- 9am-5pm Family Welcome Lounge with Wish Wall
 - Write a wish to send your student off to their time at DU
 - Art installation will stay up for the first month of the quarter
- 1pm-4pm Family Orientation Sessions:
 - 1pm Academic Success
 - 2pm Faculty talk
 - 3pm Navigating the Transition
 - Skills for families and harm reduction education surrounding drugs and alcohol
- 2:30pm-4:30pm Resource Fair in Community Commons
- 5pm-6pm New Student Convocation
- 6pm-8pm Crimson Cookout on Campus Green
 - Dinner provided

Discoveries Orientation

Families are welcomed on Tuesday, September 2nd and then encouraged to leave so their student to acclimate to campus independently for the remainder of the week

Schedule-at-a-Glance:

Tuesday, September 2, 2025: Move In & Discoveries Orientation Begins, Family Orientation Sessions

Wednesday, September 3, 2025: Discoveries Orientation & FSEM time

Thursday, September 4, 2025: Discoveries Orientation & FSEM time

Friday, September 5, 2025: Discoveries Orientation & FSEM Destinations

Saturday, September 6, 2025: Discoveries Orientation

Sunday, September 7, 2025: Discoveries Orientation & Student Involvement Fair

Monday, September 8, 2025: First Day of Classes

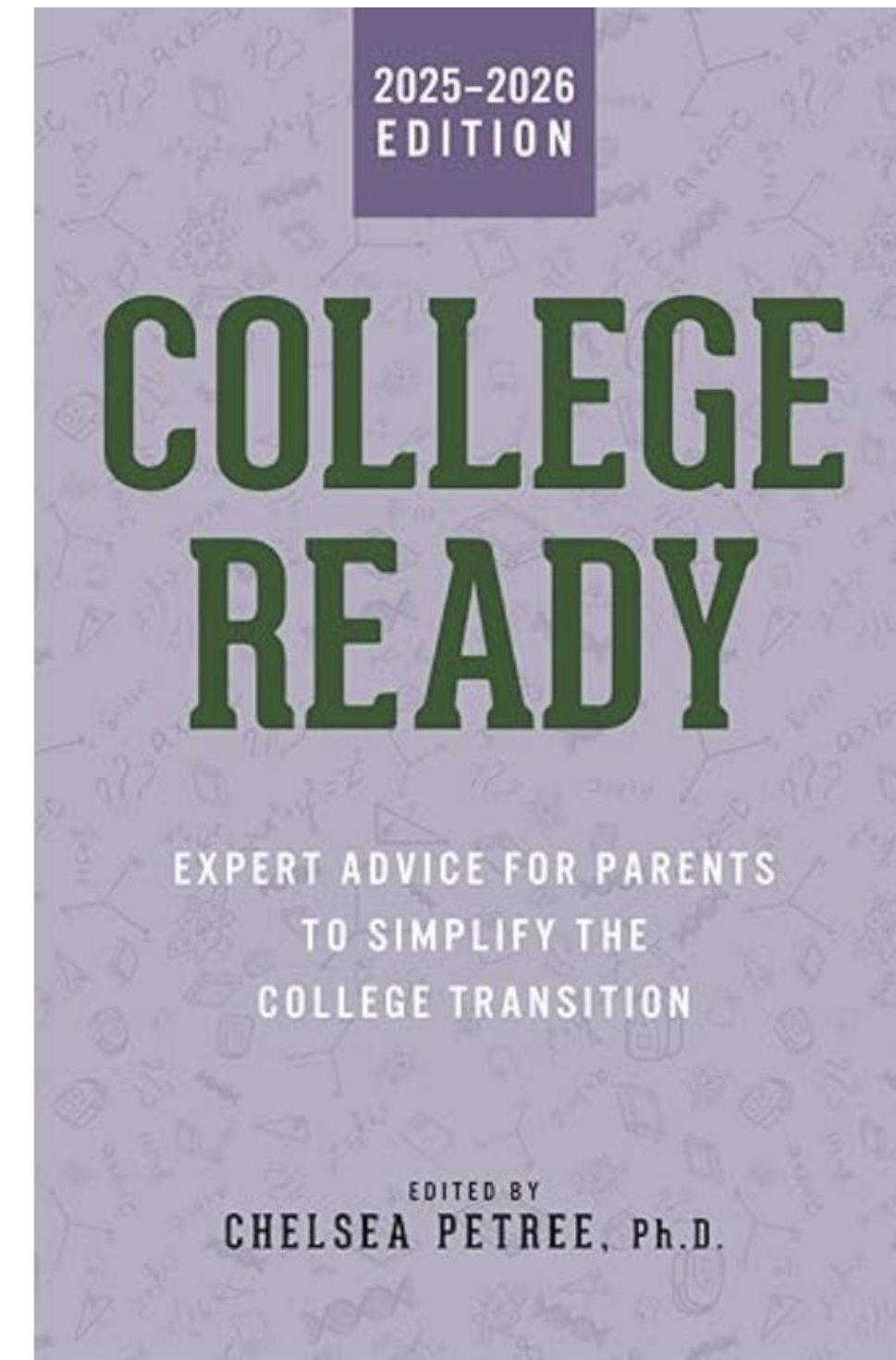
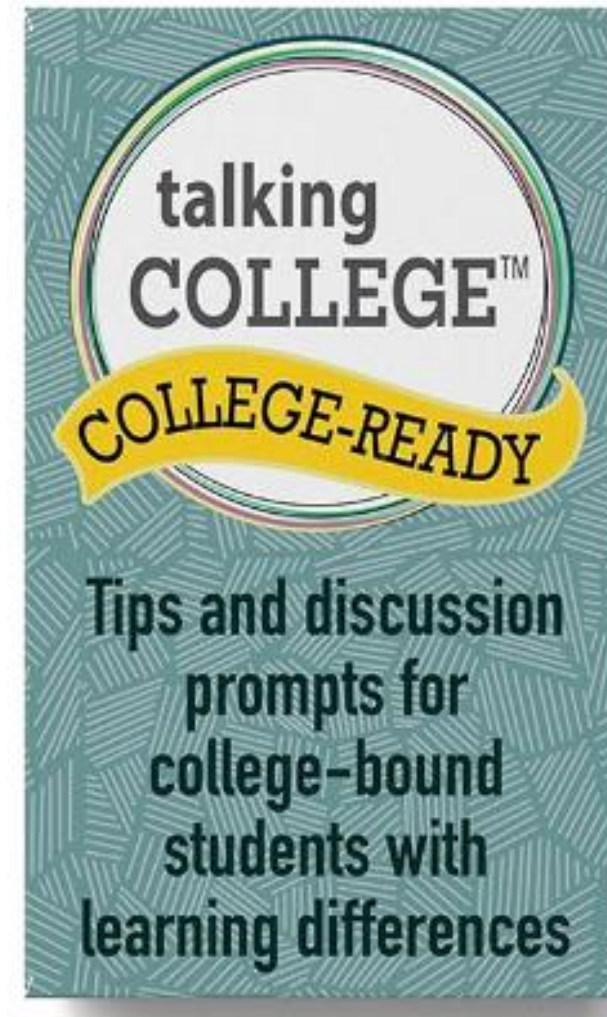
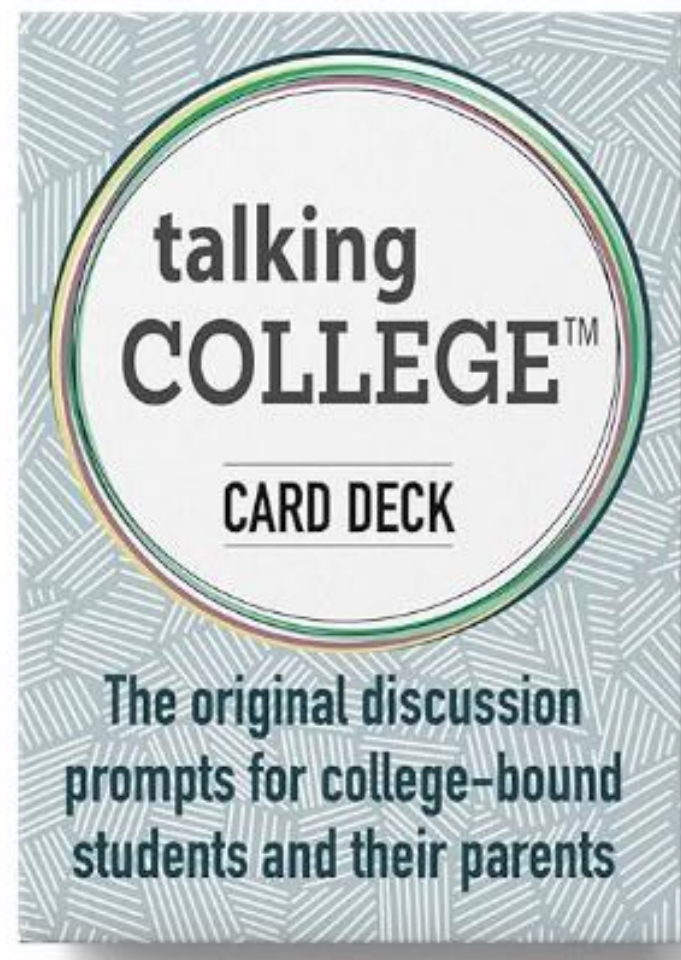
[More information here](#)

Conversations to Consider this Month:

- What day of the week works best for conversations about college prep?
- How can I support you in completing your college checklist?
- When are your friend's leaving for school and how will you say goodbye?
- How do you see yourself managing and budgeting money? Is there anything you want to learn before September?
- What does it mean to be responsible for your educational records?



Other Resources:



<https://www.collegeready.guide/>



Future Webinar

Webinar Title	Webinar Date	Campus Partners
DU Money Management: Billing, Payment Options, and Financial Aid Basics	Thursday, June 12th 2pm	Office of Student Billing Financial Aid Career and Professional Development
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Family Orientation Recap and On Campus Supports	Thursday, September 18th 2pm	TBD

Registration Links are on DU Family Experience OR our [website](#)

Questions?

Please use the Q & A feature for our facilitated

Question and Answer time.



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- Email: families@du.edu
- Join the DU Family Experience portal for parents, families and support systems!
- "Like" or "Follow" us on Facebook! facebook.com/DUNSFP or Instagram [@uofdenvernsfp](https://instagram.com/uofdenvernsfp)