TIPS FOR FAMILIES

Summerstart 2018

TIPS FOR FAMILIES
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

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.”
Tip #3

Encourage progress toward major declaration
Tip #3

- Explore and Research Interests
- Complete prerequisites
- Declare a Major
Tip #4

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
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
• 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
• Seek advising related to major/minor from Academic Department

• Assigned faculty advisor once declared in major

• Major advisor assists student with:
  – Academic planning for major
  – Advising related to major
  – Research, internships, other academic opportunities
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!

Registration Session
- Register for classes!

Drop In Advising Lab 3:45-5:30pm
- Additional schedule planning

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

180 CREDITS
60 UPPER DIVISION
0-60 ELECTIVES
GPA ≥ 2.0

MAJOR 50-150

Baccalaureate Degree

ACOM BCOM CCOM
QSR
LSCI SCI
GURs or DTA
HUM
ACGM BCGM
SSC
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:
- Students who have completed a DTA/AA degree from a WA community/technical college have already fulfilled 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>4 Years</th>
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<tbody>
<tr>
<td>3 quarters/year</td>
</tr>
<tr>
<td>15 credits/quarter</td>
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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
• Build a weekly schedule that should include:
  • Time in class
  • Study time (1 hour in class = 2 hours studying)
  • Other commitments (extracurricular, work, family, etc.)
• Balance major exploration and preparation with GURs
• 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

University Catalog
- Programs of Study includes all majors and minors
- Important academic policies

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

Classfinder
- Online class search tool
Career Assessments:
- SIGI 3
- Strong Interest Inventory
- Meyers Briggs Type Indicator

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

Old Main 280
360.650.3240
careers.wwu.edu
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  wwu.edu/Advising
STUDENT BUSINESS OFFICE

Bob Putich
SBO Location

Old Main 110
9:00 am – 4:00 pm
What We Do

Student Account Billing

Produce Monthly Statement of Account

Assess Late Fees and Interest

Process Payments

Process Student Account Refunds

Parking Permits and Citations
Student Account Billing

Typical Charges:
- Tuition & Fees, On-Campus Housing & Meals
- Miscellaneous Charges, Bookstore, Student Health Center, ID Card Replacement
- (Not Parking or Library)

Monthly Statement:
- Posted to Student Account Each Month
- Email Notification student & authorized user

Due Dates:
- Tuition/Housing - First day of the term
- Miscellaneous Charges - 30 days
- Late Fees – 15th of each month
Payments

Payment Options:

- Online - E-Check or Credit Card
- In Person - Cash, Check, Debit Card
- Mail - Check, Money Order, or use Bill Pay

Due Dates:

- Tuition/Housing - First day of the term
- Miscellaneous Charges - 30 days
- Late Fees – 15th of each month
Refunds

Student Account Credit Balance Refunds

Students **must** set up Direct Deposit

- All Credit Balances are Refunded to the Student
- Direct Deposit to their Existing Bank
- Sign-up Material will come in the Mail

Direct Deposit Sign-up Kit

- In the Mail Middle of August
- Must be Completed by Student
Parking on Campus is Very Limited

Parking Permits
- 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

Citations
- Patrolled by License Plate Readers & Photo
- Very Very Expensive Fines
- Driver and Registered Owner Responsible
Student Business Office Checklist

- Student email
- Release of Financial Information Form
- Miscellaneous Charge Authorization Form
- Authorized User
- Direct Deposit Electronic Refund
Important Tips

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

Authorized User / Release of Financial Information
- provides access to student financial information

Important Dates & Deadlines
- Tuition & Housing due 1st day of each quarter
- Late Fees and Interest 15th of each month

Credit Balance Refund
- Students must sign up for Direct Deposit

Payments
- Online 24/7

Checklist
- things you need to do together before your student leaves home
To learn more about:

Student Account Billing
Making Payments
Avoiding Late Fees
Parking on Campus

Attend our Workshop Today!

Group A: 12:30pm – 1:20pm
Group B: 11:30am – 12:20pm
Arntzen Hall 100

Thank you!
WWU Student Health Center: Dr. Emily Gibson
Helping students get well, stay well, be well life long
We are a team of clinicians dedicated to supporting the humanity and well-being of each student. “Doctor” in Latin means “teacher” and “nurse” means “nurture.” We are open weekdays during the academic quarters and available 24/7 for phone consultation or online questions when closed weekends, holidays and between quarters.
We are Board Certified Family physicians working alongside skilled licensed nurse practitioners and nursing staff to provide care for acute illness and injury, chronic disease monitoring and management, minor surgery and lab services.

We offer evidence-based care that is appropriate and affordable.
We protect the campus community's public health.

