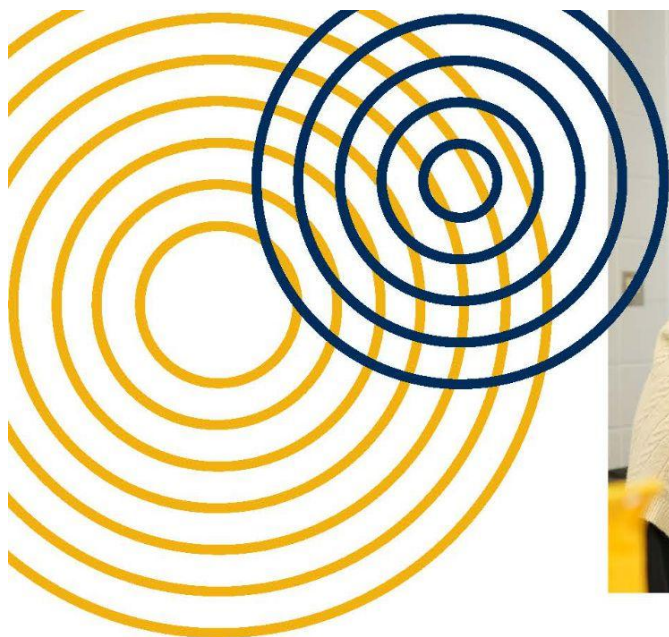




 **Parkersburg**
West Virginia University.
PROFESSIONAL ADVISING CENTER

ACADEMIC ADVISING HANDBOOK

2025-2026 Academic Year



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Overview

Academic Advising is essential to supporting student success. Done well, it can help students develop resiliency, stay on the pathway to academic success, align students with academic goals and access support services on campus. One of the most important components of academic advising is having correct and timely information. This handbook seeks to support academic advisors at West Virginia University Parkersburg (WVUP) by providing needed information about processes and procedures and the opportunity to learn more about effective academic advising practices.

The role of the academic advisor is to help the student define and develop realistic goals, to perceive his/her needs accurately and to match these needs with appropriate institutional resources. The advising process includes the exploration of the student's immediate and long-term career goals, self-assessment of personal resources, and the educational steps to meet those goals.

Advising is a powerful tool in WVUP's efforts to improve student retention. All students at WVUP are entitled to receive accurate academic advising on a regular basis throughout their enrollment at the College. Students shall be advised regarding their career or degree objectives without regard to their race, color, national origin, sex, gender identity, sexual orientation, or disability.

WVU Parkersburg is an Equal Opportunity Institution and does not discriminate on the basis of race, sex, pregnancy, age, disability, veteran status, religion, color, ancestry, or national origin in admission, employment, educational programs or activities; nor does it discriminate on the basis of genetic information in employment or employee health benefits. Further, faculty, staff, students, and applicants are protected from retaliation for making complaints or assisting in investigations of discrimination. West Virginia University at Parkersburg will take steps to assure that a lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Auxiliary aids and services are available upon request to individuals with disabilities.

Any person with inquiries regarding WVUP's compliance with Title VI, Title VII, Title IX, Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 is directed to contact the individual designated to coordinate the institution's efforts to comply with the regulations implementing these laws:

Mary Bentz, Executive Director, Human Resources and Compliance
West Virginia University Parkersburg
300 Campus Drive, Room 1017
Parkersburg, WV 26104
Office: 304-424-8212; Fax: 304-424-8302
Email: Mary.Bentz@wvup.edu

Title VI, Title IX and Section 504 or ADA complaints may also be filed with the Regional Office for Civil Rights: U.S. Department of Education; Philadelphia Office for Civil Rights; 100 Penn Square East, Suite 515; Telephone: 215-656-8541; FAX: 215-656-8605; TDD: 800-877-8339; Email: OCR.Philadelphia@ed.gov.

Section 1: Academic Advising

“Watching a skilled [advisor] help a student is like watching an artist at work. Each makes their craft look easy. The artist applies paint to canvas with a seemingly effortless ease, and the work of art magically appears. [Master] advisors...conduct conferences with an equal ease and fluidity.”

- Pat Folsom, 2015

Purpose of Academic Advising

The National Association of Academic Advising (NACADA) defines Academic Advising as an interactive process in which the adviser helps the student set and achieve academic goals, acquire relevant information and services, and make responsible decisions consistent with interests, goals, abilities, and degree requirements (NACADA, 2006).

Academic advising is integral to fulfilling the teaching and learning mission of higher education. Bean and Eaton (2002), Kuh et al. (2005), and Tinto (1993) all point to the significant role that academic advising plays in effective retention programs and individual experiences. Tinto's (1993) *Theory of Student Departure* posited that the effects of the institutional academic and social context when interacting with student characteristics impact departure. This suggests that retention is a by-product of a good educational experience. Kuh et al. (2005) further argues that “advising is viewed as a way to connect students to the campus and help them feel that someone is looking out for them. Engagement represents the intersection of institutional conditions and student behavior that the institution can help influence” (p.4). Bean (2005) and Bean & Eaton (2002) also examined individual attributes that influence student persistence. They found that feelings about staying or leaving are by-products of interactions between students and the institution. Attitudes about an attachment to the institution and a connection to their future also have an impact.

Through academic advising, students learn to become members of their higher education community, to think critically about their roles and responsibilities as students, and to prepare to be educated citizens of a democratic society and a global community. Academic advising engages students beyond their own world views, while acknowledging their individual characteristics, values, and motivations as they enter, move through, and exit the institution.

Guiding Principles of Academic Advising

Advising is a key component of student success and supports the mission of WVUP by providing accessible, and life changing opportunities in a safe and supportive environment. The academic advising relationship is best carried out in an atmosphere of caring and trust. Through this process, the advisor will help students meet many of their life-long goals and prepare them for a rewarding career. It is not sufficient to be merely a source of accurate information. To be effective, an advisor must exercise non-judgmental listening skills and clear, distinct communication techniques. Additionally, the advisor must strongly encourage the student to take responsibility for his/her own educational requirements and decisions.

NACADA Core Values

The NACADA Core Values are periodically reviewed values that are designed to reflect the academic advising profession. These values are named: Caring, Commitment, Empowerment, Inclusivity, Integrity, Professionalism, and Respect. Each of these values showcase the commitment that academic advisors have in order to support students from diverse cultural/ethnic, educational, and personal backgrounds. For this support to occur, academic advisors are reminded of the following tasks:

1. **Caring:** Academic advisors respond to and are accessible to others in ways that challenge, support, nurture, and teach. Advisors build relationships through empathetic listening and compassion for students, colleagues, and others.
2. **Commitment:** Academic advisors value and are dedicated to excellence in all dimensions of student success. Advisors are committed to students, colleagues, institutions, and the profession through assessment, scholarly inquiry, life-long learning, and professional development.
3. **Empowerment:** Academic advisors motivate, encourage, and support students and the greater educational community to recognize their potential, meet challenges, and respect individuality.
4. **Inclusivity:** Academic advisors respect, engage, and value a supportive culture for diverse populations. Advisors strive to create and support environments that consider the needs and perspectives of students, institutions, and colleagues through openness, acceptance, and equity.
5. **Integrity:** Academic advisors act intentionally in accordance with ethical and professional behavior developed through reflective practice. Advisors value honesty, transparency, and accountability to the student, institution, and the advising profession.
6. **Professionalism:** Academic advisors act in accordance with the values of the profession of advising for the greater good of students, colleagues, institutions, and higher education in general.
7. **Respect:** Academic advisors honor the inherent value of all students. Advisors build positive relationships by understanding and appreciating students' views and cultures, maintaining a student-centered approach and mindset, and treating students with sensitivity and fairness. (NACADA, 2025)

Responsibilities of the Advisee and Advisor

Students are expected to:

1. Take ownership/responsibility of their educational experience, decisions, and actions which affect their educational progress and goals.
2. Clarify their educational, career, and personal goals.
3. Be an active learner by participating fully in the advising experience by:
 - a) communicating regularly with their advisor,
 - b) be open and willing to consider advisor recommendations, and
 - c) respond to advisor communications.
4. Use MyDegree and the Course Catalog to help them make informed decisions toward degree requirements and course scheduling.
5. Complete registration tasks by required dates.
6. Learn how to access, use, and check their WVUP email regularly and respond to any

actionable items using their assigned WVUP email account and student ID.

7. Schedule and attend advising appointments as required.
8. Come to each advising appointment prepared to ask questions and discuss concerns.
9. Bring all advising related materials to their meeting and follow through on plans of action identified during meetings.
10. Become familiar with and utilize campus resources.
11. Ask questions if they do not understand an issue or have a specific concern.

Advisors will:

1. Guide students in the selection of their required courses.
2. Advocate for student success and empower them to complete their degree.
3. Assist in developing and achieving realistic academic goals by guiding students to make decisions and take ownership of their choices.
4. Communicate accurate, timely and useful information for navigating the pathway to completion.
5. Help students interpret college policies, procedures and guidelines.
6. Inform students of college expectations, and maintain a courteous, respectful, and supportive advising environment and be accessible during office hours.
7. Adhere to the guidelines set forth by FERPA.
8. Serve as a liaison to campus resources.
9. Address students' academic questions and concerns and collaborate with students to generate solutions to challenges.
10. Respond within a timely manner to students' correspondence.

According to #V-4 of the WVUP Answer Book, all Advisors have the following expectations:

- Advisors must personally approve a student's selection of classes prior to registration of the courses. There is a PIN that must be removed by the advisor for the student to register.
- Advisors should verify that students are continuing to pursue the degree or career objective that is indicated in OLSIS. It is the responsibility of advisors to refer students to the Center for Student Services to change degree objectives. If a major change necessitates an advisor change the CSS will make that change.
- Advisors should meet with each student being advised on a regular basis - not just at registration time. Students who need frequent contact should be scheduled for conferences with advisors on a regular basis throughout the semester.
- Advisors should maintain notes of all advising sessions with students in MyDegree.
- Advisors must approve forms (physical or online) initiated by the student to withdraw either from a class, classes, or from the college.
- Advisors are expected to know and to follow specific college policy covering prerequisite courses, maximum course load, overload, D/F repeats, grade forgiveness, etc.
- Faculty advisors are expected to establish, post, and fulfill stated office hours for advising purposes. These should include prime student hours on each class day of the week, and/or evening hours as appropriate. Deans are responsible to verify that this is observed.
- Advisors are expected to refer students to student support resources that the college makes available, such as counseling services, career services, tutoring and testing center, financial aid, the college catalog, specific articulation agreements with other institutions, etc.
- Advisors are expected to participate in training sessions when they are developed and announced.

- In emergency situations (particularly those relating to deadlines), when an advisor is not accessible, students may be referred to the Deans or the PAC for assistance. (When the student transaction is completed under these conditions, the assigned advisor shall be notified of any actions taken.)
- When college is not in session, students will be advised by the Deans or the PAC advisors if faculty advisors are not available.

Professional Advising Center Learning Outcome/Assessment

Students will identify their degree program and know the completion requirements by the time they earn 30 credit hours.

Students will be able to:

- locate published schedule of course offerings, MyDegree, and curriculum requirements;
- interpret the published schedule of course offerings;
- recognize unmet requirements by surveying their MyDegree;
- implement the required steps to have their registration PIN released;
- identify if they have any holds; and
- identify when their registration window opens.

Assessment Measurement:

Advisors will expect that students will be able to prepare a draft schedule by the time they reach 30 credit hours.

Data will begin to be collected during the 25-26 academic year to establish a baseline rate.

Structure of Academic Advising at WVUP

In general, students will be advised by an academic advisor from the Professional Advising Center (PAC) until they earn a certificate in their major's program, or earn a certificate of applied science in General Education. Once a student graduates with a certificate, they will be reassigned to a full-time faculty advisor from their respective program area. Transfer students with a previously-earned certificate are automatically assigned to a faculty advisor.

Students pursuing an AASBA will be assigned a faculty advisor in addition to their PAC advisor after reaching 30 credit hours. The initial assigned PAC advisor will then become the student's secondary advisor. It is important that the student see their assigned primary advisor for advising for the next semester's classes. Likewise, a PAC advisor cannot admit anyone to a Bachelor degree program, meaning students should see their primary advisor to be admitted into the Bachelor degree program. However, a secondary assigned PAC advisor can assist the student in other ways.

