

Parent Electronic News
West Virginia University
July 26, 2016

**The due date for fall 2016 semester payment is tomorrow, Wednesday, July 27: <http://bit.ly/1qgEfHA>*

***Due to the many financial issues WVU students have faced this summer, including students affected by recent flooding in the southern region of the state, a late payment fee will not be assessed in August. See below.*

It is hard to believe but tomorrow marks three weeks from the start of fall semester classes on Wednesday, August 17! As the packing begins and summer vacations start to wind down, excitement is surely building about the new year and new opportunities. The energy is also starting to build here as we prepare for the return of our students to campus. Before they head back to Morgantown, 11 Mountaineers will be making a stop on the global stage as they take part in the 2016 Olympics in Rio in the next few weeks, representing six different countries: <http://bit.ly/2aIqbGp>. Let's go for the gold, Mountaineers!

As a final reminder, tomorrow, July 27, is the deadline for fall bills, though late fees will not be assessed until early September. Also due tomorrow are student health insurance waiver forms. If eligible for a refund, students must also submit their banking information online by Friday, August 5 to receive electronic refunds in the most expeditious manner. These and other updates are being sent to students via their MIX address so please remind students to check e-mail regularly!

Read on for other reminders and keep an eye out next week for some move in and welcome week details in the next edition. Until then, here is a favorite video that we share with parents at New Student Orientation featuring some advice from our students, faculty and alums that might help students get prepared and in the college mindset: <http://bit.ly/2aIpSeU>. August is just around the corner! In this edition:

- Late fee assessment waived for August – bills due tomorrow July 27
- Pay online today – Fastest service!
- Reminder: New Refund System – register by August 5 to get fall refund electronically
- Important changes in our billing policy
- Parent/Guest Portal Access– Don't let your students leave home without it
- Student may add parent e-mail(s) for billing information
- Final reminder: Student Insurance Required – opt out deadline July 27

- New System for Student Employment and Career Services
- INCOMING STUDENTS: pre-semester requirements
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- Mountaineer Parents Club Summer Send-offs Ongoing

Late fee assessment waived for August – bills due tomorrow July 27

The due date for fall 2016 semester payment is July 27. However, due to the many financial issues WVU students have faced this summer, including students affected by recent flooding in the southern region of the state, a late payment fee will not be assessed in August. We are working to help these students by reviewing their financial aid eligibility based on the family's current financial situation. Students impacted by the flooding who would like their aid eligibility reevaluated can submit a Review of Financial Hardship Due to National Disaster available at <http://bit.ly/1OSMLJA>.

Pay online today – Fastest service!

With the due date now upon us (Wednesday, July 27), we encourage students to log on to their STAR account and pay online. Paying online is the fastest and easiest way to take care of payment – no waiting in lines either in person or on the telephone. For more information on how to pay your bill online, visit <http://bit.ly/22NHrQ3>.

Reminder: New Refund System – register by August 5 to get fall refund electronically

Students who receive aid or payments in excess of their charges each semester may receive a refund: <http://bit.ly/1WzCXLv>. Effective July 1, WVU is using a new refund system through TMS. This change will require ALL students to submit current banking information to receive an electronic refund prior to August 5. Supplying a bank account for refund deposit is the absolute fastest way to receive these funds. If not completed, it could take up to two weeks to receive a refund via a paper check, so log on today!

Important changes in our billing policy

As a final reminder, students will no longer be automatically removed from classes for non-payment. Please advise your students to withdraw from their courses if they don't plan to return for the fall semester. Starting with the fall 2016 semester, students will incur financial responsibility for courses in which they have registered, even if they do not attend the class. We certainly don't want your students to be responsible for a bill for classes they aren't attending, so please encourage your students to be proactive about withdrawing from their courses before the semester gets underway.

