

DU Money Management:

Billing, Payment Options,
and Financial Aid Basics



New Student & Family Programs
UNIVERSITY OF DENVER

Welcome!

Find the **Q&A** feature in the menu bar of the Zoom call

Don't see it? Click the three dots "More" icon and select from menu



- **SAY HI!**

Introduce yourself in the chat and take the "Welcome" poll.



- **ASK QUESTIONS**

Use the Q & A feature for questions.



- **CONNECT**

The chat is open for us to share links and for connections.



- **FOLLOW UP**

Email families@du.edu with any follow up questions!



Where to Find Slides and Recording:

- Available on our website and in [DU Family Experience](#)
 - They'll be posted in the [Fall Orientation 2026](#) community
- Posted within 2 business day of the webinar
 - Today's slides/recording will be available [Friday by 5 pm MT](#)



Today's Webinar

- 1 DU Family Experience – Family Communication Platform
- 2 Summer Webinar Series – Family Summer Orientation
- 3 Office Introduction: New Student and Family Programs

- 4 Overview of billing, payment options, and financial aid basics
- 5 Facilitated Q & A





DU Family Experience

Online family engagement hub for staying informed and connected throughout your students transition to DU.



What is it?

DU Family Experience

- Family communication platform with an online platform or email engagement.
- Emails you information tailored to your interests and preferences.
- Find webinars, deadlines, and campus information by topic.

Fall Orientation 2026 Community

- Catalogs all information sent to you on one webpage .

The screenshot displays the 'DU Family Experience' website. At the top, the University of Denver logo is on the left, and the text 'UNIVERSITY OF DENVER | Family Experience' is on the right. Below the logo is a navigation menu with categories like 'Current Families Communities', 'DU News', 'Parent & Family News', 'Student Success', 'Financial Aid & Scholarships', 'Health, Wellness, & Safety', 'Career Development', 'Campus Life', 'Housing & Residence Life', 'Athletics', 'Diversity & Inclusion', 'Accessibility Resources', 'Fraternity & Sorority Life', 'Prospective Parents & Families', 'First Year Families', 'Second Year Families', 'Third Year Families', and 'Fourth Year and Beyond Families'. The main content area features a featured article titled 'Understanding Student Loan Repayment' with a sub-headline 'This post is from Federal Student Aid | Estimated Reading Time: 7 minutes'. Below the article is a comment box with a profile picture and the text 'Write a comment...'. To the right of the main content is a 'Calendar' section showing dates for 'NOV 22', 'DEC 22', 'DEC 21', 'DEC 25', and 'DEC 31', with a 'Register Here' link. The background of the website is a photograph of a graduation ceremony with a cap and tassel on a stack of books.

Setting up your

How do I update my account?

- You set your preferences!
- Click the person icon in the upper right hand corner and select "edit my profile" or "edit my email notifications"

How do I know if I have an account?

- Search your email for "DU Family Experience"
- No Email? Create an account by using the "Sign Up" feature on the homepage

The screenshot displays the University of Denver Family Experience website. At the top left is the DU logo and the text "UNIVERSITY OF DENVER | Family Experience". On the right side of the header are icons for a calendar, a bell (notifications), and a person (profile). Below the header is a navigation menu with categories such as "Current Families Communities", "DU News", "Parent & Family News", "Student Success", "Financial Aid & Scholarships", "Health, Wellness, & Safety", "Career Development", "Campus Life", "Housing & Residence Life", "Athletics", "Diversity & Inclusion", "Accessibility Resources", "Fraternity & Sorority Life", "Prospective Parents & Families", "First Year Families", "Second Year Families", "Third Year Families", and "Fourth Year and Beyond Families". The main content area features a featured article titled "Understanding Student Loan Repayment" with a sub-header "This post is from Federal Student Aid | Estimated Reading Time: 7 minutes". Below the article is a comment box with a profile picture and the text "Write a comment...". To the right of the article is a calendar showing dates for November and December, with a highlighted event for December 21st: "December Webinar: 'Candid Conversations: Navigating Tough Topics with Your College Student'".



Summer Webinar Series

A collaborative series featuring campus partners who support incoming DU students and families.



