WELCOME

New Student Services/Family Outreach
STUDENT PROFILE & FAMILY TIPS

Dr. Scott Linneman
Professor of Geology and Science Education
Director of the WWU Honors Program
How did this happen so fast?!
How did this happen so fast?!
How did this happen so fast?!
Relax!

Your student has chosen a great school!
Top 2% of 560 US Masters Granting Universities
(Survey of Earned Doctorates)

70% Average Graduation Rate

86% of Graduating Seniors report they would “go to Western” if they could start their higher education experience over again.
Tip #2

Be confident:

You have done your job.
Tip #2

“I know you will make good decisions.”
Tip #2

“Everyone makes mistakes: your job is to learn from them.”
Encourage progress toward major declaration
Tip #3

✓ Explore and Research Interests
✓ Complete prerequisites
✓ Declare a Major
Let them know of your sacrifices.
Tip #5

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
“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
ACADEMIC ADVISING

Meagan Bryson
Assistant Director – Academic Advising Center
Who is my advisor?

Academic Advising Center: Old Main 380
Student Outreach Services: Old Main 387

Academic Departments

• It is the students responsibility to make contact with an advisor.
• Students are recommended to meet with an advisor at least once per quarter.
Students will:

• Learn about Advising at Western
• Understand any transfer credit they have
• Learn about graduation requirements, General University Requirements and other advising related policies
• Learn about Western majors/minors and how/when to declare
• Receive advising for fall quarter courses
• Register for fall quarter classes

TOMORROW! Monday, September 25
Check-in: 7-9am in Red Square
Registration and Planning Guide for New Students

Provides advising and registration information

- Graduation Requirements
- General University Requirements (GURs)
- Registration Information
- Academic Planning Resources

Students are encouraged to keep their Viking Advisor for use throughout their first year at Western.

Available on the AAC website: wwu.edu/Advising
Graduation Requirements

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

**Major:** 50-150

- ACOM
- BCOM
- CCOM
- QSR
- HUM
- SSC
- LSCI
- SCI
- ACGM
- BCGM

GURs or DTA
General University Requirements

- Communication
- Quantitative & Symbolic Reasoning
- Humanities
- Social Sciences
- Comparative, Gender, & Multicultural Studies
- Natural Sciences
• Requirements/procedures for major declaration vary widely between majors
  – Students encouraged to seek advising early and often related to their major. Some require early planning.

• Undecided on a major? It’s okay! There are resources to help explore.
How a Four-Year Degree Adds Up

- 15 credits per quarter X 3 quarters per year = 45 credits per year
- 45 credits per year X 4 years = 180 credits

GURs = 60 credits (approx.)
Major coursework = 55 – 150
Electives = 0 – 65
Total = 180 credits
Academic & Career Development Services

- Academic Advising Center
- Career Services Center
- Tutoring Center
• Academic and course planning
• Academic standing
• Exploring and preparing for a major
• Graduation Requirements
• Adding and Dropping Classes
• Support for students experiencing academic difficulty

Old Main 380
360.650.3850
wwu.edu/advising
The Tutoring Center offers the services below at no cost to students:

- Drop in tutoring for math and science GURS
- Facilitates study groups for select courses
- Individual study skills tutoring
- Study Skills Booklet

Wilson Library 280
360.650.3855
www.uw.edu/Tutoring
Career Assessments:
- SIGI 3
- Strong Interest Inventory
- Meyers Briggs Type Indicator

Career Exploration:
- What Can I Do With This Major?
- WWU Employment Survey
- Viking Career Link

Old Main 280
360.650.3240
www.careers.wwu.edu
Academic and Career Development Services

Academic Advising
Old Main 380   360.650.3850
www.wwu.edu/advising

Career Services Center
Old Main 280   360.650.3240
www.careers.wwu.edu

Tutoring Center
Wilson Library 280   360.650.3855
www.wwu.edu/depts/tutorialcenter
STUDENT BUSINESS OFFICE

Bob Putich
What do we do?

- Process Financial Transactions for your Student
- Bill for Tuition, Fees, Housing and Other
- Assess Late Fees and Interest
- Process Payments and Apply Financial Aid
- Student Account Refunds
- Parking Services
- Financial Literacy Counseling
Billing

• Your Student is Responsible for the Account

• Students can Establish Parent Access
  – Information Release
  – Authorized Account User

• WWU Does Not Send a Bill or Statement

• Tuition, Housing and Meals Due First day of Term

• Late Fees are Assessed 15th of Each Month
Payments

• Online
  – eCheck, Credit Card

• In Person
  – Cash, Check, Debit Card

• Mail
  – Allow 7 days

• GET, Bill Pay, 529
  – Allow 14 days
Refunds

Student Account Credit Balance Refunds

- Students **must** set up Direct Deposit
  - To their Existing Bank
  - To a Joint Bank Account

- Direct Deposit Sign-up Kit
  - In the Mail Middle of August
  - Must be Completed by Student
Student Business Office

Checklist

- Authorized User(s)
- Release of Financial Information Form
- Authorization to Apply Financial Aid Funds Form
- Authorized User
- Direct Deposit
- Electronic Refund
Thank you!

