

Parent Electronic News  
West Virginia University  
July 6, 2018

Welcome to all new Mountaineer families who joined us during New Student Orientation in June and welcome back to the parents of our upperclassmen! If you have not yet seen the newest WVU video release, "Blue and Gold Planet: New Student Orientation," be sure to check it out as it chronicles the start of the journey of our newest Mountaineers (and their parents!) at Orientation: <http://bit.ly/2MTVKPy>.

With the first edition of the Parent E-Newsletter for the 2018-19 school year, please browse the headers below and then read on (and share with your student!) for important deadlines and summer reminders! Included are details on fall bills that will be available online via STAR or the Parent/Guest Portal by tomorrow (under the *Bills and Finances* section below) and the spring 2018 Dean's and President's lists that are now posted (under the *Reminders and News from Campus* section below!) For seniors completing graduation requirements this summer who wish to graduate in August, this is a reminder that the graduation application are due by today, July 6: <http://bit.ly/2DDuN1x>. Be sure to scan for many more updates on football tickets, Parents Club Summer Sends Offs, textbook ordering (under *Reminders and News from Campus*) among others! We hope you and your students are enjoying some summer relaxation! In this edition:

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## **BILLS AND FINANCES**

### **Fall eBills available by July 7; payment due August 1**

As you prepare for the fall semester, please note these important dates related to payment of your student's tuition and fees:

#### **July 7 — eBills available**

Fall 2018 tuition and fee charges will be available in STAR (and if granted access by your student – the Parent/Guest Portal) at the end of the first week of July. Your student will receive an eBill in their MIX account by July 7 if they have a balance due. Your student **will not** receive a bill if they have received enough aid to cover their charges, if a sponsor is paying their fees, or if they have established a payment plan that covers their balance due.

#### **August 1 — Payment due**

Payment for tuition and fees is due August 1. Visit the Student Accounts Billing page for payment options and information about setting up a monthly tuition payment plan: <http://bit.ly/2ya7EC1>.

#### **August 2 — Late fees assessed**

Late fees (2.25%) will be assessed on August 2 for students who have not made payment or who do not have a payment plan in place. A student who has a tuition payment plan that covers their balance due **will not** be assessed a late fee.

If you – or your student – has any questions, please call 304-293-1988 or visit Student Accounts: <http://bit.ly/2J2rwc3>. Please pay as soon as you are able to avoid late fees and other issues\*.

*\*STAR will be down 10 p.m. Friday, July 20 until 11 p.m. Sunday, July 22 for upgrade: Please be aware that STAR will be unavailable from 10 p.m. Friday, July 20 until 11 p.m. Sunday, July 22 for a critical upgrade of the system. During this time, you won't be able to pay bills, register for classes or complete other tasks. We apologize for any inconvenience this may create. This planned outage is necessary as part of a larger upgrade of the STAR system. This outage will also impact the Parent/Guest Portal. Please direct any questions to [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu).*

**Parent/Guest Portal Access:** As a reminder, students can grant proxy access to anyone who may be assisting with bill payment, have a need to review financial aid or wish to review midterm or final grades. Once set up by the student, the Parent/Guest Portal allows you your own log on information to your own online portal where you can view and pay bills. Students can also set a passphrase that you will need to use if calling in on your student's behalf to verify your identity: <http://bit.ly/2BA3Cjj>.

**Expecting a Refund:** If students have more than enough financial aid to pay their balance, they are due a refund of the difference. August 9 is the earliest refunds may be available for students signed up for direct deposit. Students should sign up or verify their bank account information at <http://bit.ly/2EbgHRu> if a refund is expected. If a paper refund check is preferred, students should review their mailing/local address in STAR for accuracy and update if necessary.

### **Opt Out of the Student Health Insurance with online waiver by August 1**

The Fall 2018 student health insurance waiver is available at <http://bit.ly/2HxMOgm> with a deadline of August 1. 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 \$1,000 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 2018 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/2HxMOgm>, or contact the WVU Student Insurance Office at [sio@mail.wvu.edu](mailto: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 here: <http://bit.ly/2HxMOgm>.

## **PARENTS CLUB UPDATES**

### **Mountaineer Parents Club Summer Send-offs**

All WVU families and students are invited to attend Mountaineer Parents Club Summer Send-offs. Be sure to check out the schedule and see if one is scheduled in your hometown! <http://bit.ly/2Kzyh9s>

### **Fall Family Weekend**

Mark your calendars for Fall Family Weekend, September 28-30, 2018. Check back in August for the schedule of events for the weekend. <http://bit.ly/2zfE2Uu>

## **Facebook News**

After Welcome Week, the Mountaineer Parents Club will stop moderating and answering questions in the Families of the WVU Class of 2022 Facebook group as we prepare to begin welcoming the families of the Class of 2023. We ask that you please like the Mountaineer Parents Club Facebook page <http://bit.ly/2u6n7Ok> to have your questions answered and learn more about what's going on each day on campus.

## **ATHLETICS**

### **Mountaineer Parents Club and Athletics partner to offer discounted tickets starting July 9**

Starting Monday, July 9, parents can take advantage of a special ticket offer available to Mountaineer Parents Club members for WVU's home opener with Youngstown State on Saturday, September 8. By following this link <http://bit.ly/2Bbo0HY> and entering the promo code WVUParents, members can purchase tickets for only \$30 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/2uazt8t>. 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.