Students wishing to enter WVUP's Nursing, Surgical Technology, or Radiology Technology Program are admitted to WVUP as a AS General Education student. This is to allow these students to register for general education courses before taking program-specific courses. Professional advisors work with AS General Education students until they are admitted to the Nursing, Surgical Technology, or Radiology Technology program, or until they complete the AS degree. If pre-health

track students are offered a seat in the Nursing, Surgical Technology, or Radiology Technology program, then they are automatically reassigned to a faculty advisor. Students should see their faculty advisor once admitted to their program of choice, as PAC advisors cannot assist with program-specific registration.

The Professional Advising Center (PAC)

The PAC is staffed by professional academic advisors tasked with advising all students who have completed less than 30 credit hours. PAC advisors work with students to ensure they properly begin their academic journey by advising them of the courses required to fulfill their selected degree program. They also assist students with the initial registration process and answer questions regarding potential degree paths, course descriptions, and general academic information. PAC advisors work to develop a relationship with their students over time so that students always feel they have an advocate on campus. Additionally, the advisors communicate with students reported through the early alert warning system as well as students earning midterm and/or final grades of a "D" or "F". PAC advisors will frequently reach out to students throughout the semester in order to facilitate a mentoring relationship. In the Fall of 2024, the PAC advisors will be working to adapt the Ascend advising model for all new students.

Advising specific to students pursuing a Regents Bachelor of Arts (RBA) or Board of Governors A.A.S. degree (BOG) is conducted through Kim McFee. While all PAC advisors are assigned advisees from all majors, each advisor is assigned to serve as a liaison to one of WVUP's academic divisions, including:

- Professional Studies
- Nursing & Health Sciences
- Workforce & Economic Development and Computer Information Services
- Arts & Sciences

This liaison relationship is so that changes in each program can be shared with all PAC advisors so they are up to date on program expectations. The PAC maintains regular office hours Monday through Friday with extended hours during peak registration periods. PAC advisors also provide assistance during winter breaks and summer sessions when faculty members are not typically on campus.

Faculty Advisors

All students who have earned over 30 credit hours are assigned a faculty advisor within their declared major. Transfer students with 30 or more credit hours are automatically assigned to a faculty advisor as they potentially could have prior credit hours that can be substituted courses required of their declared major. The faculty advisor will assist advisees in applying to the appropriate bachelor degree program.

Ascend Academic Advisors

Ascend Advisors are assigned all Ascend program participants to serve as their advisees. They are required to meet with Ascend participants based upon students' academic level of support. Ascend students will remain with their Ascend Advisor until they graduate. Exceptions to this are students that become admitted into the Nursing program. These students will have both a Nursing faculty advisor and an Ascend Advisor.

Section 2: New Student Procedures and Policies

Admission to WVUP

Students may be admitted to WVUP under any of the following categories: General Admission, Transfer Admission, Transient Admission, Early Admission of High School Students, Readmission, Non-degree Admission, International Admission, and Provisional Admission.

General Admission

To be fully admitted under general admissions requirements, a student must:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Per financial aid regulations and institutional obligations, submit official high school transcripts or a secondary credential. If the applicant graduated from high school or received secondary credential completion scores from an accredited institution or source more than five years before enrollment, then no high school transcript is required. If the applicant has completed active military service, then a JST ("joint services transcript") needs to be submitted. High school transcripts or other qualifying documents may be delivered to the college by the school applicant if it is provided in an unopened, sealed envelope, directly from the issuing school. Otherwise, a high school transcript should be requested by the applicant to be submitted electronically to the college through the use of Parchment.
- All students who have attended college or taken college classes anywhere other than WVUP must submit official transcripts from each college or university previously attended (these transcripts must be sent directly from the issuing institution to the WVUP's Center for Student Services. Transcripts marked "issue to student," faxed or submitted directly by students cannot be accepted.)
- Placement test scores are not required for general admission or course placement. However, placement test scores are used as cut-off scores for specific classes such as English or math. Students without test scores or an inadequate cut-off score will be required to take corequisite courses in math and English.

Step-by-step admission process

1. The student submits the application to WVUP. The student should be simultaneously submitting the FAFSA, WV Invests application, and requesting that high school or GED completion transcripts are sent to WVUP. Students that are transferring will need to request transcripts to be sent from their previous colleges.

2. After the application has been in the system for 24 hours, an email will be sent with instructions to complete the accounts access process. Students cannot register until the accounts access has been completed. This will help the student access OLSIS and their campus email account.
3. Once Admissions receive the application, the students' data is entered into the New Student Orientation Tracking program. This program allows staff to see the progress of enrollment of the student. Admissions will enter in the test placement scores and include information about the status of the required transcripts. Then Financial Aid will review the NLDS to confirm that they have not defaulted on loans and if all of the previous colleges are reported. They also will report if the student has submitted the FAFSA form.
4. The academic advisor will receive an email that they have been assigned a new student and the advisor and/or student will reach out to make an appointment to discuss registering for classes. Many students are waiting for contact from the advisor, so it is important to reach out. The student and the advisor will develop a schedule for the semester, discuss program entrance requirements, review academic plans and if possible, the student will register themselves for classes. If the registration time frame has not begun, the student may have to have instructions to register to take home with them and they will have to register themselves on their own. Once the advisor meets with the student, they will confirm that in the New Student Orientation Tracking program.
5. Once a student is enrolled, they will need to complete the Business Office Orientation. This information includes payment and refund processes and policies.
6. Once the student is enrolled in classes and fully admitted (all transcripts are submitted, accounts access is completed, enrolled in classes, name change forms submitted, felony statements submitted), they will need to get their student ID in the Center for Student Services.
7. If a student needs physical or learning accommodations, the student should see the Accessibility Counselor. The sooner they can meet with them, the smoother the process of receiving accommodations. Students can contact Accessibility Services by calling 304-424-8378.

Secondary Home Schooled Students

Students seeking general admission to the college who have completed a secondary school credential through a homeschool process must adhere to the following steps for admission.

The home schooling of secondary students in West Virginia is governed by West Virginia Code 18-8-1 subsection (c). Therefore, in addition to all other admission requirements, home schooled students must provide the following:

- Submit an official transcript of secondary school class work with graduation date and signatures.

Transfer Students

A transfer student is defined as an applicant for admission to WVUP who has attended another college or university and who wishes to enroll at WVUP and declare a major field of study. To be fully admitted under transfer requirements, a student must:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Per financial aid regulations and institutional obligations, submit official high school transcripts or a high school equivalency exam, such as the General Education Development (GED) or Test Assessing Secondary Completion (TASC) scores from an accredited institution or source, unless the student has graduated more than five years prior to WVUP enrollment.
- Pursuant to federal financial aid regulations and institutional obligations, submit a request to the registrars of all institutions previously attended to forward official transcripts of credit to Records Office in the Center for Student Services. Only credits earned at regionally accredited institutions or meeting 70% of the learning objectives of a similar WVUP course as determined by college faculty will be accepted for transfer. (These transcripts must be sent directly from the issuing institution to the WVUP Center for Student Services. Transcripts marked "issue to student," faxed or submitted directly by students cannot be accepted.).
- Placement test scores are not required for general admission or course placement. However, students may be required to attend co-requisite classes for certain courses for which specific cut-off scores are required. Admission to the institution does not necessarily imply admission to a particular program of study. Individual programs or selective admissions programs may publish their own requirements for admission.

Transient Students

A transient student is defined as any student who is officially enrolled in another college (referred to as "home college") and wants to take a course(s) at WVUP and have the course credits transferred back to his/her home college. To be fully admitted under transient requirements, a student must:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Submit a transient approval form or letter of good standing from the home institution. The transient form should be submitted well in advance of the desired term of entry.
- Transient students will be individually contacted via their WVUP email by one of the College's Admissions staff members.

Early College Students

An Early Admission student is defined as a high school sophomore, junior, or senior (or a high school student approved for Early Admission at the discretion of the Vice President of Academic Affairs). To be fully admitted under early admission requirements, a student must:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Submit written approval from either the high school principal or equivalent to take college courses while a high school or secondary student.

- Only secondary students who meet these requirements are eligible to enroll in college coursework while in high school. Early admission students are not eligible for financial aid.

Exceptions to these standards for entry may be granted by the Dean of Early College upon appeal. Contact the Early College Coordinator for more information.

Once the Early Admission application has been submitted, students will be permitted to meet with an Early Admission advisor to assist in selecting classes. Some courses may be available as dual credit (allowing the student to earn both high school, as well as college credit for the class). Each participating high school will determine what courses will serve as dual credit.

Additional Information:

- Any 100-200 level course offered at WVUP can be taken during this program if the student meets prerequisite requirements.
- Classes meet according to WVUP's calendar, not county school calendars. This includes days on which local schools issue closings/delays for inclement weather, but WVUP does not close.
- Students are responsible for providing their own transportation to the college.

Readmission Students

A readmission student is defined as any student who has previously enrolled at WVUP as a student. This applies to any student who has not been enrolled for at least one academic year. To be fully admitted under readmission requirements, a student must:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Complete additional requirements for admission transfer if the student has attended any other college since last enrolled at WVUP. While official transcripts must be submitted directly to WVUP in order for the student to be fully admitted, unofficial transcripts may be used to assist in advising for class registration.

Non-degree Students

A non-degree student (non-matriculated) is a person who has no plans to earn a degree or certificate at WVUP and who does not intend to register for more than two courses in any semester. To be fully admitted under non-degree requirements, a student must:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Students must meet course prerequisites, if any, in order to register for certain courses.
- Non-degree students are not assigned an academic advisor.
- The non-degree student is not eligible for financial aid.

International Students

An international student is defined as a citizen of a foreign country who seeks admission to WVUP. All documents must be on file by June 1 for admission to the subsequent fall semester and by October 1 for admission to the subsequent spring semester. In addition to meeting the routine

admission requirements in order to be admitted as an international student, an applicant must also:

- Apply online at <https://www.wvup.edu/future-students/admissions/>. At the link, scroll down to the box that states "Apply Today".
- Submission of certified copies of secondary school transcripts is not necessary unless the student is seeking transfer credit from the institution.
- If transferring to WVUP, submit a copy of all prior institution transcripts. If the prior institution's location is outside the United States they must be sent for evaluation through World Education services at wes.org. Fees for such services are to be paid by the applicant. Evaluated transcripts will automatically be sent to the WVUP Admissions Office via email.
- Submit a score on the Test of English as a Foreign Language (TOEFL) of 173 for the computerized test, 60 or higher on the Internet based TOEFL and 500 for the paper test. A score of 7 or higher on the IELTS academic test will also be acceptable. If TOEFL is not available, WVUP also accepts the STEP EIKEN Proficiency 2A which is equivalent to the 500 score TOEFL. These scores must be sent by the STEP EIKEN institute. An alternate means of English proficiency may be used if the student is attending WVUP as part of a Cooperative Education Project Agreement between a recognized higher education institution and WVUP as defined by said agreement.
- Submit a notarized Affidavit of Financial Support showing financial commitment by the student and/or sponsor(s) equaling no less than the amount calculated by Financial Aid for an out-of-state student not living at home. Different levels and sources of necessary support may be defined by a Cooperative Education Project Agreement. Such agreements may supersede the requirement of an Affidavit of Financial Support if alternate forms of funding are defined in the Cooperative Education Project Agreement.
- All individuals and institutions providing funds listed in the Affidavit of Financial Support (if required) must provide certified bank statements (private individuals) or statements of sponsorship (institutions). Bank and/or sponsorship statements can be no older than 6 months at the time of submission. Make a deposit with the college to guarantee tuition payment in an amount set each year by the college's Business Office. This deposit must be received before the issuance of the I-20 or registration for classes.
- Submit a copy of a valid passport.

Upon receipt of all documentation, Admission will complete an evaluation and notify the student of an admission decision. All outstanding documents must be submitted to the Admissions Office before admission to the college can be granted.

Provisional Admission

Applicants for admission who do not meet all of the requirements stated above may be granted Provisional Admission for one semester. Requirements for general admission must be met by the completion of the first enrolled semester to remain at WVUP. Provisional Admission students are not eligible for financial aid.

