WELCOME

New Student Services/Family Outreach
STUDENT PROFILE & FAMILY TIPS

Steve VanderStaay
Vice Provost for Undergraduate Education
Tip #1

Relax!

Your student has chosen a great school!
Recent Assessment Data

Top 2% of 560 US Masters Granting Universities
(Survey of Earned Doctorates)

70% Average Graduation Rate

More than 80% of Graduating Seniors report they would “go to Western” if they could start their higher education experience over again.
Tip #2

Encourage progress toward major declaration
Tip #2

✓ Explore and Research Interests

✓ Complete prerequisites

✓ Declare a Major
Tip #3

Help them learn from the past.

Difficulties
Successes
Our Students

#1 Difficulty

Time Management
Other Difficulties we can Anticipate

- The pace and difficulty of course work
- Winter blues
- Illness
- A schedule delay
What to Say?

“That’s tough.”

“That happened to me…”

“That eventually happens to everyone…”
Successful Students:

• Get involved/work/volunteer/participate
• Form study groups
• Use a calendar and set deadlines
• Use their professor’s office hours
• Arrange internships
Successful Students use campus resources

- The Outdoor Center
- The Tutoring Center
- ATUS Classes
- The Career Center
Se hablan Español

Cezar Mesquita
Office of Admissions
360.650.4350

Tina Castillo
Office of Admissions
360.650.7946
ACADEMIC ADVISING

Meagan Bryson
Assistant Director – Academic Advising Center
Advising @ WWU

• Students are recommended to meet with an advisor at least once per quarter.

• It is the student’s responsibility to initiate contact with an advisor.

• Students may have more than one advisor depending on their standing, major(s) of interest, etc.
General Advising

ACADEMIC ADVISING CENTER

and

STUDENT OUTREACH SERVICES

• Academic and course planning
• Tracking graduation requirements
• Navigating the General University Requirements
• Exploring and preparing for a major
• Adding and dropping classes
• Support for students experiencing academic difficulty
Academic Departments

- Seek advising related to major/minor from academic departments early
  - Declaring major/minor
  - Advising related to major
  - Course overrides
  - Research, internships, other academic opportunities

- Assigned faculty advisor once declared in major
Advising Session 1:30-3:30PM
- Graduation Requirements
- General University Requirements (GURs)
- Intro to majors
- Course planning and selection
- Advising resources
- Online registration system
- And more!

Advising Drop-In Lab 3:45-5:30pm
- Additional schedule planning with advisors on hand to assist!

Registration Session (times assigned)
- Register for classes!

Students are able to make changes to their schedule through noon the following business day.
Graduation Requirements

Baccalaureate Degree

- 180 Credits
- GPA ≥ 2.0
- 60 Upper Division
- 0-60 Electives
- WP3

MAJOR 57-153

GURs

FAIRHAVEN CORE

ACGM BCGM

QSR

LSCI SCI

HUM

SSC

ACOM BCOM CCOM

DTA
General University Requirements - GURs

Students select from a variety of classes in each category depending on interests and intended major.

- Communication
- Quantitative & Symbolic Reasoning
- Natural Sciences
- Humanities
- Social Sciences
- Comparative, Gender and Multicultural Studies

Important Notes:
- Completing a DTA/AA degree from a WA State two year college fulfills GURs.
- Completion of an AS-Transfer degree requires up to 3 more GURs
- Some GUR courses may also satisfy major requirements!
Declaring a Major

Steps to declare a major vary between academic departments.

- Pre-requisite coursework
- Specific application timelines
- GPA requirements
- Submission of portfolio
- And more...

Find out steps to declare each major in the Programs of Study in the University Catalog Catalog.wwu.edu
Adding up a 4 year Degree

180 Credit (minimum) Graduation Requirement

<table>
<thead>
<tr>
<th>Years</th>
<th>4 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarters/year</td>
<td>3 quarters/year</td>
</tr>
<tr>
<td>Credits/quarter</td>
<td>15 credits/quarter</td>
</tr>
</tbody>
</table>

Thoughtful planning and goal setting along with meeting with an advisor regularly will help achieve this timeline.
Tips from Advisors

- Aim for 14-16 credits/quarter to stay on track

- Work on time management skills and build a weekly schedule that includes:
  - Time in class
  - Study time (1 hour in class = 2 hours studying)
  - Other commitments (extracurricular, work, family, etc.)

