In Newark, Of Newark
Facilitators:
LaToya Battle-Brown, Assistant Chancellor, Enrollment Management and Director, Admissions
Charnette Hockaday, Director, Office of Community Standards & Student Development

Panelists:
LaToya Battle-Brown, Assistant Chancellor, Enrollment Management and Director, Admissions
Betsy Feliciano-Berrios, Director, Registrar
Natalia Morisseau, Director, Financial Aid
Debra Amodeo, Asst. Manager, Office of Business and Financial Services
Zeinab Said, myRUN Counselor

Agenda:
Introductions (Hosts and Panelists)
What is Enrollment Services & Experience?
Office of the Registrar
Office of Financial Aid
Office of Business and Financial Services
myRUN One Stop Services
Q & A’s
Division of Enrollment Services & Experience

Who we are

- Here to help students and their families
- Division includes:
  - Admissions
  - Pre-College Programs
  - myRUN One Stop
    - Registrar
    - Financial Aid
    - Office of Business and Financial Services
    - myRUN counselors and call center
FERPA: Privacy of Student Records

Family Educational Rights and Privacy Act (FERPA)

- Federal law since 1974
- Provides for confidentiality of student records
- With only a few exceptions, a student’s educational records may not be released without their consent

Students are to be cautious with information they give out

- They should not share their RU ID, Net ID and password, Social Security Number (SSN) or other personal information with friends, family or via unsecure platforms.

Does your student want to grant you or someone else access to certain record information?

- They can access this tool on the myGuest Dashboard by logging into their myRutgers Portal at my.rutgers.edu
  - More on the next slide >>>
myGuest Dashboard
Access to Student Records

- The myGuest Dashboard feature of the myRutgers Portal allows students to give parents, guardians, and third parties access to view content and services related to their experience at the university, such as class schedule, financial aid awards and term bill.

- While the university is offering this service, access will not be granted without the student's permission due to the protection of student rights under the Family Educational Rights and Privacy Act (FERPA)

- If your student wants to provide you access, they will need to add names and unique passwords for each name provided.

FAQs and tutorials for both students and authorized users can be found here: https://financialaid.rutgers.edu/myguest-frequently-asked-questions/

A student can access the myGuest Dashboard which they can find by logging in to their myRutgers Portal at my.rutgers.edu

Office of the Registrar:
Call 973.353.1766 ext.1 | Website registrar.newark.rutgers.edu | Email registrar@newark.rutgers.edu
Transcripts

- Current students and alumni can request their official transcripts (paper or electronic) online at https://transcripts.rutgers.edu/
- Currently enrolled students (only) can request view and print their unofficial transcript online at: https://sis.rutgers.edu/tags/

Registration

- New students register during Student Orientation, Advisement and Registration (SOAR) day.
  - Questions about SOAR? Email soar@newark.rutgers.edu
- Returning students can view their schedules and register online via Webreg at http://webreg.rutgers.edu/
  - Students should speak to their academic advisors for assistance: https://myrun.newark.rutgers.edu/academic-advisement

Online schedule of classes

- Students can find which classes are being offered online at http://sis.rutgers.edu/soc/
- Students can also view which of their classes will be held in-person, hybrid or remotely. *More on next page >>>*
How to determine if a student’s fall 2020 class(es) will be held in-person, hybrid or remotely

Step 1: Go to the Online Schedule of Classes at http://sis.rutgers.edu/soc/

Step 2: Look for your course. You can search by “subject,” “keyword” or “core code.” If you cannot remember which course(s) you registered for, sign into Webreg at http://webreg.rutgers.edu/

Step 3: Select your course (and section if available) and read the “section...comments.”
Enrolled students who are registered for courses would need to confirm their attendance for the semester via the RU Here pop-up.

Fall 2020 pop-up goes live for undergraduate students on Wed., Aug. 26

Students who do not answer the pop-up by 9/15 will be deregistered from their classes on 9/17. Please remind your student to check their RU email for reminders.

RU Here step by step breakdown
https://myrun.newark.rutgers.edu/ruhere
Student unable to see the RU Here pop-up?
Here are a few reasons why

1. The pop-up has not gone live yet. **Live date:** Wed., Aug. 26

2. Student would have to sign into any RU website that requires **Net ID and password** login. (Note: Logging in with 9-digit RU ID # will **NOT** prompt the pop-up.)

