U CENTRAL FAQs

Q: Where is U Central located?
On the Edinburg campus, you can find us in the 1st floor of the Student Services Building (SSBL). The front entrance is on the north side by the flagpole. On the Brownsville campus, you can find us in The Tower (Main 1.100). If you come see us in person, please bring your UTRGV, UTPA, or UTB student ID, or another form of identification so we can assist you.

Q: What is the best way to contact U Central?
There are a few ways you can reach us. You can swing by either campus location, please see our hours below. If you have questions about Registration, Financial Aid, or Admissions, please email us at registrar@utrgv.edu, finaid@utrgv.edu or admissions@utrgv.edu. You can also call us at (888) 882-4026.

> **Brownsville Hours**
> 8:00am – 5:00pm M-F
> **Edinburg Hours**
> 8:00am – 6:00pm M-Th
> 8:00am – 5:00pm F

Q: What is the U Central mailing address?
UTRGV Student Enrollment
Visitors Center 1.113
1201 West University Drive
Edinburg, Texas 78539

REGISTRAR FAQs

Q: When is the last day I can drop a class without it counting toward my total number of drops?
You can drop a class up until the Census Date. The Spring 2016 Census Date is February 3.

Q: How can I request an official transcript?
To request a UTPA transcript, fill out the Transcript Request Form available online at www.utpa.edu/registrars or click here. Submit the completed form via fax to (956) 665-2687, or scan and email the form to registrar@utrgv.edu. You can also submit the form in person at either U Central location.

Q: Are "Program of Study" and "Major" the same thing?
Yes, they are the same thing.

Q: Why does my program of study reflect a program other than the one I submitted on my UTRGV application?
Student data was automatically uploaded into the UTRGV student information system. In some cases, the conversion was complicated and requires additional manual work. We are making adjustments so that your original program of study will reflect as a UTRGV program.

Q: When I'm being blocked from registration, it directs me to a page where multiple blocks/holds are shown. Who should I contact regarding the holds?
We understand some students may expect to see a block or hold message paired with the information of whom to contact to remove it. Detailed hold information can be found on ASSIST by selecting "View Holds" on the student information menu.

Student Information
Term Selection
ID Selection
General Student Record
Student Address and Phones
Student E-mail Address
Student Class Schedule
Academic Record
Degree Evaluation
Registration History
View Test Scores
View Holds ←
Remove Advisement Hold
View TSI and Texas Core Status
DegreeWorks

Q: Why is my student classification/academic standing different than the classification/academic standing I had while attending UTB or UTPA?
This issue is resolved. If you notice a discrepancy in your academic standing, please contact us at registrar@utrgv.edu.

Q: Why can't I register for classes for which I already have completed the prerequisites?
Your course information may still be in the migration process as we continue to update records in the UTRGV student information system. If you have questions, please contact us at registrar@utrgv.edu. Include your ID number

and a brief description of the situation. Please be aware that you will not be allowed to take a course if you have not successfully completed the prerequisites.

Q: Do I have to change my current program of study to a UTRGV program of study?
No. At this time, you need to follow the program of study you declared when you initially enrolled. If you are a UTB or UTPA student continuing at UTRGV, you will have through 2019 to complete your existing degree plans. For a Crosswalk Guide, General Education Core Equivalents, and a Course Equivalency guide please visit the following website: http://www.utrgv.edu/en-us/academics/utb-utpa-current-students.

Q: When registering, how can I determine which lab sections are linked to my selected lecture section?
Within the registration system, you can select a lecture section and find its lab sections listed in the comments.

Q: Why is the name on my UTRGV profile different from the name on my UTPA or UTB profile?
During the automatic system conversion process, some students with multiple names or name changes in their profiles may notice a previous name on their profile. We've identified these students and are working to update their records so it reflects the latest name on file.

Q: In the case where a lecture and lab are linked and I already have received credit for one, can I register for the other at UTRGV?
No. Sessions are linked as one course at UTRGV, and you must register for both the lab and lecture courses together. If you would like to take only one or the other, you must request and receive written permission from the department.

Q: What will happen to my GPA once I start taking UTRGV courses?
The UTRGV GPA will be calculated using coursework completed at UTRGV. Students continuing from UTB and UTPA will have their previous coursework from UTB and UTPA only counted in their UTRGV GPA.

FINANCIAL AID FAQs

Q: How can I check my tuition balance?
Log into your Assist Account. Select "Student Services", "Student Account", and select an appropriate term to view your student bill online. The "Amount Due" is what you owe for the term.

Q: How do I pay my tuition bill?
You can either pay online through your ASSIST account, or in person at U Central. We *do not* accept tuition payments over the phone.

