

Dear Students,

We are emailing you today to follow up on the student account E-bill that you received on July 8, 2020. As you are aware, during the months of June and July, UNCW has worked to adjust the academic course schedule for the fall 2020 semester as part of the university's response to COVID-19. While many student E-bills are accurate, the increased number of students enrolling in a combination of face-to-face, hybrid and online classes resulted in some students' E-bills being higher than the full-time, main campus rate for their student level and residency. Additionally, there were some inconsistent billing rates across online courses. We have developed a strategy to correct the E-bills and are writing today to provide you with an update and a timeline for next steps.

Process

Part 1 will involve corrections to a limited number of student schedules associated with specific courses. The result will be that students will remain enrolled in the same classes; however, they will see a change in section number associated with some courses. Students who will see a change based on part 1 of this process will be individually contacted by the Registrar's Office via UNCW email.

Part 2 will add transactions to all student E-bills. These additional transactions will reverse all current charges and add accurate charges. You will see those transactions as you review your student account and E-bill. **Most students will *not* see an overall change to their total amount due; however, some students will see a lower adjusted total amount that will accurately reflect the billing rates for your course schedule.**

Note: Changes you elect to make to your registration may result in additional changes to your bill not associated with either of these administrative corrections.

Timeline

Part 1 is anticipated to occur between Monday, July 27 and Wednesday, July 29. Students affected by part 1 will receive an email from the Registrar when your specific change occurs.

Part 2 is anticipated to occur on Monday, August 3 and Tuesday, August 4. All students will see transactions on their student account at this time. A new E-bill will be issued on Wednesday, August 5. You will receive an email from Student Accounts with your new E-bill notification and any relevant information.

Payment Plans

For students enrolled in a payment plan, you should plan to pay your July payment. If your E-bill is adjusted, your future month payments will be adjusted accordingly.

Payment Due Dates

E-bills issued on July 8, 2020, indicated a payment due date of July 29, 2020. Given the corrections UNCW is making, no student schedules will be cancelled if payments are not

received by that date. New E-bills issued on August 5, 2020, will be due on August 27, 2020. **Either students must be enrolled in a payment plan or their E-bill must be paid in full by August 27, 2020, to avoid schedule cancellation.**

Students, please continue to monitor your UNCW email for relevant updates and consider sharing this information and subsequent communications about E-bills with your parents/families to help keep them informed about UNCW's plans for the fall semester.