3. **Student is not registered for classes.** Students who are registered for classes for the semester in which they are looking to answer the RU Here pop-up should be able to get the pop-up. If they are not registered, they will not see it.

4. **Pop-up blocker is not disabled.** Disabling the pop-up blocker will then allow the RU Here pop-up to appear when they log in with their Net ID and password.

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**myRUN Contact Center:**

**Call** 973.353.1766 ext. 1 | **Text** 973.556.7779

**Webchat** via myrun.newark.rutgers.edu M-F 8:30am-4:30pm | **Email** myrun@newark.rutgers.edu
Important dates

- Includes when students can add/drop/withdraw from classes, exam schedule, campus closures, holidays and more: https://myrun.newark.rutgers.edu/important-dates

Viewing Grades

- Students can learn more about when and where their term grades will be available and how to understand their grades here: https://myrun.newark.rutgers.edu/viewing-grades

Withdrawing from college

- If a student needs to withdraw from college for any reason, please make sure they follow the proper university procedures: https://myrun.newark.rutgers.edu/withdrawing-college

Midterm Warning Grades

- In an effort to support Satisfactory Academic Progress, warning grades are a proactive measure for faculty to alert students mid-point (approx. 6th week) of each academic semester to advise students of academic progress or attendance discrepancies.
Final Grades

- Online Faculty final grading opens at 8:30 am Tuesday, December 15, 2020 through 5:00pm Tuesday, January 5, 2021. Current students can view grades online to ensure transcripts are correct.

Diplomas

- Students have the option to receive a January, May or August degree (October for graduate students). Students must submit applications for certification of graduation by posted deadlines.
- Diplomas are mailed 6-8 weeks after degree postings.
LIST: Funding your education

1. **Complete** the Free Application for Federal Student Aid - **FAFSA**
   - ’20–’21 for Fall 2020 and Spring 2021 (Deadline: File Now)
   - ’21–’22 for Fall 2021 and Spring 2022 (Available Oct. 1, 2020)

2. **Review** pending documentation - additional forms may be required
   - Review and complete any state follow-up requests

3. **Review** Financial Aid award

4. **Complete** any changes via the Financial Aid Data Change Form

5. **Student Loans** – Complete the Federal Direct Entrance Counseling and Master Promissory Note (MPN)

6. **Review** enrollment requirements to maintain your financial aid awards

7. **Review** and understand Satisfactory Academic Progress

8. **Review** alternative aid options

9. **Check** your term bill

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Office of Financial Aid: Call 973.353.1766 ext.1 | Website [financialaid.rutgers.edu](http://financialaid.rutgers.edu) | Email newark_aid@ofa.rutgers.edu
COMPLETE the Free Application for Federal Student Aid (FAFSA)

- Website = [fafsa.ed.gov](http://fafsa.ed.gov)
- Rutgers School Code = 002629
- Uses 2018 tax return data
- Use the IRS Data Retrieval Tool to avoid errors

RU Applying for Financial Aid?

Office of Financial Aid:
Call 973.353.1766 ext.1 | Website [financialaid.rutgers.edu](http://financialaid.rutgers.edu) | Email newark_aid@ofa.rutgers.edu
To find out if you still need to submit a document, visit financialaid.rutgers.edu/docs

- Student will be presented with a list of outstanding documents and/or forms
- Click on the hyperlinks to access the form
- The latest version of Adobe Acrobat Reader is necessary to complete each form
- Forms can be submitted online or directly to the Office of Financial Aid
- ONLY submit documents that are requested
- Upon review of initial verification documents, additional documentation may be requested
- Your aid will be finalized after all documents are submitted and reviewed
RU Eligible for State Student Aid?

- Follow-up with NJ HESAA to find out if you’re eligible for state student aid
- Log into your HESAA account and view your State information

Log in to your account.
Please identify yourself with a valid username and password.

Students:
Have you:
1. Created a NJSFAMS student log-in? This action will create your student account.
2. Clicked the link in the new activation email sent to you after creating your account?
3. Checked your spam filter if you didn’t see the activation email in your inbox?
Once you have done steps 1-3, you are ready for your first login.
If you are having trouble logging in, contact New Jersey Higher Education Student Assistance Authority.

