Frequently Asked Questions

Class Payment Quick Links

<u>Tuition & Fees | Guaranteed Tuition | Other Fees | Payment Deadlines | FAQ | Academic Calendar</u>

Tuition and Fees	Billing
 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? 	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	FERPA
 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? 	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	1098T
 What is a short term loan? How do I get a short term loan? Can my insurance be included in my short term loan? 	 What is a 1098T? Why didn't I get my 1098T?
Payment	Parking
 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? 	 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?
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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