- Explore and prepare for a major
  - Take GUR courses to explore
  - Research in Catalog and on department websites
  - Connect with academic departments

- Seek advising and other campus resources early and often

- Plan ahead using in person and online resources
Online Advising Resources

Viking Advisor
• Registration & Planning Guide for new students

Virtual Advisor Canvas Course
• Advising online course with important info and announcements through first year

University Catalog
• Programs of Study includes all majors and minors
• Academic policies

Academic Department websites
• Information and resources about majors, opportunities, research and more

Classfinder
• Online class search tool
SCHEDULE AN APPOINTMENT

Monday-Friday
9am-5pm
30 or 60 minute appointments

WALK-INS WELCOME

Monday-Friday
11am-2pm
15 minute appointments

*Walk-ins only offered fall, winter and spring quarters

Old Main 380  Academic.Advising@wwu.edu
360.650.3850    wwwu.edu/Advising
STUDENT BUSINESS OFFICE

Bob Putich
Student Business Office - SBO

Old Main 110
9:00am – 4:00pm

sbo@wwu.edu
What We Do

Student Account Billing
Produce Monthly Account Statement
Process Payments
Assess Late Fees & Interest
Process Student Account Refunds
Parking Permits & Citations
Financial Relationship is with Your Student:

- WWU Communicates with your Student (a lot)
- Your Student can Establish Account Access for You
SBO Tip #2

Paying is Easy and Secure:

- **Online** – eCheck or Credit Card
- In Person – Cash, Check, Debit Card
- Mail – Check, Money Order, or use Bill Pay
SBO Tip #3

Due Dates are Important:

- Tuition & Housing - *First day of the term*
- Miscellaneous Charges - 30 days
- Late Fees & Interest – 15\(^{th}\) of the month
Students **must** set up Direct Deposit:

- Credit Balances are Refunded to the Student
- Direct Deposit to their Existing Bank
- Sign-up Material will come in the Mail
Parking on Campus is Very Limited:

- All Parkers Must Have a Valid Permit
- Permits Awarded by Seniority (Accumulated Credit Hours)
- Students get on a Waitlist
- Lincoln Creek Offsite Parking Facility & Bus
Parking Citations are Expensive & Avoidable:

- Patrolled by License Plate Readers & Photo
- Fines are Expensive
- Driver and Registered Owner Responsible
SBO Tip #7

Pick-up the SBO Checklist:

- Things to do Before Returning for Class
- Tuition and Fee Schedule

Get Yours Today!

- Student Business Office
- SBO Workshop Today
- Information Fair Tomorrow
- Free!
SBO Bonus Tips

Electronic Notifications *only (no paper bill)*
- WWU does not send a bill for charges on your student account

Payer Invitation & Release of Financial Information
- Access to your student’s account
- Communicate with the SBO about financial information

Important Dates & Deadlines
- Tuition & housing *due the first day of each quarter*
- Late fees & interest *15th of each month*

Credit Balance Refund
- Students must sign up for direct deposit

Payments
- **Online** 24/7 on your mobile device

Leave the Car at Home
- Ride the bus!
Student Business Office

To learn more about:
- Student Account Billing
- Making Payments
- Avoiding Late Fees
- Parking on Campus

Attend our SBO Workshop Today!
- Group B 11:30am – 12:20pm
- Group A 12:30pm – 1:20pm
  PAC Concert Hall

Visit the Information Fair Tomorrow!
- 8:00am – 9:15am
  Wilson Library Reading Room 2nd Floor

Thank you!
TIPS FOR FAMILIES
STUDENT HEALTH CENTER

Tom Schneider, MD
Associate Director/Staff Physician

Helping students be well, get well, and stay well - life long
Who are we?

1. We are a team of board certified family physicians, licensed nurse practitioners, nurses and administrative staff dedicated to supporting the well-being of each student.