SBO open Weekdays until 4:00
Dedicated to helping students be well, get well, and stay well life long.

STUDENT HEALTH CENTER

Emily Gibson, M.D.
Medical Director – Student Health Center

Dedicated to helping students be well, get well, and stay well life long.
Two MMR Vaccination requirement for enrollment

- MMR is the **only** required vaccination at WWU
- Meningococcal vaccination is strongly recommended but **not** required. Students are required to sign an online information sheet prior to initial registration. Vaccine is available at the health center on campus $23 under age 19, $125 for age 19 or older

- Meningococcal Serotype B vaccination $160 is now recommended for college students (recent University of Oregon outbreak meningitis)

- Other vaccinations strongly recommended: TDAP (tetanus, diphtheria, pertussis), HPV, Hepatitis A, influenza (starting in October)
Student Health Center

Located at the south end of campus in the Campus Services Facility above Parking and Police
Student Health Center

- Open weekdays during the academic quarters
- Closed for appointments during intersessions, evenings, weekends and holidays due to limited staffing
- Year round 24 hour free telephone consulting nurse with WWU physician back up
- Refills, emails and electronic messages available year round
• $106 Mandatory Quarterly Counseling, Health and Wellness Fee provides free unlimited visits in the health center, free brief counseling in the Counseling Center

• Additional fees may be charged for dispensed prescription medication from our formulary, durable goods, procedures, vaccinations and laboratory testing
We do not directly bill insurance plans - ONLY Group Health/Kaiser. We are a non-billing Medicaid provider so are able to see/treat Apple Health/Molina/etc. insured students.

A billing sheet with appropriate codes is automatically emailed to the student to facilitate self-billing of insurance for reimbursement.

Insurance coverage is federally mandated under the Affordable Care Act.

Option to stay on parental health insurance to age 26
Optional quarterly or annual coverage available to enrolled WWU students offered through United Health Care

Sign up online via links from the Student Health website

Plan premium anticipated to be ~$180/month for 2017-2018, $250 deductible in-network, $500 out of network. This plan is compliant with all requirements of the Affordable Care Act
• **Online services:** all electronic paperless clinic for the past 11 years
  -- online past medical history and symptom specific surveys
  -- password protected secure patient web portal with access to chart notes, labs and x-ray reports and patient education materials
  -- online refill requests and direct secure messaging to health care providers
• Telephone Services—24 hour free access to consulting nurse with physician back up
• Some illness can be treated by protocol over the phone without being seen – i.e. viral upper respiratory infections, viral gastroenteritis, uncomplicated influenza and urinary tract infections
• In-clinic formulary of 60 of the most common generic prescription medications available for purchase, including antibiotics, contraceptives and antidepressants
• No medical excuses written for class absences < 5 days
Cold Self Care Packs

Access to free over the counter pain relievers, lozenges, cough syrup, saline nasal spray at the Health Center

Triage Nurse

In person evaluation by Registered Nurse with ability to assess and treat per protocol, i.e. viral upper respiratory illness, strep throat, conjunctivitis, uncomplicated urinary tract infection, some STI screening
Student Health Center

- Unlimited appointments per quarter without additional co-pays
- Over 100 Same Day Appointments available every day – we see today’s ill students today – call early!
- Schedule ahead appointments for routine mental health, women's reproductive health, sports medicine, travel clinic, physicals
- Acute illness, injury, chronic disease monitoring and management, minor surgery, dermoscopy
- Lab Services including outside doctor orders
Specialty Services

• Free unlimited access to primary care mental health providers and case management services, including availability of psychiatric consultation by referral

• Free unlimited access by referral to athletic trainer (in the Rec Center) for injury rehabilitation

• Travel Clinic and vaccinations (charges for services)
During their years in college:

• Research* indicates 35% of college students experience anxiety and 26% depressive symptoms that interfere significantly with their academic progress

• Over 10% experience significant suicidal thoughts

• 1-2% attempt suicide

• Abuse of alcohol and recreational drugs significantly impairs academic success and increases risk of completed suicide

* Data from the spring 2016 NCHA survey, WWU
Counseling Center

• We are dedicated to supporting students toward successful completion of educational programs by
  – Enhancing and maintaining students’ psychological and emotional well-being
  – Providing support in situational crises
  – Assisting students when functioning is impaired

Our primary commitment is to help our students get connected with the best fitting resource.
Wide Range of Presenting Concerns
Services

Group Therapy
Short-term Individual & Couples Therapy
Psychoeducational Workshops
Casemanagement/Referral Services
Referral to Psychiatric Services
Crisis Intervention
Services available to ALL registered WWU Students

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

24/7 Phone Consultation available for students in distress
Confidentiality

• **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

360-650-3164
http://www.wwu.edu/counseling/index.shtml
Our programs and services are designed to help students:

– Recognize how their health impacts their personal & academic success
– Become actively involved in their own wellness
– Contribute to creating a safe and healthy campus for all
Our services include:

- Campus-wide health promotion & wellness programs
- Alcohol and Other Drug Counseling Services (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

L.K. Langley, J.D.
Manager, Equal Opportunity Programs
The EO Office works with students, faculty and staff to provide a campus environment that is free from discrimination, sexual harassment and sexual violence.
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

- Western’s policy on Ensuring Equal Opportunity & Prohibiting Discrimination & Retaliation
- Western’s policy on Preventing & Responding to Sex Discrimination, Including Sexual Misconduct
- Student Conduct Code
Western staff and faculty are required to promptly report known or suspected discrimination, harassment or sexual violence to the Equal Opportunity Office/Title IX Coordinator.

