

Frequently Asked Questions

Class Payment Quick Links

[Tuition & Fees](#) | [Guaranteed Tuition](#) | [Other Fees](#) | [Payment Deadlines](#) | [FAQ](#) | [Academic Calendar](#)

Tuition and Fees <ul style="list-style-type: none"> • What are the utility fees and why am I being charged for it? • Why am I being charged supplemental designated tuition fees? • Why did I get assessed a late fee for adding a class? • How can I be classified as a resident for tuition purposes? 	Billing <ul style="list-style-type: none"> • Why am I getting a bill or email when I'm expecting a scholarship or financial aid? • I'm an RA/TA and my tuition is paid by my department. Why are you billing me?
Refund <ul style="list-style-type: none"> • Why didn't I get a full refund for dropping all of my classes? • How will I get my refund, will it be check or direct deposit? • Why did you send my refund to the wrong bank account? • When will I receive my refund check? • Why wasn't I told I had a refund? 	FERPA <ul style="list-style-type: none"> • What is a Parent Certification of Dependency Form? • What do you mean I cannot get information about my student's account, I pay the bills? • Why can't UTD talk to my parents about my account? • When does the Bursar Office need my social security number?
Short Term Loan <ul style="list-style-type: none"> • What is a short term loan? • How do I get a short term loan? • Can my insurance be included in my short term loan? 	1098T <ul style="list-style-type: none"> • What is a 1098T? • Why didn't I get my 1098T?
Payment <ul style="list-style-type: none"> • My account has been sent to collections, what do I need to do? • How can I make payment? • Can I make payment over the phone? • I would like to send funds to UTD electronically. How do I obtain UTD's banking information? • I can't log into Galaxy or ECheck because I've forgotten my password, who do I need to contact? • Who do I make my check out to? • I haven't received a bill. Do I need to make payment? • How do I sign up for the installment contract? • Can my Bookstore purchases be charged through my student account? • Can I pay for my Waterview rent at the Bursar Office? • How can I make payment to UTD? • My check is not going to clear, what do I need to do? • Can UTD accept a demand draft from a foreign financial institution for payment? • My employer is willing to pay for my tuition, will you bill them directly? • I have a Texas Tomorrow card. Who do I need to give it to? • I don't see my scholarship or financial aid posted to my account. What do I need to do? 	Parking <ul style="list-style-type: none"> • I'm a visitor, where do I park? • What is the difference between the parking decals? • How do I pay for parking permits or tickets online? • What information is required to obtain a parking decal? • How can I appeal a citation? • The appeal form will not load what should I do? • Why was my appeal denied? • How do I avoid parking citations? • Where can I park with my decal? • What are invalid excuses for parking illegally? • I want to pay my parking fine, but the charge is not on my student account? • Why can't I buy a parking decal for just one semester? • How do I get a refund for my parking decal? • What do I do if I have forgotten my parking decal? • I lost my decal what do I do?
General <ul style="list-style-type: none"> • Where is the Bursar Office located? • What are the Bursar Office hours of operation? • Where do I go to get my comet card? • How does the Bursar Office communicate important information to me? • Why does the Bursar Office have a hold on my account? • Why was I dropped from my classes? • How do I get reinstated into my classes? 	



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