User Name: [Input]
Password: [Input]
Log In

Create a Student Login
Forget your username or password?

To return to the main page of the NJ HESAA Scholarships web site, click here.
Note: This site requires the use of JavaScript and Cookies. Please be sure to enable JavaScript and Cookies in your web browser in order to access the full functionality of this site.

• Home Page
  ◦ NJ Student Financial Aid

• Deadlines
  ◦ HESAA Deadline Dates

• NJFAMS
  ◦ Complete additional questions and view state awarding information

• HESAA Customer Care
  ◦ 609.584.4480
  ◦ 800.792.8670

• Hours for Customer Care
  ◦ M-TH: 8AM-8PM
  ◦ F: 8AM-5PM

HESAA Customer Care: 609.584.4480 OR 800.792.8670
Hours for Customer Care Only: M-TH 8AM-8PM and F 8AM-5PM
Once your financial aid is packaged, you will receive an email with a link to your Award Letter.
**RU Awarded?**

### Grants and Scholarships Offered

Grants and scholarships can be awarded based on need and/or academic merit. Grants and scholarships do not need to be repaid and are subject to specific renewal and eligibility criteria from year to year.

<table>
<thead>
<tr>
<th></th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Pell Grant</td>
<td>$1,584</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$1,584</td>
</tr>
<tr>
<td>Estimated NJ Tuition Aid Grant (TAG)</td>
<td>$4,924</td>
<td>$0</td>
<td>$4,924</td>
<td>$0</td>
<td>$9,848</td>
</tr>
<tr>
<td><strong>Total Grant and Scholarship Amounts</strong></td>
<td><strong>$6,508</strong></td>
<td><strong>$0</strong></td>
<td><strong>$4,924</strong></td>
<td><strong>$0</strong></td>
<td><strong>$11,432</strong></td>
</tr>
</tbody>
</table>

### Options to Pay Net Costs

You will need to repay all loans upon graduation. Some loans accumulate interest while you are in school.

<table>
<thead>
<tr>
<th>Loan Type</th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Direct Loan - Unsubsidized</td>
<td>$3,500</td>
<td>$0</td>
<td>$3,500</td>
<td>$0</td>
<td>$7,000</td>
</tr>
<tr>
<td>Federal Direct Loan - Subsidized</td>
<td>$2,750</td>
<td>$0</td>
<td>$2,750</td>
<td>$0</td>
<td>$5,500</td>
</tr>
<tr>
<td><strong>Total Loan Amounts</strong></td>
<td><strong>$6,250</strong></td>
<td><strong>$0</strong></td>
<td><strong>$6,250</strong></td>
<td><strong>$0</strong></td>
<td><strong>$12,500</strong></td>
</tr>
</tbody>
</table>

**Office of Financial Aid:**
**Call** 973.353.1766 ext.1 | **Website** [financialaid.rutgers.edu](http://financialaid.rutgers.edu) | **Email** newark_aid@ofa.rutgers.edu
You should ONLY submit a Change of Information if you want to:

- reduce or decline your federal loans
- update your enrollment or housing information
- decline your work-study award
- If you don't have any changes to make there's no need to submit a change of information form

Making Information Changes:

1) Log in to view your Award Letter
2) Look for ‘I want to change/update this information’ hyperlink
3) Making any adjustment you need to your enrollment status, housing status, work-study, and federal loans. Read and follow all instructions on the Data Change Form (DCF)
4) Click “Submit Changes”
Federal Work Study Program

Complete Job Application
• Will show as a pending document until submitted

Once placed, you will receive a notification to view your FWS job

View Employment Authorization Form Information:
• Department
• Supervisor’s Info
• Pay Rate & FWS Limit

Accept or Decline job

Contact Supervisor to schedule interview

FWS Employment Valid for One Academic Year
• Make note of awarded amount and do not exceed awarded amount or other aid could be reduced

Office of Financial Aid:
Call 973.353.1766 ext.1 | Website financialaid.rutgers.edu | Email newark_aid@ofa.rutgers.edu
Federal Work Study

Office of Financial Aid
Student Employment

Employment Authorization Confirmation

** You MUST respond to one of the choices at the bottom of the page.**

If you are accepting this job, print a copy for your records.

