

Parent Electronic News
West Virginia University
May 25, 2018

I open with a public service announcement to please remind your student to check their MIX e-mail account ***frequently*** over the summer because this is how we communicate important info and updates to them. I spoke with two moms yesterday who indicated their students had missed a few important e-mails that were sent about summer bill payment and aid. With fall billing and other reminders coming over the summer, please remind them to check in! They can also forward this account to another if they prefer.

At the end of May we also have a changing of the guard as we recently bid farewell to the Class of 2018 (congrats again!), and in June we are welcoming the WVU Class of 2022 at New Student Orientation (NSO). This will be the last Parent E-newsletter until early July, after we have welcomed and added all new families to the Mountaineer Parents Club and our Parent E-Newsletter listserv. Included are some notes on financial aid and billing as well as reminders and key dates for all parents. Some last-minute pre-NSO notes for *Parents of Incoming Students* can be found below; we hope to see you all at New Student Orientation! Also, some final reminders for *Parents of Recent WVU Graduates* and info on how to sign off this listserv under the *Housekeeping* section below if you wish to do so.

If you have questions or if we can be of assistance, please don't hesitate to reach out to us. We are here throughout the summer: 1-800-988-0096 or ParentHelpline@mail.wvu.edu. In this edition:

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FINANCIAL AID AND BILLING

Mark your calendars: fall bills available July 7; Due August 1

It is never too early to start thinking about how to pay for education costs. For students registered for fall classes, fall bills will be available on July 7 to students through the WVU Portal (<http://bit.ly/1m8XLtH>) and in the Parent/Guest Portal if your student has granted you access (<http://bit.ly/2BA3Cji>). Payment for the fall semester is due *in full* by August 1. Any financial aid that is ready to disburse (has been accepted with no unsatisfied requirements on STAR – have students check this today and take care of any outstanding items!) will reflect as anticipated payment on the bill. If a student has registered for fall classes but does not plan to return, it is their responsibility to drop their classes to avoid billing.

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/2EbgHRu> for information on how to sign up.

In advance of official fall billing, you can estimate fall 2018 undergraduate tuition by visiting the Admissions Cost of Attendance Estimator: <http://bit.ly/2kpqkUT>. This can vary if your student has changed majors, dining plans, housing arrangements, etc., so be sure to plan ahead.

If you are looking for a monthly payment option, consider signing up for the Tuition Payment Plan: <http://bit.ly/2s8oCLM>. 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 fall 2018. Once the fall bill is available in July, you can adjust your contract amount if needed. If you have any questions, please call Tuition Pay at 877-821-0625.

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 call 866-724-4384. The deadline for enrolling is August 14, 2018, for the 2018-19 academic year – prior to the first day of classes.

Upperclassmen can purchase fall books online now via the registration integration process, and if they anticipate having extra financial aid, they can have this applied directly toward their books from now until August 1: <http://bit.ly/2jAnmjc>. Incoming students can also use excess financial aid to pay for books. Incoming students can purchase their textbooks when they are on campus for New Student Orientation or online at <http://bit.ly/2jAnmjc> after they schedule classes at New Student Orientation, but before August 1.

To make sure students get financial aid, billing and other important messages over the summer, please remind them to monitor their MIX email regularly! For questions on WVU billing or payment options, please contact the Mountaineer Hub at <http://bit.ly/2s8pEYa> or 304-293-1988.

Parent/Guest Portal – Sign up Today

The summer is a great time to work with your student while they are home to have them set up Parent/Guest Portal access, if they have not already. The Parent/Guest Portal <http://bit.ly/2BA3Cji> allows students to set up and grant others access to a variety of student records, including bills (coming out July 7 and due August 1), financial aid details and/or grades information. Once set up, parents and guests will have their own unique and secure log-on as well as a passphrase they will set for you to identify yourself if you need to call in on their behalf.

Parent/Guest Portal access will also ensure you continue to have your own log-on access when all student access moves to two-factor authentication August 31 (meaning only the student can use their log-on credentials): <http://bit.ly/2Lx6HGW>. For step-by-step instructions, FAQs and tutorials, go to: <http://bit.ly/2BA3Cji>.