This reporting requirement does not apply to confidential service providers such as 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 wwwu.edu/eoo.

Students are protected from retaliation for reporting.
ADA

- The Americans with Disabilities Act (ADA) requires all students documented with a disability to receive classroom and housing accommodations, as long as it does not produce undue hardship.

- The disAbility Resources for Students office provides accommodations.
Title IX

• Title IX requires gender equity in all educational programs and activities.

• Western is committed to preventing sexual violence, and to responding promptly and effectively when students report sexual violence.

• Together Against Sexual Violence website available from WWU homepage.
Title IX

• All new students are required to complete Haven, an online training about sexual violence prevention, healthy relationships, consent and strategies for bystander intervention.

• New faculty and staff also complete training about preventing and responding to sexual harassment and sexual violence.
Equal Opportunity Office

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)
Dean of Students

- Associated Students (student government)
- Viking Union
- Student Outreach Services
- Ethnic Student Center
- Student activities
- Clubs and organizations
• Safety
• Alcohol & drugs
• Stress & resiliency
Safety at Western

- Resources
  - Police & greencoats
  - RA’s
  - Western 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
  • Attend Critical Conversations session
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
Tip #1

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

They won’t forget all that you have taught them. Trust them and have confidence that you’ve done a great job raising them to be successful adults.

• Over 90% 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.
Tip #2

Finances...
Tip #2

• Agree beforehand on how much money you will contribute.
• Send Care Packages!!
• Encourage your student to visit the Student Employment Center for on-campus jobs as well as jobs in the community.
• Research shows that students who work 15-19 hours per week have higher rates of completion of courses and their grades often improve.
• Their earnings can help finance...some major college expenses... their espresso, pizza and cell phone bills!
Tip #3

Support your student to get involved
Ask questions and learn the jargon so you can better understand what they are doing and be able to support their activities and experiences.
Tip #4

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

• If you are concerned about your student, refer to your resources for suggestions and contact information about offices on campus.
Tip #5

Expect change, but not too much...
Tip #5

- You are most likely to see their greater independence during their first visit home--often the toughest Thanksgiving on record.
- Relax--research shows that many students try new things and experiment, but usually their lifestyle, habits, use of alcohol, dating patterns, values, and morals don’t change dramatically...For those of you who are hoping for POSITIVE change, you may see it.
- When they’re home, set your expectations and communicate them.
- Dietary preferences may impact the family and probably need to be talked about.
Tip #6

Classes...
Tip #6

Students will find that there is a big difference from registering at Summerstart and registering for winter quarter classes this coming November.

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

- It is important to remind your student that many of the classes they want can be taken at some point during their college career - AND every class they take is important because it most likely can be apply to one of the classes they need for their GUR’s.

- If they are still upset that they did not get the classes they want, remind them that there is a waitlist feature in class registration and talking with the professor can be helpful.

- Also, remind your student that sometimes a class can ignite a spark and passion for a subject that they never knew they had – exploring new subjects can sometimes lead to new interests or even a major!
Tip #7

Winter quarter, expect panic...
Tip #7

- Encourage your student to use the services available on campus and to make appointments with staff - like the Student Health Center, their Resident Assistant, Resident Director or academic advisor – to help them resolve issues.

- You’ll probably receive at least one frantic call or email. This is most likely to happen after their first big exam. Consider this a healthy sign. It means they are concerned about their performance.
Expect more panic...
### Tip #7 cont...

- College classes and the demands of academics are a difficult part of the transition for many new students.
- Often, time management skills and study skills will need to shift and change.
- The Learning Commons, Tutoring Center, and Writing Center offers help to students.
- Grades are sent to students via their Western email, not family members.
- It is important to remember that a student is responsible for his or her own education. Be sure to keep the lines of communication open about this. You might want to discuss your expectations on sharing how they are progressing academically up front.
Finances, again, and employment...
Tip #8

• Send care packages, notes or a post card now and then. Those connections to home can make them feel they’re not forgotten.

• Although phone calls and email are wonderful, students check their mailboxes regularly. It is particularly sad to see them open the mailbox and put their hand in expectantly…And find nothing.
Tip #9

Spring quarter. Changes, again…
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.
Tip #10

Adjusting...
We will challenge and support your student as they gain greater and greater autonomy and we will hold them accountable for their behavior. We ask that you encourage them to be involved community members and to follow the rules and regulations. If you are troubled by information you hear from your student, please call us to clarify and to check out other points of view. We will do all that we can to keep you informed through our monthly family newsletter and other forms of communication.

This is a **BEGINNING** and we celebrate that, knowing that beginnings can be difficult and **CHANGE** will occur.
THANK YOU

New Student Services/Family Outreach