

Parent Electronic News  
West Virginia University  
May 5, 2017

I can remember it like it was yesterday (it was not!) the feeling of walking out of my freshmen dorm room, finals complete, last box in hand, saying goodbye to my friends and floor mates after my first year “on my own.” And today we see it again, as we wrap up finals week and the 2016-17 school year comes to a close! As your students head home, in addition to staying in touch with friends, please remind them to also check their MIX e-mail address **\*frequently\*** over the summer months. We (and you!) don’t want them to miss important information, including insurance waiver notices (open June 5) and billing updates (out July 6).

Spring grades are also scheduled to post to students’ STAR accounts (and the Parent/Guest Portal if your student has granted you access) next Wednesday, May 10. If your student has not yet granted you access to the Parent/Guest Portal (this is also where you can review financial aid and pay your student’s bill online this summer) please have them do so now – see below for details. The Parent/Guest Portal registration now allows students to add up to two parent/guest e-mails to receive cc’ed billing notifications. Before you get into full summer mode, there are a few other helpful items included about financial aid and billing to review regarding refund checks, payments plans and tuition refund insurance.

Below you will also find much more on items for the end-of-the-year wrap-up, including required exit counseling for loan borrowers who are graduating/not returning, summer transportation updates, graduation news including graduation speakers, and details for parents of incoming students about parent receptions and placement test info. Please share this info with your students. With the school year now behind us, we wish you and your students a safe and relaxing summer and look forward to seeing them back on campus this fall! In this edition:

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#### **PARENT/GUEST PORTAL – Sign up Today**

The Parent/Guest Portal allows students to grant parents or guests direct online access to student record information including final/midterm grades, financial aid and student account/billing information. Establishing this access is important. In addition to finals grades that will post on Wednesday, May 10, financial aid awards are already posted to most students' accounts who have filed the 2017-18 Free Application for Federal Student Aid (FAFSA). Fall bills will be posted July 6 and due July 26.

What do students need to do?

Log on to the **WVU Portal** and click on **STAR**. Click on **Parent/Guest Proxy** and complete the remaining four steps:

1. **Account:** Create a new proxy account by clicking **Add Proxy**.
2. **Authorization:** Click **Expand Proxy** and choose the **Authorization tab** to view and grant specific access.

3. **Passphrase:** Set a word or phrase the proxy will use to verify his/her identity when calling or emailing WVU on your behalf.
4. **Email:** If you want your proxy to receive billing notifications, go to Update Address Information (<http://bit.ly/2q1VJOU>) and add a parent/guest email address. Anytime a billing notification is sent out, your parent/guest will receive an email that there has been a change to your account.

What do parents/guests need to do?

1. Encourage your student to log on today and set up your access through the easy, four-step process above (completing ALL steps): <http://bit.ly/119XiAm>.
2. Once access has been granted by your student, you will receive an e-mail to finalize your account set-up. The link included is only good for 30 days, so log on in a timely fashion to complete this process.
3. They will also set a passphrase that you will use to verify your identity when calling or emailing WVU on your student's behalf. Please save it so you have it when needed.
4. As part of this process, they can also add a parent/guest email address so when a billing notification is sent out, you will receive an email that there has been a change to your student's account. Encourage them not to forget this important step!

For more on the Parent/Guest Portal including step-by-step instructions, FAQs and tutorials, go to: <http://bit.ly/119XiAm>.

## **FINANCIAL AID AND BILLING – Fall Bills Post Online July 6; Due July 26**

It is never too early to start thinking about how to pay for education costs. For students registered for fall classes, bills will be available to students through the WVU Portal (<http://bit.ly/1TZuNaR>) and in the Parent Guest Portal if your student has granted you access (<http://bit.ly/119XiAm>) on July 6. Payment for the fall semester is due in *full* by July 26. Any financial aid that is ready to disburse (has been accepted with no unsatisfied requirements on STAR) will reflect as anticipated payment on the bill.

Students who have financial aid that is more than their institutional charges for the semester will receive a refund for the difference to use for educational expenses. The fastest and easiest way to receive a refund is through ACH (direct deposit) to a U.S. bank account. Visit <http://bit.ly/1WzCXLy> for information on how to sign up!

If a student has registered for fall classes but does not plan to return, it is their responsibility to drop their classes or be held accountable for tuition charges. Students should monitor their MIX email throughout the summer for important notices.

While fall tuition has not been finalized, you can estimate fall 2017 undergraduate tuition by visiting the Admissions Cost of Attendance Estimator: <http://bit.ly/1rIxFjZ>. If you are looking for a monthly payment option, consider signing up for the Tuition Payment Plan: <http://bit.ly/1AwwiiO>. It is an interest-free plan that will allow you to spread your charges into more manageable payments. You can enroll in the Tuition Payment Plan now for the 2017-18 academic year. The sooner you enroll, the smaller the monthly payments will be since you have longer to spread out payments. If you have any questions, please call Higher One at 800-635-0120.

