

Navigating the Details

Office of the Registrar
Student Business Services
Office of Financial Aid

Highlander Orientation 2026

UCR

Highlander Orientation

Office of the Registrar

Main functions of the Registrar's Office

- Student Record Maintenance
- Document production – transcripts, enrollment verifications, diplomas
- Degree audit maintenance and conferral of degrees
- Course management and academic scheduling

Today's Agenda items

- FERPA – Family Educational Rights and Privacy Act
- Residency for Tuition Purposes
- Registrar website and important resources

FERPA

Family Educational Rights and Privacy Act

- FERPA is a **federal law** that affords the student the right to
 - have **access** to their education records,
 - **to seek** to the records amended, and
 - **to consent** to the disclosure of personally identifiable information
 - **access** to the FERPA policy
 - **file a complaint** with Department of Education
- **Parents** do not have an inherent right to the student records once a student is in post-secondary/higher education.
- Privacy applies to ALL educational records, to include, but not limited to:
 - Grades
 - Class Schedule
 - Billing Information
 - Financial Aid status



Directory Information vs. Non-Directory Information

Directory Information – Items which the University may release on behalf of the student without the student's written consent.

Non-Directory Information – Remaining items within the student record that the student must consent to the release.



Directory Information

Students may OPT-OUT through R'Web Self-Service

- Name
- Telephone Number
- Date of Birth
- Email Address
- Dates of Attendance
- Previous Schools Attended
- Degrees Awarded and Honors
- Participation in official activities and/or sports
- Height and weight (of athletes)
- Field of Study (including major, minor, concentration, specialization, and similar designations)
- Grade Level
- Enrollment Status (e.g., full time or part time)
- Number of Units in which Enrolled





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Authorized User/Proxy Management

Self-Service ★ Options ▾

 Advising/Student Success Undergrad Students Only	 Authorized User	 Campus Housing
 Canvas	 Degree Audit	 Education Verifications
 Emergency Notification	 Financial Aid	 Graduation Applications
 Holds	 iEval	 Personal Information



Directory Information Opt-Out

Authorized User/Proxy

Students may authorize users in R'Web

Online Service Option

- Class Schedule
- Grades
- Financial Aid Status
- Billing Account Summary

Permission to “speak with”

- Student Business Services
- Financial Aid
- Housing Services

Authorized Student Account Online User

- Access billing and to pay a bill



Registration



R'Grad
Grad Students Only



R'Mail



Scholarship Universe



Student Academic
Summary



Student Account



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Residency for Tuition Purposes

Statement of Legal Residence (SLR) deadline - July 15th

All students are required to be evaluated to determine their Residency for Tuition

- Some students were determined at the time they submitted their undergraduate application
- Some students will still need to complete the SLR

HAVE YOUR STUDENT CHECK THEIR STATUS

- All students can log into slr.ucr.edu and ensure they know their current status prior to billing

The student's status in the SLR may show as **UNDETERMINED for 3 possible reasons:**

- The student has not completed the Statement of Legal Residence (SLR)
- The student completed the SLR, but still needs to submit supporting documentation for review
- The student completed the SLR, submitted supporting documentation, but the application is pending review





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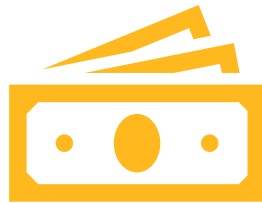
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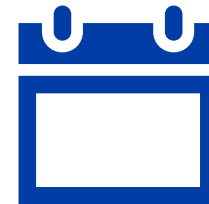
Tuition and Fees

It is the responsibility of the student to ensure they have completed the residency process and have an official decision.



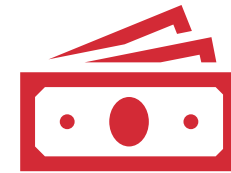
Resident Student Tuition and Fees

~ \$6,450 quarterly



FEE PAYMENT DEADLINES

They are found on the
Academic Calendar
September 15th
December 15th
March 15th



Non-Resident Student Tuition and Fees

~ \$19,550 quarterly

Students who remain UNDETERMINED will be charged the NON-Resident tuition.



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Key Resources

REGISTRAR.UCR.EDU

ACADEMIC CALENDAR

- Knowing the deadlines is critical!
- registrar.ucr.edu/calendar

TUITION AND FEES

- A more detailed breakdown can be found on the website
- registrar.ucr.edu/Quarterly-Undergraduate-Tuition-and-Fees

Transcript Requests and Enrollment Verifications

- Sometimes students need to verify their enrollment or academic achievements, these can be completed via R'Web or our website.

Websites:

- **R'Web – rweb.ucr.edu**
- **Statement of Legal Residence – slr.ucr.edu**
- **FERPA - registrar.ucr.edu/resources/ferpa**

Emails:

- **General Help Desk – reghelpdesk@ucr.edu**
- **Residency Help Desk – reshelp@ucr.edu**
- **FERPA questions – bracken.dailey@ucr.edu**

Phone number:

951-827-7284 Monday – Friday, 9:00 a.m. - 4:30 p.m.

