

STUDENT ACCOUNT FREQUENTLY ASKED QUESTIONS

Q. How do I access my student account?

A. Please reference [Student Account Login Instructions](#).

Q. Can my parent have access to my Student Account?

A. Students can logon to their Student Account to set up individuals as “Authorized Users” for purposes of making payment on their account. Authorized users do not have access to student’s stored payment methods, refund profiles, academic records, or other personal information. See [Authorized User Setup](#) for assistance.

Q. When is the payment deadline?

A. Student account balances are considered due on the first day of class. Any charges incurred on or after the first day of class are considered due immediately. See the [Payment Deadlines](#) tile on the Bursar and Treasury Services website for more information. Late fees are assessed for unpaid balances after the drop/add period. Shortly after assessing late fees for unpaid balances, students with unpaid accounts for the current or prior term(s) are subject to schedule cancellation.

Q. When will I receive a bill?

A. Students are billed electronically approximately one month in advance of classes starting for the term. Students can now view their [estimated bill](#) based on their current registration in ATHENA prior to billing. For additional estimates, please see our [Estimated Cost Calculator](#) on the Bursar website. Please reference the Office of Student Financial Aid’s [Cost of Attendance](#) for additional costs not reflected on the estimated calculator.

Q. How will I know a change has been made to my student account balance?

A. Students are emailed daily regarding any new activity posting to their account. To view changes, students are directed to access their student account in [ATHENA](#).

Q. What is covered under the fees assessed on my student account?

A. A description of each mandatory fee is provided on the [Bursar and Treasury Services website](#).

Q. What is the Special Institution Fee?

A. Please reference [Mandatory Fee Information](#) on the Bursar and Treasury Services website.

Q. Why was my financial aid refunded not applied to my student account balance?

A. Please note, financial aid is automatically applied to outstanding student account charges first where allowable; however, depending on [financial aid authorizations](#) the student has granted and charges incurred, funds may be refunded to the student while an amount due remains on the student’s account. It is imperative students ensure student account balances are satisfied in a timely manner to avoid restriction of services on campus as well as collection efforts.

Please see [https://busfin.uga.edu/bursar/Athena Permission to Pay v2.pdf](https://busfin.uga.edu/bursar/Athena_Permission_to_Pay_v2.pdf) for instructions on granting aid authorization for federal and state aid.

Q. What fees will be assessed on my student account?

A. Fees are assessed based on your hours of enrollment as well as your primary campus of study. For additional details, please reference the [fee policy](#) found on the Bursar and Treasury Services website.

Q. How are Parent Plus Loans Disbursed?

A. During the application process, parents will have the option to 1) specify IF they authorize UGA Student Account Services to use the PLUS loans to pay other educationally related charges on their student's account AND 2) indicate IF they want UGA Student Account Services to disburse directly to them or to their student any PLUS loan funds that may remain after your student's charges for the semester have been paid. *Note, at this time, if you wish any remaining loan funds to be delivered via direct deposit to a bank account, you must select pay directly to "the student." Funds directed to the student are direct deposited if an established refund profile exists on their student account; otherwise, a check is requested and mailed.*

Q. How do I pay on my student account?

A. Please see the Bursar and Treasury Services website for [payment options](#).

Q. Are email notifications sent to parents or other authorized users?

A. Most email communication is sent to the student only. Email notifications are sent to authorized users each time an electronic billing statement is generated. An authorized user also receives confirmation when a scheduled payment is setup under their sign in.

Q. How do I reinstate?

A. In the event your schedule is dropped for non-payment as a result of a balance remaining on your student account or past due balances unresolved from the prior term, you may complete the Registrar's [Petition to Reinstate Class Schedule](#) and email the form to reghelp@uga.edu. Upon approval, you have 3 business days to pay your account in full before being considered for cancelation a final time. Please reference the Registrar's Office website for the entire [reinstatement instructions](#).

Q. Where is my 529 payment?

A. During peak times, it can take several days for the University to receive your payment from the 529 plan when you instruct funds to be sent directly to the school as opposed to other payment options, so please plan accordingly. In the event you instruct withdrawal of 529 funds to be sent directly to the University, please allow 10-14 days for processing. On your withdrawal request, please ask the plan provider to note your student's full name and UGAID number on the check, make check payable to "University of Georgia" and mail directly to Bursar & Treasury Services: 105 Business Services Bldg, 424 E. Broad St, Athens, GA 30602-4227. Checks made payable to the University should not exceed the balance due on your student's account for the term in which is being paid. Overpayments for the term are not accepted.

