

Parent Electronic News
West Virginia University
July 8, 2016

In the wake of the devastating floods in West Virginia we should mention, for those not familiar with the geography of the state, that all of WVU's campuses were mercifully safe. As Mountaineers, however, we all feel this loss. Yet, sometimes in the darkest moments, we come together and truly shine. As a WVU community, this could not be more true in the past few weeks. As Paul Raines, who our students helped last week, says in the following video, we have some "super kids from WVU." As parents, you know this. These are your kids, and they are truly making a difference in this time of need: <http://bit.ly/29wr8mA>.

President Gee said in a message to the WVU community yesterday, "Though the path to recovery is long and uncertain, that is when we, as a West Virginia University community, are at our best. We will remain determined. We will remain steadfast. We will build a bridge where there is none – and we will keep going." Provost McConnell has also posted a message to parents regarding care and outreach as we strive to support our students and their families who may have been impacted: <http://bit.ly/29otsbz>. As the efforts continue, for those interested in helping those impacted by the flooding, more details can be found here: <http://bit.ly/29eOJlg>.

As we look ahead to the start of the fall term, I have included some information below on billing and financial aid, including some recent FAQs that might answer your question and avoid a phone call. Also info on student insurance, books and dining plans and upcoming important dates follows. Parents Club Summer Send Offs are also starting next week and details follow. Information on move in day and welcome week will be coming your way at the end of the month so stay tuned! In this edition:

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Mountaineer Parents Club Summer Send-offs

This summer be sure to see if there is a Mountaineer Parents Club Summer Send-Off in your hometown and make plans to attend! More send-offs are being added daily so be sure to check back throughout the summer months: <http://bit.ly/1PaIS1M>. These are great events designed for all WVU students and their families! A \$200 textbook gift card is given away at each one and a WVU representative will be in attendance to answer any questions you might have about WVU.

Questions about billing and financial aid? Answers follow!

Fall bills are now out and our call center at the Mountaineer HUB has been busy helping students and their families! To help limit wait times for those needing to call in, the HUB staff have provided the following answers to some of the most asked questions from this week:

How much do I owe?

Step-by-step instructions and video tutorials on locating your bill and making payment can be found here: <http://bit.ly/22NHrQ3>. By following these links, you will first see fall charges and any payments made. Next you will see authorized aid to-date that is set to pay to your account. Finally, the *Account Balance Net of Authorized Financial Aid* is the amount due. If negative, you should expect a refund in that amount.

When will I receive my fall Refund?

The refund process will begin the week of August 8th. Be sure to visit <http://bit.ly/29AnuqD> prior to August 5 and click “Register” to start the enrollment process to receive your refund electronically. This is the fastest way to receive these funds.

I didn't see the PROMISE scholarship or West Virginia Higher Education Grant on my account. Why?

Due to the late state budget approval, WVU received this slate of scholarship and grant awardees late last week from the state. Therefore, you may not have seen these July 5 when bills initially came out. However, be sure to check back to your student account as these are now posted.

My College Prepaid (529) Plan may not be paid by the 7/27/2016 deadline. What do I do?

Once you submit your fall bill to your College Prepaid 529 plan, most plans will confirm disbursement of funds to you via e-mail. Some funds forward that confirmation of a distribution check request to WVU directly. If you have concerns, you can forward your confirmation e-mail to OSA@mail.wvu.edu.

My outside/private loan may not be paid by the 7/27/2016 deadline. What do I do?

If you are applying for a private loan, do so as soon as possible! Once the application is received by the loan processor, they will request that WVU certify the loan. Once certified and approved, it will show on your student account as a Financial Aid memo. When it shows here, you are good to go!

I am worried my payment/aid/scholarship may not be posted/approved by 7/27/2016? What will happen? Will I be removed from classes?

Students and families are encouraged to pay the balance due or enroll in a monthly payment plan to cover this balance by the July 27th due date. Note students will not be removed from classes for nonpayment but do risk a 1.5% late fee penalty on the balance.

How do I accept the Parent Plus Loan?

