Welcome to all new Mountaineer families who joined us during New Student Orientation in June and welcome back to the parents of our upperclassmen! This is the first edition of the Parent E-Newsletter for the 2019-20 school year and, per usual, we will send twice a month moving forward. Since we only send twice a month, there is a lot of info packed in! To help navigate, please browse the headers below and then read on (and feel free to share with your student!) for pertinent deadlines, timely reminders and updates.

Included are details on fall bills that are now available online via STAR or the Parent/Guest Portal and due by August 1 (see below under the Bills and Finances section) and the spring 2018 Dean’s and President’s lists that are now posted (under the Reminders and News from Campus section below.) Be sure to scan for many more updates on single game football tickets going on sale tomorrow (and Parents Club discounts!), Parents Club Summer Sends Offs, and textbook ordering (under Reminders and News from Campus) among others. As a reminder, be sure your student is checking their WVU MIX e-mail account on a regular basis for important announcements – especially throughout the summer when they may not be thinking about this. MIX is WVU’s main mode of communication with students. Parents, if you have questions, feel free to reply here or call the Parent Helpline 1-800-988-0096 and we are happy to help you! We hope you and your students are enjoying some summer relaxation! In this edition:

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PARENTS OF INCOMING STUDENTS – Timely Reminders and Resources for Common Questions

IMPORTANT UPCOMING DATES
BILLS AND FINANCES

Fall charges available NOW; 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:

Charges available online and eBills sent

Fall 2019 charges are available in STAR via your student’s WVU Portal (and if granted access by your student – the Parent/Guest Portal). If your student has a balance due for fall, they were sent an eBill to their MIX email (also via their WVU Portal). Your student will not receive an eBill if they have received enough aid to cover their charges, if a sponsor is paying their balance or if they have established a payment plan that covers their balance due.

August 1 — Payment due

Payment for July eBills is due August 1. Visit the Student Accounts Billing page for payment options and information about setting up a monthly tuition payment plan.

August 2 — Late fees assessed

Late fees (2.25%) will be assessed on August 2 for students who received a July eBill and owe a balance after the August 1 payment deadline. 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 questions, please call 304-293-1988 or visit Student Accounts. Please pay by the August 1 deadline to avoid late fees and other issues.

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 parents/guests 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 give if calling in on your student’s behalf to verify your identity. Technology tip: Error messages don’t always mean systems are down. If you get an error message when trying to log in using your Parent/Guest Portal credentials, follow these three steps:

1. Check the maintenance schedule to see whether a system is actually down. If it is, try again later.
2. Clear your browsing history, close your internet browser and open it again. This will clear your page cache and allow you to start fresh. You can also try rebooting your device.
3. Still having problems? Check the online FAQs or call the ITS Service Desk at 304-293-4444.

Expecting a Refund: If students have more than enough financial aid to pay their balance, they are due a refund of the difference. August 17 is the earliest refunds may be available for students who signed up for direct deposit by August 9. Students should sign up or verify their bank account information online here if a refund is expected. If a paper refund check is preferred, students should review their mailing/local address for accuracy in STAR via their WVU Portal and update if necessary.

Other charges: For details on the annual Student Health Insurance waiver or fall charges for student insurance, see the Health Updates section below. For Dining Plan Details that can
impact fall charges and/or **Textbook Purchase Options** to use aid to pay for these, see the Other Reminders and News from Campus section below.

**Have questions? Check out the “Top questions we’re getting now in the Mountaineer Hub”**
For current FAQs to help answer questions you may also have, check out the “Top questions we’re getting now in the Mountaineer Hub”
- Student and parent instructions for paying online and other forms of payment: [http://bit.ly/PayStepByStep](http://bit.ly/PayStepByStep)

**HOUSING REMINDERS**
Students moving into University Apartment communities (University Park, University Place, College Park and Vandalia Apartments) should check their WVU MIX e-mail accounts for move-in details as their leases start on August 1, 2019 (and end July 15, 2020).

Residence Hall students can check out the [Housing Move-In website](http://bit.ly/WVURefunds) for details on what to expect on Saturday, August 17. That’s the official move-in day unless they are participating in a program that requires early arrival such as band, Honors, athletics, etc. (They will be notified that they are expected to arrive early by the program in which they are participating.) They should also watch the mail for updates about move-in weekend.

In the meantime as your students plan ahead for Residence Hall living, they should check out this helpful website for what to bring, what to leave at home and what is allowed. For more on room layouts, dimensions and more check out the pages for your students residence hall.

If your student would like to move in to their residence hall room a day early and get a head start on settling in, meeting their fellow Mountaineers and earning a few volunteer hours, they can help with Operation Move-In on Saturday. Students who register, check in and complete at least one shift on Saturday may move in on Friday, August 16 between 3 – 5 p.m. at no additional charge. All the details – and how to register for this opportunity – are available on the [Operation Move-In Volunteer Application](http://bit.ly/WVURefunds).

More details on Residence Hall Move-In will be included in the next Parent E-newsletter coming out toward the end of July, so stay tuned!