Student Business Services

Highlander Orientation 2026



Highlander Orientation



Welcome to UCR!

from Student Business Services

Website:

sbs.ucr.edu

Email:

sbsofc@ucr.edu

Phone:

10AM - 4PM (Mon-Fri)

951-827-3204

R'web



HOLDS

STUDENT ACCOUNT

Self-Service

Options

 Advising/Student Success Undergrad Students Only	 Authorized User	 Campus Housing
 Canvas	 Degree Audit	 Education Verifications
 Emergency Notification	 Financial Aid	 Graduation Application
 Holds	 iEval	 Personal Information
 Registration	 R'Grad Grad Students Only	 R'Mail
 Scholarship Universe	 Student Academic Summary	 Student Account
 Student Health Portal	 Textbooks	 Transcript Request
 UCR Handshake	 Work Verification	

Holds

Adely Cordon: Banner Student Holds View

Log Out

R'WEB

0

UC RIVERSIDE

Search

Student

Authorized Apps



YOUR OPINION IS IMPORTANT TO US

Banner Student Holds

Options

You have no Holds

Privacy Policy

Terms and Conditions

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Student Account Online






Student Account



Student Account Online

Portal for student billing and payments that provides self-service access to: payments, deferred payment plan (DPP) signup, direct deposit (eRefund) enrollment, billing statements, and setup of Authorized Users (Parent PINs) for billing and payments.



Account Information

Review detailed history of all charges and payments on your account, beginning with the most recent. View deposits paid.



Loan Counseling and Promissory Notes

Click this link to view Loan Counseling and Promissory Note completion options on the SBS website.



View Other SBS Information & Announcements



Email Student Business Services Office



UCSA and UCGPC fee Opt/In Opt/Out

In July 2021, the Regents approved the UC Student Association (UCSA) Systemwide Fee and UC Graduate and Professional Council (UCGPC) Systemwide Fee. This is a non-mandatory systemwide fee and therefore, students are eligible to opt-out of the fee and also determine at any time to opt back in to the fee.

Student Account Online



Overview

 My Account

 Overview

 Activity Details

 Promise to Pay

 Make a Payment

 Transactions

 Statements

 Help

 Sign Out

**MM**

Marycontrary MCLamb
University of California-Riverside

Summary

(Balance)
Minimum due

Balance

Account Summary

Current Balance	
Estimated Aid (Reduces current balance if requirements met)	
Minimum Due 5/15/2023	

PLEASE NOTE: To avoid late penalty fee charge(s), the minimum due must be paid by the deadline. To review your charges/credits, click Activity Details.

Account Activity as of 05/09/2023 11:25

**Information in this Dynamic Bill is provided on an as-of date and is subject to change. The balance due will fluctuate based on charge or credit activity incurred by the fees, financial aid, parking, etc.). **

 **Notifications**

 **Undergraduate Students:**

Tuition/fee charges for Spring 2023 are due by 3:00PM (in-person/mail/dropbox) or 4:00PM online, Wednesday, March 15, 2023. Payments not received by March 22, 2023 may be charged a \$45 Administrative Tuition Processing fee. To avoid a potential loss of enrollment, tuition/fee payments must be received by March 22, 2023. **** To ensure your payments are posted on time, we recommend our online payment options. POSTMARKS ARE NOT ACCEPTED*****

Graduate Students: Tuition/fee charges for Spring 2023 are due by 3:00PM (in-person/mail/dropbox) or 4:00PM online on Monday, **April 3, 2023. Payments not received by April 10, 2023 may be charged a \$45 Administrative Tuition Processing fee. All other charges: housing, single document fee, etc., are due by March 15, 2023.**

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Student Account Online

Overview Menu

 Overview



 My Account

 Overview

 Activity Details

 Promise to Pay

 Make a Payment

 Transactions

 Statements

 Help

 Sign Out

KL

University of California-Riverside

Balance
\$0

Summary

[View statements](#)

Your account does not currently have any outstanding charges.

862320644

Account Summary	
Current Balance	\$5,369.57
Estimated Aid (Reduces current balance if requirements met)	\$8,148.00
Minimum Due 12/15/2023	\$0.00

PLEASE NOTE: To avoid late penalty fee charge(s), the minimum due must be paid by the deadline. To review your charges/credits, click Activity Details.

Account Activity as of 11/20/2023 04:09

**Information in this Dynamic Bill is provided on an as-of date and is subject to change. The balance due will fluctuate based on charge or credit activity incurred by the student (registration fees, financial aid, parking, etc.). **

[View activity details](#)

Deferred Payment Plan

Notifications

Statements

Dynamic Bill

Dynamic Bill

Student Business Services

Dynamic Bill

Account Activity					
	Tran Date	Term	Description	Charges	Credits
			Previous Other Balance	\$ 1,959.00	
Current Activity:					
	April 23, 2023	Spring 2023	WEB ECHECK PAYMENT		\$1,959.00
	May 8, 2023	Spring 2023	WEB ECHECK PAYMENT		\$1,291.00
	May 16, 2023	Spring 2023	ACTIVITY FEE APTS	\$6.00	
	May 16, 2023	Spring 2023	OLEN MOR.RENT.MISC	\$1,285.00	
			Current Balance		\$0.00
			Minimum Due*		\$0.00

Account Activity as of 05/09/2023 11:31

****Information in this Dynamic Bill is provided on an as-of date and is subject to change. The balance due will fluctuate based on charge or credit activity incurred by the student (registration fees, financial aid, parking, etc.). ****

*Your "Minimum Due" balance is reduced by the current Estimated Aid. The "Minimum Due" amount represents the total that is required for payment prior to the next due date.

Estimated Aid			Amount
	Term	Description	
		Total Estimated Aid*	\$0.00

*Estimated Aid is not considered final until all requirements have been met and it is posted to your account. Check R*Web to review your financial aid status and other holds that may apply.

