** Fall Bills and Student Insurance Waivers are due Thursday, August 1 ** Late Fees assess Friday, August 2 ** Please remind students to be checking their MIX accounts daily **

I know they say time moves faster the older we get. Judging by how quickly summer break is flying, I must be getting really old! Anyone else? I am betting we are all in good company! Thursday we enter August with billing and student insurance deadlines (see below) and the back to school shopping and staging areas in your homes are no doubt growing. Summer vacations are coming to a close and residence hall move in and Welcome Week 2019 are just around the corner (details below under Beginning of the School Year Updates.) On campus, exciting construction projects are wrapping up (lots of new looks will greet students when they return to campus!) and we are gearing up for the start of the new school year and all the excitement that comes with it.

We lead off below with Ten Timely Reminders to give you a few items you should make sure you have accomplished or your students are working on in the next few days. Additionally find info about two new initiatives including our Tobacco and Smoke Free Campus policy that goes into effect August 1, and a new job search portal now available to students called Handshake that replaces MountaineerTrak. These are other details on using and adding Mounty Bounty, an online Q&A Day for incoming families and much more follow, so read on and reply here or call with any questions. We are happy to help and looking forward to seeing your students back on campus soon! In this edition:

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TEN TIMELY REMINDERS

1. Make sure students are checking their MIX e-mail accounts daily as this is our formal mode of communication with your students.

2. August 1: Student insurance requires an ANNUAL waiver as insurance can change yearly. Complete before August 1 to avoid the $1086 enrollment charge. http://bit.ly/SIONWaiver

3. August 1: Bills are due (or students must be enrolled in a payment plan.) http://bit.ly/WVUPaymentPlan

4. August 2: Late fee of 2.25% assessed for those who have not made full payment or are not part of a payment plan that covers their balance. http://bit.ly/WVUBilling

5. Week of August 5: August eBills will be sent via MIX e-mail to students who have new charges (can occur due to changes made after bills are paid due to changed majors, adjusted meal plans, changed residence halls, etc.) or past due charges and owe a balance.

6. August 9: Last day to choose student refund method (direct deposit or paper check) that will be used for fall. http://bit.ly/WVURefunds (More details below under Billing and Financial Aid.)

7. Freshmen should now sign up for their Welcome Week Adventure to take place August 18 or 19: http://bit.ly/WWChooseExperience

8. Freshmen should be working to complete the online AlcoholEdu and Sexual Assault Prevention for Undergraduates modules that are due August 26: http://bit.ly/AlcoholEduWVU

9. Incoming transfer students should sign up to attend the Transfer New Student Orientation on August 19 http://bit.ly/TransferNSO. Here they can connect with other transfer students and learn more about helpful resources at WVU. Welcome Week activities are available but not required for transfer students.

10. Returning students living off campus who are interested in purchasing a dining plan, can do so online: http://bit.ly/UpperclassmanDining. Please note that this may cause adjustments to your student’s account, so they should monitor this and make any new payment immediately to avoid late charges.

BILLING AND FINANCIAL AID

It’s time to get ready for the fall semester – Pay your balance due by August 1!

We’re counting the days until your student returns to campus – and want to share some important reminders:

Be sure your student checks their MIX email regularly. Their eBill for the fall semester was sent to their MIX email during the first week of July if they didn’t have their full balance covered by aid or were not signed up for a payment plan to cover their balance. Learn how you can access their eBill and the monthly payment plan. For security reasons, we cannot accept credit card payments via phone for the Morgantown campus. If you – or your student – have any questions, please visit http://bit.ly/WVUBilling or call the Mountaineer Hub at 304-293-1988. Important dates:

August 1: Bills are due.

August 2: Late fee of 2.25% assessed for those who have not made full payment or are not part of a payment plan that covers their balance.
Payment Plan still available for 4 month option until July 31
We encourage you to consider the Tuition Payment Plan, administered by CASHNet, which will allow you to spread your payments over multiple months. The enrollment fee is $35 and the first payment is expected at the time you sign up. For details, please see http://bit.ly/WVUPaymentPlan.