<table>
<thead>
<tr>
<th>RUID</th>
<th>Authorized Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>Student's Email:</td>
</tr>
<tr>
<td></td>
<td>Department Address:</td>
</tr>
<tr>
<td></td>
<td>Payroll Status:</td>
</tr>
<tr>
<td></td>
<td>Academic Year:</td>
</tr>
<tr>
<td></td>
<td>Payroll Status:</td>
</tr>
<tr>
<td></td>
<td>School Code:</td>
</tr>
<tr>
<td></td>
<td>Campus Assigned:</td>
</tr>
<tr>
<td></td>
<td>Job Assignment:</td>
</tr>
<tr>
<td></td>
<td>Job Title:</td>
</tr>
<tr>
<td></td>
<td>Supervisor's Name:</td>
</tr>
<tr>
<td></td>
<td>Supervisor's Email:</td>
</tr>
<tr>
<td></td>
<td>Department Phone:</td>
</tr>
</tbody>
</table>

Account No.: 170211  Rate: $12.90  Range: 3  Step: 1

I understand that the gross earnings allowable for this job assignment for this student may not exceed $5,000.00 for designated period.

This form, when confirmed by student and supervisor, constitutes authorization for the Department to employ and students to be employed with Federal Work Study Funds from [09/04/2018] Thru [05/15/2019]. The department agrees to comply with the provisions of the Civil Rights Act of 1964 and Title IX of the Educational Amendments of 1972. The department shall assign work, provide adequate supervision, schedule work hours, keep accurate time records and submit payroll vouchers in accordance with Financial Aid instructions. Both department and student agree to accept responsibility for maintaining schedule of work which will not be in excess of 35 hours per week during the summer, or 20 hours during the academic year when classes or exams are scheduled, and which will not exceed the limitation on gross earnings stated above.

Select only one option:

- Accept/Fall/Spring
- Accept/Fall Only
- Accept/Spring Only
- Decline this Job Assignment

Continue
Students and their families may find they need to take loans as a supplemental way to finance their education. No separate application OR credit check from a bank or other lender is needed to receive Direct Stafford Loans.

Students must complete Federal Direct Loan Entrance Counseling and a Master Promissory Note.

1. Go to [www.studentloans.gov](http://www.studentloans.gov)
2. Login with your FSA ID
3. Select complete Entrance Loan Counseling
4. Select complete Master Promissory Note and then Subsidized and Unsubsidized
5. Completion timeframe is about 45 minutes

Office of Financial Aid:
Call 973.353.1766 ext.1 | Website [financialaid.rutgers.edu](http://financialaid.rutgers.edu) | Email newark_aid@ofa.rutgers.edu
RU Reducing or Declining Student Loans?

Here you can:
- Update your housing and enrollment
- Reduce or cancel your loans

Office of Financial Aid:
Call 973.353.1766 ext.1 | Website financialaid.rutgers.edu | Email newark_aid@ofa.rutgers.edu
RU Enrolled Fulltime?

Impact on Financial Aid

Financial aid eligibility is determined each semester in part by your enrollment status

<table>
<thead>
<tr>
<th>Number of Credits</th>
<th>Enrollment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or more</td>
<td>Full time</td>
</tr>
<tr>
<td>9.0 – 11.5</td>
<td>Three quarter time</td>
</tr>
<tr>
<td>6.0 – 8.5</td>
<td>Half time</td>
</tr>
<tr>
<td>Fewer than 6.0 cr</td>
<td>Less than half time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Enrollment Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Federal Pell Grants</strong></td>
<td>Prorated for less than fulltime enrollment</td>
</tr>
<tr>
<td>Federal Direct Loans (Stafford, PLUS, and Graduate PLUS)</td>
<td>At least halftime</td>
</tr>
<tr>
<td>Federal Work-Study, FSEOG</td>
<td>At least halftime</td>
</tr>
<tr>
<td><strong>NJ Tuition Aid Grant and other state aid</strong></td>
<td>Full-time</td>
</tr>
<tr>
<td>Rutgers Assistance Grant</td>
<td>Fulltime, with some exceptions</td>
</tr>
<tr>
<td>Rutgers Merit Scholarships</td>
<td>Fulltime, with some exceptions</td>
</tr>
<tr>
<td>Private loans</td>
<td>Varies by lender</td>
</tr>
</tbody>
</table>

Office of Financial Aid:
Call 973.353.1766 ext.1 | Website [www.financialaid.rutgers.edu/eligibility/enrollment-requirements](http://www.financialaid.rutgers.edu/eligibility/enrollment-requirements)
Email newark_aid@ofa.rutgers.edu
Satisfactory Academic Progress (SAP) is a requirement for all students receiving federal, state, or university assistance while enrolled at Rutgers.