Aid on Hold			Amount
	Term	Description	
		Total Aid on Hold*	\$0.00

*Aid on Hold represents financial aid that is potentially available once all related requirements are satisfied, and will not reduce your balance or minimum due. Check R*Web to review any pending Financial Aid holds and/or missing requirements that are preventing your aid from releasing.

- Begins updating daily for Fall 2026 quarter around the middle of August.
- Tuition/Fees (assessed only when student is enrolled in classes)
- Housing charges (Stonehaven, Dundee & North District 1 are not billed to the Student Account. North District 2 will be billed to student's account)
- Financial aid / Credits
- Pending refunds

***Fall 2026 statements scheduled to be released mid-August**

Student Account Online

My Account Menu



Mary Lamb
University of California-Riverside TRAINING

Basic information

Name Mary Lamb

Payment methods

Bank CC (**** 4242) 

[Add payment method](#)

Payers

Do you know someone that would like to help you pay? Invite them to have access to your account!

Asirra Suguitan 

Edward Medina 

[Send a payer invitation](#)

Direct deposit refunds

Receive refunds and disbursements faster with direct deposit.

eRefund 

Saved Payment Methods

Authorized Payers

Direct Deposit

Payment Options

R'Web	eCheck, Visa, MasterCard, American Express, Discover, Wire (non-refundable service fee applies to credit/debit card payments only) <u>*eCheck is FREE</u> *CC and wire payments can only be made through your student portal
Mail or Dropbox	Check or Money Order (in U.S. funds)

- Payments made on R'Web via the Student Account Online, must be completed by the 3:00 PM deadline.
 - * We encourage mailed payments to be sent by the 1st of the month as postdates are not accepted.



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Wire Payments

SBS works with Convera (formerly Western Union)

Must initiate payment from R'web >> Student Account >> Student Account Online >> Make a Payment

My Account < Pay amount Step 2 of 3: Payment method

How would you like to pay?

Payment amount
\$1

* Payment method

New credit or debit card

New 529 Savings Plan

International payment

How would you like to pay?

Payment amount
\$1

* Payment method [Change](#)

International payment

* International payment option

Convera
Rates will be shown after transferring to Convera

International payments are processed by Convera. To complete your payment, your information will be provided to Convera and you will be directed to the Convera website. Your activity on Convera's website is governed by the Convera privacy policy found at <https://www.convera.com/en-us/compliance-legal/online-privacy-statement>



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529 / Education Accounts

- SBS allows for some 529 payments to be made direct via your student account online.
- There is a flat convenience fee of \$10 for this service and only approved vendors in the drop-down menu can pay direct to UCR. **R'Web >> Student Account >> Student Account Online**

Payment method

How would you like to pay?

Payment amount
\$500

* Payment method

My Checking (*****8477)

New credit or debit card

New bank account

New 529 Savings Plan

International payment

How would you like to pay?

Payment amount
\$500

* Payment method [Change](#)

New 529 Savings Plan

Many 529 savings plans can be used to make payments on this website but not all 529 vendors and/or plans are currently supported. Your 529 vendor may also assess a service fee.

* 529 savings plan name

CA - ScholarShare 529

AR - Arkansas Brighter Future Direct Plan

AR - Brighter Future Advisor Plan

CA - ScholarShare 529

CO - CollegeInvest Direct Portfolio College Savings P

CO - Scholars Choice Education Savings PlanII

DC - DC College Savings Plan

GA - Path2College 529 Plan

ID - iDeal - Idaho College Saving Program

IN - CollegeChoice 529 Direct Savings Plan

IN - CollegeChoice Advisor 529 Savings Plan

529 savings plan terms and conditions



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529 / Education Accounts

- Vendor not listed?
 - After enrolling in classes, use your statement and/or the Dynamic Bill printout as a bill/invoice to request funds for your 529 vendor.
- We recommend requested funds be sent directly to you or the student - NOT UCR
 - Overpayments may not be accepted and can delay posting payment to your student account. Checks sent directly to UCR for more than the balance owed may be returned.

https://sbs.ucr.edu/student-services#payment_options

- Send email to sbsofc@ucr.edu for questions.

Fee Payment Due Dates

Fall

Bill posted mid-August

Payment Due

September 15th

Winter

Bill posted mid-November

Payment Due

December 15th

Spring

Bill posted mid-February

Payment Due

March 15th

*Due dates are on the 15th of the month, unless the 15th falls on a weekend in which case fees will be due the following business day. * **There is a (5) day grace period for fee payments***

https://registrar.ucr.edu/calendar#payment_and_disbursement



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Important Dates

Use the [Academic Calendar](#) on the Registrar's website to see important dates and deadlines.

Tuition payment
deadline

Final payment date
prior to loss of
classes

Quarterly refund
dates

registrar.ucr.edu

	WINTER 2026	SPRING 2026	SUMMER 2026	FALL 2026	WINTER 2027
Statement of Account (shows fees, tuition and projected student aid) for enrolled students only; available in R'Web .	mid-November 2025	mid-February 2026	See Summer Sessions	mid-August 2026	mid-November 2026
Fee payment deadline for UNDERGRADUATE students					
Cashier's Office payments and Drop Box payments are due by 3 p.m. R'Web payments due by 4 p.m. Enrollment for Financial Aid qualification and disbursement must be completed by 4 p.m.	Dec. 15, 2025	Mar. 16, 2026	See Summer Sessions	Sept. 15, 2026	Dec. 15, 2026
Grace period ends for UNDERGRADUATE students to pay outstanding fees. If you do not pay your fees, you may be assessed a \$45 Administrative Tuition Processing Fee, and may be removed from your courses.	Dec. 22, 2025	Mar. 23, 2026	See Summer Sessions	Sept. 22, 2026	Dec. 21, 2026
Student aid refunds disbursed (by direct deposit or mail) by Student Business Services Office	Jan. 5, 2026	Mar. 30, 2026		Sept. 24, 2026	Jan. 4, 2027