Students can also consider tuition refund insurance. Through GradGuard, families can protect their tuition investment if a student is unable to complete a semester due to a covered medical reason. For more info, visit GradGuard: <http://bit.ly/1OmaiXC> or give them a call at 888-541-4843. The deadline for enrolling is August 15, 2017, for the 2017-18 academic year – prior to the first day of classes.

For questions on the WVU bill or payment options, please contact the Mountaineer Hub at [WVUHub@mail.wvu.edu](mailto:WVUHub@mail.wvu.edu) or 304-293-1988.

## **END-OF-THE-YEAR WRAP-UP**

### **Exit Counseling Required for Those with Loans**

Students who are graduating, transferring or no longer enrolled at least half-time who have borrowed federal student loans must complete the loan exit counseling process online. Emails including exit counseling instructions were sent from the Mountaineer Hub to students who had applied for May graduation. Exit counseling helps students through the important transition to loan repayment and options. Follow on social media for tips and reminders on Facebook (WVU SFSS) and Twitter (@WVUSFSS). [WVUHub@mail.wvu.edu](mailto:WVUHub@mail.wvu.edu) or 304-293-1988

### **Residence Hall Wrap-up**

Some students are already on their way home, while others are finishing up finals and preparing to head home tomorrow. There are some helpful tips at the link below (even if your student has already left to head home!), such as mailing forwarding info and microfridge details. <http://bit.ly/2qJQq6P>

### **Blue and Gold Mine Sale**

As students are moving out of town or from apartment to apartment, encourage them to donate items no longer needed for a good cause. Donation locations remain open until May 10: <http://bit.ly/1MTBaxy>. Students and the general public are also reminded to come to the 13<sup>th</sup> annual Blue & Gold Mine Sale on May 13 from 7 a.m. -12 p.m. at Milan Puskar Stadium: <http://bit.ly/1MHxKwW>. This is a great chance to outfit a new apartment with furniture, home décor, small appliances and much more!

## **Textbook Rental Returns – WVU Bookstore**

Did your student accidentally bring back rental books home? No problem. Please send the books to the bookstore they were originally rented from, and have your student include a note with their name, email and phone # (please include all possible phone #'s). Send books via UPS or US Postal Service to:

- WVU Bookstore - ATTN: RENTAL DEPT. - 1550 University Ave. - Mountainlair Bldg. - Morgantown, WV 26506

- WVU Bookstore at Evansdale Crossing - ATTN: RENTAL DEPT. - 62 Morrill Way - Morgantown, WV 26506

We will check the books in upon receipt. Questions? <http://bit.ly/2p0CDsi>

## **GRADUATION NEWS**

Be sure to refer to the Commencement website for a schedule of events and details for the weekend: <http://bit.ly/1MTCP6u>. Commencement Speakers have recently been announced: <http://bit.ly/2piAc3H> as well as Honorary Degree Recipients: <http://bit.ly/2qB3ApP>. For those who can't make it to campus for graduation, know that all Commencement ceremonies will be streamed live at <http://webcast.wvu.edu>. These videos will also be available on the WestVirginiaU YouTube channel the week following the event. Other reminders for graduates:

### **Mountaineer Send-off**

Tuesday, May 9 from 3-6 p.m. at Erickson Alumni Center – Graduating students are encouraged to celebrate their achievements with fellow graduates! Along with free food and entertainment, students can decorate their caps, pick up WVU Alumni membership cards, find their local Alumni chapters and take a selfie with President Gee and a final class photo! <http://bit.ly/2h8uzRI>

### **Woodburn Graduation Photos**

Wednesday, May 10 from 1-4 p.m. at Woodburn Circle – Spaces still remain for students to get pictures in their cap and gown in front of iconic Woodburn Hall. Pictures are free but students should sign up here: <http://bit.ly/2pMLSfN>. This event will also feature the WVU 150<sup>th</sup> birthday ice cream cart, photo booth, music and more!

### **Commencement Ceremony photos**

At each Graduation ceremony, GradImages will be photographing every student as they are recognized. Proofs will be available on their site following the ceremonies: <http://bit.ly/2q8qAg6>. Questions can be directed to 800-261-2576 or [giservice@gradimages.net](mailto:giservice@gradimages.net). Students can also

preregister for their graduation images and a chance to win a \$5000 Get Ready for the Real World sweepstakes: <http://bit.ly/2piki9h>.

## **WVU Bookstore Hours for Commencement**

Caps and gowns can be purchased through May 12 at both WVU Bookstores and will also be available for purchase at our Coliseum Regalia pop-up shop May 12 -14. Need a last-minute WVU gift for your graduate? Check out the WVU Bookstore online <http://bit.ly/2p0CDsi> or visit us during Commencement Weekend:

Mountainlair Downtown MAIN Bookstore – This store has the largest selection of WVU clothing and gifts.

