Rutgers University-Newark myRUN101: Student Services Resources



SOAR

About myRUN

- Aims to offer cross-functional services in the areas of financial aid, registration and business 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 call center and a website to help you navigate through our resources

myRUN Website

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

myRUN Call Center

- ✓ 23 student workers (Federal Work Study)
- ✓ Students trained to answer questions and uphold customer service satisfaction
- \checkmark Supervised by professional staff
- \checkmark 973-353-1766 ext. 1 if you should have any questions
- ✓ Email us at myrun@newark.rutgers.edu



SOAR

myRUN Website- Resources



my<mark>RUN</mark>101

myRUN Call Center: 973.353.1766 ext.1 myrun.newark.rutgers.edu | myrun@newark.rutgers.edu

FERPA - Privacy of Student Records

- Family Educational Rights and Privacy Act (FERPA) ۲
- Federal law since 1974 •
- Provides for confidentiality of student records ۲
- With only a few exceptions, your educational records may not be released • without your written consent
- FERPA form must be completed and brought to the Office of the Registrar ۲
- Please be cautious with information you give out. Do not share your RU ۲ ID, Social Security Number (SSN) or other personal information with friends or via unsecure platforms



Get your unofficial transcript, official transcript, or

Know when to access your grades and how to interpret

Learn about incomplete grades, repeating courses, and

Verifying Your Enrollment > Obtain verification for student loan deferment. employment, and more

Personal Information RUID, NetID, name change, and address change info

Privacy of Students and FERPA > Understand our commitment to keeping your information private

NJ Tuition Eligibility >

myRUN Call Center: 973.353.1766 ext.1 myrun.newark.rutgers.edu | myrun@newark.rutgers.edu

Personal Information – RU ID Number (aka student ID number)

- RU ID number is an identifier for all RU students
- Nine-digit number, using "00" in the 4th and 5th number positions
- When contacting student service offices (financial aid, student accounting, registrar, academic advisor) make sure to include your RU ID number.
- You can easily find your RU ID number by logging into your "myRutgers" Portal using your Net ID and password



Transcript Request > Get your unofficial transcript, official transcript, or apostille

Viewing Grades > Know when to access your grades and how to interpret them

How to Calculate Your GPA > A quick way to figure out your GPA

Grading Policies > Learn about incomplete grades, repeating courses, and the grade forgiveness policy Verifying Your Enrollment > Obtain verification for student loan deferment, employment, and more

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myRUN Call Center: 973.353.1766 ext.1 myrun.newark.rutgers.edu | myrun@newark.rutgers.edu

Personal Information – Net ID

- The university uses Net ID and a secure password as a sign-on identifier instead of the RU ID number
- In order to access many of the electronic services available to you at Rutgers, you need to activate your Rutgers NetID.
- Set up and manage via https://netid.rutgers.edu
- Your Net ID is the prefix before the "@" in your official Rutgers email address.



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Help Desk: 973.353.5083 netid.rutgers.edu | help@newark.rutgers.edu

Personal Information - Scarletmail (aka Rutgers email address)

- University emails are sent to your RU email accounts ۲
- Students are responsible for checking their email ۲
- Step by Step instructions for setting up your Scarletmail
- Set up via phone
- You can forward your RU mail to another email address
- For more information go to myRUN > My Grades & Records > Personal ۲ Information> Connect to Your Scarletmail



MY GRADES & RECORDS

Transcript Request > Get your unofficial transcript, official transcript, or apostille

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Privacy of Students and FERPA > Understand our commitment to keeping your information private

NJ Tuition Eligibility >





Help Desk: 973.353.5083 netid.rutgers.edu | help@newark.rutgers.edu

Personal Information - myRutgers Portal

	Welcome Joe Smith Last login	: Apr 13, 2017 11:34) 🔔 Profile 🛛 🦪 Alerts 🔛 R	tu Email 🔎 Feedback 🕜 Help 🗮 Tutorial Video
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Personal Information - myRutgers Portal

Mobile device friendly



Help Desk: 973.353.5083 netid.rutgers.edu | help@newark.rutgers.edu

Health Insurance

- All undergraduate and graduate full-time students are required to have comprehensive health insurance every semester.
- Health Insurance Premium is added to your term bill every semester
- If you have other comparable health insurance coverage, you must waive the insurance (every semester) and get the premium removed from your term bill
- The waiver and enrollment site is at <u>www.universityhealthplans.com</u>
- Must waive or enroll before the deadline
 - Spring 2019 Deadline: Last day to waive or enroll is February 1, 2019
 - Spring 2019 Cost: \$1,252.00



University Health Plans: 800.437.6448 universityhealthplans.com | info@univhealthplans.com

Health Insurance Cont'd

RUTGERS

MANDATORY* ACTION REQUIRED EACH SEMESTER!

