

Parent Electronic News
West Virginia University
July 3, 2017

Welcome to all the new families who have joined the Mountaineer Parents Club this summer during New Student Orientation and welcome back to all those families of current WVU students! We are excited to work with you over the upcoming year. This is the first Parent E-Newsletter for the 2017-18 school year — it includes some important reminders about fall bills that will come out this week, student insurance waivers, and many important Parents Club details including info on Summer Send Offs and athletics ticket discounts. Also important upcoming dates are included below (including those in summer school who are preparing to complete their degree requirements in August who need to apply to graduate by Friday, July 7!) So for more on all these topics and reminders be sure to read on. Happy early July Fourth, everyone! In this edition:

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BILLING AND FINANCIAL UPDATES

ANNOUNCEMENT – Fall Charges will be available online July 6, due August 1

Fall 2017 charges will be available starting Thursday, July 6 for students to review in STAR and parents to review in the Parent/Guest Portal, if your student has granted you billing access: <http://bit.ly/1l9XiAm>. The payment deadline has been extended from July 26 to August 1 for payment in full. *For step-by-step instructions on how to pay the bill online and other payment options:* <http://bit.ly/2rvBLiy>. Some helpful reminders:

- **E-mail notifications:** While students can view their bills online July 6, no e-mail notifications will be sent that day. If your student still owes a balance by mid-month, they will receive an email in their MIX account the week of July 17. The email will include a statement of their charges and credits. Bills are due in full by August 1.
- **ECheck:** Echeck is the recommended form of payment with no convenience fees. These payments are posted immediately.
- **Paper Check:** If sending a check via U.S. mail, a confirmation email will be sent your student's MIX account once posted. Please mail to: *WVU Mountaineer Hub, 2nd Floor - Room 200, P.O. Box 6004, Morgantown, WV 26506*
- **Credit cards:** Credit card payments cannot be taken via phone for security reasons, but can be made online in STAR or the Parent/Guest Portal. Note: a 2.25% convenience fee will apply.
- **Monthly payment plan:** If a balance is due, you can still sign up for a monthly payment plan with Higher One to spread your payments out over several months: <http://bit.ly/2nCj1JB>. Note: If you have already signed up for a payment plan, your student will not receive an email/statement the week of July 17. They will be contacted should their plan be insufficient to cover their charges.
- **Refunds:** If students have more than enough aid to pay their balance, and are due a refund, they will not receive an email/statement on July 17. REFUNDS: August 11 is the earliest refunds will be received if students are signed up for direct deposit. Students should sign up or verify their bank account info at <http://bit.ly/1WzCXLv> if a refund is expected. If a paper refund check is preferred, students should be sure to verify their mailing/local address in STAR for accuracy.
- **Parent/Guest Proxy Access:** Your student can grant proxy access to parents or others who may be assisting with bill payment. This will allow you your own log on information and a passphrase that you will need to use if calling in on your student's behalf. <http://bit.ly/1l9XiAm>

Billing and Financial Aid Questions?

To provide better service and response to students and parents/guests with questions, all e-mail addresses associated with financial aid, billing and the Mountaineer Hub have expired as of July 1 and have been replaced by a convenient, streamlined, online ticketing service. To log a question, go to <http://bit.ly/1R8kZwF> and click the “Contact Us” link at the top of the page. This will allow your questions to be routed more quickly to the correct person so you will receive a timely response. You may also call the Mountaineer Hub at 304-293-1988, but please understand that due to an expected high call volume about fall billing, you could experience delays.

Need to Opt Out of the Student Health Insurance? Complete the student insurance waiver by July 26!

The Fall 2017 student health insurance waiver is available now at <http://bit.ly/1I9XdfW> with a deadline of July 26. Eligible students without an approved waiver on file by the deadline will be automatically enrolled in the WVU Aetna student health insurance plan. If your student doesn't yet have an approved waiver on file, you may see the fall student insurance fee of \$912 assessed to your student's account when tuition and fees are assessed. Once the student insurance waiver is submitted and approved, confirmation will be sent to the MIX email address and the Fall 2017 insurance fee will be credited back to your student's account within 5 business days. If a student waiver is declined, students will also receive an e-mail to their MIX account indicating the reason and options for how to proceed. For more information about the student health insurance requirement, the WVU Aetna plan, or the insurance waiver, visit <http://bit.ly/1I9XdfW>, or contact the WVU Student Insurance Office at sio@mail.wvu.edu or 304-293-6815.