How is academic progress measured?

How completion rate is calculated:

RU completed credits + accepted transfer credits / RU attempted credits + accepted transfer credits

**ACADEMIC STATUS TABLE: CREDIT COMPLETION & GPA REQUIREMENTS**

<table>
<thead>
<tr>
<th>If Cumulative Credits Completed Equals</th>
<th>Percentage Rate of Cumulative Attempted Credits Completed Must Be</th>
<th>Cumulative GPA (standard calculation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-30</td>
<td>50%</td>
<td>1.50</td>
</tr>
<tr>
<td>31-59</td>
<td>60%</td>
<td>1.80</td>
</tr>
<tr>
<td>60-89</td>
<td>70%</td>
<td>2.00</td>
</tr>
<tr>
<td>90 and over</td>
<td>75%</td>
<td>2.00</td>
</tr>
</tbody>
</table>
1) Calculate what you can afford. Only borrow loans when necessary.
2) If your financial circumstances or income has changed review our [Change in Family Circumstances (CIFC)] policy and process.
   ◦ Write a personalized letter of appeal and submit with supporting documentation.
   ◦ Make a follow-up appointment with the Office of Financial Aid.

Additional Resources:

• Speak to your academic school about scholarship opportunities.
• [Scholarships]
• [RU Installment Plan]
• [Loans]
• [Resource List]
The **Office of Business and Financial Services** is the regional office responsible for billing of tuition and fees for students on the Newark campus. We are committed to assisting students manage the financial commitment of paying their semester term bill by offering payment options to assist families pay for college.

**Three areas of the office:**

- **Student Accounting** – term billing and account management
- **Cashiering** – payment processing
- **RU ID Card Service Center** – issue new or replacement cards
20-21 Tuition and Fees

• The Rutgers Board of Governors took the unprecedented step of freezing tuition and fees from 2019-20 for the 2020-21 academic year. This action was taken in recognition of the economic stresses that confront every member of our community and despite cost increases in virtually every area of Rutgers operations.

• Rutgers will also be implementing a 15% reduction in what has been called the “Campus Fee” for the fall semester. You can read more about this at https://www.rutgers.edu/president/fee-reduction-rutgers-students

• You can access tuition and fee rates here: https://studentabc.rutgers.edu/ tuition-fees/tuition-fees-rates

Payment Plans

• Payment plans will be announced near the end of July.

• For updates/to review payment plan options, visit https://studentabc.rutgers.edu/payment-options

Tuition Protection Insurance Plan (GradGuard)

• Helps students and their families overcome the financial losses that may result from events which force students to withdraw from the semester due to a covered medical reason.

• For more: https://studentabc.rutgers.edu/refunds/tuition-protection-plan-gradguard
Rutgers University requires full time and all F&J Rutgers visa sponsored students to waive or enroll in the Student Health Insurance Plan each semester. The Health Insurance premium is automatically added to the term bill every semester.

**Student Health Insurance Premium is automatically added to the term bill every semester**

**Students must waive or enroll online each semester** (Fall and Spring) at [www.universityhealthplans.com](http://www.universityhealthplans.com)

- **Waiving?** If a student has comprehensive health insurance, they may complete the waiver form each semester *before* the deadline to get the premium removed from their term bill.
- **Enrolling?** Paying the premium on the term bill is not enrolling. A student must complete the enrollment form each semester *before* the deadline to finalize the process.