2. We are your family doctor away from home

3. We are primarily a same day clinic
Location

1. We are located at the south end of campus in the Campus Services Building
2. Easy access by bus – the WTA BlueLine stops in front of the building
Student Health Center

Hours

1. We are open weekdays during the academic quarters.
2. During evenings, weekends, holidays and between quarters; an after-hours telephone nurse consultation service is available at no charge, backed up by our on-call physician.
3. Patient portal is available 24/7 – email questions, refill requests, etc.
By the Numbers

1. Over 140 patients per day
2. Over 100 available same day appointments every day
3. Over 20,000 patient visits per year
4. Over 10,000 patient portal messages per quarter
Student Health Center

Services Provided

1. Management of acute illness and injury
2. Chronic disease diagnosis and management
3. Behavioral health and psychiatric care
4. Orthopedic care and rehab
5. Minor surgical procedures
6. Sexual health
7. Travel services
8. Lab services
9. Medical/mental health emergencies
10. Referral to specialists as needed
Student Health Center

We Protect the Campus Community’s Public Health

1. Required immunizations: MMR x 2
2. Highly Recommended: Meningococcal B vaccinations
   a) Trumenda – 2 doses, six months apart OR 3 doses (0, 1-2, 6 months)
   b) Bexsero – 2 doses, one month apart
3. Recommended: TDAP, Hepatitis A and B, HPV, Influenza
4. Communicable Disease Outbreaks
Student Health Center

How Much Does It Cost?

1. The mandatory health and wellness fee of $113 per quarter pays for unlimited free visits to the health center (includes medical and psychiatry visits).

2. Additional charges for in-house meds, vaccinations, procedures and labs are applied to the student’s account.

3. We don’t bill insurance or Medicaid. We only bill Kaiser-Washington.

4. Optional quarterly or annual insurance coverage is available to purchase from United Health Care for approx. $215 per month with a $250 deductible – see our website for details.
Education

1. We encourage self-care and offer free over the counter meds for colds and sore throats.

2. We stress the importance of being proactive to address small problems before they become big problems.

3. We support student self-reliance and mature decision-making.

4. We routinely screen for alcohol, marijuana and substance use and counsel regarding the risks.

5. We help students navigate the bewildering world of health care and address concerns about privacy, billing or referrals.
COUNSELING SERVICES

Anne Marie Theiler, M.S.
Director – Counseling Center
Our mission is to facilitate student success and psychological well-being through culturally sensitive clinical services, outreach, and consultation.

The Counseling Center is accredited by the International Association of Counseling Services.
Counseling Center

Wide Range of Presenting Concerns
Counseling Center

Young Adult Incoming Students: Many are still developing skills in

Managing Emotions &

Connecting with Others
Counseling Center

Services

- Group Therapy
- Short-term Individual Counseling
- Psychoeducational Workshops
- Case management & Referral Services
- Men’s Resiliency, Suicide Prevention and Wellness Wednesdays Programs
- Crisis Intervention
Services available to all registered WWU Students who have paid the Health Service Fee

Hours of Operation
Monday – Friday
8:30am – 4:30pm

When we are closed --
Evening and Weekend Phone Consultation for Crisis Situations and Students in Distress.
Just call our main phone line and press “1” to speak to the after-hours counselor.
Expect someone who...

- Listens openly and respectfully.
- Values and affirms identity, including:
  - Race/ethnicity
  - Religious affiliation
  - Nationality
  - Gender
  - Gender expressions
  - Sexual orientation
  - Language
  - Ability
  - And more

- Is committed to helping students connect with the best fitting resource.
- Maintains the highest **ethical and legal** standards of **confidentiality**.
Confidentiality

• Counseling Records are not part of students’ educational records.
• Any information students provide and their counseling records are strictly confidential, except in life threatening situations or in cases of suspected child or elder abuse or when required by law.
• Only the STUDENTS can give consent for release of information.
Counseling Center

Located in 540 Old Main
360-650-3164
https://counseling.wwu.edu/
Prevention & Wellness Services

Our programs and services are designed to help students:

– Recognize how their health and wellbeing impacts their personal & academic success
– Become actively involved in enhancing their own wellness and wellbeing
– Contribute to creating and maintaining a safe and healthy campus for all
Prevention & Wellness Services

Our services include:

- Campus-wide health promotion & wellness programs
- Alcohol and Drug Consultation and Support (ADCAS)
- Sexual assault prevention and support services (CASAS)
- Visit us online at www.edu/pws
Prevention & Wellness Services

Peer Health Educator Program

• Excellent volunteer opportunity
• Intensive training process
• Experience providing educational programs & support services to their peers.
EQUAL OPPORTUNITY OFFICE

Trista Truemper, MBA
Manager, Equal Opportunity Training and Communications
Equal Opportunity Office

• Works with students, faculty and staff
• Ensures a campus environment that is free from discrimination, sexual harassment and sexual violence.
Sue Guenter-Schlesinger, Ph.D
Vice Provost for Equal Opportunity & Employment Diversity
Title IX and ADA Coordinator
Old Main 345 • (360) 650-3307 • eoo@wwu.edu • wwu.edu/eoo
Equal Opportunity Office

All students have the right to learn, live, work, and participate in Western programs free from discrimination or harassment based on:

- Race/color
- Religion/creed
- National origin
- Sex (including pregnancy & parenting status)
- Gender identity & expression
- Sexual orientation
- Disability
- Age
- Veteran status
- Marital status
- Genetic information
Equal Opportunity Office

Policies

• Ensuring Equal Opportunity & Prohibiting Discrimination & Retaliation

• Western’s policy on Preventing & Responding to Sex Discrimination, Including Sexual Misconduct

• Student Conduct Code
Equal Opportunity Office

Reporting Requirement

• Western staff and faculty are required to promptly report known or suspected discrimination, harassment or sexual violence

• This reporting requirement does not apply to confidential service providers
  • Counselors, health care professionals, and survivor advocates.
Any student may come to the EO Office for assistance with a concern regarding discrimination or sexual violence.

- **Informal Resolution:**
  - Robust program of informal resolution that involves mediation, negotiation, and conflict resolution

- **Formal Investigation:**
  - Discrimination Complaint Procedure

- **Bias Incident Reporting Form:**
  - Allows anonymous reporting of bias incidents; online at www.edu/eoo

Students are protected from retaliation for reporting.
ADA

- Students with a documented disability to receive classroom and housing accommodations, as long as it does not produce undue hardship.

- The Disability Access Center provides accommodations for students.
Title IX

- Requires gender equity in all educational programs and activities. Prohibits discrimination based on sex
  - Sexual harassment, sexual violence and sexual assault

- Together Against Sexual Violence website available from WWU homepage.
  - Work group includes: EOO, University Police, Student Health Center, Athletics, Prevention and Wellness Services, Dean of Students, Counseling Center, University Residences, the President’s Office
Title IX

- Online Sexual Violence Prevention Training is required for all students
  - Healthy relationships, consent and strategies for bystander intervention
- In person Prevention training is required for faculty and staff
  - Preventing and responding to sexual harassment and sexual violence
Reporting Options & Confidential Resources

- Reporting
  - Equal Opportunity Office/Title IX Coordinator
  - University Police or Bellingham Police

- Confidential Resources
  - CASAS (Consultation & Sexual Assault Support)
  - Counseling Center
  - Student Health Center
  - DVSAS (Domestic Violence & Sexual Assault Services of Whatcom County)
DISABILITY ACCESS CENTER

Jon McGough
Director
The DAC exists to provide students with disabilities equal access to all of WWU:

• Classrooms
• Online learning
• Housing
• Recreation
The term *Disability* is broad.

- Disability is an important aspect of diversity.

- About 85% of the students working with the DAC have “invisible disabilities”
Over the last 10 years, DAC has grown from serving fewer than 500 students to over 1,500.
If your student:

- Has an IEP or 504 Plan
- Has a health condition that might impact their ability to participate in class
- Has questions about whether they might have a learning disability

PLEASE ENCOURAGE THEM TO REACH OUT
Getting started is easy.

Students can:

• Go to disability.wwu.edu
• Complete a New Student Application
• Upload documentation
• We’ll call to setup an initial appointment
Questions?

