

Parent Electronic News
West Virginia University
July 27, 2018

**** Bills are due August 1 ** Late Fees assess August 2 ** Please remind students to be checking their MIX accounts daily ****

We are now two weeks from residence hall move in! 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. We are also excited to announce that the WVU Portal (your student's portal!) has added some new dashboard features last week to help students quickly monitor their student account balance due, financial aid requirements, and holds among other things <http://bit.ly/2LURTIc>. It is an easy one-stop-shop that will help alert them if action is needed, so encourage them to check this out. In that dashboard, they can also see easily if they have granted you access to the Parent/Guest Portal and if not, they should before returning to campus: <http://bit.ly/119XiAm>.

The Parent/Guest Portal (where you as parents log on!) will be crucial starting August 31st as we will be transitioning all students to a dual authentication process called DUO for security purposes. Logging on through your student's account will not be possible after that, but the Parent/Guest Portal will allow you to access all items still – as long as set up and granted access by your student. See below for more on this and much more! We will see you soon as you start your treks down those country roads! In this edition:

TEN TIMELY REMINDERS

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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 \$1000 enrollment charge. <http://bit.ly/2HxMOgm>
3. August 1: Bills are due (or students must be enrolled in a payment plan.) <http://bit.ly/22NHrQ3>
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.
5. August 3: Last day to choose student refund method (direct deposit or paper check) that will be used for fall by visiting <http://bit.ly/2OmHY9u>.
 - If expecting a refund, direct deposit is the fastest method. If paper check is preferred, confirm/update the local/ mailing address in STAR by logging in at <http://bit.ly/1m8XLtH>. If no selection is made, paper check is the default. NOTE: If a refund is expected, Thursday, August 9 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 13. Students can check their refund status by logging into their account at <http://bit.ly/1m8XLtH>.
6. Week of August 6: 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.
7. Freshmen should now sign up for their Welcome Week Adventure to take place August 12 or 13: <http://bit.ly/2v9DOJy>
8. Freshmen should be working to complete the online AlcoholEdu and Sexual Assault Prevention for Undergraduates modules that are due August 13: <http://bit.ly/2uTsYrG>
9. Incoming transfer students should sign up to attend the Transfer Academy on August 13 <http://bit.ly/2KQEcDf>. Here they will get their WVU ID, learn about clubs and organizations and connect with other transfer students. Welcome Week activities are available but not required for your student.
10. Returning students living off campus who are interested in purchasing a dining plan, can do so online: <http://bit.ly/2hkYaJ6>. Please note that this may cause adjustments to your students' account, so they should monitor this and make any new payment immediately to avoid late charges.

PARENTS CLUB NEWS

Q&A Day for Families – July 31

Do you have questions before Move-In Day? Ask our West Virginia University experts on July 31.

We know this is an exciting (but probably stressful) time for you and your student as you both begin to think about what life is going to be like in a few weeks. We're here to help ease your fears and answer your questions. Join us from 6-8 p.m. on July 31 on the "Families of the WVU Class of 2022 Facebook group <http://bit.ly/2uVUyoi> to submit a question and learn answers to many of the questions our parents and other family members are thinking of prior to WVU move-in day. We'll have a variety of topical experts (from residence halls to dining and more!) on hand to answer everything, so ask us anything. This is your chance to think ahead and ask those burning questions you've been wondering so much about.

I Survived Move-in Reception – Saturday, August 11, 11am – 6pm

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 Saturday, August 11, 11am – 6pm 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 28-30

Parents -- Wondering when you will visit campus this Fall? Join us September 28-30, 2018, 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. <http://bit.ly/2zfE2Uu>

BILLING AND FINANCIAL AID

It's time to get ready for the fall semester – Pay your tuition and fees 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 accounts during the first week of July if they didn't have their full balance covered by aid or were signed up for a payment plan to cover their balance. Learn how you can access their account to make payments at <http://bit.ly/1l9XiAm>

Paying online is the easiest option but there are multiple ways to pay – credit cards, checks, money orders, certified bank checks, wire transfers, 529 College Savings plans, third-party payments and monthly payment plans.

If you – or your student – have any questions, please visit <http://bit.ly/22NHrQ3> or call the Mountaineer Hub at 304-293-1988.

Please pay as soon as you are able to avoid late fees.

For security reasons, we cannot accept credit card payments via phone for the Morgantown campus.

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 3 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 three months. The enrollment fee is \$35 and the first payment is expected at the time you sign up. This will ensure your fall bill is paid in full before spring priority registration. For details, please see <http://bit.ly/2nCj1JB>.

Other Billing FAQs

- How do I submit items to the Mountaineer Hub? <http://bit.ly/2OkAa8d>
- Why aren't my scholarships on the bill? - We can only include scholarships from outside sources once we have received the payment.
- Where do I send checks? <http://bit.ly/2BbqdDg>
- Why am I being charged for insurance when I already have my own? - The waiver must be completed annually as insurance coverage can also change annually. Once the waiver is successfully submitted the \$1000 charge can take up to one week to be removed from the account. It is available at the student insurance website: <http://bit.ly/2HxMOgm>.