*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 each semester.

You can access the Waiver or Enrollment forms by late July, and even complete the forms before the term bill becomes available. Deadlines apply!

For deadline dates, insurance premiums and waiver/enrollment processes visit:

www.universityhealthplans.com

The Student Health Insurance Plan is optional for part-time Students and the premium is not added to the term bill.

Contact Information:

- Waiver or Enrollment inquiries:
 - University Health Plans--800-437-6448 or info@univhealthplans.com

Office of Student Health Insurance http://riskmanagement.rutgers.edu 2018-2019



University Health Plans: 800.437.6448 <u>universityhealthplans.com</u> | info@univhealthplans.com

Purchasing Parking E-Permit

- Located on myRUN under <u>"I commute to campus"</u>
- Log in using netID to purchase parking e-permit
- Mass Transit schedules
- RU-N bike, bus and shuttle routes
- Commuter Awards Program
 - Students who purchase Rutgers parking e-permit and purchase monthly passes from NJ Transit or PATH to commute to/from Rutgers University-Newark can earn a reward that can be redeemed from the Barnes & Noble at Rutgers University – Newark or Kite + Key Rutgers Tech Store for up to \$50 monthly.



Purchasing Parking E-Permit Cont'd

Annual Student Parking Permit Costs for the 2018-2019 Academic Year

Student Premium Permits	Deck 1 & 2	\$600
Student Permits	Surface Lots after 4pm can be used in Deck 2 & Essex Lot	\$165
Resident Student Permits (Juniors and Seniors ONLY)	Deck 1 & 2	\$1130

You can purchase parking permission online (credit or debit) or in person (cash, check, RU Express) at the Department of Transportation Services

Register a New Vehicle or License Plate

Purchase Parking E-Permit

For more information, visit: <u>https://myrun.newark.rutgers.edu/resources-</u> <u>commuters</u>

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Parking: 973.353.1839 <u>myrun.newark.rutgers.edu/resources-commuters</u> | info_dots@ipo.rutgers.edu

RU Here?



Please do not log out of the system early. If you do not receive a message confirming completion of the process, then you have not reached the end of the process, and must start again.

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973.353.1766 ext.1 <u>myrun.newark.rutgers.edu/ruhere</u> | myrun@newark.rutgers.edu

Funding Your Education

Financial Aid information is available by selecting MY MONEY



Financial Aid: 973.353.5151 <u>myrun.newark.rutgers.edu/funding-your-education</u> | newark_aid@ofa.rutgers.edu



FINANCIAL AID: REMEMBER TO ...



UN1

- 1. Complete the Free Application for Federal Student Aid FAFSA
 - '18-'19 for Spring 2019 (Deadline: File Now)
 - '19-'20 for Fall 2019 and Spring 2020 (Deadline: January 15)
- 2. Review pending documentation additional forms may be required
 - Complete the NJ Higher Ed (HESAA) state questions
 - 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 Entranced 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

RU Applying for Financial Aid?

COMPLETE the Free Application for

Federal Student Aid (FAFSA)

- Website = <u>fafsa.ed.gov</u>
- Rutgers School Code = 002629
- FAFSA '18-'19 use the IRS Data Retrieval Tool

REQUIRED FAFSA's for **FINANCIAL AID RESOURCES**:

- **'18-'19** if you will be attending college between July 1, 2018 and June 30, 2019
- **'19-'20** if you will be attending college between July 1, 2019 and June 30, 2019



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RU Pending Any Documents?