New Student Admission Process

The new online Orientation Tracking System can be accessed at <https://hr.wvup.edu/ap>. Users will be prompted to log into the system using their WVUP credentials. Following are the typical steps of the new Student Orientation Tracking System:

- When an applicant applies to the college, PAC Advisors are immediately emailed a link to access the applicant's information and might need to walk a student through Accounts Access. Faculty advisors are sent a notification link once they complete Admission requirements.
- Students are automatically emailed a link to complete the required accounts access process and mailed a letter that identifies their assigned student ID number, their assigned WVUP email address, their assigned academic advisor and his/her contact email.
- The applicant's name, mailing address, telephone number, student ID number, WVUP assigned email address, birthdate, declared major, student type, any holds and FAFSA years completed will be included in the actual tracking system.
- Financial aid will review their Financial Aid history to see if they qualify for financial aid (meet SAP, etc.), or confirm they have fully completed the required FAFSA for that semester in which the applicant has applied (wants to begin). Financial aid will then sign off on the applicant.
- When advisors are notified that they have been assigned a new student, they should reach out to connect with the student to help them get registered. When the academic advisor advises an applicant the academic advisor marks the process as completed and types their name into the system.
- Once the academic advisor has signed off that student has registered, a notification will be sent to the Business Office notifying them that the applicant registered and is ready to receive payment counseling.

Placement Scores

To determine if students need to enroll in co-requisite ENGL 101 labs, and what math a student qualifies to enroll in (or if they require a MATH 120 lab), ACT and SAT test scores, or Accuplacer Placement scores are used. On page 18 is the most recent score rubric.

WVU Parkersburg Placement Scores

ACT & SAT Scores

ACT English SAT Verbal/English		
Test	Score	Course
ACT	0-17	ENG 101 with lab
SAT	200-479	ENG 107 with lab
ACT	18+	ENG 101 no lab
SAT	480+	ENG 107 no lab

WVU Parkersburg Accuplacer Exams

Writing and Rhetoric

Test	Score	Course
AENG	249 or lower	ENG 101 with lab ENG 107 with lab
AENG	250+	ENG 101 no lab ENG 107 no lab

ACT Mathematics SAT Mathematics

Test	Score	Course
ACT	0-18	MATH 103
SAT	0-509	MATH 120 with lab MATH 125 MATH 211
ACT	19+	MATH 103
SAT	510+	MATH 120 no lab MATH 125 MATH 211
ACT	21+	MATH 211 (Early College Placement Score)
SAT	530+	
ACT	22+	MATH 128/Trig
SAT	540+	
ACT	23+	MATH 126
SAT	560+	MATH 318
ACT	25+	MATH 150
SAT	600+	
ACT	27+	MATH 155
SAT	640+	

Quantitative Reasoning

Test	Score	Course
AMTH	260 or below	MATH 103 MATH 120 with lab MATH 125 MATH 211
AMTH	261-269	MATH103 MATH 120 no lab MATH 125 MATH 128 MATH 211 (Early College Students Placement Score)
AMTH	270+	MATH 126 MATH 150

***Math Scores are valid for 2 years.**

***English Scores are valid for 3 years.**

Accuplacer Placement Exam

If a student desires to test out of a required co-requisite lab or take a higher level math course and they have no or outdated ACT or SAT test scores, then they have the option of taking an Accuplacer Placement Exam offered through the WVUP's Testing Center. However, for registration purposes, they must have an applicable, up-to-date score or they will be required to register for the co-requisite lab.

Accuplacer Exams offered through the WVUP Testing Center include Next Generation Writing (ENGL 101 Placement) or the Next Generation Quantitative Reasoning, Algebra and Statistics (Math placement). For more information regarding these exams, visit <https://www.wvup.edu/current-students/services/tutoring-center/testing-center/?hilite=Testing>.

Next Generation Accuplacer placement tests more effectively help institutions place students in classes that match their skill level and include texts and tasks encountered in first-year college courses.

It is recommended that students register for the corequisite lab or the course level if the student does not have placement scores. Should they decide to take the Accuplacer, CLEP ACT or SAT after they register, then they must make contact with their assigned advisor prior to the start of classes to see if they qualify to be removed from the co-req labs. Once classes have begun, it is too late for a student to test out of a co-requisite lab.

There is no charge for the first Accuplacer English or Math exam. A payment of \$10 must be made for the second attempt, however. Payment is accepted in the Business Office and the payment receipt must then be taken to the Testing Center to schedule a second exam.

Processes for Dealing with Possible Fraudulent Students

Beginning in the Summer of 2024, WVU Parkersburg's professional academic advisors identified a new trend of suspicious enrollment behaviors. Voices on the phone sounded similar to other new students. Time zones in emails were from all over the world. Advisors noticed duplicate phone numbers, addresses and emergency contacts. A quick search online of their addresses showed that most of the residences were for sale. Skepticism developed and we took it to our college leadership. New processes for identity verification were added for online students. The process for assisting new online students is below.

Identify Verification Process

All new students who would like to meet with their advisor, but cannot make it to campus, will be required to meet with their advisor through Zoom. Their video screen must be active so that a picture or video may be made and saved for each new student.

The following script will be disseminated by Recruitment and the CSS frontline:

"We are happy to meet with any online student on Zoom. To make an appointment, please email your academic advisor and schedule an appointment. The advisor can email you a link for your scheduled Zoom appointment. For quality assurance and to ensure student identity, all video appointments with new students will require the video to show your face. A picture will be created for your student account, so that proper identification may be made when meeting online."

While meeting with new students, the following questions will also be asked:

1. What is your birthdate?
2. What is your Zip Code?
3. What is your phone number?
4. What is your WVUP Student ID #? - Most don't know this so be patient or bypass this question.

Still suspicious?

5. What high school did you graduate from?
6. What county do you live in?

They must also provide a copy of the federal or state ID before the advisor can remove the PIN.

If you feel that they have satisfactorily responded to those questions, you may begin to work with them to help them get registered.

Should a student say that they are unable to meet with you through video conferencing, let them know that you are happy to meet with them in person. If they are still not able to meet with you, then apologize, but you are unable to release their PIN so that they may register for classes.

Follow-up Process

Please also email Jennifer Forster (jforster@wvup.edu) the link to the online meeting, as well as the screenshot and copy of their ID.

Returning Student Phone Call Protocols

If any student calls you, you need to run through the following questions to ensure their identity.

Before you share any information over the phone with student, the following questions will also be asked:

1. What is your birthdate?
2. What is your Zip Code?
3. What is your phone number?
4. What is your WVUP Student ID #? - Most don't know this so be patient or bypass this question.

Once their identity has been verified through the video appointment, you do not need to run through the questions when you call the student. When in doubt, ask the student the questions.

Changing to Online Concentration

Only the CDEV program allows students to register for online classes without completing the Change of Major form. All others (Business Administration, and AA Gen Ed) will require them to sign a copy of the Change of Major form and have it approved by the Dean of those Divisions. Dean Gump or Dean Hetrick will approve the request for AA Gen Ed and Dean Marshall will approve the request for Business Administration. Dean Gump may also serve as a backup for this if needed.

We need to have a signed COM form from them. You can send them a copy of the form. They can sign it and take a picture and email it back. If they cannot figure that out, they may sign it electronically and make a statement through their campus email with their ID number and their request.

Family Educational Rights and Privacy Act (FERPA)

Because academic advising is relational and students share their goals, dreams, and barriers to success, deeply personal information is shared. It is important to know this information so the advisor can best support the student, however it is critical that the student's privacy is protected. Information learned while advising is protected by FERPA.

The Family Educational Rights and Privacy Act (FERPA) affords students' rights with respect to their education records, including:

- The right to inspect and review their education records
- The right to request the amendment of the record to ensure that they are not inaccurate, misleading, or otherwise in violation of the student's privacy or other rights.
- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosures without consent. FERPA allows releasing Directory Information. WVUP has classified the following as Directory Information which may be released without prior consent: name, address, telephone number, email address, date and place of birth, major field of study, dates of attendance, enrollment status (full, part-time or not enrolled), degrees and awards received including Dean's List and President's Scholar list, the listing of previous educational institutions attended, and participation in officially recognized activities.
- FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions:
 - School officials with legitimate educational interest;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student;
 - Organizations conducting certain studies for or on behalf of the school;
 - Accrediting organizations;
 - To comply with a judicial order or lawfully issued subpoena;
 - Appropriate officials in cases of health and safety emergencies.
- The right to file with the U.S. Department of Education a complaint concerning alleged failures by WVUP to comply with requirements of FERPA (Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-5920).

Before a student's educational information can be shared, a FERPA Waiver form must be on file in the Center for Student Services for that student. The FERPA will list all individuals in which the student consents to sharing their educational information. The FERPA Waiver form used by WVUP can be found at the following link:

<https://www.wvup.edu/faculty-staff/links/ferpa-training/?hilite=%27FERPA%27>. It must include "wet" signatures (student and the individual notarizing the document, such as the academic advisor, Center for Student Services front line staff, etc.).

For the educational benefit of the student, advisors may share information with other individuals on campus. For example, a student may be struggling in a course. It would be allowable for the advisor to contact the instructor of that class to get a clearer picture of the issue or to share information that will allow the instructor to better support this student.

High school students taking college classes, regardless of age, fall under the protection of FERPA. A parent or high school official may not be given any information about a student other than directory information without the student's written permission.

Section 3: Academic Planning

Having a pathway or a map for completion is one of the most important tools an advisor can offer their students. The pathway includes the courses and requirements needed for students to successfully complete their program. Without this plan in mind, students may take courses that are not needed, making it take longer to complete the program and possibly become ineligible for financial aid.

Developing a Pathway to Completion

Advisors and students have tools that will allow them to plan out their approach to completing their program. Below are some of the widely used tools at WVUP.

Curriculum (Catalog)

An annual College Catalog is made available prior to the start of each academic year. It contains the most recent Guided Pathways to Success (GPS) Academic maps for each major offered, course descriptions and other important information. It should be consulted for information not contained in this Advising Handbook.

15 credits per semester

All students are encouraged to register for a minimum of 15 credit hours each semester. This will help ensure they can graduate with their Associate degree in 2 years (4 semesters) if courses are successfully completed. It is important to check-in with the student to make sure they believe they can handle the time commitment along with their other responsibilities and ability to effectively learn. If they don't think they can manage 15 credit hours, they may be more likely to be successful if they can manage a smaller course load.

Financial Aid Issues With Too Many Credits

Satisfactory Academic Progress standards require students to complete their program before attempting more than 150% of the credits required for their graduation. Example: a program that requires 60 credits for graduation is eligible for financial aid for a maximum of 90 credit hours. ($60 \times 150\% = 90$.) Students are no longer eligible for financial aid after they have surpassed 150% of credit hours required for graduation. It is possible for a student to receive the Pell Grant for 6 years at full time status. A student can receive the WV Higher Education Grant for 4 years.

Degree Completion Requirements

For most academic programs, a 2.0 GPA is required in order for a student to graduate. However, certain degrees have other requirements:

- ASBA, AA BA, BSBA and BASBA:
Requires a 2.0 GPA in the General Education course section, a 2.25 GPA in the Common Professional Component Core course section, and a 2.5 GPA in the Beyond the Business Core course section.
- AAS CIT, AAS CS, and BAT:
Requires any CIT, CS or SEC course to be completed with no less than a grade of a "C" earned

- **BA Elementary Education:**
Requires a 3.0 to be admitted to the program, and no course earned with a grade lower than a "C".
- **Nursing (AAS, RN to BSN):**
Must have a cumulative GPA of no lower than 2.0 and no grades below a C to be admitted to the program, and must pass the HESI with a score of 75 or higher.

Prerequisites and Corequisites

Prerequisites are defined as courses/scores required before a student can register for a particular course. If a student lacks a prerequisite for a course, then they will not be able to register for certain courses unless a prerequisite override is sought and obtained by the Division dean and then processed through the Center for Student Services. Corequisites are courses that must be taken simultaneously as another registered class (such as BIOL 107L is a corequisite for BIOL 107). For example, a student cannot register for BIOL 107 alone, unless they register for the corequisite as well, or a corequisite override is sought and obtained by the Division dean and then processed through the Center for Student Services.

In general, a student may not sign up for a higher level sequenced course without successfully completing the lower level course in the sequence. The advisor should not approve a student's registration form if he/she is attempting to take this kind of higher level course.

Academic Maps

Academic maps have been developed for all degree programs. Each academic map is designed in such a way that provides a guided pathway beginning with the certification degree, leading to the corresponding associate's degree and, if available, Bachelor's degree.

Academic maps for each program can be found in the college catalog. It is the responsibility of the student to monitor their progress toward their program completion in MyDegree.