Q. When will my 1098T be available?

A. No later than January 31st, the University of Georgia will provide a Form 1098-T to each enrolled student billed for tuition at the University during the previous calendar year. Forms can be accessed via your student account. If you did not select to view your statement online, your statement will be mailed. For additional information regarding 1098-Ts, please reference the [“taxes”](#) tile on the Bursar and Treasury Services website.

Q. Why do I owe a balance, I have the Hope/Zell scholarship?

A. While the Zell scholarship covers only tuition and the Hope scholarship covers only a portion, neither cover fees or other expenses. In addition to tuition and fees, you could owe a balance related to other charges such as housing, dining, parking, etc. The Office of Student Financial Aid adjusts Hope/Zell scholarship awards as changes are made to hours enrolled and thus can impact a balance being owed depending on when you review your account. Also, in cases where your award letter is being adjusted for other aid, this can cause a difference due on your account. If you believe there is an issue with your awarded aid, you may contact the [Office of Student Financial Aid](#) or if you need to discuss your balancedue, please contact [Student Account Services](#).

In regards to aid and balances due, please note students have the option to allow financial aid to pay non-tuition and fee charges on their student account. It is helpful to grant authorization to cover noninstitutional fees not covered by your financial aid. Not doing so could result in you receiving your refund while a balance remains on your account. Please see [aid authorization](#) instructions for information on how to *grant permission to pay* in ATHENA.

Q. When will the scholarship check post to my student account.

A. Scholarships from outside sources paid directly to the University versus the student should be mailed to the Office of Student Financial Aid, 220 Holmes/Hunter Academic Building Athens, GA 30602-6114. Outside scholarships will not post to your account until received by the University and student is enrolled for the required number of hours. We recommend scholarship providers provide aid intended for fall by July 15th so these funds are available to cover your balances when school begins. Please contact the Office of Student Financial Aid for more information regarding [outside scholarships](#). Some outside scholarships are paid directly to the student and in this case, you will need to work with the source for payment and self-report such aid to the Office of Student Financial Aid. Please note students will need to cover balances due by the payment deadline and be reimbursed for outside aid that arrives late.

Q. What do I do if I haven't received my refund?

A. If you see a refund transaction on your student account, and you haven't received your refund within 5-7 business days, please contact Student Account Services. To avoid delays in receiving a refund due to you, we recommend [establishing a refund profile](#) on your student account in ATHENA so that you can receive funds electronically. Students already enrolled for direct deposit should verify their refund profile each semester to ensure their bank account information is correct.

Q. How will I receive my refund?

A. Any credit card refund due to the student will be credited back to the card used for payment while any check refund due to the student will be direct deposited into the student's bank account if the

student has enrolled for this service. If not, it will be mailed to the "Student Account Address" specified by the student in the Athena registration system. Please note credit balances from check and credit card will be applied to the student's current balance first before any refunds are processed.

To assist students in receiving their refund the quickest way possible, we ask students who have not already set up their refund profile on your ATHENA student account, please do so as soon as possible. Students already enrolled for direct deposit should verify their refund profile each semester to ensure their bank account information is correct. Please reference the [Refund Profile Instructions](#) for additional assistance.

Once the refund process is initiated, it takes approximately 3-5 days for students on direct deposit to receive their credit in their bank account while the check writing process for students not on direct deposit takes approximately 5-7 days to arrive to the billing address specified in ATHENA.

Q. When and how will I receive my financial aid?

A. In general, financial aid, whether it is loans, grants, the Hope/Zell Scholarship or other scholarships, is first applied to your unpaid student account balance. Any remaining balances can be direct deposited into your bank account. Student Account Services will begin refunding credit balances at the beginning of the term.

Please note it is possible to owe a balance after receiving a refund due to incurring additional charges as a result of adding hour or other services and/or failure to elect permission to pay to cover expenses related to other charges outside tuition, rent, and dining and/or receiving an adjustment to your financial aid award. A reduction in hours enrolled can also reduce your financial aid package (particularly awards related to the Hope Scholarship and the Pell Grant), leaving a balance due on your account.

Please contact the [Office of Student Financial Aid](#) regarding questions about your award letter.