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 <u>latest version of Adobe Acrobat Reader</u> is necessary to complete each form
- Forms can be submitted online or directly to the Office of Financial Aid
- ONLY submits documents that are requested
- You will receive an email notification with further details on what forms or documents you need to present to the Office of Financial Aid
- Your aid will be finalized after all documents are submitted and reviewed

Login Options		
NetID Login	or	RUID Login
Financial Aid Required Documents RUID Financial Aid Required Aid		
LOG IN		

Financial Aid: 973.353.5151 myrun.newark.rutgers.edu/funding-your-education | newark_aid@ofa.rutgers.edu

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



- Home Page
 - NJ Student Financial Aid
 - Deadlines
 - HESAA Deadline Dates
 - NJFAMS
 - <u>Complete additional questions</u> and view state awarding <u>information</u>
- HESAA Customer Care
 - 609.584.4480
 - · 800.792.8670
- Hours for Customer Care
 - M-TH: 8AM-8Pm
 - F: 8AM-5PM

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HESAA Customer Care: 609.584.4480 OR 800.792.8670 Hours for Customer Care Only: M-TH 8AM-8PM and F 8AM-5PM

RU Awarded?

Once your financial aid is packaged, you will receive an email with a link to your <u>Award Letter</u>



Financial Aid: 973.353.5151 <u>myrun.newark.rutgers.edu/funding-your-education</u> | newark_aid@ofa.rutgers.edu

RU Making Financial Aid Changes?

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"

RU Accepting Student Loans?

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



1. Go to

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

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Financial Aid: 973.353.5151 www.studentloans.gov

RU Enrolled Fulltime? Impact on Financial Aid

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

Number of Credits	Enrollment Status	
12 or more	Full time	
9-11.5	Three quarter time	
6-8.5	Half time	
Fewer than 6 credits	Less than half time	
nrollment Requirements for Fi	nancial Aid Programs	
Program	Enrollment Requirements	
Federal Pell Grants	Prorated for less than fulltime enrollment	
Federal Direct Loans (Stafford, PLUS, and Graduate PLUS)	At least halftime	
Federal Perkins Loan	At least halftime	
Federal Work-Study, FSEOG	At least halftime	
NJ Tuition Aid Grant and other state aid	Fulltime	
	Fulltime, with some exceptions	
Rutgers Assistance Grant		
Rutgers Assistance Grant Rutgers Merit Scholarships	Fulltime, with some exceptions	

Financial Aid: 973.353.5151 www.financialaid.rutgers.edu/eligibility/enrollment-requirements | newark_aid@ofa.rutgers.edu

RU Making SAP?

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

If Cumulative Credits Completed Equals	Percentage Rate of Cumulative Attempted Credits Completed Must Be	Cumulative GPA (standard calculation)
1-30	50%	1.50
31-59	60%	1.80
60-89	70%	2.00
90 and over	75%	2.00

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ACADEMIC STATUS TABLE: CREDIT COMPLETION & GPA REQUIREMENTS

RU Meeting All of Your School Expenses?

- 1) Calculate what you can afford. Only borrow loans when necessary
- 2) If your financial circumstances or income has changed review our <u>Change in Family Circumstances (CIFC)</u> 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
- <u>Scholarships</u>
- RU Installment Plan
- Loans
- <u>Resource List</u>



RU Connected With Us on Social Media and Online Platforms?

Rutgers.edu	rtgers.edu OFA Home About Contact FAQ Rutgers Federal School Code 002629 🕇 🎔 🖸 🖂		
RUTO	GERS Office of Financial A	id	Search
Cost of	f Attendance Eligibility Apply for Aid Types o	of Aid Tools & Resources Student Employment	Information for
	Visit the online student portal for information about fully online programs. → Learn More		Online Student Portal

OFFICE OF FINANCIAL AID

Financial Aid: 973.353.5151

Website: <u>www.financialaid.rutgers.edu</u> Email: newark_aid@ofa.rutgers.edu

myrun.newark.rutgers.edu/funding-your-education | newark aid@ofa.rutgers.edu



Tweet/Message @RU_FinAid Use #AskRUFinAid when posting

The RU 🗹 LIST STUDENT ACCOUNTING

1. Accept your Financial Responsibility Statement (FRS)

- Upon course registration through Webreg
- Upon online term bill payment

2. To Make a Payment

- Electronic Checks
- Paper Checks and Money Orders
- If making payments from international banking institutions

3. Electronic Refunds

- Direct deposit is the fastest, safest, and most convenient way to receive your refund
- Paper refund checks will be mailed to your permanent home address listed on your student account after the last day to drop/add. <u>To change your mailing address</u>
- Paper refund checks for housing students will be available for pick up

4. Barnes & Noble (B&N) Book Fund

- 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 do not want the book fund
- Students can opt out by logging in to your student account and checking your status
- B&N will price match through Amazon, bn.com and local competition