Goal:

- Provide timely information, resources, and next steps so support systems can confidently support their student's transition to DU.
- Aligns with information shared with new students via DUBound Newsletter and Discoveries Summer Experience Canvas Course

Upcoming 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 MT	New Student and Family Programs (NSFP) Office of the Registrar
DU Money Management: Billing, Payment Options, and Financial Aid Basics	Wednesday, June 10th 2pm MT	Office of Student Billing Financial Aid Career and Professional Development
Health Insurance & Immunizations – Overview of Health and Counseling Center (HCC) Services	Monday, June 22nd 2pm MT	Health and Counseling Center (HCC)
New Student Advising & Registration Kickoff	Tuesday, June 30th 2pm MT	Office of Academic Advising
Preparing for Move-In & Discoveries Orientation	Wednesday, July 22nd 2pm MT	Housing and Residential Education (HRE)
Student Disability Services and Accommodation	Thursday, July 30th 2pm	Student Disability Services (SDS) Learning Effectiveness Program (LEP)
Accessing and Utilizing Counseling Services at the Health & Counseling Center	Thursday, August 6th 2pm MT	Health and Counseling Center (HCC)
Grow Through a Student Job at DU <i>Student Centered Webinar</i>	Tuesday, August 11th 2pm MT	Office of Student Employment

New Student & Family Programs

NSFP





Brie Jutte

**Director
New Student & Family
Programs**



Taylor Meneley

**Assistant Director
for
Family Experience**



Allie Tookmanian

**Assistant Director
for
New Student
Experience**



Office Overview:

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.*



1



2



3



4



5



Discoveries Summer Experience is on Canvas:

What's in the Canvas course?

- Transition resources and support before arrival
- Summer action items, deadlines, and next steps
- Required trainings for all incoming students
- Early experience using Canvas, DU's learning platform

Why it matters?

- Helps students arrive prepared and informed
- Supports a safe and healthy DU community
- Includes important health, safety, and harm reduction training
- 4D Peer Mentors follow up with students who have incomplete modules

When do these modules need to be completed?

All modules must be completed by September 1

- One module is recommended each month
- Modules release in May, June, July, and August
- Content aligns with important summer action items and deadlines.

Where is my student learning webinar information?
Great question, this Canvas Course!

Winter quarter registration hold – will be placed in October and lifted 24 hours after completing required modules

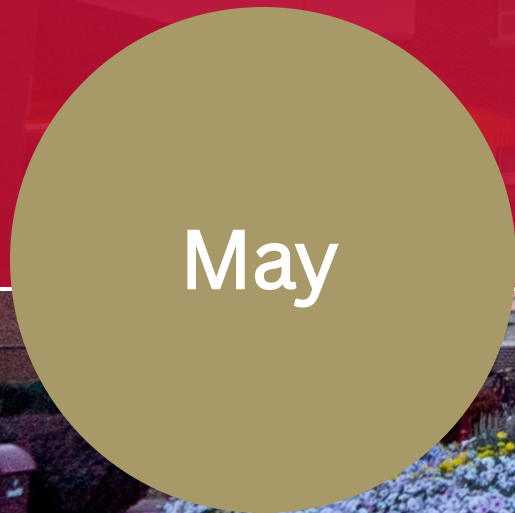


Welcome & Transition to DU

General Intro + 4D Experience

Community Standards, Honor Code, DU Help Website

Getting Started: Student Essentials



May

Academic Advising & Registration

Academic Advising

Exploring the Curriculum

Preparing for Registration

Student Success Coaching



June

Health, Safety, & Well-Being

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

Campus Safety Info & App
Vector Modules



July

Student Experience & Next Steps

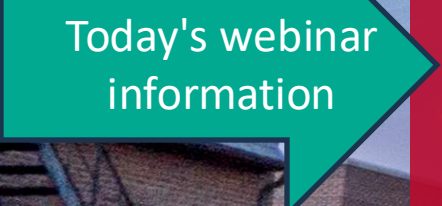
Engagement & Involvement Opportunities + Resources

Move In & Discoveries Orientation

4D Peer Mentorship, First Ascent + Weekly Discoveries



August



Discoveries Summer Experience Overview



Is there a checklist for my student? Yes!

- **2026 New Student Checklist in the My4D Portal**
 - Widget on their *My4D* 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 [@uofdenverfp](#)
 - Post critical updates, deadlines, and information

New Student Checklist 2026

> Getting Started

> Prepare For Advising

> Register For Classes

> Before Arriving To Campus

> After Arriving To Campus



Where can I see upcoming deadlines?