Portal tips for parents:

1. Remind your student to complete ALL of the steps to set up your access, if they have not already: <http://bit.ly/2BA3Cji>
2. Once access has been granted by your student, you will receive several e-mails (check your spam or junk filter if you don't see these)
3. To finalize your account setup, the link included in the new proxy email to finalize your account setup is only good for 30 days. Log on in a timely fashion to complete this process.
4. Ensure students set a passphrase and that you record it. You will use it to verify your identity when calling or emailing WVU on your student's behalf. This will also come to you in an e-mail – please save it!

News from the Board of Governors meeting regarding tuition and dining changes

The WVU Board of Governors took steps today to ensure a strong, vibrant education for its students, and continued its search for revenue that can help mitigate needed increases in tuition and fees. <http://bit.ly/2IMLQgQ>

PARENTS OF RECENT WVU GRADUATES

Graduation wrap-up video

For 4,450 graduating students and their loved ones, May Commencement weekend marked a magical milestone in their Mountaineer lives. Among the Class of 2018 were a Super Bowl champion, a mother and daughter pair from Bridgeport and students from all across the globe, including Nigeria and India. Regardless of where they've been and where they go from here, they all found purpose at WVU and will carry that gold-and-blue spirit. Check out a video from the weekend here: <http://bit.ly/2sah8ba>.

WVU Alumni Have Free Access to the Career Services Center

For graduates who might not have completely decided on their next step, including looking for a full-time job or weighing the option of graduate school, Career Services is still here to help. All alumni have free access to the full range of programs and services offered through Career Services, such as career counseling and personalized job search strategies, resume and cover letter reviews, practice interviews (in person or by phone) and career fairs. Alumni also maintain access to their MountaineerTRAK accounts, where thousands of full-time jobs are posted annually.

So, whether your new grad is looking for an opportunity or to upgrade their current employment status, send them to us! For more information on launching a successful job search, contact us today: 304-293-2221, careerservices@mail.wvu.edu, <http://bit.ly/2J99O9E>, Monday-Friday, 8:15 a.m. to 4:45 p.m.

Stay in Touch: WVU Alumni Association

As our graduates enter this new phase in their lives, they will want to stay involved and engaged with WVU. If they are moving to a new town to start a career, chances are there are other WVU alumni close by. Our WVU Connect platform is for Mountaineers looking to help fellow Mountaineers find mentors, advance in their career, search for classmates through our directories, or engage with their alma mater in just one click! Whether you are a current student, recent graduate or an active alumnus, WVU Connect is the perfect way to engage with

Mountaineers across the globe: <http://bit.ly/2GOKxME>. From Texas to Minnesota or Washington to Florida, our alumni are 200,000 strong. As they make this transition, graduates are granted the first year's membership for free. After this, annual or lifetime memberships are available. Our Alumni Association provides wonderful opportunities for students to connect and network with other alums through the country and world. Encourage your student to reach out and connect: <http://bit.ly/1esCOWT>.

REMINDERS

Contractual readmission suspension appeal deadline – June 1

If students are appealing academic and financial aid suspensions, the contractual readmission appeal can be filed through June 1. <http://bit.ly/2Bw6O2K>

Summer School a Way to Retain Scholarships and/or Avoid Suspension – Sessions Start June 4, 25 and July 16

If your student has been notified that they have lost a scholarship and/or been placed on academic suspension, options still exist. In addition to the contractual readmission appeals, summer classes can often help a student to repeat a necessary class to raise their GPA to a needed level. They can obtain the last few credit hours needed to retain scholarships or avoid suspension – academic and financial. Summer classes start at varying times throughout the 12-week summer term (next groups start June 4, June 25, and July 16) so students should log on to <http://bit.ly/2zMSDFH> to see if there is a summer class that can help their cause. They should consult with their advisor if they have questions.