Required immunizations:
MMR x 2

Highly Recommended:
Meningococcal vaccinations

Routine: TDAP, Hep A and B, HPV, influenza

Travel/Study Abroad:
a variety of recommendations depending on destination
We are funded by a mandatory quarterly fee of $113 for unlimited free visits to the health center. There may be charges to the student account for meds, vaccinations, procedures and labs.

We don’t bill Insurance or Medicaid (other than Kaiser-Washington)

An optional quarterly or annual insurance coverage is available to purchase from United Health Care for ~ $215 per month with $250 deductible (in network) – Information and enrollment linked from our website.
We listen carefully and treat all students with respect and sensitivity.
We value diversity of body, mind and spirit -
We welcome all people, all issues, all questions and will do our best to work together to determine the best solutions.
We model empathic communication whether it is in clinic, on the phone or online. We know students can be easily overwhelmed and worried.
We encourage self care and offer free over the counter meds for colds and sore throats.
We emphasize prevention strategies and the importance of screening to address small problems before they become big problems.
We encourage students to review their own medical record online through a password protected patient portal where they can request medication refills and confidentially ask their provider questions.
We respond to all kinds of distress—We see over 140 students daily with 100 open “same day” appointments available daily in addition to responding to several hundred electronic messages.
We encourage accountability from our students – we expect timeliness, not waiting until the last minute to request refills, prompt response to our messages and emails, along with voicemail that is set up on their phones so we know we can reach them when we need to.
We handle emergencies, both real and potential. We can stabilize, provide IV hydration and injections with an average response time from Bellingham Fire/EMT of four minutes when needed.
We prepare students to explore the world. Most WWU students choose a study abroad experience and need travel medicine preparation in order to stay healthy while away and on return.
We help students navigate the bewildering world of health care if they have concerns about privacy, billing or referrals.
We remember what it was like to feel sick and lonely and scared – we provide full service mental health care from our primary care providers with referral to psychiatric consultants available when needed.
We are a safe, warm and comfortable place to come if the world is feeling cold and unwelcoming.

Over 35% of college students experience significant mental health symptoms, including 15% experiencing suicidal thoughts during those 4-5 years - we take those concerns seriously and respond promptly.
We encourage self reliance and mature decision-making by supporting students to live life without need for self-medicating with excessive alcohol or marijuana or other recreational substances.
We prepare students for their next step into the world – working toward life-long well-being.
COUNSELING SERVICES

Anne Marie Theiler, M.S.
Interim Director – Counseling Center
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
Counseling Center

Services

Group Therapy
Short-term Individual & Couples Therapy
Psychoeducational Workshops
Case management & Referral Services
Referral to Psychiatric Services
Crisis Intervention
Services available to all registered WWU Students who have paid the Health Service Fee
Located in 540 Old Main

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

Evening and Weekend Phone Consultation available for students in distress
Expect someone who...

- Is **interested** in listening to your concerns
- Will be **open** to discuss anything you wish
- Will be **affirming** of personal identities informed by their

• Race/ethnicity  
• Religious affiliation  
• Nationality

• Gender  
• Gender expressions  
• Sexual orientation

• Language  
• Ability  
• And more

- Will maintain the highest **ethical and legal** standards of confidentiality
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
Prevention & Wellness Services

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
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 wwu.edu/pws
Peer Health Educator Program

• Excellent volunteer opportunity
• Intensive training process
• Experience providing educational programs & support services to their peers.
Caitlin R. McGrane, J.D.
Title IX/Civil Rights Investigator
The EO Office works with students, faculty and staff to provide a campus environment that is free from discrimination, sexual harassment and sexual violence.
Equal Opportunity Office

Located in Old Main 345
(360) 650-3307 • eoo@wwu.edu
www.wwu.edu/eoo
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 wwu.edu/eoo.

Students are protected from retaliation for reporting.
ADA

• The Americans with Disabilities Act (ADA) requires all students with a documented 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 Sexual Violence Prevention, an online training about preventing sexual violence, 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.
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 RESOURCES FOR STUDENTS

Jon McGough
Associate Director, DRS
DRS 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 DRS have “invisible disabilities”
Over the last 10 years, DRS 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 wwu.edu/drs
• 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: 120 Old Main
STUDENT SUCCESS

Michael Sledge
Assistant Dean of Students
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
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 Skit

Actors:
Dr. Emily Gibson as “Mom”
Katie Micheletti & Sam Crotty as “Student”
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.
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.
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...
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

- A parent’s first reaction might be to call the Student Health Center to make an appointment for their student. However, as students are developing their independence, allow them to use their past experience to solve their problems.

- 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.
Tip #8

Expect more panic…
Tip #8

- 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.
- Final grades are posted on a student’s Web4U; they are not sent to family members.
- It is important to remember that a student is responsible for their 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.
Tip #9

Finances, again, and employment...
Tip #9

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

• 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 #10

Spring quarter. Changes, again…
Tip #10

• 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 #11

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