Date	Action Item
June 22nd	Priority Deadline to <u>submit our Housing Application or request a release</u>
June 22nd	Priority Deadline to <u>submit an accommodation request</u> through Student Disability Services (SDS)
June 22nd	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 1st	Priority Deadline to submit <u>proof of immunity</u>
July 7 th – 17 th	Attend a virtual small-group academic advising session (appointments open June 30)
July 20 th -24 th	Incoming student registration
July 27 th	Housing assignments released
August 22nd	Tuition for Fall Quarter due
September 1st	Move-In and Family Orientation
September 8th	First day of classes

Use [this webpage](#) for important dates and deadlines for students starting in the Fall 2026



DU Money Management:

Billing, Payment options, and Financial Aid Basics





Mic Grebenc,
Director, Student
Billing



Pedro Romero Sanchez,
Assistant Director, Financial
Aid



Elise Goss-Alexander,
Director, Student
Employment

Overview:

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



FERPA: Important Privacy Information

Family Educational Rights & Privacy Act (FERPA)

- Protects the privacy of student educational records
- Students control who can access their records
- Students may authorize parents or others to view all or part of their records
 - Submit the “Release of Confidential Student Record Information” form in My4D
- DU will not release student records without written student consent
- Review the [Welcome Webinar](#) to learn more about FERPA



The role of different offices:

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
- Student ID cards

Office of Student Employment

- Manage job board and hiring
- Professional development for student employees and supervisors

Student Billing, Payments, & Refunds



Tuition Statements

Posted to DUPay on the 1st of each month

Payment is due on the 22nd of each month

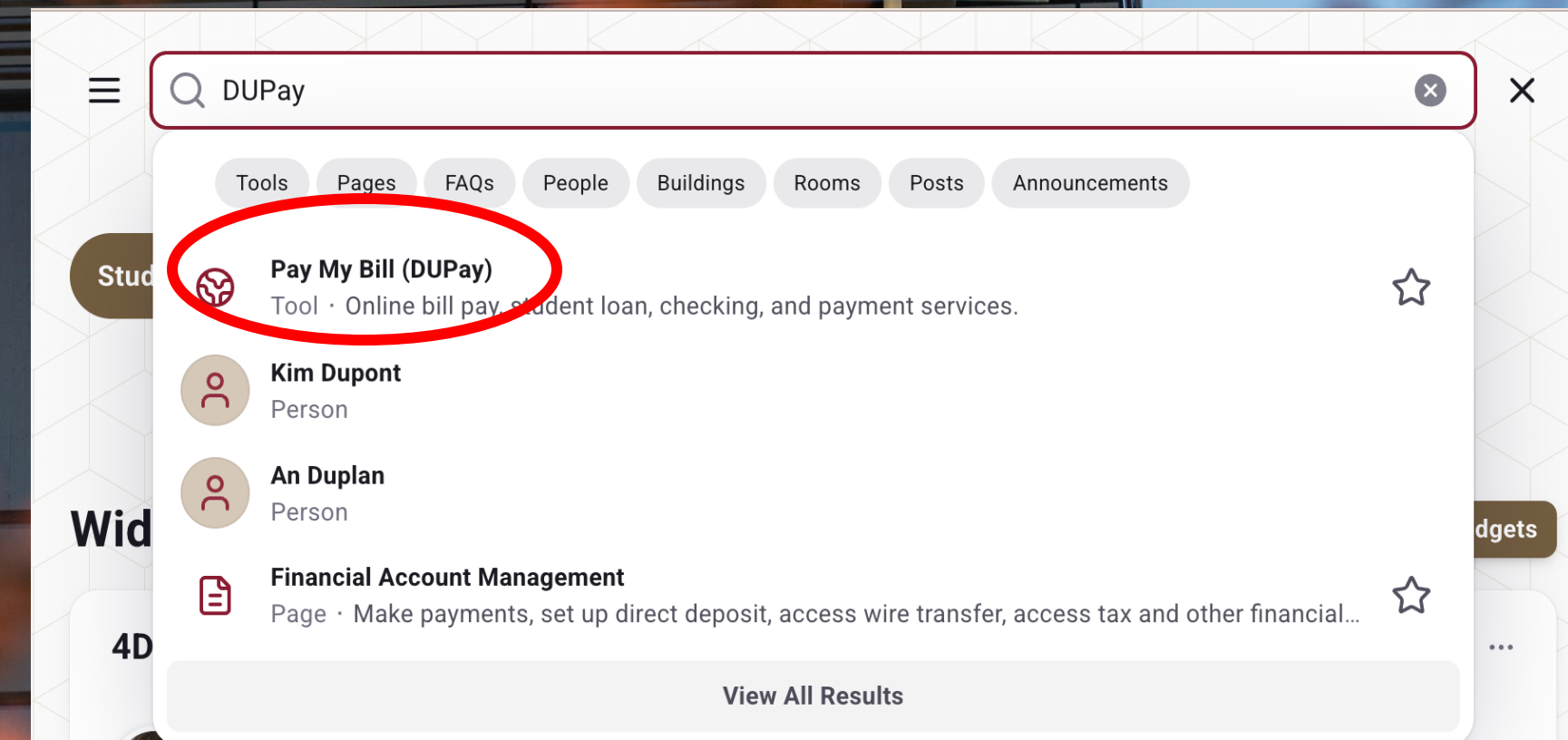
- Include all activity for prior month & are “point in time”
- View real-time data via Account Activity in DUPay