**PARENTS CLUB UPDATES**
**Mountaineer Parents Club Summer Send-offs**
All WVU families and students are invited to attend [Mountaineer Parents Club Summer Send-offs](http://bit.ly/WVURefunds). Be sure to check out the schedule (and check back as more are still being added!) and see if one is scheduled in your hometown!
Fall Family Weekend
Mark your calendars for Fall Family Weekend, September 27 - 29, 2019. Check back in late August for the schedule of events for the weekend.

ATHLETICS UPDATE
Mountaineer Parents Club and Athletics partner to offer discounted tickets starting July 9
Starting Tuesday, July 9, parents can take advantage of a special ticket offer available to Mountaineer Parents Club members for WVU’s home opener with James Madison on August 31 with kick off at 2 p.m. By following this Parents Club Discount link 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 student football ticket selection process. 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 also go on sale Tuesday, July 9. For more on athletic tickets to all events, contact the WVU Athletic Ticket Office or call 1-800-WVU-GAME.

HEALTH UPDATES
Dental Care at WVU
I have had several questions about dental care while students are at WVU. WVU has a School of Dentistry that offers various WVU Dental Clinics for students and community members with varying levels of care options from Faculty Clinics to Graduate and Supervised student clinics, as well as an Emergency Care Clinic. Be sure to check out the site above for more details.

Opt Out of the Student Health Insurance with online waiver by August 1
The Fall 2019 student health insurance waiver is now available 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 $1,086 assessed to your student’s account. Once the student insurance waiver is submitted and approved, confirmation will be sent to your student’s MIX email, and the Fall 2019 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 notification to their MIX email indicating the reason and options for how to proceed. The Student Insurance website has more information about the student health insurance requirement, the WVU Aetna plan, and the insurance waiver or you can contact the WVU Student Insurance Office at 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 is a separate process and that paper form 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.

OTHER REMINDERS AND NEWS FROM CAMPUS
WVU announces spring 2019 President's and Dean's lists
In mid-June, the official Spring 2019 President’s and Dean’s Lists were released including a list of 2019 spring graduates. A total of 4,221 students graduated from the University in May. A total of 3,532 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 2,263 students were named to the President’s list after receiving a perfect 4.0 grade point average. Congratulations to all who made the lists!

Dining Plan Details
Fall bills are now out and all students living in WVU residence halls are required to have a dining plan. Plans are also available for students living off campus. A few tips that might be helpful regarding dining plans follow:

- Residence hall students who did not choose a plan by June 30 were assigned the Go 13 plan.
- Dining plan changes can be made online through MyMountaineerCard.wvu.edu until Aug. 14. After fall plans open Aug. 14, online changes can no longer be made, but students can evaluate usage and contacting Dining Services directly at 304-293-3166 or at dining@mail.wvu.edu to make any remaining changes until Sept. 3 at 3 p.m.
- Off campus students, commuters and transfer students living off-campus can purchase non-residential dining plans.
- Students can use their dining plan at any residential dining hall – and new this year, and currently under renovation, Hatfield’s in the Mountainlair will be one of the four dining halls serving campus.
- Dining plans also include Dining Dollars, which may be used in all WVU Dining locations including residential dining halls, WVU Dining's coffee shops, quick-service restaurants, Mountainlair Food Court, Evansdale Crossing and The Market at The Health Sciences Center.

Textbook Purchase Options at WVU's Official Bookstore
Once your student has registered for their fall classes, they can easily find and purchase or rent their textbooks online at the WVU Barnes and Noble Bookstore. 1) Log into STAR (they can also find STAR via the Student WVU Portal) 2) Select "Student Service and Housing" tab, 3) Select "Registration" menu, 4) Select "WVU, PSC, and WVU Tech Bookstores", 5) Select "Fall 2019" term from drop down menu. NOTE: Health Science, Law, Potomac State (PSC), and Tech (WVUIT) students, please use appropriate link after you have completed the above steps. Need Additional Help? View a brief video with screenshots.

Tips for convenience and peace of mind:
- Order by August 7 and use excess aid to pay: Ordering books online through the WVU Bookstore by Aug. 7 allows students to utilize any excess aid they may have to pay for their fall textbooks.
- **Returns and Refunds:** If a book or a class changes, no worries! Students get full refund for books returned by Aug. 28 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 – come in during Welcome Week to pick up your books, but do so before the first day of classes Aug. 21. Stores get very busy after classes start!

- **Convenience and cost:** After ordering, choose one of our **FREE** pickup locations ([Mountainlair store](http://www.mountainlair.com) or [Evansdale Crossing store](http://www.evansdalecrossing.com)) or you can pay to have them shipped.