Q. Why do I still owe a balance after receiving my financial aid refund?

A. Please note, outstanding student account credits are applied to outstanding student account charges first where allowable; however, depending on [financial aid authorizations](#) the student has granted and charges incurred, funds may be refunded to the student while an amount due remains on the student's account. It is imperative students ensure student account balances are satisfied in a timely manner to avoid restriction of services on campus as well as collection efforts.

Please see https://busfin.uga.edu/bursar/Athena_Permission_to_Pay_v2.pdf for instructions on granting aid authorization for federal and state aid.

Reductions in your financial aid award can also occur after refunding, leaving a balance due on your account. Overawards can stem from scenarios such as a reduction in hours enrolled, delayed credit hours transferred to UGA, additional aid added to your award letter and/or issues with your FASFA.

Q. Why was my financial aid reduced or removed?

A. Many factors play a part in your financial aid award package. Financial aid may be decreased for a number of reasons such as verification results, additional credit hours transferring in, credit hour adjustments to your schedule, additional resources awarded/reported, withdrawals, grade change, and/or failure to meet satisfactory academic progress (SAP). When changes are made to your award letter, you should receive an email directing you to review changes to your award letter in ATHENA. Should you have further questions about your aid, please email the [Office of Financial Aid](#) for assistance.

Q. How do I add the Athletic Fee if not required to pay?

A. Fees are assessed according to your primary campus and enrolled number of hours. Fees you were not assessed may be added during the term using the “[Waive/Add Optional Fee](#)” in ATHENA. Please note fees added can only be waived during the drop add period.

Q. How do I clear my Student Accounts Acknowledgement Hold?

A. Please reference instructions for clearing the [Student Accounts Acknowledgement Hold](#).

Q. If I withdraw from the University of Georgia (regardless of campus), will I receive a refund?

A. In general, students who formally [withdraw](#) from the University within the time period described by UGA policy will be entitled to a refund of tuition and mandatory fees. Refunds are not granted for individual course withdrawal. The following are not entitled to any refund of tuition and fees paid: students suspended for disciplinary reasons, students who leave the University when disciplinary action is pending, or students who do not formally withdraw.

Refunds for room and board charges due to withdrawals during the term will be made on a prorated basis depending on the date of withdrawal. Students who withdraw from the University when the calculated percentage of remaining days in the term is 40% or less are not entitled to a refund of any portion of institutional charges.

Students participating in study abroad programs should reference the Office of Global Engagement’s [Study Abroad Withdrawal Policy](#).

[In the event a student receives financial aid, completes registration, and subsequently reduces his/her enrollment status or withdraws, the refund issued by the University may need to be returned to the financial aid sources.](#) The amount of refund to be returned to the federal, state, private, or University financial aid programs is determined by the regulations concerning refunds and repayments to those appropriate programs.

If you are considering a hardship withdrawal, please reference [Student Care and Outreach’s Hardship Withdrawals Resources Page](#) for additional information.

Please see https://policies.uga.edu/pdf/refund_policy_bursar.pdf for a full description of the UGA refund policy.

Students who have questions regarding the financial impact of withdrawing can contact Student Financial Aid and Student Account Services prior to requesting the withdrawal. Students should also

contact any other appropriate offices (e.g. University Housing, Office of International Education, Dining Services, Academic Advising, Registrar, Graduate School, Student Care and Outreach, etc.) if there are any questions concerning services upon withdrawing. Please note any veterans and dependents of veterans who are receiving educational benefits must notify the Office of Veterans Educational Benefits of any course load reduction (Office of the Registrar 706-542-4040).

Q. In the event, a study abroad program is canceled or student needs to withdraw from the study abroad program, will a refund be issued?

A. Please reference [UGA's Global Education Policies](#).

Q. Can my late fee be waived?

A. UGA students are eligible for a total of three grace waivers for late fees over their academic careers at the University. If you have been assessed a late fee and would like to request one of your allotted grace waivers, please complete the [Late Fee Grace Waiver Request](#) found on the student information tile of the [Bursar and Treasury Service's website](#). A Student Account Services staff member will review your request, and if you're eligible, the reduction of \$50.00 will be reflected on your student account within 1-2 business days. Upon your grace waiver being applied, you should receive an email indicating your ticket has been resolved. If you are ineligible for a grace waiver, you will be contacted via email.