Fall Quarter	Winter Quarter	Spring Quarter	Summer Quarter
Initial Bill – Aug 1 Due Date – Aug 22	Initial Bill – Dec 1 Due Date – Dec 22	Initial Bill – Mar 1 Due Date – Mar 22	Initial Bill – Jun 1 Due Date – Jun 22



DU Pay

- **Students** access DUPay via My4DU
- **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



DU Pay- 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

My Profile Setup

-  Authorized Users
-  Personal Profile
-  Payment Profile
-  Consents and Agreements

DU Pay- Authorized Users

- 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 the parent or the student



Payment Plans

Sign up on DU Pay

- 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 DUPay

- 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](#)



Payment Options

- Online through DUPay (credit* or ACH)
- In person at the Cashier's Office, University Hall (cash or check)
- By mail (check) to:

2197 S. University Blvd. Ste. 223
Denver, CO 80221

- 529 plans
- International Payments

★ Include student ID

**Note: credit card payments incur a 2.95% surcharge.*



Loans and Scholarships



Financial Aid Eligibility

- Enroll full-time (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 2026-27 year is to be 6.52% 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

Effective July 1 2026, new limits on how much you can borrow:

- \$20,000 per year for each dependent student
- \$65,000 total maximum aggregate
- Apply at studentaid.gov
 - Requires credit check (must not have adverse credit history)
- Interest rate for 2026-27 is 9.07% - 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



Work-Study And Student Employment



Work Study:

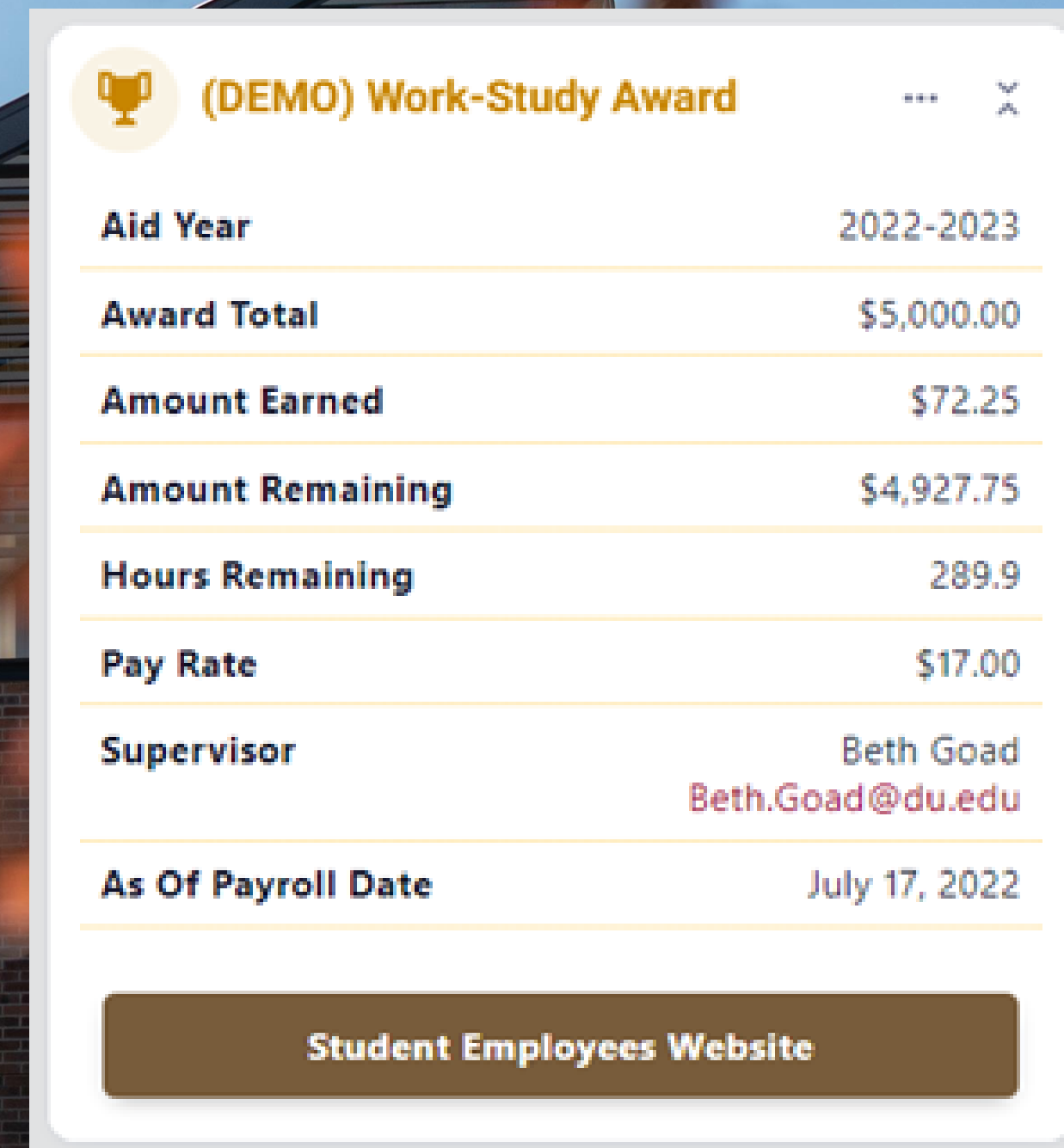
- Need-based award as part of your financial aid package
 - Federally funded
- Not a grant or a loan
- Not from the department budget
- Paid bi-weekly through payroll

