

West Virginia University
Parent Electronic News
July 24, 2009

Only one more week until August! Although Morgantown is relatively quiet this time of year, folks all over the University are busy preparing for the return of our students and looking forward to the energy they bring to our community. We know that parents and students are also preparing and are hopefully filled with excitement about the new year and new opportunities. Know that the Mountaineer Parents Club has recently mailed welcome packets including the coveted Move-in Parking Passes. Also, the most updated list of member Parent Perks for the 09-10 school year can now be found at the Mountaineer Parents Club homepage along with a new link (<http://www.wvu.edu/Redirect/?id=1086>) to the a refresher course of the Parent University 101 sessions presented at New Student Orientation this summer. Check out the article below for more on this new addition!

This installment of E-News provides you with some very helpful information highlighting issues and information regarding Student Accounts, Financial Aid, the billing process, and important dates. Also please note the article on a new relationship with PNC Bank regarding student refunds. We hope the information will help make those financial processes run as smoothly as possible as bills come out next week on your student's MIX account. They will receive an e-mail that will direct them through this process.

Finally, let me take this time to introduce our new graduate assistant in the Parent Advocate Office - Tommy Napier! Tommy is a WVU graduate with a BA in political science and a BA in geography. He will begin graduate studies in the fall. He grew up in Kenova, WV, and is a third-generation student Mountaineer. He is very happy to be serving in this role and believes that his experiences in New Student Orientation, the Student Government Association, and other campus activities have prepared him to help answer questions and find solutions for our parents! Tommy is a great addition to the office so please welcome him as you contact us this fall. In this installment of Parent Electronic News:

- WVU's *New* Opt-in eRefund Program Offers Quicker Refunds
- Tuition and Fees Deadlines
- Payment Options
- Adding Parents' E-mail Addresses for Billing Notification
- Ready, Set, Go! Helpful Hints Concerning Financial Aid Payment
- Parent University 101 Refresher Course - Do You Need a Review?

WVU'S *NEW* OPT-IN E-REFUND PROGRAM OFFERS QUICKER REFUNDS

West Virginia University and PNC bank have teamed to bring WVU students a quicker, more convenient way to access their refunds from financial aid or other sources on their student account.

eRefund is a new, opt-in program that allows students to electronically receive financial aid refunds after tuition, fees, and housing costs have been paid. Traditionally, these refunds were processed by check and mailed to recipients. Students may choose to continue to receive a paper check or pick one of three new refund options: they can have money directly deposited into a free PNC checking account (which includes a Visa debit card), have money electronically transferred to a non-PNC account, or receive a prepaid Visa card. The prepaid card does not require the student to have a bank account, and it can be disposed of once its funds have been used.

A PNC branch in the Mountainlair is scheduled to open in early August. Seven advanced function ATMs will begin operating at several points around campus in July. PNC will also offer a co-branded Visa check card with the WVU logo.

This week your student received an activation letter from PNC/West Virginia University. The letter contained an activation code and easy instructions for your student to visit: <http://www.wvu.edu/Redirect/?id=1087> to select their preferred refund method. Once the account is activated, students will be able to receive alerts letting them know when a refund is pending. If they select electronic delivery, the refund will be delivered in 24-48 hours. Checks usually arrive in 7-10 days.

Encourage your student to activate their account quickly so that the University has time to process and send them their fall semester refund by the method requested. In the meantime, if you have any questions call 1-800-745-7577 or visit <http://www.wvu.edu/Redirect/?id=1087>.

TUITION AND FEES DEADLINES

Fall semester is right around the corner, so students and parents should be thinking about how they want to pay for school for the 2009-10 academic year and when payment is due. Some important dates to keep in mind are:

July 28-First billing notification for fall 2009 delivered to students through MIX

August 14-Last Day to request a paper bill for fall 2009*

August 22-Payment of at least 60% of net balance due for fall 2009 (if using 60/40 Plan)

August 24-Late fees are assessed to students not meeting payment deadline

October 2-Payment of 40% (or remaining balance) is due for fall 2009 (if using 60/40 Plan)

*NOTE: As a reminder, paper bills are only issued if requested by the student through STAR. These must be requested each semester. The deadline to request a fall bill is listed above.

PAYMENT OPTIONS

It's not too late to sign up for a monthly payment plan. Those interested in paying monthly should visit TuitionPay's website at <http://www.wvu.edu/Redirect/?id=1088>. Enrollment can be completed online, and enrollees will be able to determine the exact amount of monthly payment at the conclusion of the enrollment process. There is a \$50 application fee to enroll in an annual plan, but no other interest or finance fees.

Payment can also be made in two installments using WVU's 60/40 Plan. This is a completely free semester program that is offered each fall and spring term. Please see above for payment deadlines for this program.

