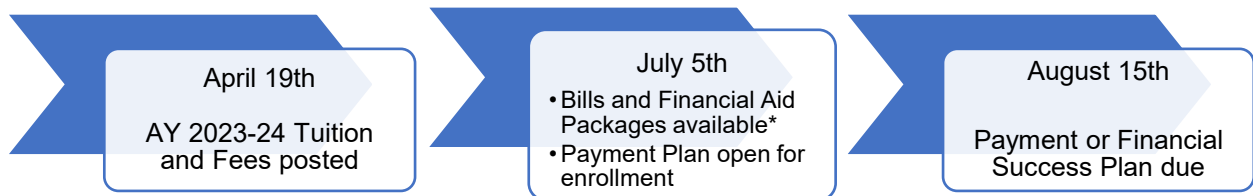


Overview & Goal:

Starting with the Fall 2023 semester, the University is shifting internal processes to provide cost, aid, billing information and access to the payment plan earlier than ever before to allow students and families more time to financially prepare for the upcoming term. UMass Boston has been an outlier in terms of student billing and payment processes and these significant changes align with two of the priorities of our Strategic Plan: Holistic Student Success and Enriching our Human Core.

The goal is to support students in taking the steps necessary to have the greatest access to federal, state and institutional aid, help them understand their bill and have a plan to pay in place before the start of the semester. A plan to pay may consist of one or more of the following: completed payment, completed financial aid package, payment plan enrollment, or submission of an approved plan to pay form. Students who do not complete a plan to pay their bill, will be dropped from all courses and will need to reregister after completion of a plan to pay. Comprehensive outreach and support efforts will be made to assist students in navigating these changes.

New Timeline:



**Bills available to registered students only and Financial Aid packages available to those who met the May 1 priority deadline*

Change Management and Supportive Care:

- Clear communication via email, postcard, web content and social media regarding the changes to policy and process
- Intentional campaigns to encourage earlier registration and FAFSA filing
- For students who have not paid their bill or signed up for the payment plan prior to the state of the semester, we will introduce a mechanism for them to communicate how they plan to cover their balance. This will give staff the ability to review a student's plan to ensure it will cover their balance and all necessary steps have been completed.

Intended Outcomes:

- Greater awareness among students of financial obligation and associated resources
- Earlier and more complete registration
- Less students carrying a balance, being prevented from registration, or forwarded to collections and increasing student success outcomes