Other Billing FAQs
- Why aren’t my scholarships on the bill? - We can only include scholarships from outside sources once we have received the payment.
- Why am I being charged for insurance when I already have my own? - The Student Insurance Waiver must be completed annually as insurance coverage can also change annually. The waiver is due August 1. Once the waiver is successfully submitted the $1,086 charge can take up to one week to be removed from the account.
- What about refunds? August 9 is the last day to choose a student refund method (direct deposit or paper check) for the refunds that process the following week. If expecting a refund, direct deposit is the fastest method. If paper check is preferred, students should confirm/update their local/mailing address in STAR by logging through their WVU Portal (this cannot be done through the Parent/Guest Portal.) If no selection is made, a paper check is the default. NOTE: If a refund is expected, Saturday, August 17 is the earliest date that students with direct deposit may begin to see their refund in their bank account. If a paper check is expected, these should start arriving in the mail the week of August 26. Students can check their refund status by logging into their WVU Portal.
- What about new charges? August eBills will be sent via MIX email to students who have new charges the week of August 5 (this can occur due to changes made after bills are paid due to changed majors, adjusted meal plans, changed residence halls, etc.) or past due charges and owe a balance.


PARENTS CLUB UPDATES
Q&A Day for Families – August 5
Parents of incoming students, do you have questions before Move-In Day? Ask our West Virginia University experts on Monday, August 5. The “Families of the Class of 2023” Facebook group and the “WestVirginiaU” Instagram will be hosting a Q&A on Monday, August 5. Families and students can ask their last minute questions before moving-in on August 17. We will be answering all day!

I Survived Move-in Reception – August 16 and 17
- Friday, August 16 10:30am - 5:00pm
- Saturday, August 17, 11:00am – 6:00pm
You did it! You moved your student into their residence hall – now relax! Come join other parents and family members at the “I Survived Move-In” Parent Reception on Friday, August 16 or Saturday, August 17, on the fifth floor of Evansdale Crossing. Grab a cold drink, a snack and take a fun photo in our photo booth. Free parking is available at the Student Recreation Center. Stop by before heading out of town.
Fall Family Weekend – September 27 - 29
Parents -- Wondering when you will visit campus this Fall? Join us September 27-29, 2019, for Fall Family Weekend! We are busy planning a great weekend of activities for your whole family. Mark your calendar now; more details will follow soon.

BEGINNING OF THE SCHOOL YEAR UPDATES
NEW: Tobacco/Smoke Free Campus launches August 1
Parents please know that as of August 1, all WVU campuses will become both tobacco and smoke free for all students, faculty, staff and visitors including vendors and parents. We invite you to review the new website and press release to make yourself familiar with this policy, compliance and enforcement approach, and cessation resources.

NEW: WVU Job Search Site – Handshake – launched July 16
For incoming students and upperclassmen alike looking for jobs, internships or work study placements during college, or starting to look for job placement or careers after college, Career Services transitioned their job search site from MountaineerTRAK to Handshake as of July 16.

Handshake is more than just a job posting site – it is a nationally-known career services management tool. Available to all students and alumni, Handshake is easy to use, allows users to search and apply for jobs and internships, schedule for interviews, appointments and events, and more.

Parents, your students have been receiving info about Handshake in July. Please encourage students to:
- Log in to Handshake today using their WVU login credentials (or go through the Handshake Jobs & Careers app on their phone) and become familiar with the new platform
- update their profile and resume (always a good annual practice!) and search/apply for all job postings now on Handshake
- find out about career fairs and events (over 16 scheduled already for the fall starting in August!), as well as schedule an appointment with a career development specialist through Handshake
- be sure to check back regularly for new job postings and events!

For questions, contact Career Services at 304-293-2221

Let the Packing Begin!
Residence hall move-in is just around the corner; Honors students (and others with approved early arrival – students have been notified if they are part of these groups) should plan to arrive on campus Friday, August 16. Residence halls officially open (including Oakland Apartments) for all other students on Saturday, August 17.
The deadline to order MicroFridges and have them delivered to your student’s room before move-in is August 1. For Our Campus Market (OCM) items such as linens, care packages and more be sure to order early enough that these can reach your house before you head to campus! OCM is a Housing and Residence Life partner, who contributes a portion of their sales to support our residence life programming, so you’re helping your student, too.

As students begin to pack and prepare for their new home, lists of "Things to bring” and “Things to leave" are often helpful. A link to these, directions, other helpful “Housekeeping Notes” and info about move-in can be found here: http://bit.ly/ResHallMoveIn. Please pay attention to decoration restrictions and the list of approved appliances. Please also note that there will be some carts and dollies available during move-in, but there might be a wait to obtain one. If you have one available, it might be a helpful item to bring. Housing and Residence Life will be providing even more move-in details, so remind your students to keep checking their mail and e-mail!

