

Parent Electronic News
West Virginia University
November 17, 2016

Spring billing notices went out yesterday and today to all students who had registered for spring classes as of Wednesday of this week. The Spring Bill is due (or students must be enrolled in a payment plan) by December 19. If your student has granted you access to billing info through the Parent/Guest Portal, you can log on today: <http://bit.ly/119XiAm>. Otherwise have them pull this up in their STAR account when they come home for break. We would also like your feedback on billing/payment processes parents, and ways we can improve. Be sure to read on for more information.

Also for those riding the Parents Club Thanksgiving Buses home tomorrow, there has been a change to the downtown pick-up location so see below. Also, with the residence halls closing tomorrow night at 7 p.m., University Apartments have extended a two-night offer to residence hall students who wish to stay in town for the various athletic events. If your student is interested, details follow.

Before your students leave town remind them to lock and clean up their rooms/apartments, and take what they need for the week as halls will be closed and locked over break. I will be in touch next week with a few other reminders (and maybe some more Thanksgiving homework to do with your student!) Until then, safe travels to all our students and families and Let's Go Mountaineers! In this edition:

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Optional Apartment Housing for students this weekend

Though the WVU Residence Halls will still be closing officially at 7 p.m. Friday as previously stated, the Division of Student Life has worked with University Apartments to secure spaces in both University Park and University Place for any student living in residence hall housing who would like to stay Friday night and Saturday night because of Friday's women's soccer game, Saturday's women's basketball game and home football game, and the men's basketball game

Sunday the opportunity to do so. The cost will be \$150 total for the stay. Checkout of UPark/UPlace is noon on Sunday, November 20. Interested students may contact Nathan Barkley from University Apartments at 304-293-6313 or Nathan.Barkley@mail.wvu.edu. Again, all other residence halls will close and lock at 7pm tomorrow evening as planned.

Important information for the Thanksgiving Bus riders

PLEASE NOTE: We were notified yesterday by WVU Transportation and Parking that the downtown pick-up location has been changed to Maiden Lane. This is located behind the Mountainlair and in front of Stalnaker Hall. For all buses leaving between 1:00 pm - 3:00 pm, please meet us on Maiden Lane. Later buses will meet on Prospect St. For the exact times and locations, please visit our website at <http://bit.ly/1vStQFj>.

Spring 2017 Payment Updates

Spring bills are now available for student on STAR or via the Parent/Guest Portal (if your student has granted you access to billing information) under the Electronic Bill By Term/Make Payment tab. There you can view charges, authorized financial aid, and the remaining spring balance due.

On **December 19** bills are due in full (*less authorized financial aid*) or students must be enrolled in a monthly payment plan: <http://bit.ly/1ObxwPJ>.

Questions? Stop by or contact the Mountaineer Hub at 304-293-1988 or WVUHub@mail.wvu.edu for billing and financial aid questions.

Not returning? Drop Classes to avoid charges!

If students have registered for spring classes, they are responsible for the cost of the seats they are occupying. Therefore, if plans have changed and they do not plan to attend WVU this spring, they should withdraw from their classes through STAR as soon as possible to avoid charges and make those seats available to other students <http://bit.ly/1OD22QK>. They should also contact any other relevant offices to officially cancel their enrollment and avoid charges (Housing, Honors, etc.)

Refunds

Students who receive aid or payments in excess of their charges each semester may receive a refund: <http://bit.ly/1WzCXLy>. Supplying a US bank account for direct deposit is the absolute fastest way to receive these funds. It can take up to two weeks to receive a refund via a paper check. Students eligible for a refund who have signed up for direct deposit may see the funds in their bank accounts as early as January 9. Those who choose the paper check option can expect them to begin arriving in the mail the week of January 16 at their local address listed in the STAR system. Students have until January 2, 2017 to update their address in STAR (Personal Information tab) or change their refund delivery preference here: <http://bit.ly/2fK5MCX>. This is also where you can check the status of your refund.

Parents – how can we improve billing and bill payment?

WVU is looking for ways to improve and enhance our billing and bill payment processes. Since parents are often involved in this process of higher education, we would love the chance to hear from you.

Please simply reply back to this e-mail with any suggestions on 1. how can the billing process be improved and 2. what are some of your biggest challenges with the current system. Please reply with this information by December 2. I will be compiling and sharing your valuable parent feedback (anonymously) with the committee charged with streamlining/improving the billing process. While there are often system limitations, this is the time to dream big and think outside of the box – so don't hold back! We look forward to hearing your thoughts and suggestions. <http://bit.ly/1qgEfHA>

/Katie Gallagher

Office of Parent Relations

West Virginia University