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	
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

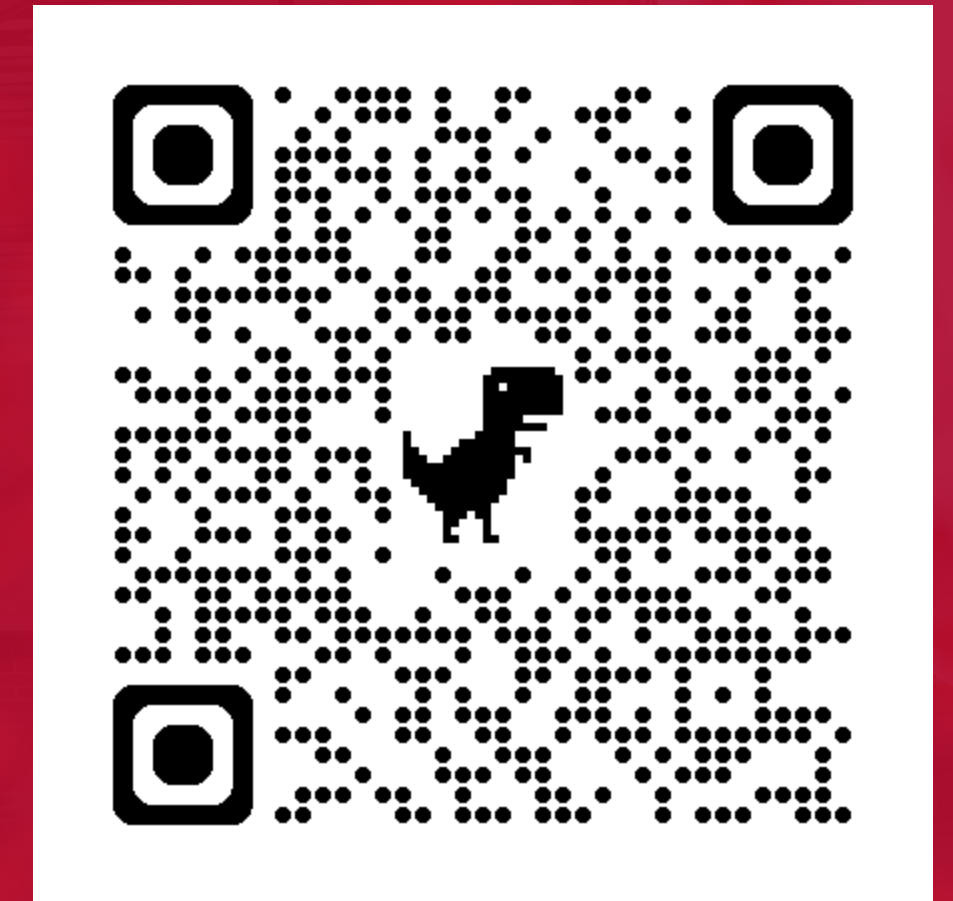
- Work-study funding cannot be used for part of the summer.
- Starts: July 13, 2026
- Ends: June 10, 2027 for most students



