Financial Aid Office
The Financial Aid Office administers a number of need-based aid programs, including those involving loans, grants, and scholarships; sources include the federal and state government and UMB itself. You can make an appointment to meet with a financial aid counselor (Last names A-F: Katie Holland; G-M: Lydia O’Garro; N-Z: Joyce Rey) or drop in for help at the “One Stop” (see below).

- Financial Aid: http://www.umb.edu/admissions/financial_aid_scholarships/

Bursar’s Office
Detailed tuition and fees information is available on the Bursar’s Office website. Please note that all Massachusetts universities have “education operation fees” that are higher than the modest tuition charge. The Bursar’s Office website provides a chart that breaks down tuition and fees according to the cost of one graduate program credit. Use this chart to determine your tuition and fees. One graduate course is three credits, and a typical English MA student takes three to nine credits a semester. Our Bursar’s Office contact is Kelly Regas.

- Bursar’s Office: http://www.umb.edu/bursar/

Registrar’s Office
The Registrar’s Office oversees your course registration, which is completed through our on-line “Wiser” system. Once you register for courses, you will be charged for them via the Bursar’s Office. Note that the Registrar’s Office monitors course withdrawals (you can withdraw with no charge during add/drop period; after add/drop, you can withdraw with charges up to the withdrawal deadline). The Registrar’s Office also oversees graduation declarations and transcript requests.

- Registrar’s Office: http://www.umb.edu/registrar/
  - Wiser System: http://www.umb.edu/it/getting_services/wiser/

The One-Stop (in the Campus Center)
As its name implies, the “One Stop” is our walk-in Student Service Center and often your first (and best!) stop for answers to registration, billing, or financial aid questions. The “One Stop” is located on the upper (ground) level of the Campus Center. Set up for drop-in visits, it is staffed with representatives who will answer your questions or direct you to the correct office.

- One Stop hours: Monday-Thursday, 8:00-6:00; Friday, 10:00-4:00

PLEASE CONTACT US! information • materials • meet the director