Refunds

DIRECT DEPOSIT

- Done every night (M-F)
- In your bank account in 2-3 business days after you receive your direct deposit email notification.
- Secure, fast, and more convenient
- It is required that you update your local address and cell number in R'web

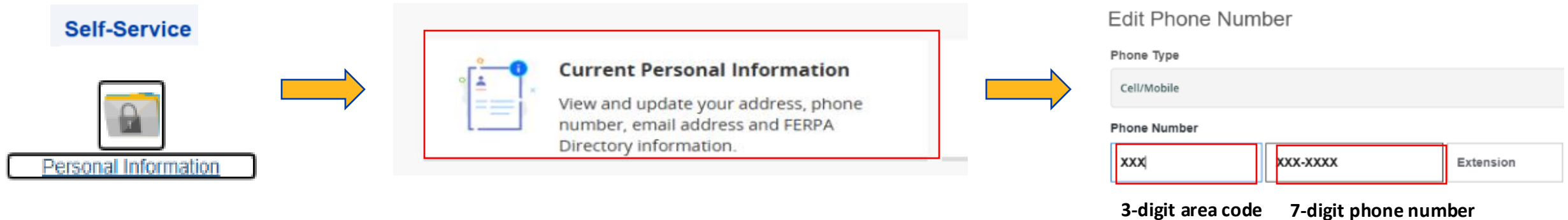
PAPER CHECK

- Generated once a week
- Mailed to local address on file
- Mailing may be delayed or lost through USPS

Direct Deposit

Your current Cell phone number must be added in R'Web under Personal Information to enroll in Direct Deposit.
This information is required for identity verification and account security.

R'web >> Personal Information Icon >> Current Personal Information



DIRECT DEPOSIT WILL NOT WORK UNTIL THIS IS UPDATED.

Please allow 24 hours for processing.

****Once entered, Direct Deposit enrollment is done via your Student Account Online**

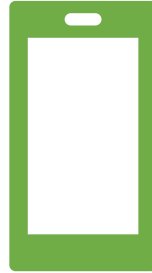
Scam Alert



Scammers are trying to reroute your Refund.

They do this by tricking you into sharing your login information and DUO Approval.

The most common attempts are made through phishing emails.



REMEMBER, never click on links from emails addresses you do not know.

SBS will never ask you to click a link. We will provide you instructions.

Never share your NetID and Password.



Be sure to verify your direct deposit account information prior to Refund disbursement each quarter.

Sign up for Text Messaging to receive status updates for your refund.





That's it!
Let's Recap!



Recap

- FERPA – Authorize individuals to talk (Proxy) and to pay (Payer)

<https://registrar.ucr.edu/resources/ferpa/disclosure-policies#set-up-authorized-users>

- Check your email daily
- Sign up for Direct Deposit (eRefund)
- Update your address and cell phone number in R'Web
- Review Dynamic Bill (activity details) regularly

Office of Financial Aid

Highlander Orientation 2026

UCR

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How to Calculate Your Out-of-Pocket Costs

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Cost of Attendance
Add up direct costs



Financial Aid
Funding you accept



Out of Pocket Cost
The remaining amount you need to pay

Estimated 2026-2027

Direct Costs vs Indirect Costs

Direct Costs =
University bills
you

	University Housing	Off Campus	Living At Home
UC Tuition and Fees	\$15,588	\$15,588	\$15,588
Campus Fees	\$1,170	\$1,170	\$1,170
UC Health Insurance	\$2,684	\$2,684	\$2,684
Housing & Food	\$21,074	\$17,625	\$8,600
Books & Supplies	\$1,700	\$1,700	\$1,700
Personal/Transportation Costs	\$4,150	\$5,475	\$5,850
Total	\$46,367	\$44,242	\$35,592

Indirect Costs =
University does
not bill you

Borrowing a Loan?

Federal

SUB/UNSUB Federal Direct Loans - (studentaid.gov)

Log in with your FSA ID & password and complete:

- Entrance Counseling
- Master Promissory Note
- **Interest rate for 2026-2027: 6.52%**

Federal Direct Parent PLUS Loan - (studentaid.gov)

Parents- Log in with their FSA ID & password and complete:

- PLUS Credit Application
- Master Promissory Note
- **Interest rate for 2026-2027: 9.07%**

State

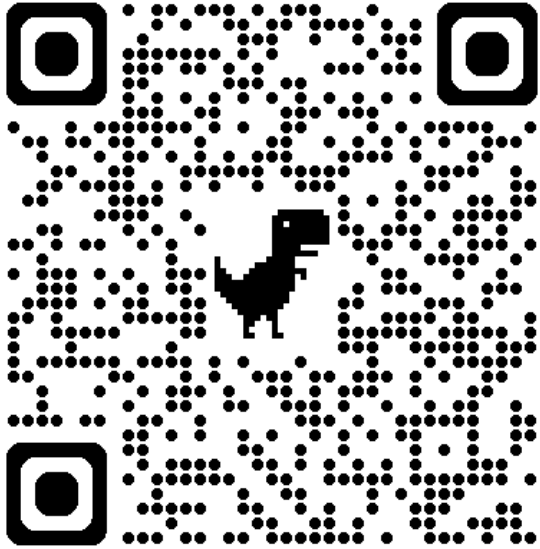
California DREAM

Loan (heartland.ecsi.net)

Link will be available in your Student Requirements on R'Web after accepting the loan to complete:

- Entrance Counseling
- Master Promissory Note
- **Interest rate for 2026-2027: 6.52%**

Veteran Benefits



<https://veterans.ucr.edu/va-benefits>

For personalized counseling please visit us
at the Highlander One Stop Shop (HOSS)

Veterans Benefits

- VA Benefits (Post 9/11 GI Bill, VOC Rehab, Survivor Benefits)

Cal Vet Fee-Waiver

- For dependents of veterans to help cover statewide tuition and fees.