Deadline EXTENDED for Late Spring Rental Book Return – June 4

If you or your student has been charged a fee for not bringing back a spring term book **rental**, if you mail them to the WVU Bookstore by June 4, we will reverse the charges. Please ship book(s) with a note that includes: student's name, email and phone # to:

WVU Bookstore - Mountainlair

ATTN.: Textbook Dept.

1550 University Ave.

Morgantown, WV 26506

Fees will be reversed when books are received. Questions? sm583@bncollege.com.

Annual Student Insurance Waiver Form Opens – June 4, due by August 1

All WVU students are required to meet minimum standards of health insurance coverage. If your student is covered under your insurance, you can complete the online waiver starting June 4. This must be completed by August 1 or students will be automatically enrolled in the Aetna Student Insurance program. <http://bit.ly/2HxMOgm>

Graduation dates for 2018 and 2019

You can find the dates for future Commencement weekends here: <http://bit.ly/2pOtbct>. The exact date of each school and college ceremony can change, but we will have these dates to share in mid-fall for May ceremonies. Stay tuned.

PARENTS OF INCOMING STUDENTS

Parent Receptions

We are so excited that you will be on campus for New Student Orientation. The night prior to Orientation, we invite parents and guests to stop by the Parent Receptions from 5:30 – 7:00 p.m. on the fifth floor of Evansdale Crossing. These casual events are a wonderful opportunity to meet other WVU parents and get to know some of WVU's administrators as well! Snacks and a cash bar will be available. You can also shop for the latest WVU gear at the WVU Bookstore at Evansdale Crossing from 5:00 – 7:00 p.m. Evansdale Crossing is located at 62 Morrill Way. Free parking is available at the WVU Student Recreation Center. Let us know you are attending by completing this rsvp: <http://bit.ly/2KTYpri>. For questions, please contact us at 304-293-2506 or by email at parentsclub@mail.wvu.edu.

WVU Bookstore Discount During June Orientation

Be sure to stop by one of our locations at the Mountainlair or Evansdale Crossing if you are planning on visiting campus in June for New Student Orientation. We offer 25% off one WVU item for EACH PERSON who downloads our app. Search "My College Bookstore" through Apple or Android, or visit <http://bit.ly/2krOjTu>. Questions? sm583@bncollege.com.

The WVU Bookstore is here to help you through your student's journey, in the classroom and on campus. For emails that include everything you need to know about textbooks, supplies and more, sign up at <http://bit.ly/2ILivrp>. Shop with confidence and trust; the WVU Bookstores are proud to give \$1.5 million each year to WVU in nonathletic student scholarships. Sorry, discounts cannot be combined.

Residence Hall Opening and Closing Dates for 2018-19

The residence halls have released their official opening and closing dates for 2018-19. More specific details for fall move-in will be given out at New Student Orientation in June. Please note that the residence halls officially close during Thanksgiving, Winter and Spring Breaks. Since parents often make the trip to pick up their students, please reference the dates and times, since some hall closings occur on Friday evenings. <http://bit.ly/2zRNiut>

HOUSEKEEPING: Removal from the Listserv and the Parents Club

With the end of the year, for many of our parents it is time to say goodbye. Thank you for all you have done supporting your student during their time at WVU. As you move on to the next chapter of your life, many of you have become Mountaineers-at-heart, and we value that bond with you! While we welcome you to stay on with us if you have another Mountaineer on the way or one who may return shortly, we want to invite those of you who want to relinquish your membership in the Mountaineer Parents Club that choice. To do so, simply reply to this e-mail with the following information:

Parent Name(s):

Student Name:

Other Comments/Farewell Messages/Etc. (We love to hear where your student is off to in this next stage of their life):

Parents of graduates or those who have been with us for five years should have received a separate e-mail with continuing membership options. If we don't hear back from you here or in response to that e-mail by May 29 (extended from May 24), we will remove you from the listserv for your convenience. Again, thank you for all you do to support your student's success, parents!

/Katie Gallagher and Lisa Hanselman

Office of Parent Relations

West Virginia University