

Parent Electronic News
West Virginia University
July 1, 2016

**Please note that WVU Offices will be closed Monday, July 4 for the Fourth of July holiday. Offices will reopen on Tuesday, July 5.*

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 2016-17 school year — it includes some important reminders about timely fall billing and financial aid items. Important info for families affected by the flooding in West Virginia last week is also included. Our thoughts go out to all in our Mountaineer Family who have been impacted. In this edition:

- Important Fall Billing Dates and Changes
- Monthly Payment Plans Available
- Financial Aid
- NEW: Not attending? Drop Classes to avoid charges
- NEW: Refund Process Updates for All Students
- Student Insurance Required – Opt Out with Waiver if Already Covered
- WV Flood Updates

Important Fall Billing Dates and Changes

July 5 – Fall 2016 bills will post to your student’s STAR account this coming Tuesday, July 5: <http://bit.ly/22NHrQ3>. Students will be sent an e-mail notice to their MIX accounts that day to remind them to log on and pay their bill.

July 27 – Bills are due in full (less authorized aid) or students must be enrolled in a monthly payment plan: <http://bit.ly/1ObxwPJ>.

Questions? Call the Mountaineer Hub today to inquire and receive assistance: 304-293-1988 or e-mail finaid@mail.wvu.edu for financial aid and scholarship questions or osa@mail.wvu.edu about billing and charges. Call today!

Monthly Payment Plans Available

WVU offers the option to make payments on a monthly basis through Higher One's Tuition Payment Plan. The TuitionPay Plan is an interest-free alternative to lump-sum payments, spreading charges into a more manageable monthly payment. TuitionPay Plans for 2016-2017 are available, and the sooner you enroll, the smaller your monthly payments will be since payments will be spread over a longer period of time. Please visit this website for more information or to enroll: <http://bit.ly/1ObxwPJ>. If you have any questions, call Higher One at 800-635-0120.

Financial Aid

Not sure if your student's aid is ready to pay for the fall semester? The financial aid checklists available at <http://bit.ly/1IuaRoz> can help you make sure you have hit all the necessary steps. If you missed one, there are also handy instructions. If you need help, please contact the Mountaineer Hub at 304-293-1988 or finaid@mail.wvu.edu.

NEW: Not attending? Drop Classes to avoid charges

If students have registered for fall classes, they are responsible for the cost of the seats they are occupying. Therefore, if they have had a change of plans and intend to not attend WVU this fall, they should withdraw online from their classes to avoid charges and make those seats available to other students as soon as possible: <http://bit.ly/1ZkK2O5>. They should also contact any other relevant offices to officially cancel their enrollment and avoid charges (Housing, Financial Aid, Honors, etc.)

NEW: Refund Process Updates for All Students

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 (or resubmit for those who have previously done so) their banking information to receive an electronic refund. E-mails have begun to go out to students this week. Students should check and continue to monitor their MIX e-mail accounts for this and other important information on this process. To receive their fall refunds in a timely fashion, students should submit updated banking information in the new system prior to August 5. Supplying a bank account for refund deposit is the absolute fastest way to receive these funds. It could take up to two weeks to receive a refund via a paper check.

Student Insurance Required – Opt Out with Waiver if Already Covered

The fall 2016 student health insurance waiver is now 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 application at <http://bit.ly/119XdfW>**

each academic year. The waiver application typically takes between three to five minutes to complete using information generally available on the student's health insurance ID card.

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. The WVU Aetna plan offers excellent, nationwide coverage with low out-of-pocket costs. Please contact the WVU Student Insurance Office at sio@mail.wvu.edu with questions about the student health insurance requirement, the waiver process or the Aetna student health insurance plan.

WV Flood Updates

In late June, several counties in southern West Virginia were affected by devastating floods. The road to recovery will be a long one for many of our fellow Mountaineers. With mail and internet service interrupted or limited for many families, reaching them with important information can be challenging. If you know of a WVU student who has been impacted, please help share the following information:

- If you know of a current or incoming 2016 WVU student affected by the floods, please share that our Financial Aid Office encourages them to complete the "Review of Financial Hardship Due to a Natural Disaster" form found here: <http://bit.ly/1OSMLJA>. They also can call our Mountaineer Hub at 304-293-1988.
- If you know of affected students or recent alumni who may be repaying federal student loans, encourage them to reach out to their loan servicer at their earliest convenience.

For those interested in helping students and others impacted by the flooding, more details can be found here: <http://bit.ly/29eOJlg>.

/Katie Gallagher and Lisa Hanselman

Office of Parent Relations

West Virginia University