For Parents of New Students: If you completed a paper form to pre-register for the Student Health Clinic at New Student Orientation, please keep in mind that this will not opt your student out of the WVU student health insurance. If you'd like to opt your student out of the student health insurance, you must complete the online student health insurance waiver.

PARENTS CLUB NEWS

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/2stx5XC>. These are great events designed for all WVU students and their families! A \$200 textbook gift card is given away at each to the Barnes & Noble WVU Bookstore and a WVU representative will be in attendance to answer any questions you might have about WVU.

Parents Club and Athletics partner to offer discounted tickets starting July 6

Starting Thursday, July 6, parents can take advantage of a special ticket offer available to Mountaineer Parents Club members for WVU's Big 12 Conference football matchup with Iowa State on Saturday, November 4. By following this link <http://bit.ly/2szneUQ> and entering the promo code WVUParents, members can purchase tickets for only \$45 each. Students will have the opportunity to request and receive football tickets for free to each game the week prior to each game through the football ticket selection process <http://bit.ly/2sFsQrH>. Please keep in mind that student tickets are good for the student section only, so if your student wants to sit with you, you should purchase an extra ticket for them. Note: additional Parents Club athletic discounts for other games *may* be announced at a later date. For more on athletic tickets to all events, contact the WVU Athletic Ticket Office at 1-800-WVU-GAME or <http://bit.ly/1BMvB9i>.

GENERAL REMINDERS

Order Fall Textbooks online now

Once your student has registered for their classes, they can easily purchase their textbooks online at the WVU Barnes and Noble Bookstore, the official Bookstore of WVU located at 1550 University Ave. After ordering, students can choose pick up at our Downtown store, Evansdale Crossing store, or have them shipped – whatever is most convenient. For peace of mind, the WVU Bookstore provides a full refund for all fall textbooks through August 23 (other off campus stores may not provide this option.) Log on and order today by following these easy steps:

- 1) Students should go to the WVU Portal <http://bit.ly/1m8XLtH> and click on STAR.
- 2) Select Star Information System Login.
- 3) Select Student Services & Housing tab.
- 4) Select Registration Menu.
- 5) Select WVU, PSC, or WVU Tech Bookstore.
- 6) Select a term from the pull down menu to order books.

Questions? sm583@bncollege.com

Shop the WVU Bookstore online: <http://bit.ly/2p0CDsi>

New Federal Work Study opportunities through the Research Apprenticeship Program

Engaging with a faculty mentor on a research project is a great way to discover what a student may want to do in life while gaining valuable experience for their resume. WVU offers freshmen, sophomores and juniors (with no prior university level research experience) a unique opportunity to work with a faculty member through the new Research Apprenticeship Program (RAP). To participate, you must be eligible for Federal Work-Study and available to work 7-9 hours a week during the fall and spring semesters.

Through this program you will, gain hands-on experience in research areas of interest to you; enhance your learning in courses by connecting your learning to real world significance; take a one-credit Introduction to Research course that will provide you the skills to succeed in research; and present your research at the Undergraduate Spring Symposium.

Apprenticeships are available for students in majors such as: business, music therapy, sport sciences, design, chemistry, engineering, education, social work and more. All positions are listed on the website and through the MountaineerTrak student employment system (within the job section search for RAP positions). Interviewing will begin in July 12. The number of positions are limited so encourage your student to apply now. For more information, visit <http://bit.ly/2sjVzD6> or email RAP@mail.wvu.edu

Important Upcoming Dates

As you plan ahead, here are a couple of key dates to keep in mind over the next month or two:

July 6 – Fall charges post to student STAR accounts (And Parent/Guest Portal if your student has granted you access: <http://bit.ly/1l9XiAm>)

July 7 – last day to apply for summer graduation <http://bit.ly/2sFl8xQ>

July 17 (week of) – bills sent to any student owing a fall balance at MIX address

July 26 – last day to complete the Student Insurance Waiver <http://bit.ly/1l9XdfW>