Some program courses are sequential and may not be offered every semester. Use of Academic Maps will be essential in course planning across the program curriculum and in avoiding delays in degree completion.

See page 24 for an example of an academic map. Academic Maps change when curriculum changes and it is important to remember they are a tool. The program curriculum in the Course Catalog has the most accurate requirements.

Foundational Learning Course (FLCs) Requirements

Every degree includes foundational learning course requirements. They are a part of graduating a well-rounded student. Each major has a different approach to the foundational learning course requirements and it is important to plan for these in the completion pathway. In general, students working on an associate degree will need to have the following:

College 101	1 credit
Quantitative Reasoning	3 credits

Writing and Rhetoric 3 credits

Scientific Inquiry 4 credits

6 credits in two of the following categories: Aesthetics, Creativity and Appreciation or Human Communication and Interaction or People and Their Worlds (specific course preferences are often made depending upon the program)

See page 25 for a list of approved Foundational Learning Course options.

ACADEMIC MAP

Business Administration, A.A.S.



Semester 1

COURSE	CR	COMMENTS
COLL 101 Orientation to College	1	
BTEC 275 Advanced Business Applications	3	
GBUS 101 Intro to Business	3	
ECON 202 Macroeconomics	3	
Quantitative Reasoning Elective	3	Suggested: MATH 120
Writing and Rhetoric Elective	3	Suggested: ENGL 101
TOTAL	16	



The Associate of Applied Science in Business Administration gives students a strong background in business

skills and competencies. Upon completing the AAS, students are ready to enter the workforce in entry-level positions or continue their education toward the Bachelor of Applied Science in Business Administration at WVUP. The AAS is not designed for transferring to another institution. For a bachelor's degree elsewhere, it is recommended to pursue the AS in Business Administration

Semester 2

COURSE	CR	COMMENTS
Human Communication and Interaction Elective	3	Suggested: COMM 111
Writing and Rhetoric Elective	3	Suggested: ENGL 102
MGMT 220 Principles of Management	3	
ECON 201 Microeconomics	3	
GBUS 117 Financial Business Application	3	
TOTAL	15	



MILESTONE COURSE:

These courses are the keys to graduation. Courses should be taken in the recommended semesters to stay on time to completion.



CAPSTONE COURSE

The capstone is a semester-long project that prepares you for the workforce by perfecting your resumé, assessing student learning outcomes, and preparing a portfolio of student work.



CAREER PLANNING

As you prepare for your last year before graduation, visit Career Services to write your resumé, plan your job search, and learn how to have a successful interview. Students interested in the BAS should apply for the program in their final semester of the AAS program.

Semester 3

COURSE	CR	COMMENTS
People and Their Worlds Elective	3	
ACCT 201 Principles of Accounting 1	3	
GBUS 202 Business Communication	3	
Scientific Inquiry Elective	4	
Free Elective	1	
TOTAL	14	

Semester 4

COURSE	CR	COMMENTS
ACCT 202 Principles of Accounting 2	3	
MKTG 230 Principles of Marketing	3	
GBUS 240 Associate Degree Capstone	3	
Aesthetics, Creativity, and Appreciation Elective	3	
Business Elective	3	
TOTAL	15	



15 TO FINISH

Students should average 15 credit hours per semester, or 30 per year, to graduate on time.

TOTAL DEGREE CREDITS 60

2025-2026

Foundational Learning Course Options

Aesthetics, Creativity, and Appreciation	Human Communication and Interaction	People and Their Worlds	Quantitative Reasoning	Scientific Inquiry	Writing and Rhetoric
ART-101	COMM-105	ECON-201	MATH103	ASTR-106	ENGL-101
ART-111	COMM-111	ECON-202	MATH-120	BIOL-101	ENGL-102
ENGL-131	COMM-112	GEOG-102	MATH-125	BIOL-102	ENGL-107
ENGL-132	COMM-202	GERM-101	MATH-126	BIOL-103	
ENGL210		HIST-101	MATH-211	BIOL-104	
ENGL-221		HIST-102	MATH-120	BIOL-107	
ENGL-222		HIST-152		BIOL-108	
ENGL-241		HIST-153		BIOL-109	
ENGL-242		HIST-250		BIOL-115	
ENGL-257		HIST-261		BIOL-117	
ENGL-261		PHIL-111		BIOL-171	
ENGL-262		PHIL-150		CHEM-111	
ENGL-285		PHIL-231		CHEM-115	
MUSI-170		POLS-101		CHEM-116	
THEA-101		POLS-102		GEOL-101	
		PSYC-101		GEOL-102	
		PSYC-241		GEOL-103	
		SOC-101		GEOL-104	
		SOC-107		GEOL-105	
		SOC-221		PSCI-101	
				PSCI-111	
				PSCI-112	
				PHYS-101	
				PHYS-102	
				PHYS-111	

Undecided Students

Students who are undecided should declare AA Gen Ed as their major. Students have two semesters to develop a plan for completion, which may include transferring to another college.

Advising the AA Gen Ed for Undecided Students

The Associate of Arts (AA) degree has recently been redesigned to; provide improved transferability to degrees, both internal and external to WVUP; provide an acclimation/exploration period for undecided majors; and allow the awarding of a non-specific degree for improved employability or other non-academic purposes.

Advising Upon Initial Interest or Inquiry

Students should be informed of the pertinent features and benefits of the AA, as discussed above.

- Nearly 100% transferability guaranteed for completing the first year of AA degree courses.
- Nearly 100% transferability guaranteed for second year with informed student/advisor course selection.
- Little to no loss of credit hours or degree requirements if/when students switch to another academic pathway.
- Customizable degree to accommodate multiple purposes and student satisfaction.
- Students express their intent of pursuing the AA and with the advisor's demonstration/assistance, schedules the first semester with subsequent semesters and post-graduation plans in mind.
- MATH 126 is the recommended course to meet the Quantitative Reasoning requirement. If they do not have the placement scores for MATH 126, they will need to complete MATH 119 first.
- Students should be informed that at the time for scheduling the second semester, a plan of action will need to be provided prior to registration. If no clear or usable plan has been provided, the advisor can assist, as needed, in addition to urging the student to research and reflect for optimum course selection.
- Students also should be informed that at the time for scheduling the third semester, a more focused and applicable plan of action will need to be provided prior to registration. Failure to provide a suitable plan at this point will result in an inability to release the PIN for registration.
- Students are informed that a faculty advisor will be assigned for advising sessions after 30 credit hours are achieved.

(Note that if a student expresses interest in a Baccalaureate degree for the purpose of transfer or employability, the Multidisciplinary Studies (MDS) Degree should be introduced as an option/pathway.)

Advising Prior to 2nd Semester Scheduling

- The student's plan of action is reviewed for applicability to subsequent studies/employment.
- Courses are selected that align to the student's plan.
- An elective is selected that has been confirmed to be needed by the next degree program and/or is on the Core Transfer Agreement.
- Students are reminded that a faculty advisor will be assigned for subsequent advising sessions.

- If a student plans to transfer to complete a degree not offered by WVUP, then the student is responsible for making contact with the transferring institute to determine what courses are required for them to be admitted to the transfer institution's program.

Advising for Semesters 3 and 4

- The faculty advisor reviews a student's second year plan in the notes in MyDegree .
- At this point in the academic pathway, students wishing to transfer should clearly understand the desired program requirements and prerequisites and are selecting courses accordingly.
- If at all possible, contact with the institution offering the program has been made and personnel there have preliminarily advised the student.
- The student should have by now reviewed the program's curriculum to determine if any required courses can be taken while completing the second year of the AA degree and are accepted for transfer upon completion.
- Student/Advisor engagement continues and communication and preparation are underway for smooth transfer, employment, or other desired action.

College 101

College 101 is currently a graduation requirement for every program. Every new student should take it their first semester, with few exceptions. College 101 introduces students to college resources and helps to develop success skills for academic and personal success. There will be a four day program before the term starts. An online section can be offered to students who are in online only programs or have an excused absence by an advisor. A capacity override must be requested to be added by the Center for Student Services.

Students that transfer to WVUP without a COLL101 credit and have a 2.5 GPA or better with 12 credit hours may have the course waived. They will need to work with the advisor to submit a waiver form to the Vice President for Academic Affairs. Any student who has only earned Early College credits will be required to participate in COLL101. There is no credit waiver for these students.

Section 4: Registration Procedures and Policies

Registration Resources for Students

Students will be required to connect with their advisor every semester to register for the subsequent semester. A pin will be assigned to each students' account to prevent students from registering without meeting with their advisor. The advisor will remove the pin after meeting with a student. Students can register themselves online with the courses that were recommended. Below are tools the students can use to guide them in choosing courses.

OLSIS

The Online Student Information System (OLSIS) is the system students use to register for classes, view their grades and unofficial transcript, registration dates and any holds on their account.

MyDegree is a degree audit tool that

- Monitors a student's progress toward their degree completion.

- Allows students to see the classes required for their declared major.
- Allows students to see what classes are still required if they wanted to change their major (using the **What If** feature)
- Allows students to calculate their GPA
- Shows a student's academic status, major, assigned advisor, cumulative GPA and other pertinent information

Course Catalog

An annual College Catalog is made available prior to the start of each academic year. It contains the most recent Academic maps for each major offered, course descriptions and other important information. It should be consulted for information not contained in this Advising Handbook.

Semester Course Schedule

Semester Course schedules can be found on the college's website at <https://www.wvup.edu/current-students/student-resources/course-schedules/>.

Student Access to MyDegree

Students access their MyDegree through their OLSIS account. Once they have logged into OLSIS, they need to Select **Student Profile** (1st bullet item down). Students will be required to log into the system with the same login and password used to obtain their WVUP email (without the @wvup.edu).

Registration and Advising Resources for Advisors

Academic Advisors are required to use the "Notes" section of MyDegree for each student to capture what was discussed during each advising session. A folder may also be maintained as well that includes pertinent information, including a copy of the student's Academic Map and other documentation relevant to the student's academic progress.

Using Faculty OLSIS

OLSIS for Faculty is the upgraded version of OLSIS and is now a separate link than what students will use to access OLSIS. The new link for OLSIS for Faculty will be located at the bottom of the main web page (<https://www.wvup.edu/faculty-staff/links/>). Advisors will log in using their network ID and password just like for email, computer, and Blackboard.

Academic divisions should be assisting new faculty in accessing this system. If additional assistance is required, contact the IT Help Desk or a Records Office staff member. The OLSIS system provides advising information for advisors and class information for instructors. The system houses class list(s) and is where instructors will enter midterm and final grades as well as attendance verification information within OLSIS.

Menu Options

Grade Entry

The Faculty Grade Entry page is used to enter and update midterm, final, and incomplete grades, as well as the last date of attendance and hours attended. Faculty can import and export grade data for students. The Final Grades tab is the default display. If no courses are open for final grading, and courses are open for midterm grading, the Midterm Grades tab will default. Courses are sorted and displayed in order based on CRN and Term. The Grading Status field displays a bar for each record

that shows whether grading has not been started, grading is in progress, or grading is completed. Records can be sorted using the arrows on any of the field/column headings.

When a course is selected for grading from the list of courses, the Course Details tab is displayed at the right side of the page. Click the arrow to the right of the Search box.

It contains quick reference information for: subject, course number, section number, course description, CRN, reminders (such as grades remaining that need to be entered), number of eligible students, number of registered students, number of midterm or final grades already awarded, the dates the course is offered, the primary instructor, and any secondary instructor(s). This information is updated as grades are entered and saved. Click the arrow again to close the window.

Once a course has been selected, the class roster of students to be graded is displayed at the bottom of the page in the Enter Grades section. By default, students are listed in alphabetical order by last name. Clicking on a student and then clicking on the arrow above (for Course Details) will also display Student Details.

Class List

The Class List page allows an instructor to view the list of students enrolled in classes they teach. They can scroll down to view detailed information about a student, print their roster, or export it into an excel spreadsheet. The default is for all terms to display. Selecting a term in the drop down box will change which classes are displayed. Faculty members can search for a particular course or section by keying in any characters in the Search field. Depending upon the key words entered, the value in the block will be refreshed to display the course information. Faculty members can search by term code, subject code, course number, CRN, or course title in the search filter displayed in the CRN Listing block.