- **Questions?** sm583@bncollege.com

- **Everything you need:** Shop the [WVU Bookstore online](http://www.wvubookstore.com) for all your school needs. *(There will be many sales during the school year. Watch for sales in upcoming Parent E-Newsletters!)*

**PNC Scholarship opportunity and Financial Literacy Tools**

**PNC Bank** is located on WVU’s campus and offers many resources for WVU students including free Financial Literacy accounts! PNC bank is also offering a chance for one of six $2000 PNC Scholarships for any student who applies online (you do not need to be a customer to apply!) For more details on the **PNC Scholarships and to apply**, students can visit their free Financial Literacy account and opt in before November 30 for a chance to win $2000. Drawings will happen December 1.

**Avett Brothers – tickets available, discounted tickets for students**

There are always fun events happening on campus and students often get free or reduced tickets! WVU Arts and Entertainment will be hosting The Avett Brothers – one of the top folk-rock acts in the country – for one night only, Tuesday, Sept. 10, at the WVU Coliseum. Tickets remain starting at $35 for the general public and only $20 for WVU Students. Floor tickets are general admission, standing room only and all other sections are reserved seats. Tickets can be purchased at the Creative Arts Center Box Office, online at [Ticketmaster](http://www.ticketmaster.com), and by phone at 304-293-SHOW (7469) and 800-745-3000. WVU Student discounted tickets are limited to one per valid WVU Student ID or offer code.

**PARENTS OF INCOMING STUDENTS**

**New Student Orientation Surveys**

Please make sure that you and your student have completed the New Student Orientation **Parent/Guest Survey** or **Student Survey** before July 19 if you have not already! We value your feedback as we plan the program for future students and parents.

**Fall Schedule Questions?**

If your student has questions about classes they registered for at New Student Orientation, they should reach out to their academic advisor before making any changes. If they need help locating their advisor, students should email orientation@mail.wvu.edu and the NSO staff will be happy to assist. Please note that some advisors do take vacations during the month of July so response times may be longer than usual. Schedule changes can be made until the end of the first week of classes – Tuesday, August 27 – so there is time. Your patience is appreciated!
Letters from Home
As a reminder if you have not yet written your “Letters from Home” handed out at New Student Orientation, remember to do so and send back to the Mountaineer Parents Club by the end of July if possible! These can be sent to the return address on the envelope (Mountaineer Parents Club, 111 Elizabeth Moore Hall, P.O. Box 6240 Morgantown, WV 26506.) Letters will be distributed to students a few weeks into the fall semester – we’ll let you know when in an upcoming Parent E-Newsletter!

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 and Sexual Assault Prevention for Undergraduates. Registration for both courses will open on July 24 and will be due by August 26, 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 24, they should check their spam folder. Parents – there are resources just for you as well about both topics – Sexual Assault Prevention and AlcoholEdu, if you wish to familiarize yourself and utilize these resources to help you have a conversation about these topics with your student.

New Student Orientation for Transfer Students
If you are a 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 New Student Orientation for Transfer students on Monday, August 19th. Students will be receiving more information about this event to their personal and MIX emails in early July. If your student has questions please encourage them to reach out to our Transfer Admissions Representative, Jeremy Long.

Support your student’s Community Council through linen and care package purchases
The West Virginia University Residence Hall Association has partnered with Our Campus Market (OCM) to offer a convenient option to purchase residence hall bedding, other essential items and a convenient care package program to allow parents to send their love and encouragement to their WVU students throughout the year. Purchases made with Our Campus Market (OCM) provide the funds for the fun and educational programs and leadership conference travel for your freshmen students! By placing orders through the paper mailer you have received or online 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.)

All freshmen residence hall students have the opportunity to participate in their residence hall’s community council that benefits from these purchases. This is a student leadership organization that advocates for the needs of the students in their hall. These student leaders will be able to make connections with other leaders, plan and budget programs for the community, and engage in leadership development. By participating in Community Council, student leaders gain valuable experiences necessary to later become a Resident Assistant, Student Organization
Encourage your student to look for more information on joining their Community Council this fall!

**IMPORTANT UPDATE DATES**
As you plan ahead, here are a couple of key dates to keep in mind over the next month or two:

July 3 – Fall charges posted to student STAR accounts (and Parent/Guest Portal if your student has granted you access)
July 9 – Single Game Football tickets go on sale (Parents Club Discount available – see above)
July 24 – AlcoholEdu and Sexual Assault Prevention for Undergraduate Students online courses open for incoming students
August 1 – last day to complete the Student Insurance Waiver
August 1 – **Fall 2019 bills due in full** (or students must be enrolled in a payment plan by this date)
August 16 – Honors Move In day and “I survived Move in Receptions” for parents 10:30am-5pm @ Evansdale Crossing
August 17 – **Move In day** and “I survived Move in Receptions” for parents 11am-6pm @ Evansdale Crossing
August 17-20 – **Welcome Week**
August 21 – First Day of classes
August 27 – Last day of Add/Drop Week (final day students can make adjustments to schedules with no ramifications such as W’s showing on transcripts)
September 3 at 3p.m. – Any fall Dining Plan Changes must be made

**Full 2019-20 Academic Calendar**
**Full 2019-20 Residence Hall Calendar**

\[Katie Gallagher and Lisa Hanselman\]
Office of Parent Relations
West Virginia University