



Your connection to Student Accounts, Financial Aid, Scholarships,
Academic Information, and Student Employment.

Mountaineer Hub Location



Evansdale Crossing 2nd Floor
Lobby Monday – Friday, 9am – 4pm
Phones Monday – Friday 8:15 – 445

Who we are

- Director
- 2 Assistant Directors
- 1 Business Manager
- 8 Student Service Associates
- 5 Student Service Representatives
- 1 Administrative Assistant

Who we represent

- Student Financial Support & Services
 - Financial Aid
 - Student Accounts
 - Undergraduate Scholarships
 - Student Employment
- Registrar
- Revenue Services

What we do...

- Assist students and their families in understanding cost, payment, and finance options
- Financial Aid and Financial Literacy
- FAFSA filing assistance
- Student Account Review
- Take payments including PPP
- Student Employment/Work Study Questions
- Assist with Transcripts and Diplomas
- Assist students in navigating university systems (STAR, DegreeWorks, Payments, Registration etc.)
- Assist home office with processing

The Mountaineer Hub...



- Is not a one stop for everything.
- Directs students to the appropriate University and community resources as necessary.
- Provides solutions and advice based on federal and state, as well as institutional guidelines and policies.

Questions we redirect daily



- Processing students for payroll
- Class scheduling
- Housing and Dining issues
- Parking fees, fines, and holds
- Departmental and Study Abroad Scholarships questions
- Office of International Student and Scholars specific forms

Reminders to share...(Village)

- Be cautious of sharing information on the student's account.
- We can't say this enough... check STAR/MIX!
- Many of the rules we are required to follow regarding financial aid are federal or state policies. Stay up to date on legislation regarding student aid policy, vote your voice in higher education policy and funding.
- Be patient and understand that some issues take time to correct and/or cannot be corrected.
- We can talk with parents, but only after they have been provided the necessary proxy access establishing what information the student wishes to be shared with them.
NEVER GPA
- Student loans require repayment. It is the student's responsibility to understand the terms.

Our Office Hours

Monday – Friday (Non Peak times)

Lobby hours 9:00-4:00

Phone hours 8:15-4:45

Benefits to our student and campus populations

- Additional training time
- Ability to complete all ticket requests at the beginning and end of each day
- Ability to assist home offices with processing time
- More staff on phones at the beginning and ending of each day
- Allow for time to complete end of day deposits

Training....(Village)

Tuesday – Thursday Morning

Just in time Training (Home offices)

Wednesday

Office meeting/University 601

We need your help!

The Mountaineer Hub: By The Numbers

- 33,000+ Students (Morgantown, Keyser, Beckley)
- 73% Of Student Receive Some Type Of Financial Aid
- 100% Register for Classes
- Over \$433 Million In Aid Disbursed Each Year

Over 300,000 Communications With Students Last Year

Includes walk ins, phone calls, online communications, E-mails, outbound phone calls, letters



Overall Year 1 vs Year 2

Year	Walk-ins	Phone Calls Answered	Emails/Tickets
2015-2016	25,003	122,062	
2016-2017	23,951	105,311	Started tracking 1 June 2017

Reduction of 2% in Walk-ins and 20% in Phone Calls.

Earlier award notifications/planners to NSO families/
streamlined communications from home offices/new
monthly statements/outbound calls.

Our NSO Numbers

Hub Lobby and Downtown Mobile Hub

	2016	2017	Reduction
Financial Aid	1765	1400	21%
Student Accounts	472	355	25%
Registrar	427	374	13%
Total	2664	2129	20%

Since January 1

	Walk-ins	Phone Calls	Tickets
Total	1644	2828	1003
Average	183	314	112

- Total Contacts 5,475
- Daily Average 609