- Phone: 360.650.3083
- Email: drs@wwu.edu
- Visit: Wilson Library 170
STUDENT SUCCESS

Michael Sledge
Associate Dean of Students
• Safety
• Alcohol & drugs
• Stress & resiliency
Safety at Western

• **Resources**
  - Police & greencoats
  - RA’s
  - Alerts
  - Planning & support offices

• **You can:**
  - Encourage that students trust their instincts/use common sense
  - Focus on first six weeks
Alcohol & Drugs

- Students overestimate peer use
- Reality for students:
  - Stricter policies that are enforced
  - Community-wide approach
- Challenges
Alcohol & Drugs

• What you can do:
  • Talk about your specific expectations
  • Don’t contribute to societal misperceptions around college substance use
  • Call us if concerned
  • Prompt your student if they’re worried about a friend or classmate
Stress & Resiliency

• Students report stress and anxiety as primary barrier to academic success

• Resiliency assumes that failure will occur
• Resiliency = developing healthy, purposeful habits
Resiliency Tips

- Make connections, build a support network
- Explore and reflect on values
- Make a plan regarding time use, sleep, studying, healthy habits
- Opportunities for personal growth
The First Year...

A skit presented by NSSFO, featuring:

**Dad:** Jon McGough (Director of the DAC)

**Student:** Alec Bell (Orientation Student Advisor)

**Narrator:** Lisa Moeschler (Family Outreach Manager, NSSFO)
SCENE 1

Trust them!
Fall quarter, move-in day…
Tip #1

• 88% of Western Freshmen live in the residence halls.

• Living with a roommate and being a part of the larger community is a new experience for many students and this may be the first time your student will share a room.

• Resident Advisors are well trained and prepared to assist students with this transition.
SCENE 2

Finances...
• Agree beforehand on how much money you will contribute.

• Encourage your student to visit the Student Employment Center for on-campus jobs as well as jobs in the community. Their earnings can help finance some major college expenses... like their espresso, pizza and cell phone bills!

• Research shows that students who work 15-19 hours per week have higher rates of completion of courses and their grades often improve.
SCENE 3

“Alphabet Soup”

Learning to speak Western
Tip #3

• Your student’s transition to their new community and new experiences at Western is a healthy sign.

• Don’t be surprised when your student gets involved in classes, their residence hall and different activities – all of which may cut into their time to visit with you.

• If you are concerned about your student, refer to your New Family Handbook for suggestions and contact information about offices on campus.
SCENE 4

Expecting change, but not too much...
Tip #4

• You are most likely to see their greater independence during their first visit home--often the toughest Thanksgiving on record.

• When they're home, set your expectations and communicate them.

• Dietary preferences may impact the family and probably need to be talked about.
Classes…
Tip #5

• Students will find that there is a big difference from registering at Fall A&O and registering for winter quarter classes this coming November.

• Most freshmen will register last based on how many credits they have completed.

• Many of the classes that students want can be taken at some point during their college career and keep in mind that every class applies toward their general university requirements.
Winter quarter,
expect panic...
Tip #6

• Encourage your student to use the services available on campus and to work with staff - like the Student Health Center, the Counseling Center, their Resident Assistant, or academic advisor – to help them resolve issues and access resources like skill-building workshops.

• Don’t be surprised if you receive at least one frantic call or email after their first big exam.
Finances, again, and employment...
Tip #7

• Working on campus can be a great way to acclimate to the new environment, form relationships with the students, staff and faculty, and offset some of their new “lifestyle” expenses.

• **Send care packages**, notes or a post card now and then...
SCENE 8

Spring quarter.
Changes, again…
Tip #8

• Research tells us that on the average, students will change their minds and their major 6 times.

• The Academic Advising Center and Career Services Center assist students in focusing their interests and encourages them to avoid delays in their progress toward graduation by settling on a major.
SCENE 9

Expect the unexpected...
Tip #9

• Take care of yourself…

• Prepare to roll with the changes!
SCENE 10

Adjusting...
Tip #10

Just remember this is a **BEGINNING** and we celebrate that, knowing that beginnings can be difficult and **CHANGE** will occur.
The First Year...

A skit presented by NSSFO, featuring:

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Student: Alec Bell (Orientation Student Advisor)
Narrator: Lisa Moeschler (Family Outreach Manager, NSSFO)
THANK YOU

New Student Services/Family Outreach