1550 University Ave. Morgantown, WV 26506

- Friday 5/12 – 8 a.m. to 6 p.m.
- Saturday 5/13 – 8 a.m. to 4 p.m.
- Sunday 5/14 -10 a.m. to 2 p.m.

Evansdale Crossing Bookstore Hours – Located at Evansdale Crossing, 62 Morrill Way, Morgantown, WV 26506

- Friday 5/12 – 8 a.m. to 3 p.m. (Also Coliseum Regalia pop-up shop 8 a.m. to 7 p.m.)
- Saturday 5/13 - 10:30 a.m. to 3 p.m. (Also Coliseum Regalia pop-up shop 8 a.m. to 8 p.m.)
- Sunday 5/14 - CLOSED (But Coliseum Regalia pop-up shop 8 a.m. to 6 p.m.)

## **SUMMER REMINDERS**

### **Extra Support for Students this Summer Through Summer BOOST Program**

Students who may have hit an academic road bump this year can still apply for this special program designed to get them back on track. By enrolling in on-campus courses this summer, participants will have access to dedicated tutors, success coaches and academic skills workshops. Those who successfully complete their courses will be eligible for a summer stipend valued up to the 30 percent of University tuition. For eligibility and program details, visit <http://bit.ly/2kY4jyc>.

### **PRT Suspends Service During Summer for Modernization**

Beginning May 6, the PRT will be closed for passenger service to continue with automatic train control modernization and other maintenance activities. It is anticipated that normal operations will resume Monday, August 7. The WVU shuttle service will be in operation starting the week of May 15 through August 4, Monday through Friday from 6:30 a.m. to 6 p.m.: <http://bit.ly/2qBfmQP>. In addition, the Mountain Line Blue and Gold Connector route will be operating Monday through Friday from 6:40 a.m. to 6:20 p.m., with limited service on Saturdays and Sundays: <http://bit.ly/2pezV0Q>. WVU students and employees may ride the WVU Shuttle and Mountain Line bus for free with a valid WVU ID.

## **Question of the Month – Summer plans?**

The April Question of the Month asked, “What are your students doing this summer?” the top response for 38% of you was heading home to work a summer job. Though an older article, these might be helpful tips for those who have students headed home for the summer: <http://on.today.com/2piiXzu>. Another 25% will be taking summer school classes. Keep in mind that it is not too late to do so; students should reach out to their academic advisor for guidance and to help register, whether with online classes, classes at WVU or back home: <http://bit.ly/1yHNGni>. Nearly 20% will also be participating in an internship. Aside from being a crucial part of some academic programs, internships are a great resume builder and a way to help students get real-world experience. The remaining 17% indicated that their students will either be staying in Morgantown and working (12%) or traveling and studying abroad (5%). Whatever your students’ plans, we wish them a safe and successful summer and look forward to seeing them all back on campus this fall!

## **PARENTS OF INCOMING STUDENTS**

### **Sign up for New Student Orientation Today**

Your student should have signed up for New Student Orientation, which is being held every day in the month of June. Parents and guests are welcome and encouraged to attend Orientation, so have them sign you up when they register: <http://bit.ly/1bmgcFa>.

### **ALEKS Placement Exams**

Students are encouraged to register for an NSO Overnight sessions and come to campus the night before their Orientation if they need to take the ALEKS math and chemistry placement exam. Students can be placed into math and chemistry classes according to their ACT or SAT math scores or they can choose to challenge that placement with the ALKES placement exam. This can be an important step to assure students start in the proper math and chemistry course to be on track for certain majors. Curious if your student needs to take ALEKS? <http://bit.ly/2nCmHuE>.

### **Parent Receptions**

If you and your student are coming in the night prior to Orientation, we invite you to drop by the Parent Receptions from 5:30 – 7:00 p.m. on the fifth floor of Evansdale Crossing: <http://bit.ly/2p5BH9b>. These casual events are a wonderful opportunity to meet other WVU parents and get to know some of WVU’s administrators as well! Some keys offices such as the WVU Bookstore and Mountaineer HUB (financial aid appointments are available) will also be open and available. Appetizers will be served, and a cash bar will be available. The receptions will be held at Panini Pete’s, fifth floor lounge at Evansdale Crossing, 62 Morrill Way, Morgantown. Free parking is available at the WVU Student Recreation Center. RSVPs preferred, but not required, to: [parentsclub@mail.wvu.edu](mailto:parentsclub@mail.wvu.edu). Questions? Contact the Mountaineer Parents Club at 304-293-2506.

## **Has Your Student Chosen their Fall Dining Plan?**

All students living in a WVU residence hall are required to choose a dining plan. If they do not do so by June 30, they will be placed in the Gold Plan. Encourage them to review and choose the plan that is best for them: <http://bit.ly/2ouYhnj>.

**/Katie Gallagher and Lisa Hanselman**

Office of Parent Relations

West Virginia University