To pay online, log into your ASSIST account using Internet Explorer, click on "Student Services", "Student Account", and "Make a Payment". Ensure you indicate the correct type of credit card you are using for the transaction by selecting the appropriate icon on the top of the page. If you choose to pay in person, we accept all major credit and debit cards, *except* for American Express.

Q: When is tuition due?
The tuition deadline for Spring 2016 is Monday, January 11th.

Q: Can I make *any* types of payments over the phone?
We will accept payments over the phone for your emergency loans or your short-term loans. You can also make these payments online through your ASSIST account, or in person in the Student Services Center. To pay online, log into your ASSIST account, click on "Student Services", "Student Account", and "Make a Payment". If you choose to pay in person, we accept all major credit and debit cards, except for American Express. *Remember, tuition payment cannot be made over the phone.*

Q: Where can I see the correct tuition for my student classification?
You can access tuition information online. Go to www.utrgv.edu, click on "Admissions and Aid", "Paying for College", "Tuition & Fees", or click here to review UTRGV's tuition and mandatory fee charges.

Q: Can I submit financial aid documents via email?
Yes! You can submit your financial aid documents via email to finaid@utrgv.edu *only if* the documents include your student ID number and are sent from your UTRGV student email account. During periods of high volume, submitting documents online may take 3-5 business days longer than submitting documents in person or via fax. You can submit financial aid documents via fax to (956) 665-2687.

Q: How long does the financial aid document verification process take?
During certain peak times when we receive large volume of documents, it can take anywhere from 1-2 weeks. You

will automatically be notified via email once your documents have been processed.

Q: Will there be a tuition cap for UTRGV?
Yes. Tuition and mandatory fee charges at UTRGV are capped for resident students at 12 credit hours each semester. In other words, taking 15 or 18 hours a semester (or more) will cost the same as taking 12 hours. Charges for non-resident students are also capped at 12 credit hours except for non-resident statutory tuition rates which are required to be charged, by state statute, for each hour enrolled. The 12-hour cap does not apply to lab and supplemental instruction fees which are required by statute. In addition, the cap does not apply to tuition surcharges for repeated and excessive credit hours.

Q: If I'm using a check to pay my UTRGV balance, who should I make the check out to?
Please make the check payable to "The University of Texas Rio Grande Valley".

Q: If I'm using a check to pay my UTPA balance, who should I make the check out to?
Please make the check payable to "The University of Texas Pan American".

Q: If I'm using a check to pay my UTB balance, who should I make the check out to?
Please make the check payable to "The University of Texas Brownsville".

Q: What do I do if I missed the payment deadline?
When you log into your student account and you see your courses are still listed, you have until the next payment deadline, to make your payment. When you log into your student account and you see your courses are no longer listed, you first need to try to reenroll in those courses. If you are unable to reenroll in your courses, please come to U Central for assistance.

Q: Is there a fee for emergency loans?
Yes, there is a fee for emergency loans. Once you receive your financial aid, it will automatically credit towards your emergency loans. If additional funds remain, it will then go towards any of your other expenses (like tuition and fees, dorm costs, parking permits, orientation fees, etc.).

Q: On my student bill I see a "disbursement" and/or "refund". How long until I get my money?

From the date listed on your bill, it takes 24 hours to process the disbursement. After that, you will receive a series of emails to your UTRGV email account notifying you of the progress of the disbursements.

ADDITIONAL FAQs

Q: How much is the UTRGV student orientation fee? Does the Title IV form authorize my financial aid to cover my orientation fee?
The orientation fee is $75. If your Title IV authorization form is signed and remaining funds are available (after paying your tuition and fees), it can go towards paying your orientation fee.

Q: Where can I request a parking permit?
Parking permits can only be requested online. Log into Assist, click on "UTRGV Services" and then "Parking Permit". Click here to view the current UTRGV parking fees online. Parking permit fees are set for the Fall and will be prorated in the Spring.

Q: How long will it take before I receive my parking permit?
Parking permits will be mailed to you, and it typically takes 1-2 weeks. Once you've completed the parking permit request online, print out the receipt for your records. You can use the receipt as a temporary parking permit until your official permit arrives in the mail.

IMPORTANT DATES:

- The first day of classes is Tuesday, January 19th. Click here for instructions on how to register for Spring 2016

- Academic Calendar

IMPORTANT LINKS:

UTRGV Catalogs

Class Schedule

Sign in to your UTRGV Account

U Central

Paying for College

Financial Aid Forms

Crosswalk Guide, General Education Core Equivalents,

Account Access FAQ

Guaranteed tuition and fees FAQ