- Clicking on the Course Title will display a popup with the course catalog information. Faculty can click on any of the headings on the left and that information will display on the right.
- Clicking on the CRN will display Class Details. Faculty can click on any of the headings on the left and that information (if available) will display on the right.
- Clicking anywhere else in the row will display the class roster. Faculty members can hover over the student name in a desktop view to open the student contact card when the card is enabled. He/She can click the View Profile button in the contact card to access the Student Profile page in Banner Advising Student Profile.
- Changing the drop down box to the right from Summary View to Detail View will display curriculum information for each student. Clicking anywhere on the student row (except the name) will collapse the detailed view of that particular student.
- Class list roster can be exported from Student Self-Service using the Export option available on the Class List page. A wizard is provided to guide faculty through the process.

Student Information/Student Profile

The Student Information link will take the user to the Advisee Search page. The Advisee Search page is used by an advisor to select a term for which the advisor would like to search for a specific advisee to view their student profile information or view a list of all of their advisees.

Faculty can search by student ID, email or name from here. To search for a student, select a term, then select ID, email, or name. When searching by student ID or email, the full ID or email must be entered. When a match is found, click the View Profile button. When searching by name, at least the first 3 letters of the name must be entered and it should be entered in the format last, first middle (i.e. Doe, John Q). If no match is found, click **My Student is not Listed** and the search will be performed on all terms. To view all advisees assigned to an advisor, select a term then click **View My Advisee Listing**.

The Advisee Listing can be exported by clicking on the Gear button in the upper right and selecting **Export Advisee Listing**.

The Student Profile page is used to view detailed information about a specific student. This page displays the following types of information:

- Page header summary information
 - Registration Notices
 - Holds
- Student Information
 - Bio Information
 - General Information
 - Graduation Information
 - Assigned Advisor (or Advisors if assigned a Primary and Secondary advisor)
 - Notes
 - Primary Curriculum
 - Secondary Curriculum
 - Hours and GPA
 - Registered Courses
 - Prior Education and Testing
 - Additional Links
 - View Grades
 - Academic Transcript
 - My Degree

To view registration notices or holds, click on the corresponding label at the top right of the profile.

Removing a PIN

Faculty OLSIS is used to release a student's PIN. Once logged into the Faculty OLSIS:

- Select **Release of Student Pin**
- Remove an advisee pin
- Select correct term - wait until the loading circle disappears
- Select the student's name from the list of assigned advisees OR type in the Student ID number
- Select **Remove Pin**

MyDegree

"MyDegree" is a web-based degree audit tool that helps students and advisors monitor students' progress toward degree completion. MyDegree combines WVUP's degree requirements and the

coursework completed in an easy-to-read worksheet that shows the student and advisor the course work that has been completed toward the degree and what courses are still needed.

Students may change their class schedules within their OLSIS account up until midnight before the first day of classes; however, it is recommended that they consult their advisor before changing their schedule. Registration closes prior to the first day of the semester or part of a term. Generally, students may not add a full-semester class after the course has already begun. Rare exceptions are made by the Vice President for Academic Affairs. Students must report to the Business Office to complete processing of a schedule change in the case of a tuition amount change. Students may register for late-start courses up until one day before the late-start schedule begins.

MyDegree is a degree audit tool that:

- Monitors a student's progress toward their degree completion.
- Allows students to see the classes required for their declared major.
- Allows students to see what classes are still required if they want to change their major (using the **What If** feature).
- Allows students to calculate their GPA (click on three vertical dots in the right hand corner then GPA calculator).
- Shows a student's academic status, major, assigned advisor, cumulative GPA and other pertinent information.

Faculty Access to MyDegree

Faculty access a student's MyDegree through the Faculty OLSIS site:

- Log into Faculty OLSIS
- Select **Student Information (biographical, grades, holds, transcript, MyDegree, etc)**
- At the next Screen, select **Student ID, Student Email or Student Name** and provide the pertinent information for the student and then select **View Profile**.
- Once the Student Information appears for the student, select **MyDegree (Degreeworks)** on the left hand side at the bottom of the list appearing for the student.

NOTE: MyDegree houses advising "notes". It is vital that all advisors enter advising notes in the designated section for any student they advise.

MyWVUP Advising

MyWVUP Advising was designed as a digital record-keeping system used by Ascend advisors for Ascend participants. This digital portal is available to several PAC advisors as well.

Academic Advising/Scheduling Worksheets

PAC Scheduling Worksheet

PAC advisors use the PAC Scheduling Worksheet when advising current students, particularly those who plan to take advantage of priority registration. This sheet includes the advised schedule for the upcoming semester, as well as specific directions for students on how to login and register for classes in OLSIS on their own after they have been advised.

Scheduling Worksheet (blue form)

The standard Scheduling Worksheet (1/2 page blue form) is used by faculty advisors when advising current students for the upcoming semester. This form is also used when requesting an “override”. Once a student’s schedule has been developed, with all course override requests noted at the bottom of the form, the advisor signs the worksheet and gives it to the student. If an override request is required, the student must obtain the approval signature of the appropriate individual for the course requested and then take the form to the Center for Student Services (CSS) in order for the request to be finalized. Once the override permission has been granted and finalized by CSS, the student can then register for the classes indicated on the Scheduling Worksheet. During busy registration periods, Advisors may also call the Center for Student Services to request the override, but must also send over an email with the request and permission from a Dean.

Applying to Graduate

All students desiring to graduate have the ability to apply to graduate using their OLSIS account:

- Log into OLSIS
- On the next screen (**Student Services**), click the 4th bullet down (**Apply to Graduate**)

Change of Major Process

If a student decides to change majors, the student should go to their assigned advisor and complete a “Major/Advisor/Catalog Change Form.” This form must be signed by the student and advisor or division Dean before it is processed in the Center for Student Services. Students should consult their academic advisor before registering for or withdrawing from classes.

Course Load

Normal Course Load for Full-Time Students

A person who registers for 12 credit hours in any one semester is classified as a full-time student. In order to complete an associate degree program in two academic years or a baccalaureate degree program in four years, a student should plan to register for an average of 15 to 17 credit hours each semester. In many instances, registration during a summer session may be required.

If a student is a Promise or Presidential scholar, they should register for no less than 15 credit hours each semester. If they take fewer than 15 credits in the Fall semester, they will need to take enough credits to reach 30 credits by the end of the year. Promise scholars are required to complete 30 credit hours each academic year.

For students with miscellaneous scholarships, please contact Financial Aid at 304-424-8210 or finaid@wvup.edu to confirm the number of hours required.

Scheduling Strategies

The student’s MyDegree and Academic Map should be used when scheduling classes as their MyDegree will show what courses they have yet to complete and their academic map will show the succession of their required courses. As part of the “Fifteen To Finish” strategy, students should strive to register for a minimum of 15 credit hours each semester in order to graduate with a

certificate degree in two semesters (one academic year) and an associate's degree in four semesters (two academic years). Students who desire to complete a bachelor degree (120 credit hours total) who take a minimum of 15 credit hours each semester can graduate two years (4 semesters) after they have successfully completed the respective associate degree for their bachelor degree.

Required English and Math courses for a student's declared major should be registered and successfully completed within the first academic year. Students who put off completing their required English and Math courses often struggle to successfully complete these courses and may fail to graduate on time.

Maximum Course Load

Maximum course load for a full-time student is 18 credit hours during the fall and spring semesters. For Summer Session, maximum course load is 12 hours. A student may consult the Financial Aid Office concerning the number of credit hours required to receive financial aid during summer months.

Overload

Students wishing to register for more than the stated maximum course loads must submit a request to the Office Administrator of the Office of the Vice President for Academic Affairs. The request must be approved by both the student's academic advisor and by the Office Administrator of the Office of the Vice President for Academic Affairs and then be submitted to the Center for Student Services for processing.

The following restrictions apply to requests for overload:

- No overloads will be approved unless a student has already completed a minimum of 12 semester hours of college credit.
- A student must have a cumulative grade-point average of 3.25 or higher to be approved for overload.
- No requests for an overload in excess of 21 credit hours per semester will be approved.

Note: Students placed on Academic Probation are held to a maximum course load of 13 credit hours in any full semester. Probationary students are held to a maximum of 7 total credit hours over the summer terms.

Repeating Courses

Students who earn a final grade of D or F in any course completed may repeat that course and have the original grade of D or F replaced by the later grade earned, under the following conditions and restrictions:

- Only courses with a final grade of D or F (or FIW) are covered under this policy.
- The course to be repeated must have originally been completed within the first 60 semester hours of college courses.
- The original grade will not be removed from the student's transcript. It will, however, not be counted in computing overall grade-point average or total hours of credit earned. All course grades and attempted credit hours will be counted when Financial Aid establishes a student's satisfactory academic progress. If repeating the course does not yield a satisfactory grade, the

course may be repeated a second time; however, all grades earned in the course, except the initial grade, shall be counted in computing grade-point average.

- Any course that is repeated when the original grade was not a D or F, or when the original grade was not earned during the student's first 60 hours of college credit, will be averaged with the initial grade for purposes of computing grade-point average.
- The student must indicate a repeated course while registering in OLSIS by selecting "Repeat Course" from the drop-down box before hitting "Submit."
- Specific programs may require that course credit completed at WVUP, or transferred from another college, with an original grade of D must be repeated.

Incomplete Grades

Incomplete is a temporary grade, given only when students have completed most of the course but are unable to finish it because of illness or some other circumstance beyond normal control.

Incompletes are not granted routinely, but are based on significant work having been completed, valid reasons, and the discretion of the instructor.

"I" grades will turn to F grades if not made up within the first six weeks after the grade is assigned. Incomplete grades are not assigned quality points, and the semester hours for incomplete courses are not counted as hours attempted. Students receiving a grade of "I" will not be eligible for the Dean's or President's List that semester.

Course Types

WVUP offers college credit courses through several instructional methods, including traditional classroom settings (face-to-face), hybrid, online learning, live online (virtual) and live broadcast. All are equivalent to on-campus sections of the same course in terms of objectives, competencies, content, credit, and transferability.

A student's personal learning style should be taken into consideration when assisting them in selecting their courses for registration.

COURSE TYPE	DESCRIPTION
Face-to-Face (Traditional)	Courses are delivered in person during the scheduled class time and are not broadcast.
Hybrid	Courses are delivered through a mix of live and asynchronous methods. Hybrid or blended classrooms use some version of a course management system application to connect with students online. Through platforms such as these, students can access videos of lectures, track assignments and progress, interact with professors and peers, and review other supporting materials, including PowerPoint presentations or scholarly articles. A face-to-face component is also utilized in this delivery method.
Online	Courses are delivered asynchronously. Courses can be taken remotely and are online. No face-to-face class sessions are required during a semester.

	Typically, only students in online majors should register for online courses.
Live Online	Courses are delivered by broadcasting a course live at the scheduled time through Zoom and students do not attend in person. Courses can be taken remotely and are online.
Live Broadcast	Courses are delivered in the classroom at the scheduled class time while also being broadcasted and students can choose to attend in-person or through Zoom. Courses can be taken remotely and are online.

Changes in Course Schedules

Students may change their class schedules by first consulting with their assigned advisor and then accessing their OLSIS account. Students should notify their academic advisor of their intent to change his or her registration to discuss anticipated outcomes. Registration closes prior to the first day of the semester or part of term. To add a course after the start of a semester, a student must have the instructional faculty's permission to enter a class and the permission of the Vice President for Academic Affairs. Course additions may only be made within the first week of class, providing the class has not met yet.

Withdrawal Procedures

Although a student may withdraw from a class or all classes, it is important the corresponding instructional faculty and the academic advisor be made aware so that they may discuss the reason for withdrawal and possible options. It is important to remember that withdrawal from any course may have financial ramifications. Once classes begin (during the second week of classes), students must utilize the online withdrawal process.