**Students should wait 3 business days** after registering for classes to complete the waiver or enrollment process

**Must waive or enroll before the deadline.** (Example: 2019-2020 academic year)

- **Fall 2020 Deadline:** September 15, 2020  |  **Fall 2020 Cost:** $942.00
  - Coverage from 8/15/20 – 1/14/21
- **Spring 2021 Deadline:** February 3, 2021  |  **Spring 2021 Cost:** $1,305.00
  - Coverage from 1/15/21 – 8/14/21

More information and details can be found here
[https://riskmanagement.rutgers.edu/student-health-insurance](https://riskmanagement.rutgers.edu/student-health-insurance)

University Health Plans: 800.437.6448
universityhealthplans.com  |  info@univhealthplans.com
Authorized user access must be granted by the student after login to their myRutgers (http://my.rutgers.edu/) dashboard. Once granted access, the third party (parent/guardian/other) can visit finservices.rutgers.edu/otb

Student Account Login Options

- NetID Login *
- RUID Login

* Required for Electronic Refund setup.

RBHS Student Account Login

- NetID Login

Authorized User(s) Account Login

1. CommunityID Login

Need access? Create Authorized User Account

Choose Semester

View Student Account for

Summer - 2020

1. Your Student
   - You do not have billing responsibility for your student.
   - Your student's account is in good standing.
   - Financial hold is cleared.
   - Your student's bill is due.
   - Term bill is due.
   - Financial Responsibility statement accepted and verified by July 20, 2020 at 11:16 AM from user

Outstanding Balance

Total Charges: $8,342.20
Total Payments: $10,222.00CR
Total Balance: $1,879.80CR

Charges
- Computer Fee $106.50
- PIRG $112.20
- Campus Fee $1,200.00
- School Fee $89.50
- Tuition $6,122.00
- Tuition & Fees $7,439.20
- Student Healthcare Plan $903.00

Outstanding Balance: $8,342.20
Total Payments: $10,222.00CR

Adjust Your Payment

RU Book Advance for Financial Aid Students in Newark

If you are a full-time student with a financial aid refund of greater than $500, your financial aid refund will be automatically transferred to a RU Book Advance Account for you to purchase books.

Payment Options

Pay Online by Electronic Check

You may pay by e-check, which is an electronic withdrawal from your checking or savings bank account. No additional fee is charged for the e-check, unless the electronic payment is returned as unpaid from your bank to the University. If your e-check is returned as unpaid from the bank, a $40.00 returned payment fee is assessed. The $60.00 consists of a $50 administrative fee and a $10 returned check charge assessed by our payment processor when a payment fails. You may also be assessed additional late fees if you fail to make payment by the due date indicated on your student statement of account.

Pay Online by Credit Card

MasterCard, Visa, American Express and Discover Card may be used to pay tuition and fees online. A service fee will be assessed to your credit card for this convenience. In-person credit card payments are no longer accepted by the Cashier’s Office at the University.

NOTE: Any payments made online will be reflected on your account within three to five business days.

Office of Business and Financial Services:
Call 973.353.1766 ext.1 | Website studentabc.rutgers.edu | Email acctinfo@newark.rutgers.edu
Payment Options

Credit Cards (online only)
- A nonrefundable 2.7 percent service fee of the total amount paid is assessed by the credit card company
- Visa, MasterCard, American Express, and Discover cards are accepted for online payments

Electronic Checks (recommended)
- E-check transactions are electronic withdrawals from either your checking or savings bank account
- Click to view instructions for completing the e-check payment process via your online student account

Paper Checks, Money Orders and Cash
- During this time of remote operation, payments should be made through the mail. In-person cash payments at the Cashier’s Office will be by appointment only.
- Personal checks are accepted through the mail. Indicate the student's name, telephone number, and RUID number on the front of the check

More on payment options
https://studentabc.rutgers.edu/payment-options
Refunds

• Students may receive a refund based on financial aid, loan credits or overpayments to their term bill.

• For students who have financial aid, their aid will be applied to the term bill to cover the semester tuition and fee charges after completion of all the paperwork for the award package.

  ▪ **If the financial aid award exceeds the balance due, students are entitled to receive a refund of the credit balance on their student account.**

• We recommend that students set up direct deposit to receive their refund on the first day of classes. Without direct deposit, refunds are available to students after the **add/drop period** if there is a credit balance on the account due to disbursed financial aid.

• **Refunds will be sent via direct deposit (recommended) or paper check by mail.**

• **Note:** All PLUS loan credit balances that are refunded to the parent borrower will be mailed by paper check to the parent's address listed on the PLUS loan application.

For more on refunds

[https://studentabc.rutgers.edu/refund](https://studentabc.rutgers.edu/refund)
Direct Deposit

- Rutgers University can electronically deposit student refunds directly into the checking or savings bank account provided.