For more information:

- For specific requirements for both VA and Cal Vet Fee Waiver, visit <https://veterans.ucr.edu/va-benefits>
- For benefit question or general VA help contact our School Certifying Official at VASCO@ucr.edu



Financial Aid Requirements

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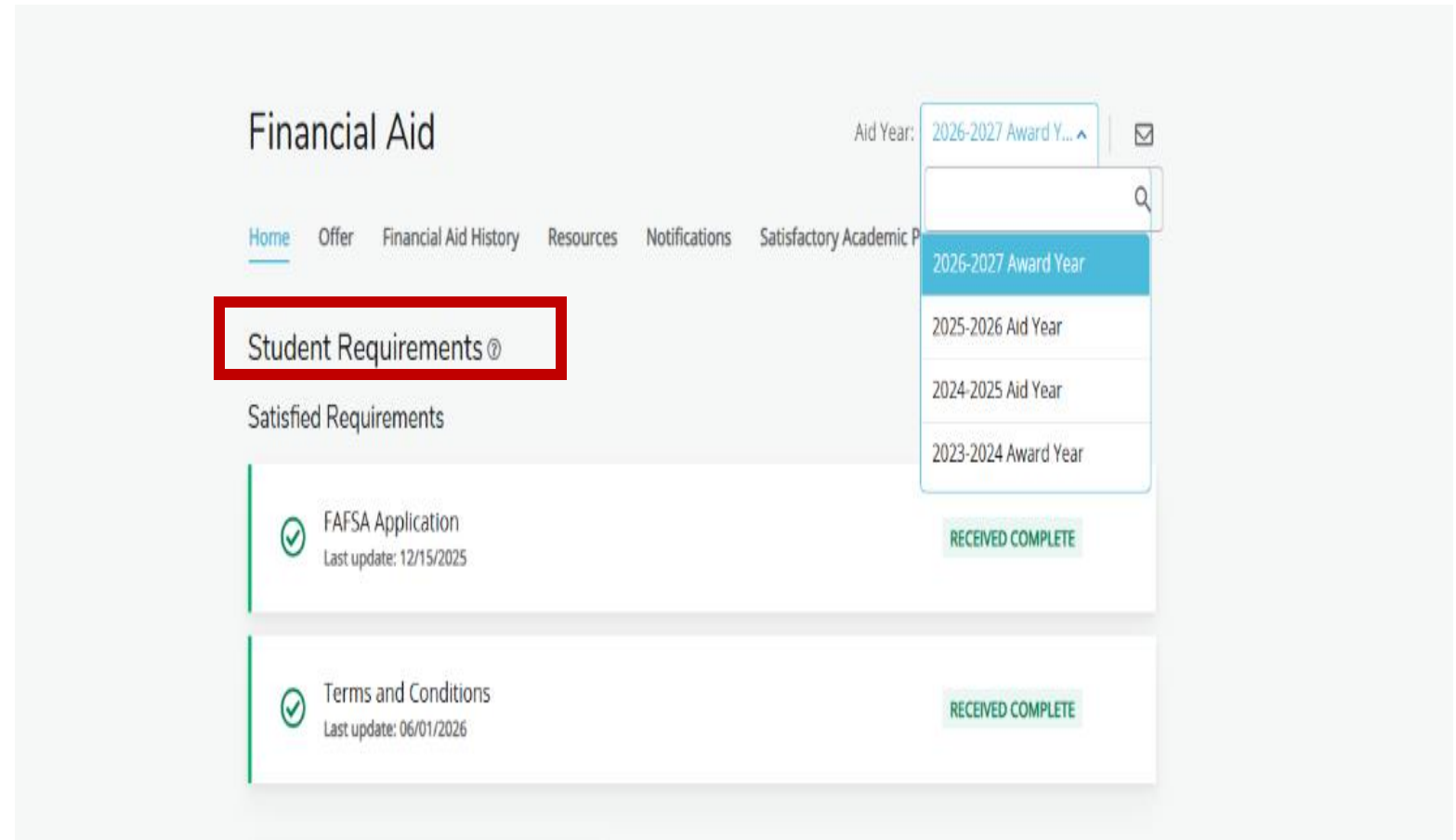
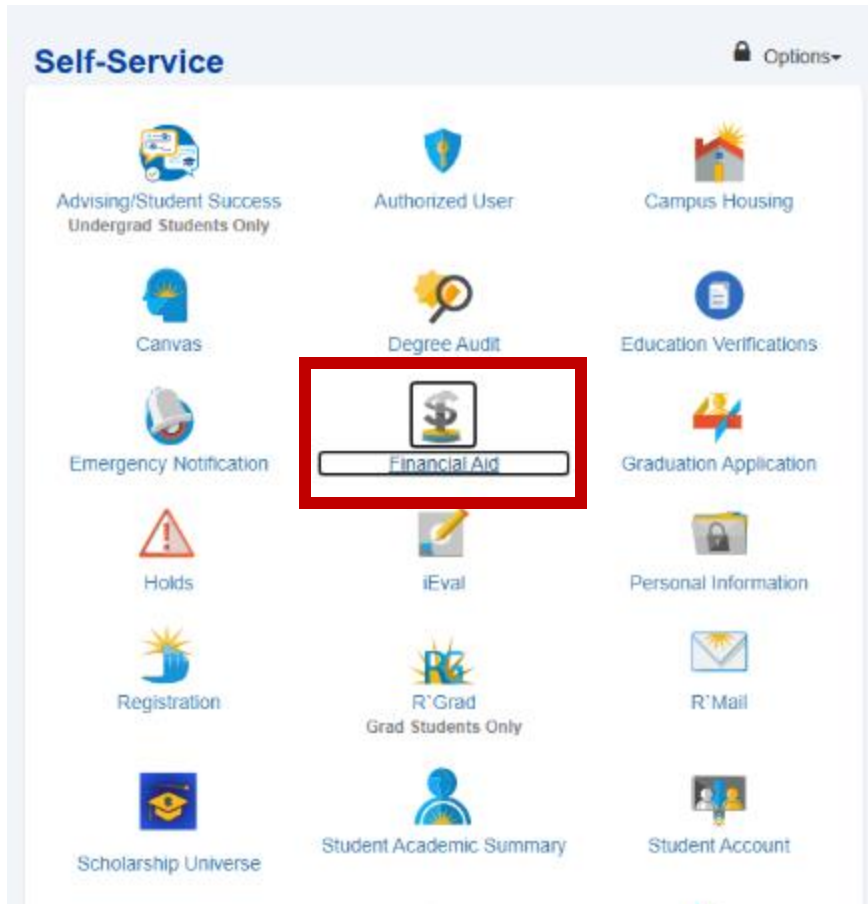
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Completing Requirements