Welcome Week
Welcome Week 2019 is just a few weeks away – we are looking forward to your student’s arrival on campus. The full Welcome Week schedule is available at http://bit.ly/2NPXlpR. Here are a few things you’ll want to know:

- Friday, August 16: Honors Students Move In to their residences and gather at the Student Rec Center for a welcome picnic and activities. Parents - you’ll want to stop by “I Survived Move-In,” a special reception just for parents at Evansdale Crossing between 10:30 – 5.
- Saturday evening’s activities kick off with floor meetings for residence hall students and picnics at the Rec Center and the Mountainlair.
- Sunday, August 18 and Monday, August 19: students will choose their experience. Remind them to register at http://bit.ly/WWChooseExperience – there are Adventure WV trips and service opportunities that are great ways for them to connect and meet new friends while learning about themselves and the community.
- Sunday evening your student will be in the Coliseum for MovieFest, watching a hit movie and learning about ways to get involved during an info fair featuring WVU student organizations.
- Monday, August 19 will find freshmen under the lights on Mountaineer Field at Milan Puskar Stadium for Monday Night Lights. This will be the first gathering of the Class of 2023, and it is sure to be epic.
- Tuesday, August 20 is Academic Session Day. Have your student watch for an email (around August 7) sent to their MIX account with details from their school or college.
- And Welcome Week activities will be capped off Tuesday evening by FoodFest and FallFest; food, music and fun with a yet-to-be announced artist in concert!
- Wednesday, August 21 is the first day of classes.
Order Fall Textbooks online now; use excess financial aid for payment through August 7
Once your student has registered for their classes, they can easily purchase their textbooks online at through the WVU Barnes and Noble Bookstore, the official Bookstore of WVU. Students can log on to STAR and order today to get their full customized Fall 2019 textbook list in under two minutes and get free pick up at the Mountainlair or Evansdale Bookstores, or have them shipped.

Tips for convenience and peace of mind:

- **Pick Up before August 21**: We encourage textbook pick up before classes start as stores will get quite busy on August 21 at one of our **FREE** pickup locations ([Mountainlair store](http://bit.ly/OSABooks) or [Evansdale Crossing store](http://bit.ly/OSABooks))
- **Refunds through August 28**: The WVU Bookstore provides a full refund for textbooks in original form. Simply hold off on opening shrink-wrapped packages or accessing any online access codes until you are 100% sure about the text and class.
- **Peace of Mind**: 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.
- **Questions?** [sm583@bncollege.com](mailto:sm583@bncollege.com)
- **Upcoming online sales**: Shop the [WVU Bookstore](http://bit.ly/OSABooks) online for all your school needs. Upcoming Online Sales include:
  - August 12-16 - Buy One T-shirt, Get One at 50% Off
  - August 19-23 - Save 25% Off All Champion products

**TECHNOLOGY UPDATES**

**Mountaineer Cards are for meal plans, Dining Dollars, Mountie Bounty and more!**
The Mountaineer Card is the key to WVU. It’s an ID for access to residence halls, the ticket to free PRT and Mountain Line bus rides, and a way to buy goods and services. Meal plans and Dining Dollars are loaded onto ID cards for convenience. Remind your student to keep their card safe; replacements are $30.

Mountie Bounty is a pre-paid debit card feature that lets you add money to spend on and off campus. Students must have a Mountie Bounty balance on their Mountaineer Cards to use MyPrinting and do laundry in residence halls. Students can also use Mountie Bounty at many locations on and off campus: [http://bit.ly/WVUMountieBounty](http://bit.ly/WVUMountieBounty)

STAR downtime – August 4
STAR and all STAR-related services, including DegreeWorks, will be unavailable from 6 a.m. to 6 p.m. Sunday, Aug. 4 for important updates required for the fall semester. This planned outage will be longer than our normal Sunday maintenance. If you have trouble accessing STAR after the work has been completed, try clearing your web browser history, then closing and relaunching your browser. If that doesn’t work, try rebooting your device. If you still have issues, please contact the ITS Service Desk at 304-293-4444.

Students must choose “Claim Account” if changing Login passwords for the first time since July 1
The http://bit.ly/StudentLogInSite site changed July 1, so students who forgot their passwords over the summer must use a new process to reset them. Students MUST select “Claim Account” first, then follow instructions. After they've created a new password, it will be good for one year.

Remember, Login accounts are for students only. Parents who need to pay bills in STAR or perform other tasks should use the Parent-Guest Portal. Request that your student set this access for your before they leave for college.

Students will be unable to change passwords or unlock accounts every Sunday between 12:01 a.m. and 1 p.m., the regular maintenance window for the new site. They can still print Duo two-factor authentication backup codes and perform other tasks during this time.

/Katie Gallagher
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