- Student can set up direct deposit for their refunds online. Instructions for how to register for direct deposit can be found here: https://studentabc.rutgers.edu/electronic-refunds

- We encourage all students to sign up for direct deposit in order to receive refunds faster.

- **Note:** All PLUS loan credit balances that are refunded to the parent borrower will be mailed by paper check to the parent's address listed on the PLUS loan application.

How to Set Up Direct Deposit

https://studentabc.rutgers.edu/electronic-refunds
Eligibility: Financial aid recipient with expected refund of $500+

Provided when total offered aid exceeds directly billed charges by $501. This first $500 is sent to campus bookstore so students can purchase their books without having to wait for a refund.

Students are automatically opted in and must opt out if they don’t want the book fund.

Students can opt out by logging in to their student account and checking their status.

B&N will price match through Amazon, bn.com and local competition.

How to Change Your RU Book Advance Status

https://studentabc.rutgers.edu/book-advance
RU ID Card Service Center

• The RU ID card is the official photo identification card issued to faculty, staff, students, and guests on all Rutgers University campuses.
• RU ID cards will be issued by mail for all eligible students seeking a new or replacement ID card.
• To request an ID card, contact ruid_card@newark.rutgers.edu to have one mailed to you.
• Newly admitted first year and transfer students will have their RU ID card mailed to the address on record after attending their respective school's orientation session.
• If you attended an orientation session between May – July, expect you RU ID card in the mail in the next few weeks. Students will receive their RU ID card before the first day of classes.
• To confirm or update your mailing address, students can log in at https://personalinfo.rutgers.edu/

For more on RU ID cards
https://businessoffice.newark.rutgers.edu/ru-id-card
myRUN One Stop

Website: http://myrun.newark.rutgers.edu/
Email: myrun@newark.rutgers.edu

• Aims to offer cross-functional services in the areas of financial aid, the registrar and student accounting, billing, cashiering and RU ID services
• Strive to provide our campus community with efficient service through prompt and reliable information
• To ensure we meet the needs of our students, we have created a contact center and a website to help you navigate through available resources

myRUN Contact Center

✓ 24 student workers (Federal Work Study)
✓ Students trained to answer questions and uphold customer service satisfaction
✓ Supervised by professional staff
✓ Call 973-353-1766 ext. 1
✓ Text 973-556-7779
✓ Email myrun@newark.rutgers.edu
✓ Webchat via myrun.newark.rutgers.edu
between 8:30am - 4:30pm from Monday - Friday

myRUN Website

✓ myrun.newark.rutgers.edu
✓ Easy to access, mobile friendly
✓ Provides access to relevant information in one location
✓ Constantly updated by professional staff
✓ All language is approved by our student workers before publication
✓ Chat feature now available

myRUN Contact Center: Call 973.353.1766 ext. 1 | Text 973.556.7779
Webchat via myrun.newark.rutgers.edu M-F 8:30am-4:30pm | Email myrun@newark.rutgers.edu
myRUN Website
https://myrun.newark.rutgers.edu/

WELCOME TO myRUN

ANNOUNCEMENTS
- Virtual One Stop Counter now available - Register Here!
- RU-N: A Working Plan for Fall 2020
- Pass/No Credit (P/NC) Option for Summer 2020. Deadline to submit P/NC form: Friday, August 21, 2020 by 11:59pm
- COVID-19 RU-N Student Resources
- Connecting you to campus and off-campus financial resources
- Technology resources for students
- Check out our scholarship page!
- Supplemental Nutrition Assistance Program (SNAP)
- Chancellor’s Message on Immigration Policy Changes and Available Supports
- Mask Up, Newark!

IMPORTANT DATES
- Summer Session II Final Withdrawal Period: July 13-August 5
- Summer Session (12-Week) Final Withdrawal Period: June 9-August 5
- Summer Session (II and 12-Week) Classes End

Contact Center:
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Webchat via myrun.newark.rutgers.edu M-F 8:30am-4:30pm | Email myrun@newark.rutgers.edu
myRUN Website

https://myrun.newark.rutgers.edu/

RESOURCES FOR

- I'm a new student
- I'm an international student
- I'm a veteran
- I'm an undocumented student
- I'm interested in taking summer courses
- I want to transfer to Rutgers-Newark
- I commute to campus
- I'm interested in EOF, TRIO, Precollege

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Webchat via myrun.newark.rutgers.edu M-F 8:30am-4:30pm | Email myrun@newark.rutgers.edu
myRUN Family Website

https://myrun.newark.rutgers.edu/family

To assist you in understanding information that impacts your student's success, we have created a myRUN family page, which covers topics ranging from orientation and advisement to finances and parking.