Log into R'Web and select the "Financial Aid icon". This tab provides access to the student's financial aid requirements and general links.



Selected for **Verification?** Must be completed as soon as possible!

Student Forms Site – Documents Needed
ucr.studentforms.com

2026 - 2027 Verification

No action is required while the Office of Financial Aid is reviewing your file. You may view documents that have been submitted by clicking on the links below.



Dependent Verification Form





Financial Aid Disbursements

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Understanding the Disbursement Process

Financial aid disbursements:

- **Annual awards are split into 3 (Fall, Winter, Spring)**
- When your aid disburses, it is applied to the account balance first
 - If any money is left over, it is called a credit balance or refund. Refunds are issued via direct deposit or check.
- You can use this to help cover educational and living expenses (books, supplies & transportation)

Academic Calendar

[DOWNLOAD PRINTABLE ACADEMIC CALENDAR.](#)

- | | |
|---|--------------------------|
| + | First Day of Class |
| + | Registration |
| + | Payment and Disbursement |
| + | Last Day to: |
| + | Finals and Grades |
| + | UCR Holiday Calendar |

Understanding the Disbursement Process

Scholarships, grants, stipends and loans:

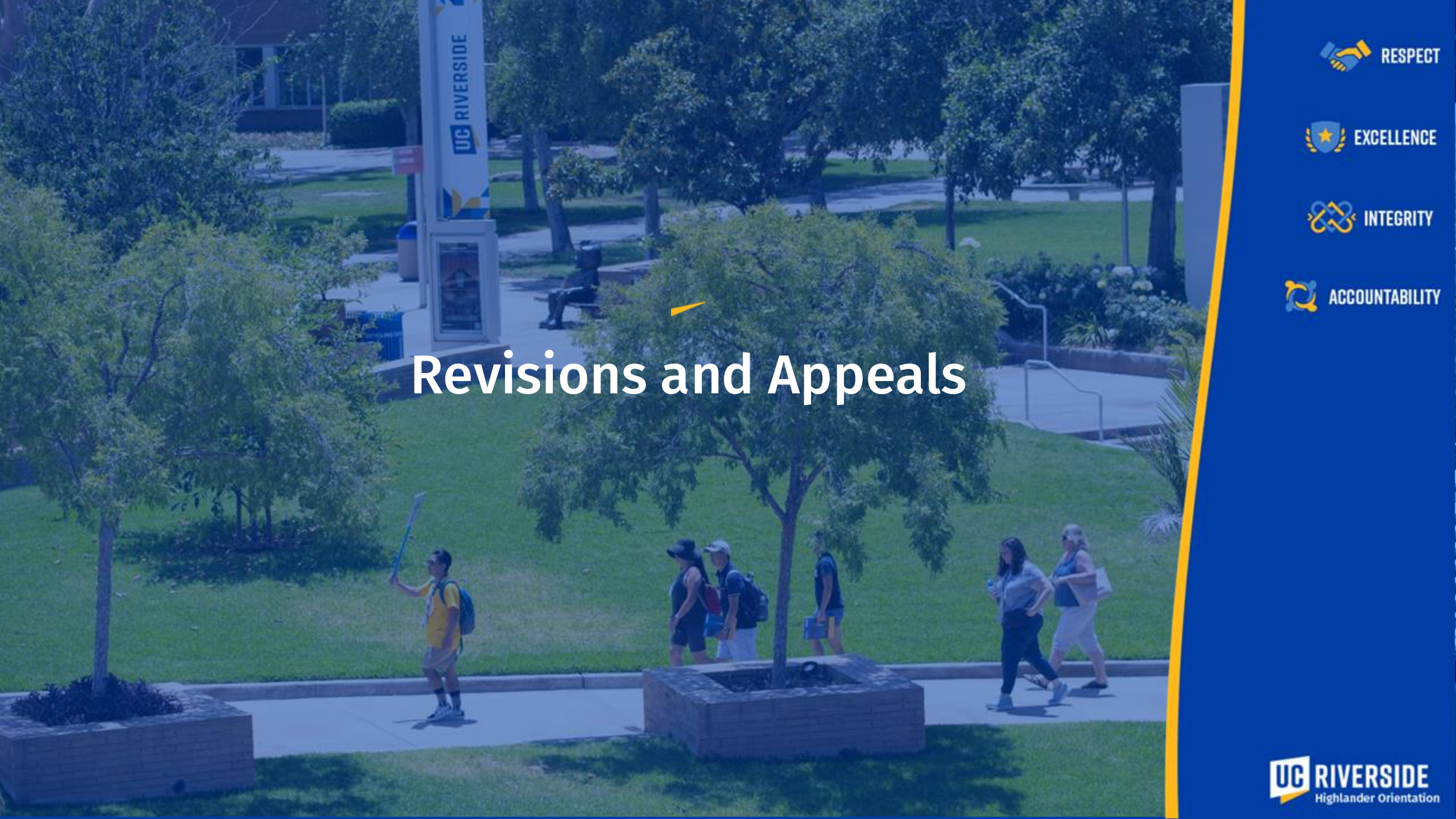
- Must be in "accepted" status to be applied to your account.
- Loans must be accepted and all loan requirements must be completed.