### **Single game football tickets and mini packages on sale July 9**

Parents, If you are interested in attending any other football games this fall, please see the following regarding single game and mini package tickets that will go on sale Monday, July 9: <http://bit.ly/2zdgkrW>. For more on athletic tickets to all events, contact the WVU Athletic Ticket Office at 1-800-WVU-GAME or <http://bit.ly/1BMvB9i>.

## **PARENTS OF INCOMING STUDENTS**

### **Support your student's Community Council through linen and care package purchases**

The WVU Community Councils partner with Our Campus Market (OCM) to offer residence hall linens and other essentials for students as well as collegiate care packages and you can help! All residence hall students will have the opportunity to participate in their hall's Community Council made up of student leaders who advocate for the needs of the students in their hall, build community, and host fun and engaging hall programs. OCM's programs provides great products to our students living in the residence halls and also serves as a dynamic way for our Community Councils to fundraise to support their in hall programming. By placing orders through the mailer you have received or at <http://bit.ly/2ziXSyk> you can support your student's Community

Council. All orders come with a 100% satisfaction guarantee. If for any reason you are dissatisfied, simply return your purchase for a full refund. (*WVU Residence Hall mailrooms will begin accepting packages on August 1st. If you plan to have items shipped to your student's Residence Hall, please do not ship them prior to this date.*)

### ***AlcoholEdu and Sexual Assault Prevention for Undergraduates 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/2Nzxmnmw> and *Sexual Assault Prevention for Undergraduates*. Registration for both courses opens on July 18 and will be due by August 13, 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 18, they should check their spam folder. Parents –AlcoholEdu provides resources specifically for parents, as well, if you wish to familiarize yourself and utilize these resources to help you have a conversation about alcohol with your student: <http://bit.ly/2u6oVqA>.

### **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 13: <http://bit.ly/2KQEcDf>.

## **REMINDERS AND NEWS FROM CAMPUS**

### **WVU announces spring 2018 President's and Dean's lists**

In mid-June, the official President's and Dean's Lists were released including a list of 2018 spring graduates. A total of 4,120 students graduated from the University in May. A total of 3,533 students were named to the Dean's list for spring 2018. Those on the Dean's list received a 3.5 GPA or higher. A total of 2,170 students were named to the President's list after receiving a perfect 4.0 grade point average. A complete list of students on all of these lists can be found at <http://bit.ly/2KVvjvC>.

### **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. The WVU Bookstore provides a full refund for all fall textbooks through August 22 (*other off campus stores/online businesses may not provide this option.*) Students can log on to STAR and order today to get their full customized Fall 2018 textbook list in under two minutes: *NOTE - Deadline for students to place orders using Financial Aid for textbook payment is 11:59pm on 8/1.* <http://bit.ly/2jAnmjc>

### **Tips for convenience and peace of mind:**

- **Returns and Refunds:** Full refund for books returned by 8/22 deadline in original form. Don't open shrink-wrapped packages or access any online access codes until you are 100% sure about these items. If a professor or Department changes their mind on their course material, we will work with them and our customers to get you your money back. Please note, off campus stores and online outlets may not offer you a refund.
- **Plan ahead:** Beat the traffic... pick up your books before the first day of classes 8/15 (*the stores get very busy starting 8/15*)
- **Convenience and cost:** After ordering, choose one of our **FREE** pickup locations ([Mountainlair store](#) or [Evansdale Crossing store](#) or you can pay to have them shipped.
- **Questions?** [sm583@bncollege.com](mailto:sm583@bncollege.com)
- **Everything you need:** Shop the WVU Bookstore online for all your school needs: <http://bit.ly/2p0CDsi>

### **Fraternity and Sorority Summit review:**

WVU announces recommendations as part of fraternity and sorority system review:  
<http://bit.ly/2u843iV>

### **Changes coming to Lair Food Service:**

As previously shared, WVU recently partnered with Sodexo to assume operation of the University's Dining Services program. The partnership calls for significant facility upgrades to dining locations across the WVU System beginning this summer and continuing throughout the next several years. <http://bit.ly/2KEQ9Qr>

### **VIDEO - Gee Mail: Unraveling the answers through research**

In 2016, WVU earned its classification as an R1 research-activity school by the Carnegie Classification of Institutions of Higher Education. This puts the University on par with institutions like Yale and Johns Hopkins for having the highest research activity. "Neil Armstrong once said, 'Research is creating new knowledge,'" Gee said. "And that is what Mountaineers do — create new knowledge — to make the world a better place." Watch the video <http://bit.ly/2KRdA50>.

## **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 – last day to apply for summer graduation <http://bit.ly/2DDuN1x>

July 7 – Fall charges post to student STAR accounts (And Parent/Guest Portal if your student has granted you access: <http://bit.ly/2BA3Cji>)

August 1 – last day to complete the Student Insurance Waiver <http://bit.ly/2HxMOgm>

August 1 – Fall 2018 bills due in full (or students must be enrolled in a payment plan by this date) <http://bit.ly/2ya7EC1>

August 11 – Move In day <http://bit.ly/2KMvc5r> and “I survived Move in Receptions” for parents 11am-6pm @ Evansdale Crossing

August 11-14 – Welcome Week <http://bit.ly/2KSsZ4Z>

August 15 – First Day of classes

August 21 – Last day of Add/Drop Week (final day students can make adjustments to schedules with no ramifications)

For the full 2018-19 Academic Calendar: <http://bit.ly/2xUKTll>

**/Katie Gallagher and Lisa Hanselman**

Office of Parent Relations

West Virginia University