More About Student Employment

Most jobs are 10-15 hours per week and pay is determined by the qualifications

- *Minimum wage is \$19.29/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



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



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



**Stay Connected
with us!**



New Student & Family Programs
UNIVERSITY OF DENVER

Discoveries Orientation



Schedule-at-a-Glance:

- Tuesday, September 1, 2026: Move In & Discoveries Orientation Begins, Family Orientation Sessions
 - Families can anticipate to be on campus all-day with the welcome BBQ (open to all) ending around 8pm
- Wednesday, September 2, 2026: Discoveries Orientation & FSEM time
- Thursday, September 3, 2026: Discoveries Orientation & FSEM time
- Friday, September 4, 2026: Discoveries Orientation & FSEM Destinations
- Saturday, September 5, 2026: Discoveries Orientation - optional community building activities
- Sunday, September 6, 2026: Discoveries Orientation (optional community building activities) & Student Involvement Fair
- Monday, September 7, 2026: Discoveries Orientation - optional community building activities
- Tuesday, September 8, 2026: First Day of Classes

[More information here](#)

Families are welcomed on Tuesday, September 1st and then encouraged to leave so their student to acclimate to campus independently for the remainder of the week

Family Orientation



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-4:30pm Family Orientation Sessions in Community Commons:
 - Coaching your Student through College
 - Well-being During the Transition
 - Navigating the Transition
 - Navigating Student Privacy & Support
- 2:30pm-4:30pm Resource Fair in Community Commons
- 5pm-6pm New Student Convocation
- 6pm-8pm Crimson Cookout on Campus Green
 - Dinner provided - open to anyone on campus

Move In Times will vary by student – more specific details will be shared in our July 22nd webinar

Families are welcomed on Tuesday, September 1st and then encouraged to leave so their student to acclimate to campus independently for the remainder of the week

What is First Ascent?

First Year Experience at Kennedy Mountain Campus

[Link to Video](#)



An extended orientation opportunity open to all first-year and new transfer students at no cost to students

- In 2025 season we hosted just under 800 students

Programming is student led and designed to help students relax in nature, connect with peer mentors, and build relationships with classmates

No outdoor experience is needed!

Indoor cabins with beds, heating, and running water

Delicious catered food provided

Registration opens with July DUBound Newsletter

Students can register throughout fall quarter



When are the First Ascent trips?

First Year Experience at Kennedy Mountain Campus

- Most students attend within the first four weeks of the quarter
- Registration opens beginning of July
 - Activating quickly increases trip preference
 - Waitlists will be available for every trip
- Students can move/cancel their registrations up to 2-weeks before trip
- Encouraged to check FSL dates, if interested in intake/recruitment

Trip Dates	Trip Details
Trip 1: August 28th – 30th*	Pre-Orientation Trip – Registrants would be granted early move-in <i>Move-in information will be shared directly with registrants – do not buy flights until registration is confirmed</i>
Trip 2: September 4th – 6th	New Non-Traditional Students: Transfer, Graduate, Veteran <i>*not open to first-year students</i>
Trip 3: (Week 1) September 11th – 13th	Open to all first-year students <i>*Multicultural Greek Council Welcomes You Home occurring on city campus</i>
Trip 4: (Week 2) September 18th – 20th	Open to all first-year students <i>*Interfraternity Council (IFC) Recruitment occurring on city campus</i>
Trip 5: (Week 3) September 25th – 27th	Open to all first-year students <i>*Panhellenic (PHN) Recruitment occurring on city campus</i> <i>*Students interested in IFC are encouraged to avoid this weekend as there tends to be overlapping programming for new members</i>
Trip 6: (Week 4) October 2nd – 4th	Open to all first-year students
Trip 7: (Week 6) October 17th – 18th	Open to all first-year students 1-night pilot experience!



