



Student Financial Support & Services



FALL CHARGES AVAILABLE NOW!

- Students can review fall charges and anticipated financial aid through STAR.
- Charges are assessed to students' accounts by - or based on information provided by - various offices:
 - Revenue Services responsible for tuition and fees based on enrollment
 - Housing responsible for on-campus housing
 - Dining Services responsible for meal plans
 - Student Insurance responsible for Aetna/student health insurance
 - Real Estate responsible for apartments
 - Other: Library, Well WVU, Adventure WV, Student Conduct

FALL PAYMENT DEADLINE

- The payment deadline has been extended to **August 1**.
- Financial aid cannot disburse until **August 6**, so financial aid authorized on students' accounts will show as expected payment. Students do not have to make payment for the portion of the bill covered by authorized financial aid.

BILLING STATEMENT

- After payments, authorized financial aid, waivers, third-party sponsorships, and payment plans are applied, students who still owe a fall balance will receive an email to their student MIX the week of **July 17**.
- The email will include a statement of charges, credits, and the balance due by **August 1**.



Date
July 12, 2017

July 2017 Statement



WVU ID
[REDACTED]

<u>Term</u>	<u>Description</u>	<u>Charges</u>	<u>Credits</u>
Fall 2017	University Tuition	\$7,698.00	
Fall 2017	Student Health Insurance	\$912.00	
Fall 2017	University Fees	\$432.00	
Fall 2017	Creative Arts Tuition GR	\$408.00	
	Total	\$9,450.00	\$0.00

Summary	Due Date
Charges:	\$9,450.00 August 1, 2017
Prior Term(s) Balance:	\$0.00
Less:	
Credits:	\$0.00
Total Balance Due:	\$9,450.00

Pay your bill at portal.wvu.edu.
Visit mountaineerhub.wvu.edu for assistance.

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**Information subject to change.*

PAYMENT METHODS

- **ECheck** is the recommended form of payment.
 - No convenience fees.
 - Payments post to STAR immediately.
 - Students need the routing and account numbers from their check to pay online through STAR.
- If sending a **paper check** in the mail, a confirmation email will be sent to the student's MIX email once it is posted.
- **Credit card** payments can no longer be taken via phone for security reasons, but can be made online in STAR, in the Parent/Guest Portal if they have proxy access, or in person.
 - *A 2.25% convenience fee applies to all credit card transactions.*

studentaccounts.wvu.edu/payment

PORTAL VIEW

The screenshot shows the Ellucian Portal Home page. At the top, there is a navigation bar with a 'Menu' icon, 'SHARE' and 'Notifications' (0) buttons. Below the navigation bar, the page title is 'Ellucian Portal - Test Student Home'. The main content area is divided into several sections:

- Top Left:** DegreeWORKS and STAR logos.
- Top Center:** PRT Status, @WVUDOT, and @Mountain... tabs. A red banner below indicates 'The PRT is closed.'
- Top Right:** MIX Email notification: 'You do not have any email connections that provide unread messages.'
- Middle Left:** eCampus Courses section with a message: 'Could not retrieve classes from ILPConnection. There were no classes found. Click BROWSER CHECK to determine if your browser, Java version, and cookie and pop-up settings are correct for eCampus.'
- Middle Center:** STAR Schedule and STAR Grades tabs. A message below says 'No courses available.' Below that are 'My To Do' and 'My Week' tabs. A message below says 'Could not retrieve tasks from ILPConnection.' The 'My Week' section shows 'TODAY Tuesday, July 11th, 2017' with a '0' notification icon and 'You have no tasks for today.'
- Middle Right:** A prominent yellow notification box with a red border that says 'PAY YOUR BILL HERE!' and provides instructions: 'Login and click "Student Services and Housing" and then "Student Accounts"'. This box is circled in red.
- Bottom Right:** WVU Academic Calendar section listing events: 'Final Exam for Second Six-Week Session and 12-Week Session (8/4/2017)', 'Degree Conferring Date (No Ceremonies) (8/11/2017)', and 'New Student Orientation (8/11/2017)'.

MONTHLY PAYMENT PLAN

- Students can sign up for a monthly payment plan through Higher One to spread payment out over several months.
- If students sign up for the monthly payment plan and it does not cover their balance due, they will receive email notification that their plan needs increased.

studentaccounts.wvu.edu/payment/tuition-payment-plan

PROXY ACCESS

- Students can grant access to parents or others who may be assisting with payment.
- This gives proxies their own log in information to make payment through the Parent and Guest Portal

parent-guest.portal.wvu.edu

REFUNDS

- Students whose aid is more than their institutional charges will be due a refund.
- **August 11** is the earliest refunds may be received by students signed up for direct deposit.
- Direct deposit is the fastest way to receive a refund.
- If a paper check is preferred, students should ensure their mailing/local address on STAR is accurate.

studentaccounts.wvu.edu/refunds

STUDENT INSURANCE CHARGES

- Student health insurance waivers must be submitted by **July 26** for students who have insurance they can use in WV.
- Students without an approved waiver on file will automatically be enrolled in the Aetna plan AND see a \$912 insurance fee assessed for fall (and another \$912 for spring once spring charges post).
- If a waiver is received by the deadline, the student will receive an email confirmation of approval or explanation if the waiver is denied.
- For approved waivers, the fee should be credited back to their student account within five business days.

[*studentinsurance.wvu.edu*](https://studentinsurance.wvu.edu)

ONLINE REQUESTS FOR ASSISTANCE

- All email addresses associated with Financial Aid, Scholarships, Student Accounts/Billing, Student Employment, and the Mountaineer Hub expired as of July 1.
- They have been replaced with a convenient, streamlined online ticketing service.

PROS OF THE ONLINE REQUESTS

- Provides better service and responses to questions by directing to the appropriate areas on the student's behalf.
- Individuals – uncertain of which office to contact – often would send emails to three offices at once. This eliminates that issue.
- Those submitting a ticket can monitor the status of their ticket.
- They can also add additional comments to their ticket after submitting, withdraw their request, or add attachments.
- Allows us to gather important information up front and reduce the back and forth with individuals to get the info we need to accurately respond.
- Allows us to gather comprehensive information on a student no matter how they contact us – online, via phone, or in person.

TO SUBMIT ONLINE REQUESTS

- Go to mountaineerhub.wvu.edu
- Click on “Contact Us!” at the top
- Click on “Request Assistance Now”
- Different Options:
 - **Students** choose “Current Student Inquiry Submission” and log in with their WVU ID.
 - **WVU faculty and staff** choose “Faculty or Staff Inquiry Submission” and log in with their WVU ID.
 - **Public users** without a WVU ID such as parents, potential students, and other third parties click on “Public Inquiry Submission.”

ANY
QUESTIONS
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