For more on the electronic billing process, payment options, and other billing-related assistance or items, be sure to visit <http://www.wvu.edu/Redirect/?id=1089>. This page offers a host of information on financial policies such as late fees, financial holds, refund schedules, and third-party sponsorships. Read now and make yourself familiar with these policies. Information can also be found on student account programs such as Mountie Bounty and bookstore programs. You may also call the Student Accounts Call Center at 304-293-4006, open weekdays (except University holidays) from 8:15 a.m. to 4:45 p.m. or e-mail OSA@mail.wvu.edu.

REMINDER - STUDENTS MAY ADD PARENT E-MAIL(S) FOR BILLING NOTIFICATION

WVU students can add their parents' e-mail account to STAR for the purpose of notification of online billing changes. Currently, when a change is made to a student account, the system prompts students via these e-mail notifications to log on through MIX and review their student account via the STAR system and take appropriate action, if needed. By default, students are the only ones who have access to student account information online. Using this feature allows you as parents to be carbon copied on these e-mails to know that a change has been made and action may be needed. This feature is ideal for students whose parents pay for educational costs at WVU. You may want to encourage your student to add your e-mail address.

For a student to add a parent/guest e-mail address, the student should simply:

1. Sign in to MIX at <http://www.wvu.edu/Redirect/?id=1090> using their MIX ID and password
2. Click on the "STAR" tab
3. Click on the "STAR Information System" link
4. Click on the "Personal Information" link
5. Click on the "Update Student & Parent E-mail Addresses" link

NOTE: Parent e-mail addresses will only be used internally for student billing purposes or by senior level administrators to convey emergency information to parents.

READY, SET, GO -- HELPFUL HINTS CONCERNING FINANCIAL AID PAYMENT

The following message was sent from the Financial Aid Office at WVU to student financial aid recipients as they finalize these processes. We wanted to share this information with you, as we realize that you may be helping your student through this stage to ensure that your student's aid disburses properly and on time. As a reminder, your student may view their financial aid package online through their MIX/STAR account at any time.

West Virginia University's Financial Aid Office welcomes you to WVU. Our main goal is for the financial aid that you have been awarded to pay your bill promptly and on time. To assist in that effort, please make sure that you have done the following:

- If you have been awarded and require the Parent PLUS Loan to pay educational costs, don't forget that one of your parents must complete the 2009-2010 Parent PLUS Loan Application available at <http://www.wvu.edu/Redirect/?id=1091>.

- First-time Federal Direct Subsidized, Unsubsidized, and Perkins Loan borrowers must complete: (1) Master Promissory Note and (2) Stafford Entrance Loan Counseling before the loan can disburse. See the instructions below.

(1) Complete the Master Promissory Note:

>>>Federal Direct Subsidized and Unsubsidized Loans

<http://www.wvu.edu/Redirect/?id=1092>. Click on new MPN for Student Loans to begin the promissory note completion process.

>>> Federal Perkins Loan - <http://www.wvu.edu/Redirect/?id=1093>

(2) Complete Stafford Loan Entrance Counseling at

<http://www.wvu.edu/Redirect/?id=1094>. Select "Entrance and Exit Counseling" located at the top of page, next select "Entrance Counseling," and then select "Stafford Loan."

- Parents who have been approved for the Parent PLUS Loan must complete a PLUS Master Promissory Note available at <http://www.wvu.edu/Redirect/?id=1095>. Click on complete new MPN for Parent PLUS Loans to begin the promissory note completion process. Entrance counseling is not required for Parent PLUS Loan borrowers.

- Review your course registration. Some federal and state grants require that you be enrolled full-time (12 or more hours each semester for undergraduates) or the grant can be reduced or canceled.

- If you have questions concerning financial aid, contact our office at 304-293-5242. Questions concerning the release of financial aid after University charges have been paid, including the new eRefund program in partnership with PNC Bank, should be directed to the Office of Student Accounts at 304-293-4006.

Best wishes to you on a successful first semester at West Virginia University.
PARENT UNIVERSITY 101 REFRESHER COURSE - DO YOU NEED A REVIEW?
Parents - do you need a review and recap of what to expect during the fall semester? Now on the Mountaineer Parents Club website you can find a link to a refresher course of Parent University 101 presented this past June at New Student Orientation. As you wrap up any loose ends and make those final plans before heading to campus in August, grab your family for this review session of what is in store for the fall term. These video clips give a monthly breakdown of the first semester in college starting you off in July and taking you through December. It is an informative look at college life on WVU's campus so that you can know what to expect over the coming months! The monthly segments can be found online at: <http://www.wvu.edu/Redirect/?id=1086>.

REMOVAL FROM THE LISTSERV AND MOUNTAINEER PARENTS CLUB
If you wish to be removed from the Parent E-Newsletter Listserv and the Mountaineer Parents Club, please simply reply to this e-mail. Please include your name, your student's name and, if you'd like, your reason for requesting removal (i.e. student graduated, student transferred, etc.) You may also call the Mountaineer Parents Club directly at 304-293-2506 to make this request.

Katie Utterback - Parent Advocate
Tommy Napier - Graduate Assistant

Parent Advocate Office
West Virginia University
WVU Parents Club Helpline:
1-800-WVU-0096
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