The first step is to go to <http://bit.ly/29tyjKU> and click on the 'Log In' button. A step-by-step guide for the rest of the process along with some tips to help you avoid common pitfalls other parents have faced can be found here: <http://bit.ly/29sQsth>.

Still have questions? Call the Mountaineer HUB at 304-293-1988 or e-mail osa@mail.wvu.edu with billing questions or finaid@mail.wvu.edu with financial aid questions.

Electronic Refund Clarifications

This week a number of e-mails went out regarding the new electronic refund system to parents and students and there has been some confusion: <http://bit.ly/1WzCXLy>. To clarify, parents and/or students may have received duplicate emails from WVUREFUND@AFFORD.COM. These e-mails are not SPAM. If you and/or your student have not already, prior to August 5, please follow the links in the e-mail to submit current banking information to receive an eRefund or visit <http://bit.ly/29AnuqD> and click "Register" to start the enrollment process.

Also, the initial email did NOT provide parents with information on the Parent ID, which is the very first step. Your Parent ID number consists of the following: **Student ID# + Parent First Initial + Parent Last Initial + Parent date of birth as MMY**. As an example, Sally Parent who was born on 05/01/1933 and her student's ID # is: 701123456 would use 701123456SP0533 as her parent ID. The final two log on questions should be answered with the parent date of birth and using the parent's last name.

Once you've completed these questions, you should be able to establish your account. Supplying a bank account for refund deposit is the absolute fastest way to receive these funds. It could take up to two weeks to receive a refund via a paper check which is the system default. Again, our apologies for any confusion. Should you have any questions about establishing the account, please contact Tuition Management Systems directly at 888-425-1138.

Dining Plan Reminders and Charges

Students living in WVU operated residence halls are required to purchase a Resident Student Dining Plan. Dining plans are also currently available for commuting students. If you have not selected a plan for the fall, please log in to <http://bit.ly/29E3p34> and select your dining plan. Note: "ADD MEAL PLAN" is not available on the mobile version of the website. The charge for your dining plan will be reflected on your student account bill the day after selection. Remember to visit <http://bit.ly/29E3p34> often when you arrive on campus to track all of your dining and debit transactions. You can use the website to monitor your laundry, report your card lost or stolen, and set up notifications.

ALL STUDENTS: Annual Student Health Insurance Waiver Available through July 27

As a reminder, all domestic WVU students enrolled in 6 or more credit hours and all international students enrolled in 1 or more credit hour must be covered by adequate health insurance (criteria found here: <http://bit.ly/1fhCGKv>) and annually provide proof of this. Students who are already covered by an adequate health insurance plan, as a dependent under a parent's plan or on their own, may opt out of the WVU Aetna plan by completing the insurance waiver application at <http://bit.ly/119XdfW> **each academic year.**

Eligible students without an approved waiver on file for the 2016-2017 academic year by the deadline of July 27 will be enrolled automatically in the WVU-sponsored Aetna plan at a cost of \$791 per semester, assessed to the student's account. *If a student successfully completes the student insurance waiver after the fall student insurance fee was assessed to the student's account, the fee will be credited back to the account within 5 business days.*

Parents of incoming students, if you submitted a paper form including your health insurance information during New Student Orientation, please be aware that you pre-registered your student for WVU Student Health. Pre-registration with WVU Student Health does NOT opt the student out of the student health insurance plan. Click here to opt your student out of the student health insurance plan by completing the student health insurance waiver: <http://bit.ly/119XdfW>. Contact the Student Insurance Office at 304-293-6815, or email sio@mail.wvu.edu for assistance.

First-Time Student Loan Borrowers!

If your student is borrowing a federal loan for the first time at WVU, there are a few requirements they must complete. If they are borrowing a Federal Direct Subsidized or Unsubsidized Loan, they must complete both Entrance Counseling and a Master Promissory Note. If they need help finding these requirements at <http://bit.ly/29tyjKU>, check out the Financial Aid Office website for steps at <http://bit.ly/1FY46dx>. Federal Perkins Loan borrowers have been sent an email from Heartland-ECSI with instructions on how to access the Master Promissory Note for the Perkins Loan.

