FAQs for Billing & Budgeting

Q. How do I know if the scholarship money has been applied towards my housing account?
A. In the Description section of your housing statement, look for a transaction lined item that begins with an "EJ#XXXXXXXX" followed by the scholarship program and fund period. The amount is entered as a credit.

Q. I was awarded a scholarship for Fall Semester. Will my program cover the expenses for Spring Semester?
A. Not all scholarship programs fund the housing costs for Spring Semester. Please contact the scholarship administrator of your program for additional information.

Q. Where can I go for information on Scholarships and Financial Aid?
A. Information regarding the various types of scholarships and financial aid can be found at the University Office of Scholarships and Financial Aid.
Phone: 801-581-6211.
Email: financialaid@sa.utah.edu
Email: scholarship@sa.utah.edu
Web Address: financialaid.utah.edu

Scholarship Workshops:
November 29, 2017, 9AM, Marriott Library, Room 1735
December 13, 2017, 9AM, Marriott Library, Room 1160
For additional information: https://financialaid.utah.edu/news/scholarship-workshops.php

Campus Scholarship Resources: You may also check out the Campus Scholarship Resources on departmental scholarship programs. Your academic advisor will be able to provide you additional information.

Other Scholarship Programs are also accessible. These are private scholarship programs. If you are interested in applying, click on the link on their website and the system will take you to the resource page.

FAFSA (Free Application for Federal Student Aid) are scholarship programs that award students based on their financial need.

Q. How long are scholarship programs funded?
A. Scholarship funding varies by program. Please contact the scholarship administrator for additional information.

Q. I need financial counseling on how to setup and manage a budget. Who do I contact?
A. The Personal Money Management Center has great resources available to students on how to manage their financials.
Phone: 801-585-7379
Name of Contact: Ann House, Director
Email: ahouse@sa.utah.edu
Web Address: http://personal-money-management.utah.edu/
Location: Personal Money Management Center, Olpin Student Union Building, 200 S. Central Campus Drive., Room 317
Q. Are there tools available to help me prepare my budget for each semester and academic year?
A. A budget/billing calculator is in the process of being rolled out. Upon approval by management, the calculator will be readily accessible.

Q. What is my billing cycle?
A. At the beginning of the semester, the full billing amount is readily accessible through your Housing U account. Under the Housing Balance, you can see the Term Balance and the Current Balance. The monthly statement is emailed to the student’s CIS UMail and alternate Email address. Please note the following dates:
1st: Payment Due
Up to the 7th: Grace period without late fee
8th: Late Fee added
25th: If balance remains, HRE will reach out to set up a direct meeting to find solution for outstanding balance.

Q. I have a “hold” on my account. How do I get this resolved?
A. A “hold” is placed on the student’s records which prevents the student from registering for future semesters or obtain their grades transcript. The “hold” can only be removed upon payment in full or satisfactory payment arrangements.

Q. What is a payment plan? Who is eligible for a payment plan?
A. A payment plan is a Payment Agreement. The student and HRE agree on a monthly payment amount by the Due Date. Students on “history” status or canceled their contract are eligible for a payment plan.

Q. Why be on a payment plan?
A. The advantages of being on a payment plan are (1) repayment based on an arrangement made between the student and HRE; (2) help both the student and HRE monitor the financial activities to reduce the outstanding balance on the account; and (3) if the account is on a “hold” status, and the payment plan is in good standing, HRE will allow the student to register by lifting the hold for 48 hours.

Q. I am on a payment plan; however, there is still a “hold” on my account. Why?
A. When a payment plan is in place, the agreement is binding between the student and HRE. The student promises to make a monthly payment by the due date as outlined in the agreement. A “hold” is placed and maintained on the student’s records until the balance is paid in full. If an account is in good standing, HRE will allow the student to register by lifting the hold for 48 hours.

Q. I owe “$X” on my account. How much will I need to pay in order for me to sign up for a payment plan?
A. HRE requires the initial payment of at least 50% of the outstanding balance due. We will then work with the student regarding their financial position to determine the monthly amount and how long the plan should be scheduled.

Q. I am living with HRE, can I be put on a payment plan?
A. A student currently living with HRE can only be put on a recurring payment plan. However, we will look at each situation based on the extenuating circumstance to determine if a payment plan is feasible. This will be on a case-by-case basis.

Q. How can I be set up on a recurring payment?
A. A recurring payment plan can be set up by an HRE Accountant. The recurring payment is due on the 1st of each month.