August 1 – Fall 2017 bills due in full (or student's must be enrolled in a payment plan by this date) <http://bit.ly/2rvBLiy>

August 12 – Move In day <http://bit.ly/2szS8fx> and “I survived Move in Receptions” for parents 10am-6pm @ Evansdale Crossing

August 12-15 – Welcome Week <http://bit.ly/1uDAkLm>

August 16 – First Day of classes

August 22 – Last day of Add/Drop Week

For the full 2017-18 Academic Calendar: <http://bit.ly/2e69da7>

PARENTS OF INCOMING STUDENTS

Welcome Week Adventure or Service Programming Sign Ups to start July 10 for Incoming Freshmen

Welcome Week will take place between August 12-15 <http://bit.ly/1uDAkLm>! Before heading back to campus incoming freshmen students will need to sign up for their Welcome Week Adventure or Service Programming starting in July. Students will have the chance to choose how they will put WVU's service-oriented mission into action when they return. They will receive a registration link by Monday, July 10 in their MIX student email account to choose their

Adventure or Service Programming. Sign-ups are first-come, first-served, and should be completed by Sunday, July 23. Details regarding the specific day of their adventure or service activity and other parts of welcome week will be enclosed in that mailing so remind them to check their MIX accounts and sign up as soon as they can! Questions on the Adventure and Service component should be directed to serveandlearn@mail.wvu.edu. For a full list of events including FoodFest, FallFest, Monday Night Lights and much more: <http://bit.ly/1f8jGNn>. The site will be updated regularly between now and the beginning of school. Check back frequently for updates.

AlcoholEdu and Think About It Requirements for Incoming Freshmen and Transfer Students

New students (incoming freshmen and transfer students) will be sent info to complete two online programs that are required, AlcoholEdu for College <http://bit.ly/1nYf79l> and Think About It: <http://bit.ly/2tj7fHz>. Both of these science-based courses only take about two hours to complete but will make a real difference to their future. Registration for both courses opens on July 19, so tell your students to keep an eye out. Detailed instructions and login information will be emailed to their official WVU Mix email account. If they do not receive an email on July 19, they should check their spam folder. Parents – there is a component of AlcoholEdu specifically for parents, as well, if you wish to complete this: <http://bit.ly/2tFsFkx>.

On Campus Student Care Packages and Supplies

The WVU Residence Hall Association partners with Our Campus Market to offer residence hall linens and other essentials for students as well as collegiate welcome care packages. OCM's programs provides great products to our students living in the residence halls and also serves as a dynamic way for our Residence Hall Association to fundraise. Mailing have been sent to students, but for those parents interested in participating, you can visit <http://bit.ly/2sjC91k> to check out the latest products and packages.

New Student Orientation Wrap Up Items

First Year Seminar PowerPoint: For those who may have missed the session or want to refresh, the videos and PowerPoint for the First Year Seminar for Families and Guests afternoon presentation can be found here: <http://bit.ly/2uiFr6g>.

Evaluations: If you or your student recently attended New Student Orientation and have not yet, please let us know your thoughts by completing the appropriate evaluation below:

Parent Evaluation: <http://bit.ly/2ta2n9e>

Student Evaluation: <http://bit.ly/2szrgfW>

Letters from Home: If you headed home from New Student Orientation with your “Letter from Home” you can forward it to the Mountaineer Parents Club Office and they will make sure it gets sent to your student with the others. Just put the sealed letter in an envelope and mail to: *Mountaineer Parents Club Office, 111 Elizabeth Moore Hall, P.O. Box 6240, Morgantown, WV 26506*. Letters will be sent to your students around the third week of the semester!

Transfer Academy for incoming transfer students

If you are the parent of an incoming transfer student, Welcome Week activities are available but not required for your student. Please do encourage them to sign up to attend the Transfer Academy on Monday, August 14: <http://bit.ly/1RTIQwj>.

ARTICLE OF INTEREST: Tips for the end of Summer

Occasionally we find national articles of interest that we like to share with families. This is a timely piece for all parents as we have now turned the corner at the middle of summer:

<http://bit.ly/2tJCONU>

/Katie Gallagher and Lisa Hanselman

Office of Parent Relations

West Virginia University