I Have Work Study... Now What?

If your student has accepted Federal Work Study on their financial aid award, go to <http://bit.ly/1VRjrIb> to see next steps. If the student has already been hired for a job, he or she will need to process for payroll before they can begin work. Documents students need to process for payroll can be found at <http://bit.ly/1SnRIj1>. For students who are not work study recipients, they can still look for part-time student employment through the MountaineerTRAK system at <http://bit.ly/1sv3eN8>!

Spring 2016 Graduation, Dean's and President's lists Announced

In June the University officially released its Dean's and President's lists and Graduation List for the spring 2016 semester: <http://bit.ly/29wxWRp>. A total of 5,128 students were named to the Dean's list for spring 2016. Out of these students, 1,826 were named to the President's list after receiving a perfect 4.0 grade point average. Those on the Dean's list received a 3.5 GPA or higher. A total of 4,069 students graduated following the 2016 spring term.

NEW STUDENTS: Immunization Forms Required for New Students

To ensure the health and safety of our campus, immunization against communicable diseases is extremely important. If your new student has or will be opting out of the WVU-sponsored health insurance plan by completing the student health insurance waiver online, immunization confirmation questions are integrated into the student health insurance waiver. Click here to access the fall 2016 student health insurance waiver: <http://bit.ly/119XdfW>. The deadline to complete the waiver is July 27.

If your new student will *not* be completing the student health insurance waiver, please complete the Immunization Questionnaire at the WVU Student Insurance Office website prior to arriving on campus: <http://bit.ly/1LUNDNW>. Please note that the login to the Immunization Questionnaire requires a student's MyID and password. A student's MyID will not be active until he or she has registered for classes and claimed their MyID account at this link: <http://bit.ly/1H4nE1h>.

Parents Can Be Employers Too!

As the proud parent of a WVU student, you know the dedication and rugged determination of a Mountaineer. Their hard work and loyalty make them excellent employees, but many companies need someone within the organization to encourage them to recruit at WVU. The Career Services Center wants to increase career and internship opportunities for WVU students by partnering with the Mountaineer Parents Club and its members. Connecting us with your current employer and professional network is a great way to support the overall mission of the University and help students and alumni find their dream job. Please share the following information with your human resources department. Your employer and all of Mountaineer Nation will thank you!

Human Resources Representative: Career fairs, professional development events, and job postings are the perfect way to establish and enhance your employer's brand on campus, whether it's your first visit to WVU or you're expanding your recruiting efforts to meet your increasing talent acquisition needs.

Ways to Get Involved:

- Post unlimited career and internship opportunities for all majors, schedule on-campus interviews, search resume databases in MountaineerTRAK
- Register for career fairs and events

Fall 2016 Career Fairs and Events:

- Career Kick-Off Tailgate Party: September 2
- WVU Career & Internship Fair: September 14 and 15

- Statler College of Engineering and Mineral Resources Career Fair: September 28
- Davis College of Agriculture, Natural Resources, and Design Career & Internship Fair: October 12

For more information on recruiting at WVU, visit <http://bit.ly/29twCga> or contact Sarah Rotruck Glenn at sarah.glenn@mail.wvu.edu or Rachael Conrad at rachael.conrad@mail.wvu.edu.

Book Buying Made Easy

As we approach the beginning of the Fall 2016 semester, you may be contacted by various bookstores or online services which offer textbooks and apparel. Please note, the information below is from **WVU's Official Bookstore**. We have integrated the textbook information which WVU Professors have submitted into WVU's registration system (MIX/STAR) to make ordering the correct titles for courses as easy as possible. We offer this convenience with options for parents to submit payment through our secure online system, and select their son or daughter to pick up the books when they arrive on campus in August. We also offer piece of mind with a no hassle **FULL REFUND policy through August 23rd**. Lastly, the WVU Bookstores gives the University roughly \$1.4 million each year to non-athletic student scholarships.