Work-Study:

- Does not disburse to a student's account.
- Student earns funding through a bi-weekly paycheck. Sign up for direct deposit if you get hired.





Revisions and Appeals



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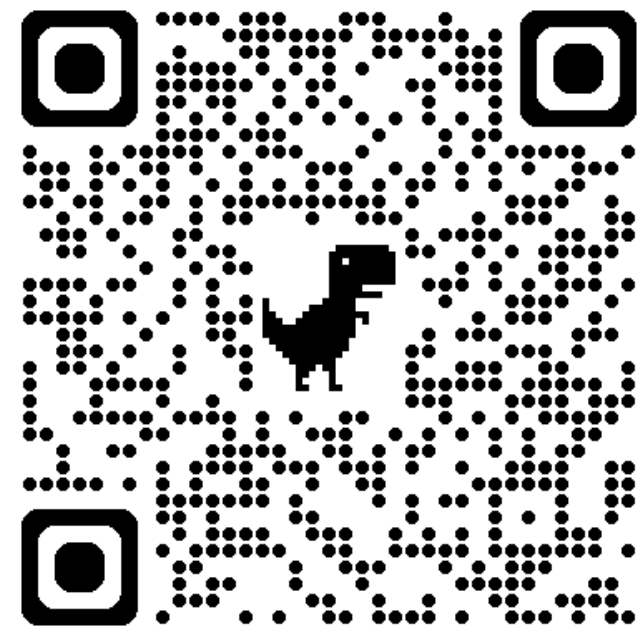
Understanding Revisions and Appeals

Types of revisions that impact your current offer

- Enrollment
- Housing revision
- Loan changes (if enrolled less than 36 units per academic year)
- Additional scholarships
- Withdrawing

Appeals

- Change of Income
- Cost of Attendance



Visit <https://financialaid.ucr.edu/revisions>



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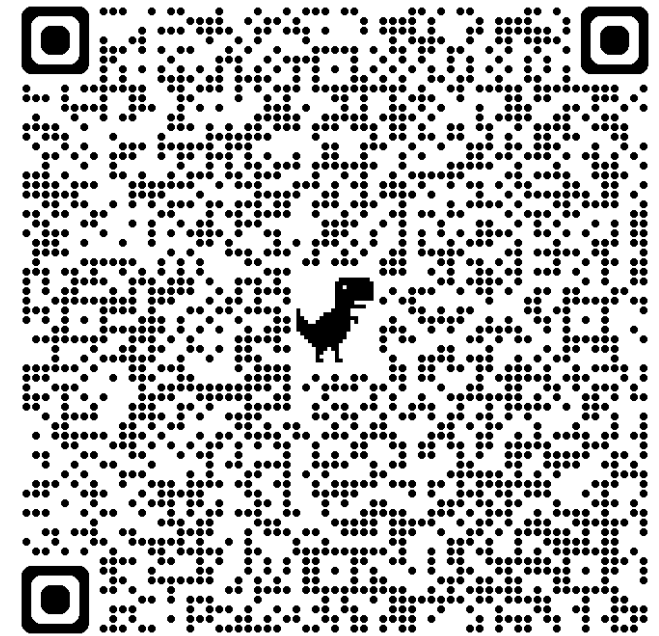
Withdrawals

Official Withdrawal: A withdrawal from the quarter with a formal notification provided

Unofficial Withdrawal:
Cease attendance without completing official withdrawal procedures.

Speak with our office if you are considering these option or you have

- Earn no passing grades (e.g., all F's, W's, or NC's) in a term, or
- Stop participating in academic activities without school documentation of intent to withdraw.



UCR Withdrawals Guide



How to Stay Eligible



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Ways to Stay Eligible for Financial Aid

Apply every year – submit your financial aid application every year between Oct 1 and priority deadline of March 2



Meet each deadline – submit your paperwork and pay your tuition and fees on time



Register for enough units -

- To earn your degree in four years or less, you must register for at least **15 units** per quarter.
- To get full financial aid, you must register for at least **12 units** per quarter.