Parent/Guest Portal Access– Don't let your students leave home without it

Parents, remember that students can set up online records access for you via the Parent/Guest Portal: <http://bit.ly/119XiAm>. Even though some parents might have access with their students' MIX log on information now, future MIX password changes can disrupt this. Once set up by your student, the Parent/Guest Portal access will allow you to log on via your own passwords to view records to which your student has granted you access including billing, grades (midterm/final), financial aid, etc. As part of this process, students can also set a FERPA passphrase that you can use to call University offices on their behalf. This helps us to assure we are discussing sensitive information such as finances, etc with the appropriate person.

Student may add parent e-mail(s) for billing information

Did you know that 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. 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. For a student to add a parent/guest e-mail address, the student needs to login to the WVU Portal: <http://bit.ly/1m8XLtH> and click on "STAR" in the center of the page and follow these steps:

1. Select "Personal Information"
2. Select "Update Student & Parent E-mail Addresses"
3. Select "Update E-mail Addresses"
4. A box will appear with "Type of E-mail." Select "Parent 1 E-bill email." Click "Submit."
5. Enter the email address to receive the notice. Then click "Submit" again.
6. You can add a second Parent E-bill email address by following the same steps for "Parent 2 E-bill email."

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.

Final reminder: Student Insurance Required – opt out deadline, tomorrow, Wednesday, July 27

The fall 2016 student health insurance waiver is available for completion at <http://bit.ly/119XdfW>. All domestic WVU students enrolled in 6 or more credit hours, and all international students enrolled for 1 or more credit hour, must be covered by adequate Health Insurance: <http://bit.ly/1fhCGKv>. Students who are already covered by an adequate health insurance plan, as a dependent under a parent's plan or on their own, may opt out of the WVU Aetna plan by completing the insurance waiver each academic year. Eligible students without an approved waiver on file for the 2016-2017 academic year by the deadline of July 27 will be automatically enrolled in the WVU-sponsored Aetna plan at a cost of \$791 per semester, assessed to the student's account. Please contact the WVU Student Insurance Office at

sio@mail.wvu.edu or 304-293-6815 with questions about the student health insurance requirement, the waiver process or the Aetna student health insurance plan.

New System for Student Employment and Career Services

The new MountaineerTRAK is now LIVE! The system has been updated so students can easily search and apply for jobs – including on campus student worker and Federal Work Study positions. Students log into the new system using their student username and password. They will need to complete their “Profile” and upload a resume and/or work availability in the “Documents” section. **Please note students who had documents on the old system will have to upload new documents.

Students can also sync up with LinkedIn, connect with companies before career fairs, and get career advice in one location! Students can also download the “Careers by Symplicity” app available for iPhone and Android. Check it out at <http://bit.ly/2ac58tR>.

INCOMING STUDENTS: pre-semester requirements

Incoming students should be receiving information via MIX and in the mail about the WVU Campus Read: *Just Mercy*, the online Transit Financial Wellness module, and online required AlcoholEdu for Students program. Some of these require portions to be completed prior to returning to campus this fall so students should check them out today! Another helpful pre-semester checklist for new students can be found here: <http://bit.ly/1VbFhWx>.

Parents, there is also a log on for you to check out the *optional AlcoholEdu for Parents* module that is now live. If you wish to check it out, you can find more information here (scroll to the section “For Parents”): <http://bit.ly/1nYf79I>.

Let the Packing Begin!

As students begin to pack and prepare, the lists of "Things to bring" and "Things to leave" is often helpful. The link to these items and many other details for housing items covered at Orientation can be found here: <http://bit.ly/2as7Qj6>. Note that though there will be some carts and dollies available, this can also be a helpful item to make room for if you have one. Again, more move in information will be forthcoming so remind your students to be checking their e-mail!

Mountaineer Parents Club Summer Send-offs Ongoing

As the summer wraps up, be sure to see if there is a Mountaineer Parents Club Summer Send-Off in your hometown and make plans to attend! Send-offs continue to be added so be sure to check back in the coming weeks: <http://bit.ly/1PaIS1M>. These are great events designed for all WVU students and their families! A \$200 textbook gift card is given away at each one and a WVU representative will be in attendance to answer any questions you might have about WVU.

/Katie Gallagher and Lisa Hanselman

Office of Parent Relations

West Virginia University