Student Accounting: 973.353.5423 myrun.newark.rutgers.edu/pay-your-tuition | acctinfo@newark.rutgers.edu



July 15-February 15 8 Payments Make an appointment with your Student Accounting rep via RUN4Success Waive your Health Insurance Automatic enrollment if not waived 0

- Must waive every semester by the deadline. Spring '19 deadline is February 1, 2019 0
- Spring '19 charge: \$1,252.00 0

Student Accounting: 973.353.5423 myrun.newark.rutgers.edu/pay-your-tuition | acctinfo@newark.rutgers.edu

Rutgers Tuition Payment Plan (RUTPP) 5.

- The Rutgers University Payment Plan allows you to pay your term bill charges 0 convenient monthly payments
- The plan administered by Rutgers and a third-party о billing servicer, ScholarChip
- **Annual Plans** 0
- **Semester Plans** 0

Annual Plans

Students who choose to enroll in one of our annual plans can pay the combined term bill charges for the fall and spring semesters. Beginning and ending dates for each type of plan are below.

10 Payments

6.

7.

June 15–March 15

Semester Plans

Spring Semester

Students who choose to enroll in one of our semester plans, can pay their fall, spring, or summer tuition charges over a 2–5 month period. Beginning and ending dates for each type of plan are below.

> 3 Payments - December 15 -February 15

4 Payments - December 15 -March 15

5 Payments - November 15 -March 15

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The RU 🗸 LIST CONT'D **STUDENT ACCOUNTING**

RU Term Bill Ready?

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View Stu Fall - 2	udent Account fo 2018 🔻	or	
			Continue
 You do not have balan Your Term Bill is due o Financial Holds \$0.00 Term Billable Credit H Financial Responsibili 	n 8/16/2018. ours 14.5	y July 26, 2018 at 11:16 AM from user	3
tstanding Balanc	e	• help	Payment Options Pay Online By Electronic Check
tal Charges		\$8,342.20	
tal Payments			ou may pay by e-check, which is an electronic withdrawal rom your checking or savings bank account. No additional
ata Balance: arges MPUTER FEE RG MPUS FEE HOOL FEE ITION ition & Fees: udent Healthcare Plan	Payments / Acco \$166.50 FIN AID DSUB OFF \$11.20 FIN AID DUNSB OF \$1,050.00 FIN AID XOEL OFFE \$89.50 \$6,122.00 \$7,439.20 \$993.00	unt Crédits js ERED \$1,732.00C ys FFERED \$990.00CR \$1 SERED \$7,500.00CR ai statistica statistica ys	ee is charged for the e-check, unless the electronic payment returned as unpaid from your bank to the university. If our e-check is returned as unpaid from the bank, a 560.00 sturned payment fee is assessed. The 560 fee consists of a 50 administrative fee and a 510 returned check charge sessed by our payment processor when a payment fails. ou may also be assessed additional late fees if you fail to hake payment by the due date indicated on your student atement of account.
tal Charges:	\$8,342.20 Total Payments:		
ljust Your Payment	R FINANCIAL AID STUDENTS	bi as cr	lasterCard, Visa, American Express and Discover Card may e used to pay tuition and fees online. A service fee will be ssessed to your credit card for this convenience. In-person redit card payments are no longer accepted by the ashier's Offices at the University.
u are a full-time student	with a financial aid refund of greate	er than \$500, \$500 of your	OTE: Any payments made online will be reflected on your ccount within three to five business days.

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Student Accounting: 973.353.5423 myrun.newark.rutgers.edu/pay-your-tuition | acctinfo@newark.rutgers.edu

Contact Us



Blumenthal Hall

249 University Avenue Newark, NJ 07102-1896 Phone: 973-353-1766 ext.1 Email: myrun@newark.rutgers.edu

myRUN Call Center hours:

8:30am-4:30pm Monday-Friday

Student Service Offices

1st Floor

- Counseling Center
- Health Services
- Transportation Services

2nd Floor

- Summer and Winter Sessions
- Office for Violence Prevention and Victim Assistance
- Human Resources

3rd Floor

- Business Services
 - Cashiers' Office
 - Photo ID
- Financial Aid
- Registrar
- myRUN

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myRUN Call Center: 973.353.1766 ext.1 myrun.newark.rutgers.edu | myrun@newark.rutgers.edu