Students access the online withdrawal system through the main WVUP website:

- Go to: https://my.wvup.edu/Withdraw_Requests/CreateRequest.
- Students must log into the system using their WVUP email address and password.
- The first question asked will be: "Are you withdrawing from all of your classes for the selected semester?" The options will be NO, Partial Withdraw and YES, Full Withdraw.
- For a partial withdrawal, students need to click on the dropdown list to view available courses to withdraw from.
- To select a course, click on the list. Once a selection(s) has been made, click off of the dropdown list.
- For a full withdrawal, students should select this option only if they wish to be removed from ALL OF THEIR COURSES. NOTE: If a class has already been completed, then it will be impossible for students to withdraw from that course (i.e., College 101).
- Student must then answer a series of questions:
 - "Are you withdrawing from all or part of your classes this semester?"
 - Response: All or partial (which one)
 - Please select the reason(s) for withdrawing in the drop-down box (they may check more than one reason):
 - Same Items listed as immediately above

- "Have you used the Tutoring Center for the class(es) you are withdrawing from?"
 - Yes or No
- "Do you understand that this withdrawal may impact your future schedule and graduation date?"
 - Yes or No
- "Do you understand that this withdrawal may affect your financial aid eligibility and your current tuition bill?"
 - Yes or No
- "Are you on financial aid probation?"
 - Yes or No or I don't know
- "Have you discussed this withdrawal with your instructor?" Yes or No
- Students can only withdraw from courses where the deadline for withdrawal has not passed..
- A student's last day of attendance will determine if there will be additional costs (i.e., financial aid repayment) or a possible refund of tuition.
- Once the withdrawal process has recorded the last date of attendance for each class withdrawal, Financial Aid will make remarks about the impact of the withdrawal on their financial aid package. Students will then receive an email notification that they must make contact with their assigned academic advisor to discuss the potential impacts of the withdrawal and to obtain their advisor's signature approval.
- Once the advisor approves the request it will be forwarded to the student for their final approval. A link will be emailed to the student.
- After a student has approved the final step of the withdrawal request the request is forwarded on to the Records office where the student will formally be withdrawn from the class.
- The student will be held liable for any payment of tuition, financial aid repayment, etc.
- After 10 days a button will become available in the withdrawal program to allow the advisor to push the request through to the next step. The advisor will note if the student met with them or not.
- Five (5) days after an advisor's approval signature is obtained and no student signature is obtained, Records will be able to withdraw a student from their requested class(es).

Some important things to note regarding withdrawals:

- No grade will be recorded on the student's transcript after students are dropped through the official non-attendance process. After that students that withdraw will receive a W for the class grade.
- There are no refunds for partial withdrawals (withdrawal from one or more but not all classes).
- Complete withdrawals (withdrawal from all classes) may be eligible for partial tuition reimbursement.
- If a student falls below full time (12 hours), this may affect financial aid eligibility and dependent insurance coverage.
- The withdrawal process must be completed before the established deadline in the academic calendar.
- The withdrawal will not be official until approval is received from all offices.

Refund Policy for Withdrawals

Students who withdraw completely, in accordance with college procedures, may receive a refund of tuition and fees in accordance with the schedules outlined below.

The Fall, Spring and Summer refund schedules apply to tuition only and do not apply to special fees. Refunds are issued only on complete withdrawals from the college. No refund will be issued for dropping individual courses until registered credit hours are zero.

Tuition refunds will be issued for complete withdrawals to students according to the following penalty schedule for full-term courses. Shorter-terms have a different schedule. Check with the Business Office for a more detailed schedule.

Fall or Spring Semester

- 0% penalty will be assessed for classes canceled by the college or dropped by the student by the dropped for nonattendance date. Usually the end of the third week of classes.
- 25% penalty will be assessed on complete withdrawals during the fourth week of the semester.
- 50% penalty will be assessed on complete withdrawals beginning the fifth week of classes and ending at the end of the eighth week of the semester.
- No tuition refunds will be provided beginning with the ninth week of classes.

Note: A student's last day of attendance is used to determine refunds or penalties. If more than one class is being requested in the withdrawal, the latest date will be used.

Failure to Withdraw

If a student is registered for classes and decides to withdraw, failure to follow the formal withdrawal policy (utilizing the online Withdrawal Request System and following all directions) may lead to grades of "F or FIW (Failure to Withdraw)" for a final grade in all courses for which the student is registered but did not complete.

Grade Changes

Grade change forms are currently only available from a staff member of the Center for Student Services. The grade change form requires the instructor to include a rationale for the grade change. The instructor's signature and division dean's signature are required. The typical time frame for submitting grade change requests is 30 days from the issuance of the original grade (unless otherwise noted within the incomplete grade form contract). Grade Change requests past the 30-day window may also require approval from the Vice President for Academic Affairs.

Grade Appeal

Requests to appeal grades must be made to the Vice President for Academic Affairs.

- Grade appeals must be instituted by the student within 30 days following the date of posting grade reports.
- All other appeals listed above must be initiated within ten working days following the rendering of the decision that is to be appealed.

Major/Advisor/Catalog Updates

A student's official major, advisor and catalog year is available via OLSIS or MyDegree. When advising students, please verify with the student the information in OLSIS and/or MyDegree is accurate. If there has been a change, or the student wishes to add a secondary major, please assist the student in completing the major/advisor/catalog update form. This form must be signed by the student and advisor or division Dean before it is processed in the Center for

Student Services.

Substitution/Waiver Form

Substitution/waiver forms initiated by an advisor and student must first be approved by the division dean of each course as well as the division Dean of the student's declared major and the Vice President for Academic Affairs. Records Office staff within the Center for Student Services will file copies of the substitution/waiver forms. Advisors are encouraged to complete and submit the form at the time this possibility is discussed with the student. This ensures the paperwork is processed, is on file, and recorded in MyDegree prior to graduation.

Evaluation of Transfer Credit

Questions about the number of hours or specific equivalencies for transfer students can be directed to the Records Office in the Center for Student Services. If an advisor has an upcoming advising appointment with a transfer student and is unable to view the transfer credits in OLSIS, contact a Records Office staff member in the Center for Student Services for assistance. They will attempt to have the evaluation completed prior to the upcoming advising appointment.

Credits for Military Service

Students with military service may be granted credit for their military training. This credit may be used to satisfy general studies, physical education, or elective requirements. Student veterans are required to submit their Joint Service Transcript ("JST") or Community College of the Air Force Transcript to be evaluated for credit. The Veterans Resource Center provides detailed information and guidelines regarding student veteran military credits.

Students who have previous military service or desire to use military benefits for college, should meet with the Veterans Advocate when they are advised. The Veterans Advocate will confirm what military benefit a student is eligible to utilize, assist with the retrieval of a student's JST or Community College of the Air Force Transcript, indicate how many credit hours the student will be required to register for the semester, and will discuss with the student the need for completing the Veterans coordinator card.

For more information regarding Veterans benefits, contact the Veterans Advocate located in the Veterans Resource Center in Room 2210, or call 304-424-8337 (Extension 337).

<https://www.wvup.edu/current-students/services/veterans/>.

Section 5: Academic Success and Support

Academic Standing

Clearly students don't enter college with an educational plan that includes being placed on academic probation. Unfortunately it happens frequently. Students can repair their academic situation, become successful, and persist to graduation through academic advising, encouragement and support.

Although students are responsible for their own behavior, we can assist those who struggle by guiding them to resources that will help them be successful in their courses. While it is impossible to

identify the multi-faceted issues that interfere with student success, there are some universal complications that have been identified as common to students, especially the academically underprepared. These include lack of a positive role model, minimal problem solving skills, and not having someone who cares about their ability to be an effective college student. If appropriate, consider referring struggling students to Counseling Services or the Retention Specialist.

Calculating GPA

The grade point average (GPA) is computed on the basis of all semester hours attempted for credit, except for credit hours carried under the Pass-Fail or audit options. The quality points earned in any course carried with a passing grade (A, B, C, D) are computed by multiplying the number of semester hour credits assigned to the course by a factor determined by the grade. The chart below illustrates how a GPA is calculated.

COURSE	Grade and Quality Points	X	Credit Hours	=	Total Quality Points
English 101	B (3 pts)	X	3	=	9
History 152	C (2 pts)	X	3	=	6
Biology 101/103 lab	B (3 pts)	X	4	=	12
Math 120	D (1 pt.)	X	3	=	3
Psychology 101	A (4 pts)	X	3	=	12
TOTAL			16 HOURS		42 POINTS
GPA TOTAL	42 POINTS	÷	16 HOURS	=	2.625 GPA

Good Academic Standing

To be in good academic standing, a student must maintain a minimum 2.0 cumulative grade-point average for all work undertaken.

Academic Watch

Any student who, at the end of a grading period, has not maintained a 2.0 cumulative grade-point average shall be placed on Academic Watch. This serves as a written notice to students that timely completion of their intended degree path may be in jeopardy and continued lack of improvement may lead to Academic Probation.

Academic Probation

Any student who has not maintained a 2.0 cumulative grade-point average after being placed on Academic Watch will be placed on Academic Probation.

- Early College students who have a GPA below a 2.0 will not be allowed to continue, or return,

to the program.

- Any student on Academic Probation may register for no more than 13 credit hours during a full Fall or Spring semester. Probationary students may register for no more than 7 credit hours during the summer session.
- A student on academic probation shall be returned to Good Academic Standing at any time that the cumulative grade-point average reaches 2.0 or higher.

Academic Suspension

Any probationary student who, upon completing one additional semester after being placed on Academic Probation, fails to maintain a minimum 2.0 grade-point average during that semester shall be placed on Academic Suspension. A suspended student will be dropped from all registered courses.

- **First Suspension.** A student's first Academic Suspension shall be in effect for one full semester (not including summer sessions.) At the end of one semester's suspension, the student may be reinstated on Academic Probation. All circumstances and conditions relating to Academic Probation shall apply.
- **Second Suspension.** After returning to Academic Probation, a student who completes an additional semester and fails to achieve a minimum grade-point average of 2.0 during that semester is placed on Second Academic Suspension. Second Academic Suspension shall be for a minimum of two consecutive semesters (not including Summer sessions). At the end of two semesters' suspension, the student may be reinstated on Academic Probation. All circumstances and conditions relating to Academic Probation shall apply.
- **Third Suspension.** After return to Academic Probation, a student who completes an additional semester and fails to achieve a minimum grade-point average of 2.0 during that semester shall be placed on Third Academic Suspension. Third Academic Suspension shall be for a minimum of eight (8) consecutive full semesters (not including Summer sessions).

Appeal of Academic Suspension

Any student who is placed on First or Second Academic Suspension may request to appeal this decision. Requests for appeals must be made to the Vice President for Academic Affairs for reinstatement. Course enrollment will be removed for any suspended student.

The appeal may be denied or approved with multiple requirements: (a) uphold the suspension, (b) reinstate the student on academic probation, or (c) reinstate the student on academic probation with specific stipulations such as (but not limited to) establishing a maximum course load, mandating that specific courses be repeated, requiring specified counseling and/or career counseling or requiring specified testing or other academic procedures deemed necessary.

- Appeals of academic suspension must be instituted prior to the start of the semester during which the student is to be suspended from enrollment.
- Exceptions to the above deadlines may be made by the Vice President for Academic Affairs in situations of special concern or unusual circumstances. At each step in the appeal process, the next level of appeal must be initiated by student action within five working days following completion of the prior step.

Mid-Term Grades (D/F Repeat Rule)

All students will be assigned a grade at mid-term. Students may view their mid-term grades in their OLSIS accounts. The mid-term grade is issued for the purpose of communicating to the student his or her status in a course and to encourage steps to improve performance during the second half of the semester. Mid-term grades are not part of a student's transcript and are not computed in grade-point averages.

Below is a letter a student will receive when he or she receives a midterm grade of "D" or "F" in one or more courses in the semester. These letters will be automatically generated and electronically sent.

Dear <FIRST_NAME>,

This is a very important point in the academic semester. Mid-term grades have been posted in your Online Student Information System (OLSIS) account. Our records indicate that you have earned a midterm grade of "D" or "F" in one or more courses. Poor grades will interfere with achieving your academic goals and could impact your financial aid eligibility.

The college offers a variety of services to support your effort, including tutoring, counseling, and advising. We are here to help you be successful as you pursue your education. Below are a variety of resources available, including the contact information for each:

- Course Instructors - Call the number on your course outline and make an appointment, or use the email given to send a note asking for an appointment.
- Academic Advisors - Email your advisor to make an appointment to meet with them. Go to your OLSIS account and select Student Records, Student Records, and MyDegree to find their name and email address.
- Textbooks - Use references and resources that are included in your textbook.
- Tutoring - Room 1332, call 304.424.8295
- Center for Student Support Services - Student Mental Health & Accessibility (Disability) Counseling, Room 2210B, call 304.424.8378
- Veterans Services - Room 2210, Call 304.424.8337.
- The Library - Room 1332, Call 304.424.8260.

If you need additional assistance, or just don't know where to start, contact one of the Professional Advisors located in the Professional Advising Center (PAC) in room 1332 or by calling 304-424-8208. We hope you will take advantage of the resources and help available at WVUP.