Understanding SAP Requirements

Maximum Time Frame

Most bachelor's degrees at UCR require 180 units of academic work. The maximum timeframe you can get financial aid is limited to 270 attempted units, which is 150% of 180 units



Pace

You must pass 67% of the classes you take. Pace percentage is the total number of units completed, divided by the total number of units attempted



Grade Point Average (GPA)

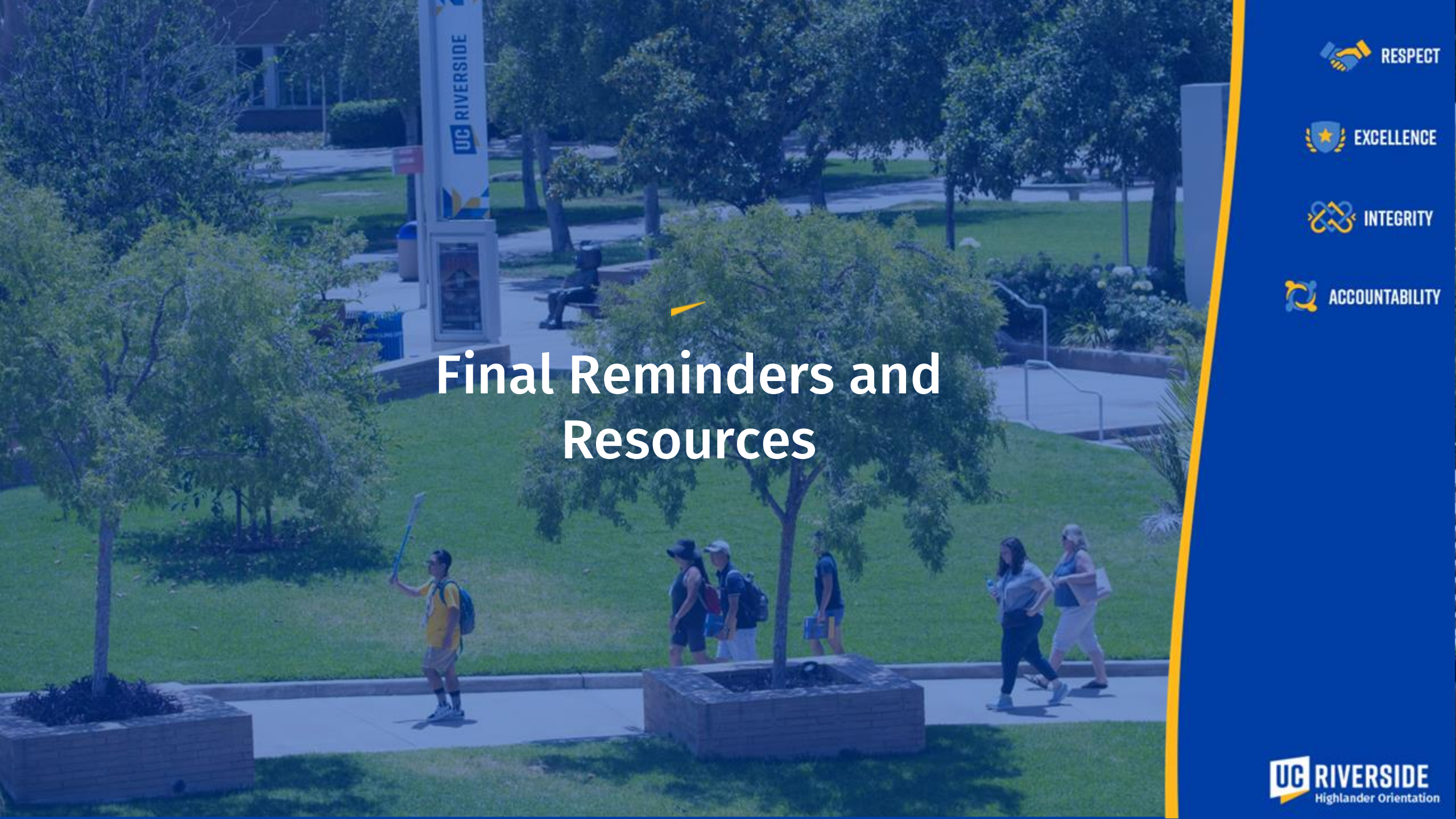
Undergraduate students must maintain a cumulative institutional GPA of 2.00.



Students will be checked for SAP at the end of Spring quarter unless they're currently needing to appeal

Visit <https://financialaid.ucr.edu/apply/sap> for more information





Final Reminders and Resources

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Financial Wellness Program

Teaching students financial literacy for all stages of life

FREE Financial Wellness Resources

1. Attend a Workshop
2. Schedule a 1:1 Coaching Appointment
3. Follow us on Instagram @ucrfinwell

Visit go.ucr.edu/finwell



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EXCELLENCE



INTEGRITY



ACCOUNTABILITY

Scholarship Universe

Finding scholarships (from UCR and outside UCR) is now: **FASTER, EASIER, MOBILE.**

- Log into ucr.scholarshipuniverse.com using your UCR NetID
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Contact Us

	Financial Aid Office	VA Benefits	Financial Wellness Program
Phone Number	(951) 827-3878	(951) 827-3878 Press option #4	(951) 827-3878
Email	finaid@ucr.edu	vasco@ucr.edu	financialwellness@ucr.edu
Website	financialaid.ucr.edu	https://veterans.ucr.edu/va-benefits	go.ucr.edu/finwell
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Thank You!