Summer Opportunities to Engage

- **Hosting Small Welcome Events**

- Hosted by Family ambassadors and DU Families across the country
- Small events to welcome and connect with new families and students
- Actively planning! Dates and more information to come
- Current locations:
 - Seattle, WA (8/16, time TBA); McLean, VA (7/15 6:30pm-8:30pm) ; Chicago, IL (TBA); Denver, CO (7/12 3pm-6pm)

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 (Dodgers) 8/2
- Boston 8/9
- Miami 8/9
- Atlanta 8/15
- Bay Area 8/15
- Chicago 8/16
- Twin Cities 8/18

Save the Date!
Registration and event
details here

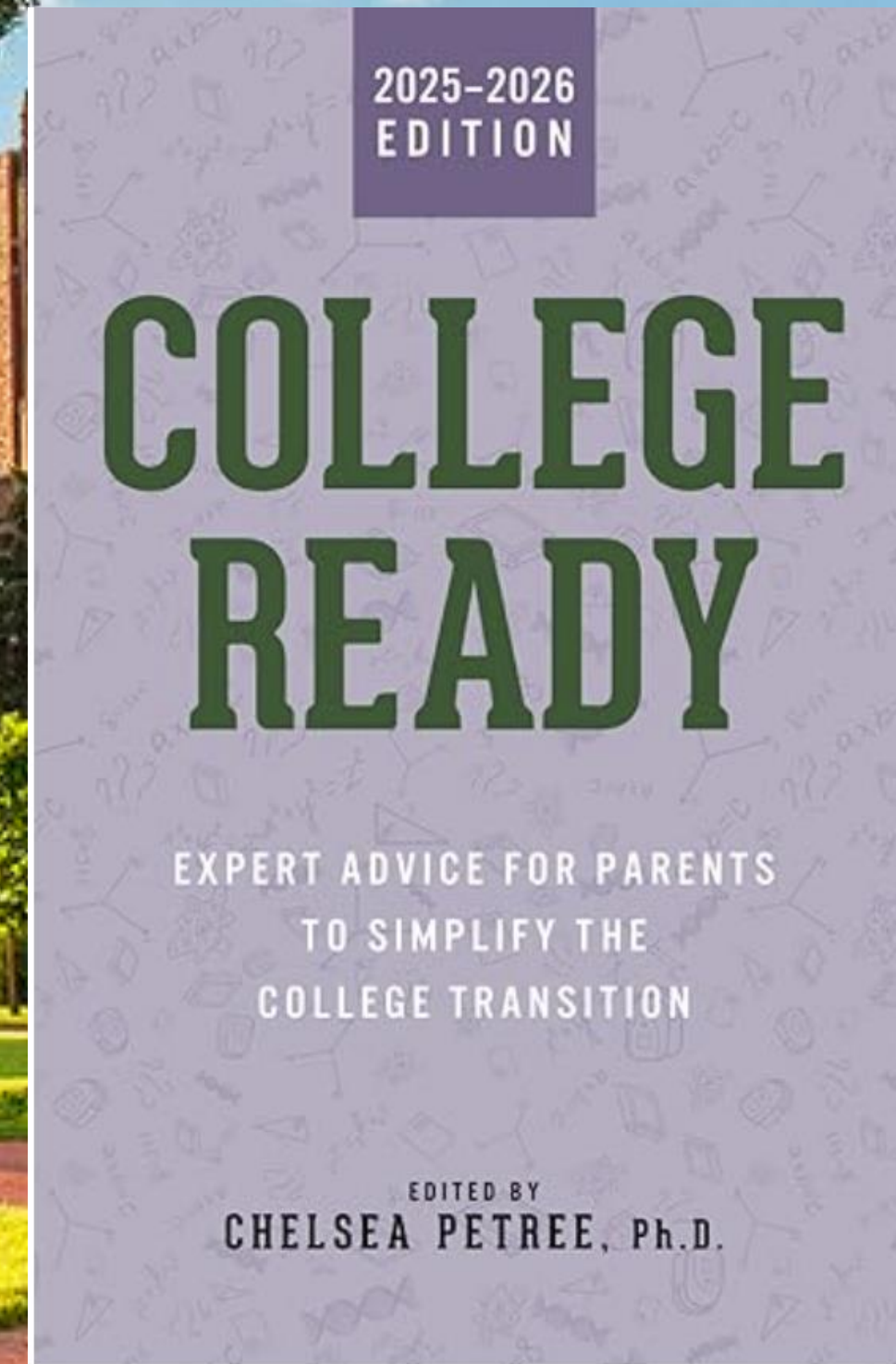
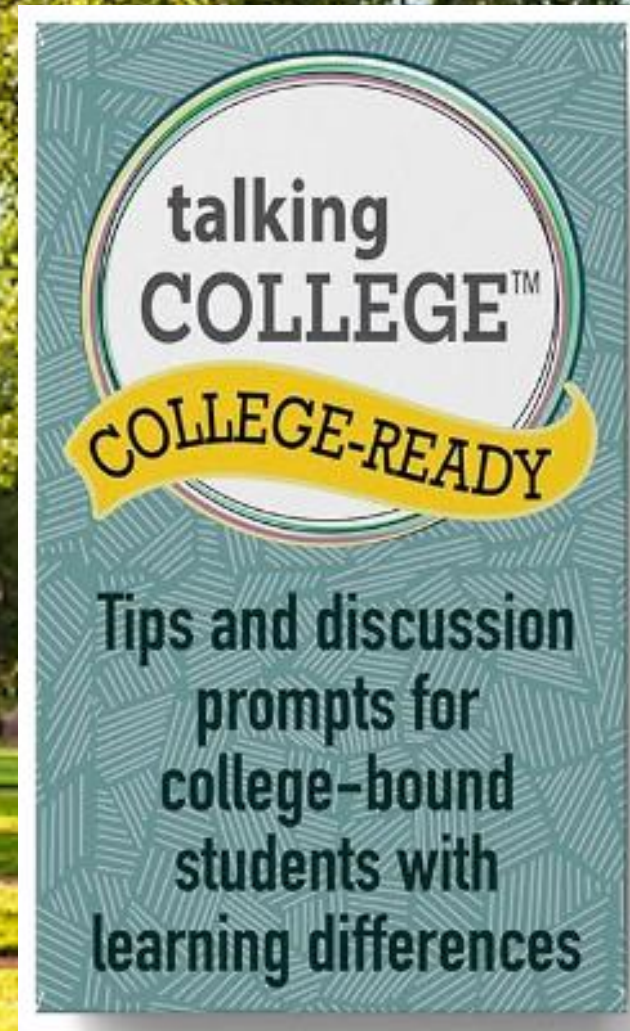
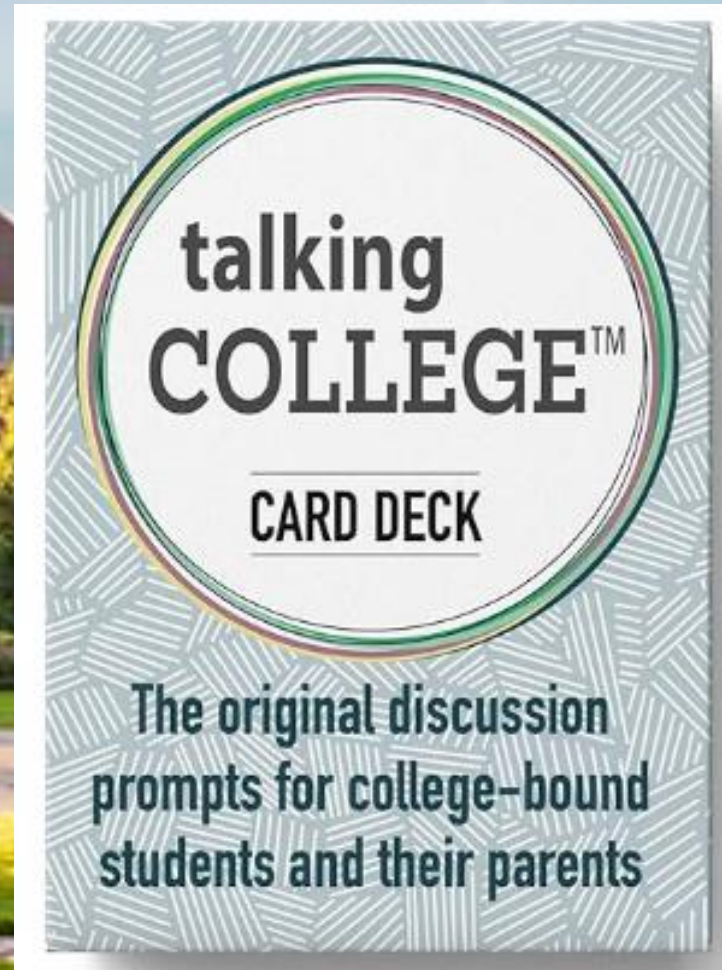


Conversations to Consider this Month:

- 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/>



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Questions?

Please use the Q & A feature.





303-871-6080



families@du.edu



Join the DU Family
Experience portal



[@uofdenvernsfp](#)

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