Best wishes for success in your academic endeavors,

Grade Forgiveness

Students may request the forgiveness of "D" and "F" grades previously earned if they wish to do so. Forgiveness is not automatic but must be initiated by the student and their academic advisor. Once the *Grade Forgiveness Form* is completed, the request should be submitted to the Center for Student Services. Grades that are forgiven are not removed from the student's transcript but are marked to indicate that they are not being counted in tabulating either the student's total credit hours completed or grade-point average. Grade forgiveness may be requested no more than two times. The following conditions apply in all cases of grade forgiveness requests:

- Any grade to be forgiven must have been earned at least four years prior to the date of requesting forgiveness.
- The student can have multiple D/F/FIW grades from multiple institutions. However, grades

from multiple institutions can only be forgiven as long as there is a four-year hiatus between the last institution attended and WVUP.

- **Important Note:** Joint Services Transcripts are NOT considered when checking for repeats or grade forgiveness qualifications.
- The student requesting grade forgiveness must not have been enrolled in any college on a full time basis during any semester or summer session for four years immediately prior to the request for grade forgiveness.
- The student's request for grade forgiveness should be made his or her first semester after successfully completing a semester at WVUP.
- Grade forgiveness should not be granted if the student can exercise the D/F Repeat Rule; that is, the student should demonstrate that a change in program or degree objective has rendered repeating a former grade impractical.
- In all instances of grade forgiveness, students are notified that other colleges or universities may have policies that do not allow the forgiveness of grades.
- Grades which were used in meeting graduation requirements for a degree or certificate that have already been awarded may not subsequently be forgiven.

Grade forgiveness requests will be reviewed after grades are reported for the semester of the request following the end of the withdrawal period for the current semester. Grade forgiveness may be requested no more than two times. Also, grades that were included in an earned degree are not eligible for forgiveness.

Grades to be forgiven must:

- be D or F grades.
- have been earned at least four years ago.
- not be needed in the current degree program. If they are needed, then the D/F repeat policy must be followed.

Students are eligible for grade forgiveness if:

- A student's D or F grades meet the requirements listed above.
- A student was not enrolled as a full-time college student in any college or university for at least a four-year period after earning the D or F grades.

A student is considered a full-time student if:

- they were registered for 12 or more credit hours in any semester or six or more credit hours in a summer semester.
- they were registered for 12 or more credit hours in any semester (or six in any summer term) but later withdrew.

If a student meets all the requirements listed above, they may apply for grade forgiveness.

Early Alerts

The Early Alert process is a college-wide effort to identify students who are showing signs of needing academic or personal support. Students are often reluctant to admit they are struggling and instructors have the ability to gauge their success and engagement in the coursework. College staff may also notice a student struggling with an issue. Once the alert is created, it will be sent to the Retention Specialist, who will evaluate the alert and decide on the most appropriate action to take to

best assist the student. The goal of this process is to try to help more students persist.

There are many parties involved in helping students persist. In this process there is the alerter, the alert analyst, and other student support services that can be relied upon to assist the student. Using the Early Alert program will allow for the communication of the services needed and offered among the involved parties.

Good times to create an early alert

There are a myriad of reasons to start an alert. There are the obvious reasons for starting an alert and some reasons that may not be so obvious. Alerts should be started when students are missing courses, not engaging in class, not completing assignments or poor academic performance. Less obvious alerts may include food scarcity, housing insecurity, drug or alcohol abuse, or personal safety.

Start of semester absenteeism

If students miss within the first week of classes, it is important to start an alert. A second week of missed classes highlights a real concern. If an alert is started, the Retention Specialist will reach out to the student to confirm their enrollment for the semester. Helping students who have changed their mind about attending college withdraw from classes before the drop date can save students future issues with receiving financial aid.

Start of semester late or missing assignments

Some students do not understand the expectations of the course. They may not understand that assignments are posted on Blackboard. If a student is missing assignments or struggling at the beginning of the semester, submit an alert. The Retention Specialist can contact the student and make sure they can access course materials.

Mid-term grades

If attendance or performance are concerning, please submit an early alert. There is still time to help the student access tutoring. If they are missing for other reasons like transportation, the Retention Specialist can direct the student to needed resources.

After mid-term

Should a student fall behind in class, submitting an alert can initiate a conversation between the Retention Specialist, the instructor, and the student to develop a plan to catch-up and complete the class successfully. If a student's grade indicates that they cannot pass the class, an alert can be used to initiate the withdrawal process.

A week before the withdrawal deadline

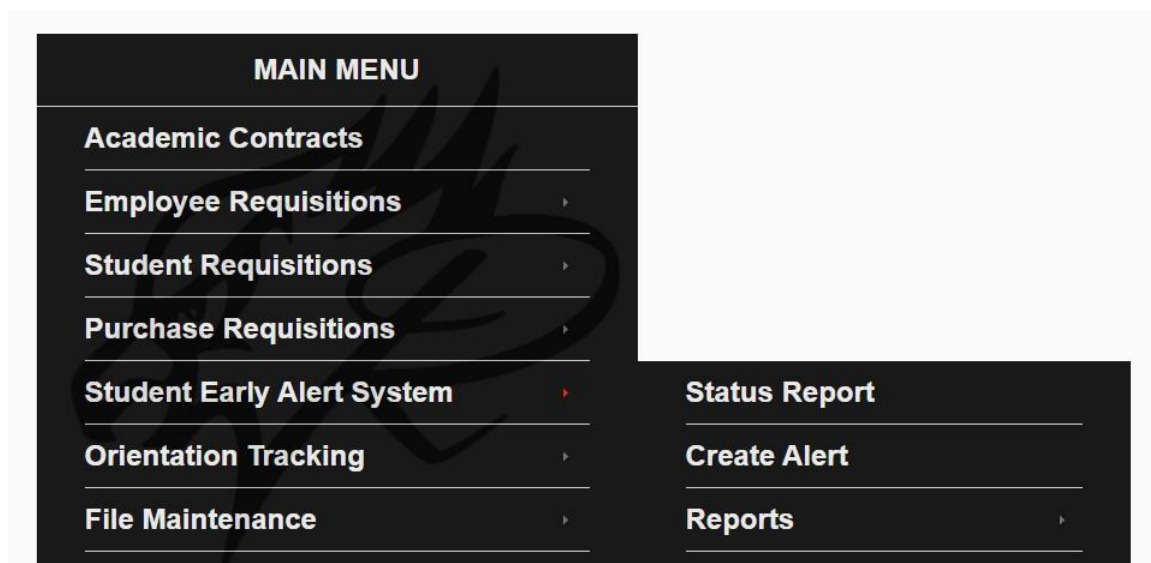
If there is a student who is unable to successfully complete the course, send an alert. The Retention Specialist will contact the student, the academic advisor, and financial aid specialist to determine if they may be able to drop the course and retake it later. Withdrawing from a class that a student is likely to fail, may save that student's GPA.

Step-by-Step Instructions for Submitting an Alert

Below are the instructions for creating an alert and how to use the Electronic Early Alert System to communicate with students and other alert members.

Start the Alert

1. Open a web browser and go to hr.wvup.edu/ap.
2. At the sign in page, enter WVUP username and password credentials and click Sign in.
3. From the Main Menu, hover a mouse cursor over **Student Early Alert System**.
4. From the submenu that appears to the right, select **Create Alert**.



Alerter Information

Instructor name and the date will automatically appear in the new alert along with the status.

Student Information

The Student Information section allows the instructor to identify the student, and optionally associate a course with the alert. There are four options for selecting a student. If the student's ID number is known, it can be entered manually. Otherwise, select the student by name, select the student from a class roster, or select the student from an advisee list.

Alerter Information:	
Alert Number	(New)
Alerter	Jennifer Forster
Date	07/29/2022
Status	Open
Student Information:	
Student ID	ID: Enter the student ID or select from one of the following options: Select by Name Select from Class Roster Select from Advisee List

Identifying the Student

The easiest way for faculty to identify the student in the alert program is to select from the class roster. But they may also search by name or select from the advisee list. If the faculty member is not their advisor it may be more effective to search by name.

Select from Class Roster

To select a student from a class roster, click the **Select from Class Roster** button. Another screen will appear which will allow the instructor to select a particular course based on term and course information.

Course Information:				
Term	202301 - Fall 2022			
Course	1144 - ACCT 202 - Staff Staff			
Class Roster:				
Fall 2022 Course: 1144 - ACCT 202 Title: PRIN OF ACCOUNTING 2 Instructor: Staff, Staff Room: Part of Term: FULL TERM Days: Time: TBA Start/End Dates: 08/15/2022 - 12/09/2022 Credits: 3 Schd Type: Lecture Inst Method: Campus: Online				
ID	Last Name	First Name	Registration Status	Birth Date

The current term is pre-selected in the term block. To choose a different term, click the term drop-down box and select a different term. Click the course drop-down box to select the desired course. The search may be narrowed by typing the CRN, the subject and/or course number, or the instructor's first and/or last name. Once the course is selected, the class roster will appear on the screen. Select the student by clicking the checkbox to the left of the student's name. Then click the **Return** button to return to the alert screen with the selected student. If the student is selected from a class roster, the course information will already be populated.

ID Number

If the student's ID number is known, the easiest way to start the alert is to type it in the ID field. This may be the most convenient way for staff who would like to notify the outreach team about a student concern. If there is a specific course identified, it can be selected to be added to the alert.

Select by Name

To select a student by name, click the **Select by Name** button. The last name and first name are entered. It is not case sensitive, and partial names may be used. Common nicknames such as Bob or Bill can also be used. Once the last and first names are entered, click the **Find** button. One or more names should appear on the screen. Select the name of the student by clicking the checkbox to the left of the name. Then click the **Return** button to return to the alert screen with the selected student. A particular course may be included in the alert.

Select from Advisee List

The advisee list may be the easiest method to identify the student. To select a student from the advisee list, click the **Select from Advisee** List button. Another screen will appear which shows the assigned advisees. Select the student by clicking the checkbox to the left of the student's name. Then click the **Return** button to return to the alert screen with the selected student. If desired, a particular course may be associated with the alert.

Alert Information

Once the student is selected, some information about the student will appear on the screen, such as the email address, the current area of study, any courses the student is currently registered for, a complete academic history, and any degrees or certificates the student has earned. It also links to any previous academic alerts the student has received.

**Pay attention to the advisor information at this stage.
It will be used later.**

The Alert Information section permits the selection of a reason for the alert and a proposed remedy. Other interested parties that should be included can also be selected and included in the conversation about the student.

Reason For Alert	Insert Remove
Not turning in class assignments ▼	+ -

Proposed Remedy

Please check with Morgan to make sure she understands Blackboard processes.

75 Chars Used 1925 Chars Remaining

Select any additional parties you would like to be associated with this alert.

Interested Parties	Insert Remove
Shauna Carpenter ▼	+ -

Save But Don't Send
Save And Send For Evaluation

It is really important to include the student's Academic Advisor in the interested parties section.

Reason for Alert

Click the **Alert Reason** drop-down to select a reason for the alert. The Plus (+) sign can be used to add more reasons or the Minus (-) sign to remove reasons.

Confidential Alert

If the reason for the alert is sensitive in nature and should be kept private, the box can be checked to indicate "confidential." This will limit the visibility of the alert to only super users of the program. This may include situations involving student behaviors, or disclosed personal information.

Proposed Remedy

Define a proposed remedy for the alert by typing options in the **Proposed Remedy** box. 2000 characters may be used. The more information included here, the more thoroughly the Retention Specialist can address the situation.

Other Interested Parties

If other parties should be involved in the evaluation and communication of the alert, select them from the **Interested Party** drop-down. The Plus (+) sign can be used to add more recipients or the Minus (-) sign to remove recipients. The process for outreach can be more efficient if the academic advisor is added to the **Interested Party** drop-down, unless there is a specific reason not to include the

academic advisor. Once the alert has been sent for evaluation (status Pending), or if it has been closed by the Retention Specialist (status Closed), a section called Other Interested Parties will appear on the alert screen. This will allow the other interested parties to be added to the alert at any time.

To add other interested parties, click the Interested Party drop-down and select a recipient from the list. The Plus (+) sign can be used to add more recipients or the Minus (-) sign to remove recipients. When finished, click the Save button. An email message will be sent to the recipients notifying them that they have been added as an interested party to the alert.