BEGINNING OF THE YEAR REMINDERS

Let the Packing Begin!

As students begin to pack and prepare for their new home, the lists of "Things to bring" and "Things to leave" is often helpful. The link to these items and many other details regarding move-in covered at New Student Orientation can be found on this website: <http://bit.ly/2LJDSK0>. You should be mindful of wall decoration restrictions and the 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 make room for in your vehicle. Housing will continue to provide more move-in information, so remind your students to check their mail and e-mail!

Welcome Week

Welcome Week 2018 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 about the week:

- Friday, August 10: Honors students move in to their residences and will participate in an Induction Ceremony Friday evening. Details are at <http://bit.ly/2NMZjMD>
- Saturday, August 11 is Move-In Day for the residence halls. Be sure to visit <http://bit.ly/2LJDSK0> for move-in time slots (based on students' birth months), what to bring and what to leave at home, maps and more. You'll want to stop by "I Survived Move-In," a special reception just for parents at Evansdale Crossing.
- Saturday evening's activities kick off with cookouts, followed by WVUp All Night presentation of Seas the Day with music, games and more. <http://bit.ly/2K1uDjz>
- Sunday, August 12 and Monday, August 13: students will choose their adventure. **Remind them to register at <http://bit.ly/2v9DOJy> – there are Adventure WV trips and volunteer 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, watching a hit movie and learning about ways to get involved during an info fair featuring WVU student organizations.
- Monday, August 13 will find your student under the lights at Milan Puskar Stadium and on Mountaineer Field for Monday Night Lights. This will be the first gathering of the Class of 2022, and it is sure to be epic.
- Tuesday, August 14 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 15 is the first day of classes.

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/2xZzvRR>

Mountie Bounty has no set-up or transaction fees. Parents, guardians and other relatives can add money at <http://bit.ly/2NQXpWA>. Just enter the student's WVU username. You DON'T need to know their password. You can also create email alerts so you're notified when the balance dips too low. Learn more about the Mountaineer Card at <http://bit.ly/1haI0zS>.

Students must enroll in Duo two-factor authentication by Aug. 31; parents should not

To comply with cyber-liability insurance requirements and to ensure the security and privacy of personal, financial and academic information, all students will be required to use two-factor authentication after August 31 <http://bit.ly/2EEsUxZ>. They can enroll by going to <http://bit.ly/2AidOkS>, clicking "My Login" and following the instructions. Students should be ready to download the free Duo Mobile app and call the ITS Service Desk at 304-293-4444 if they need assistance.

WVU Login and Duo Mobile accounts are for STUDENTS ONLY. Parents and guardians should NEVER log into any WVU system using a student's username and password OR add devices to a student's two-factor account. These actions violate University policy <http://bit.ly/2EFfBNQ> and could cause your student problems when they're trying to log into systems such as Portal, eCampus or MIX email.

You will still be able to access important student records such as billing and financial aid through the Parent/Guest Portal, using your own unique and secure logon, if permitted and set up by your student: <http://bit.ly/2BA3Cji>. We suggest you work with your student to set up Parent/Guest Portal access now if you have not already done so.

WVU Alert

The University conducted a test of its alert system Thursday (July 12) for all continuing students. All incoming freshmen would likely not have received this as they will not be automatically registered until after August 4. If your upperclassmen student did not receive an email or text message on their phone, encourage them to update their contact information at <http://bit.ly/2vMaYjT>.

Remember, students are automatically registered and parents can be added to their students account once active which has one additional contact number. WVU Alert is a notification system for critical incidents that pose an imminent threat to the health or safety of the University campus community. The system is activated when there is an immediate threat on campus or when weather conditions require a change in University scheduling.

Order Fall Textbooks online now; use excess financial aid for payment through August 1

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. If textbooks change, the WVU Bookstore provides a full refund for all fall textbooks through August 22 in original form so simply hold off on opening shrink-wrapped packages or accessing any online access codes until you are 100% sure about the text and class. Students can log on to STAR and order today to get their full customized Fall 2018 textbook list in under two minutes and get free pick up at the Mountainlair or Evansdale Bookstores. We encourage pick up before classes start as stores get quite busy on August 15. *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:

- **Formats:** All available formats are presented to you on our website, with the corresponding price. New, Used, Rental New, Rental Used, and Digital. Please note, if the option is NOT on the website, that particular title is NOT available in that format.
- **Rentals:** If a title is available to be rented, you can write and highlight in that book. All rentals are due back to the store the last day of finals (**12/14/18**). *Please note, the email you enter during the checkout process, will be the email we use to send you a few reminders when the books are due at the end of the semester.*
- **Questions?** sm583@bncollege.com
- **Everything you need:** Shop the WVU Bookstore online for all your school needs: <http://bit.ly/2I6tjQz>

/Katie Gallagher and Lisa Hanselman

Office of Parent Relations

West Virginia University