Easy Textbook Ordering at the WVU Bookstore (WVU's Official Bookstore)

1. Have your son or daughter log onto MIX, then select STAR tab <http://bit.ly/1r61Z74>
 2. Select "Student Services and Housing"
 3. Select "Registration"
 4. Click on "WVU, PSC, and WVU Tech Bookstore"
 5. Select the drop-down menu under "Your Term" and select "Fall 2016"
 6. Select "Click Here" to order your books online.
 7. Select the format you prefer and add the items to your cart.
 8. Choose payment method, create an account, and follow normal online checkout procedures.
- After following these steps, you will immediately receive an email that thanks you for submitting your order. The WVU Bookstore will begin processing orders at the end of July. At that time, you will receive a second email that informs you that your order is ready for pick up, or has shipped (*depending on your preference*).

- A major credit card is needed to keep on file for students wishing to RENT their books.
- Students using Financial Aid have through **August 3rd (11:59pm), 2016** to do so. (*Separate emails will be sent in early and late July from the Registrar's Office with full details.*)
- Download our **FREE Bookstore app** to receive **25% OFF** one school clothing or gift item*
- Go to Apple app store or Android and **search for "My College Bookstore" to save 25% OFF one WVU school spirit item.**

** Discounts cannot be combined. Every customer who downloads the app is eligible to receive 25% OFF one item.*

Technology Tips

Did you know that all WVU Residence Halls are wireless only this year? There will be no wired internet connections provided. WVU recommends a 5 Ghz wireless card (802.11ac) for the best performance. These USB cards are relatively cheap (under \$40). As you are planning ahead for packing, wireless personal printers are not supported in the Residence Halls. If you have a personal printer it must be direct connected with a USB cable. That said, you don't need to bring a copier of your own because MyPrinting copiers are now available in the lobbies of all Residence Halls (\$0.06 BW and \$0.25 color). Students print from their computers or devices to the cloud and then go to any MyPrint Copier on campus and release their print jobs. To get ready to come to campus, every student can download free copies of Microsoft Office and Kaspersky Anti-Virus: <http://bit.ly/29sesQn>. To learn more about technology services, discounts and resources at WVU, go to: <http://bit.ly/1JnCu3F>.

2016-17 IMPORTANT DATES

As we approach the start of the fall term, the following dates may be helpful for planning. The full academic calendar can be found here: <http://bit.ly/29E7sN0>

Fall 2016

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| Wednesday, July 27
date http://bit.ly/119XdfW | Fall 2016 student insurance waiver due |
| Wednesday, July 27 | Fall payment due date http://bit.ly/22NHrQ3 |
| Saturday, August 13 | Residence Hall Move-In day http://bit.ly/1k5A2IE |
| Saturday, Aug 13 – Tuesday, Aug 16 | Welcome Week http://bit.ly/1uDAkLm |

Wednesday, August 17	First day of fall classes
Tuesday, August 23	Last day to add/drop classes without a W
Monday, September 5	Labor Day recess
Friday, Oct. 7 – Sunday, Oct. 9	Fall Family Weekend
Tuesday, November 8	Election Day recess
Saturday, Nov. 19 – Sunday, Nov. 27	*Thanksgiving Break
Wednesday, December 7	Prep day for finals recess
Thursday, Dec. 8 – Wednesday, Dec. 14	Finals Week
Friday, December 16	December 2016 Commencement
Thursday, Dec. 15 – Sunday, Jan. 8	*Winter Break

Spring 2017

Monday, January 9	First day of spring classes
Monday, January 16	Martin Luther King Birthday recess
Saturday, March 4 – Sunday, March 12	*Spring Break
Friday, April 14	Friday before Easter recess
Monday, May 1 – Friday, May 5	Finals Week
Friday, May 12 – Sunday, May 14	May 2017 Commencement Weekend

**During these breaks, our WVU Residence Halls will be closed.*

/Katie Gallagher and Lisa Hanselman

Office of Parent Relations

West Virginia University