This presentation is available for download and/or direct view here.
myRUN One Stop Virtual Counter

• The myRUN One Stop offices have launched a Virtual One-Stop Counter for students to access and speak directly to a staff member within the Offices of Financial Aid, Registrar and Student Accounting, Billing and Cashier Services.

• Students must register for a time slot (spaces are limited) with their Net ID and password.

Information on Virtual One Stop Counter dates and how-to register found here:

https://myrun.newark.rutgers.edu/covid-office-hours
**Important Dates**

[https://myrun.newark.rutgers.edu/important-dates](https://myrun.newark.rutgers.edu/important-dates)

<table>
<thead>
<tr>
<th>Date</th>
<th>Important Item</th>
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<tbody>
<tr>
<td>August 7 &amp; 21</td>
<td>Term Bill Due Date</td>
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<tr>
<td>August 24</td>
<td>2020 Convocation</td>
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<tr>
<td>September 1</td>
<td>First Day of Class</td>
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<tr>
<td>September 11</td>
<td>Last Day to Add</td>
</tr>
<tr>
<td>September 14</td>
<td>Last Day to Drop</td>
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<tr>
<td>October 1</td>
<td>FAFSA Available for 2021-2022</td>
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<tr>
<td>Late Oct./Early Nov.</td>
<td>Spring 2021 registration</td>
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<tr>
<td>December 15</td>
<td>Fall exams begin</td>
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<tr>
<td>January 15, 2021</td>
<td>Rutgers priority deadline for 21-22 FAFSA</td>
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<tr>
<td>January 19, 2021</td>
<td>Spring 2021 semester begins</td>
</tr>
<tr>
<td>Late Mar./Early Apr.</td>
<td>Fall 2021 registration</td>
</tr>
<tr>
<td>May 6, 2021</td>
<td>Spring 2021 exams begin</td>
</tr>
</tbody>
</table>

**myRUN Contact Center:**
**Call** 973.353.1766 ext.1 | **Text** 973.556.7779
**Webchat** via myrun.newark.rutgers.edu M-F 8:30am-4:30pm | **Email** myrun@newark.rutgers.edu
# Enrollment Services & Experience

## Contact Information

### Division of Enrollment Services & Experience Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>myRUN One Stop</td>
<td>973-353-1766 ext.1</td>
<td><a href="mailto:myrun@newark.rutgers.edu">myrun@newark.rutgers.edu</a></td>
</tr>
<tr>
<td>Admissions</td>
<td>973-353-5205</td>
<td><a href="mailto:admissions@newark.rutgers.edu">admissions@newark.rutgers.edu</a></td>
</tr>
<tr>
<td>Center for PreCollege Programs (Abbott</td>
<td>973-353-3557</td>
<td><a href="mailto:centerforprecollege@rutgers.edu">centerforprecollege@rutgers.edu</a></td>
</tr>
<tr>
<td>Leadership Institute, Rutgers Future</td>
<td></td>
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<tr>
<td>Scholars, Talent Search, UAP, Upward Bound</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Aid (One Stop)</td>
<td>973-353-5151</td>
<td><a href="mailto:newark_aid@ofa.rutgers.edu">newark_aid@ofa.rutgers.edu</a></td>
</tr>
<tr>
<td>Registrar (One Stop)</td>
<td>973-353-1766 ext.1</td>
<td><a href="mailto:registrar@newark.rutgers.edu">registrar@newark.rutgers.edu</a></td>
</tr>
<tr>
<td>Student Accounting, Billing and Cashier Services (One Stop)</td>
<td>973-353-5423</td>
<td><a href="mailto:acctinfo@newark.rutgers.edu">acctinfo@newark.rutgers.edu</a></td>
</tr>
</tbody>
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Raider Talks: Virtual Family Series
QUESTIONS?