Once all of the information has been entered for the alert, it can be either saved and not sent for evaluation, or save the alert and send it for evaluation. If the alert is saved and not sent for evaluation, changes can still be changed to the alert. More information may need to be included in the alert at a later time. If the alert is saved but not sent for evaluation, it may be removed from the system.

After the Alert is Submitted

If the alert is sent for evaluation, the alert will be sent to the Retention Specialist for evaluation. If the academic advisor is included in the Interested Parties section, the alert will also be sent to the advisor. The Retention Specialist will evaluate the student's situation, possibly consult with the student or other parties, and recommend a solution. Once the alert is sent for evaluation, it cannot be changed. However, further communication with interested parties can be continued by using the Discussion Panel described below.

Save But Don't Send

To save the alert but not send it for evaluation, click the Save But Don't Send button. The alert information will be saved, and any new interested parties added will be notified by email that they were added as an interested party to the alert. The alert may be safely closed in order to return later to continue the process.

Save And Send For Evaluation

To save the alert and send it for evaluation, click the Save And Send For Evaluation button. The alert will be saved, and any new interested parties will be notified by email that they were added to the alert. The Retention Specialist will receive an email indicating a new alert has been submitted.

Remove Alert

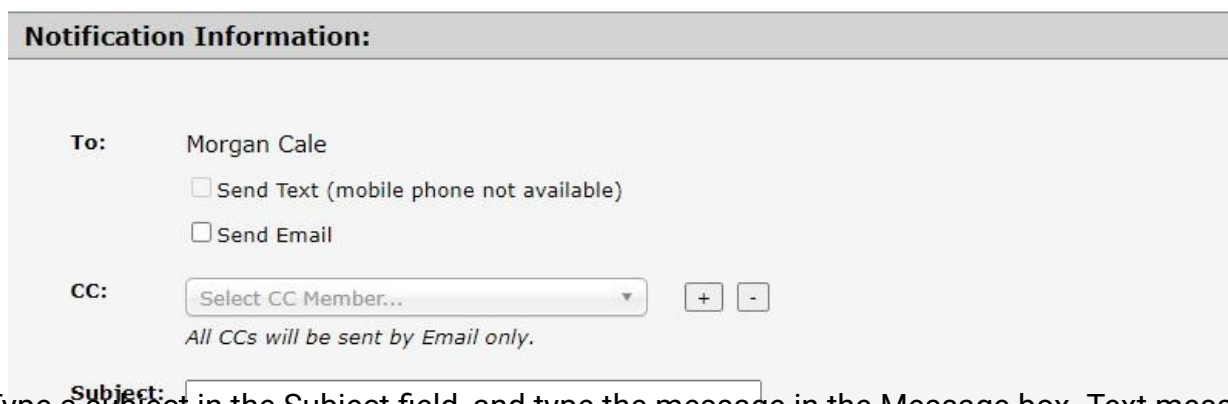
To remove the alert after it has been saved but not sent for evaluation click the Remove Alert button. This will delete the alert and no further action or processing can be done on the alert. Also, the alert will not appear on any reports.

Send Student Message

A message can be sent to the student by email, text, or both. To send a message to the student, click the Send Student Message button near the top of the screen. A message screen will appear with the student's name at the top.

Course Association (optional)	202301 - Fall 2022	1141 - ACCT 202 - Staff Staff
Test Student 106647		
2902 Fulls Fork Leroy, WV 25252		
Email: mcale3@wvup.edu		
Birth Date: 11/15/2002		
Phone: MA:304-275-0888, PR:304-514-1979		
Advisor: Shauna Carpenter		Degree: AAS
Major: Business Administration		
Concentration:		

To send by text, click the Text checkbox. To send by email, click the Email checkbox. Select either or both of the checkboxes. To include CC recipients, click the CC Member drop-down box and select a CC recipient. The drop-down options will include the Retention Specialist, all alert super users, and any interested parties that have been added to the alert. To include someone who isn't on the list, click the Cancel button at the bottom of the screen to return to the alert, and add an interested party to the alert, then return to the message screen. The Plus (+) sign can be selected to add more recipients or the Minus (-) sign to remove recipients. The CC recipients will receive the message by email only.



The screenshot shows a form titled "Notification Information:". It contains the following fields and options:

- To:** Morgan Cale
- ☐ Send Text (mobile phone not available)
- ☐ Send Email
- CC:** Select CC Member... (dropdown menu) [+] [-]
- All CCs will be sent by Email only.*
- Subject:** (text input field)

Type a subject in the Subject field, and type the message in the Message box. Text messages are limited to 1600 characters. When everything is completed as desired, click the Submit button at the bottom of the screen. When the Submit button is clicked, the default email client will appear with the previous information filled in the proper areas. If the email client doesn't appear, or if the wrong email client appears, see the Default Email Client section below under Miscellaneous Topics.

When the default email client appears, changes may be made before sending the message. If there is a need to go beyond the 1600 character limit, revise the message in the email. An attachment can be added such as a Word document, a graphic image, or a pdf file. Some attachments might not show up on the student's phone if sent as text. Attachments should be sent with email, or both text and email to ensure the student receives the attachment.

After Submission

Discussion Panel

Once the alert has been created, and throughout the remainder of the process, another section will appear at the bottom of each screen called **Discussion Panel**. This section allows someone to send messages to any other person involved in the alert process. The messages will appear on the **Discussion Panel** section on each screen, and will also be sent by email to the recipients. These messages will not appear on the Status Report screens.

If you receive an email from the Alert system, you will need to log into the Early Alert Program to respond. If you respond directly to the system email, your email will not get to the person to whom you are responding.

Select any additional parties you would like to be associated with this alert.

Interested Parties	Insert Remove
Select Interested Party...	+ -

Discussion Panel:

Discussion dialogue will be sent by email to the specified recipient(s).

Date	From	To		Message
08/01/2022	Jennifer Forster	Select a Recipient...	+ -	0 Chars Used 1000 Chars Remaining

To create a dialogue, select a recipient from the drop-down menu under **To**. Only those listed as Interested Parties (or are program super users) will populate here. The Plus (+) sign can be selected to add more recipients or the Minus (-) sign to remove recipients. Enter the message in the **Message** box, then click the **Send** button to send the message. That person will receive an email notifying them of the communication. Go to the program to respond.

Open an Existing Alert to View or Update

There are three ways to open an existing alert.

1. After receiving an alert email notification, there will be an alert number in the email as a link to the alert. Click on that link to open the alert.
2. From the Early Alert menu described above, click on Status Report. The Status Report screen will have three tabs along the top of the screen.
 - A. Outstanding – alerts that have been saved but not sent for evaluation will appear on the Outstanding tab (status Open).
 - B. In Progress – alerts that have been saved but not sent for evaluation, and alerts that have been sent for evaluation but haven't been closed will appear on the In Progress tab (status Open or Pending).
 - C. Final Action – alerts that have been evaluated and closed by the alert analyst will appear on the Final Action tab (status Closed).

To open an alert from one of the status report tabs, click on the alert number.

3. From the Early Alert menu described above, hover the mouse cursor over Reports, then select All Alerts. A screen will appear with the following status button options.

- A. Open/Pending – this will show alerts that have been saved but not sent for evaluation, and alerts that have been sent for evaluation but haven't been closed.
- B. Closed – this will show alerts that have been evaluated and closed by the Retention Specialist.
- C. All – this will show all alerts at all stages.
- D. Aged – this will show alerts that have been saved but not sent for evaluation and are one week or more old.

To view an alert, click the desired status button, then click one of the alerts that appears in the alert panel. The alert information will appear on the screen. To open the alert in the Electronic Early Alert System, click the Review/Update button.

Status Descriptions

Open – the alert has either not been created, or has been created but hasn't started the evaluation process. In the Open status, updates can still be made to the alert. If the alert is closed before it has been saved, any information entered will be lost. When an alert is created and saved, an alert number is assigned to it. If the alert is closed that has been saved, the information will not be lost and can be returned to it later. An alert in the Open status will not proceed to the evaluation process until the alert is saved and sent for evaluation.

Pending – the alert has been created and the evaluation process has started. The alert is pending evaluation by the alert analyst. No changes can be made to the alert, however parties can still be added and the discussion panel can still be accessed.

Closed – the alert has completed the evaluation process. However, parties can still be added and the discussion panel can still be accessed.

Default Email Client

To use the Send Student Message function the default email client will need to be defined. For instructions on setting up a default email client, select one of the following links:

- Gmail
- Outlook

If assistance is needed to set up a default email client, contact the IT helpdesk at one of the following options:

- Phone: Ext. 215 or 304-424-8215
- Create a Helpdesk Ticket: <https://helpdesk.wvup.edu>

Financial Aid

Types of Financial Aid

There are many types of aid a student can receive, including but not limited to: grants, scholarships, loans, and work study funds. Federal and state financial aid (grants and loans) are awarded based on a student's SAI (Student Aid Index), a number that is assigned to each student's FAFSA that indicates the student's financial need. Federal student loans are available to students who have completed the FAFSA and are enrolled in at least (6) credit hours of courses toward their program of study. Federal

student loan repayment begins six months after the student drops below six (6) credit hours or stops attending school, whether they graduate or not. For more information on federal student loans, visit www.studentaid.gov. Work Study is funding a student can receive based on financial need that allows them to work part-time in approved locations on and off campus. For more information on financial aid programs, visit www.wvup.edu/finaid.

Scholarships/Grants

Following is a chart with information for Grants, common Scholarships and Federal Loans:

GRANTS					
Grant	\$	Income Guidelines	Academic Requirements	Credit hour Requirements * All courses must be degree-pursuant to qualify for financial aid	How do students qualify?
Federal Pell	0-7,395 depends on SAI from FAFSA	Based on a combination of SAI and other data reported on the FAFSA	Must meet SAP requirements or have an approved appeal	12 credit hours or more - 100% Pell 11 hours - 92% of awarded Pell 10 hours - 83% of awarded Pell 9 hours - 75% 8 hours - 67% 7 hours - 58% 6 hours - 50% 5 hours - 42% 4 hours - 33% 3 hours - 25% 2 hours - 17% 1 hour - 8%	Complete FAFSA every year as early as possible, preferably each year before March 1 for the upcoming fall.
Federal SEOG	0-1,000	Must have -1,500 SAI on FAFSA, qualify for maximum Pell, and complete the FAFSA very early	Must meet SAP requirements or have an approved appeal	1-5 credit hours – 25% award 6-8 credit hours – 50% award 9-11 credit hours – 75% award 12+ credit hours – full award *WVUP receives a very limited amount of funding for this grant, typically \$50,000 to \$70,000 to give out for the whole year.	Complete FAFSA every year as early as possible. Grant is awarded to the students with the highest level of financial need (-1,500 SAI) and the earliest FAFSA completion dates
WV Higher Ed	0-3,400 depends on SAI from FAFSA	EFC can be between 0-13,000	- Must be a WV resident for 12+ months - Must have a 2.0 Cumulative Financial Aid GPA - Must meet SAP requirements or have an approved appeal	Must have 12 credit hours or more. *Appeal process for students who do not have 12 degree-pursuant hours available to them in a semester. Contact the FA office for more information. Renewal requirements apply to students who have received the grant previously. If the student received it in the fall and spring, they must pass 24 hours to renew.	Complete FAFSA every year as early as possible. Visit: WV Higher Education Grant

WV Invests	Covers up to 100% of qualifying tuition and fees after other grants, tuition waiver, and WV Promise scholarships have been applied	No income guidelines	- Must be a WV resident for 12+ months - Must have a 2.0 Cumulative Financial Aid GPA - Must meet SAP requirements or have an approved appeal	Must have 6 credit hours or more. *Appeal process for students who do not have 6 degree-pursuant hours available to them in a semester. Contact the FA office for more information. Renewal requirements apply to students who have re	* Complete FAFSA. * Complete WV Invests application Visit: WV Invests Grant
WV HEAPS	Covers up to 100% of tuition and fees	EFC can be between 0-13,000	-Must be a WV resident for 12+ months -Must have a 2.0 Cumulative Financial Aid GPA -Must meet SAP requirements or have an approved appeal	Must be enrolled in 3-11 credit hours.	* Complete FAFSA. * Complete HEAPS application every semester at www.wvup.edu/financialaid . Visit: WV HEAPS Grant
WV HEAPS Workforce	0-2,000 per year	EFE can be between 0-13,000	No Academic requirements	For approved Workforce/short term courses and programs only.	* Complete FAFSA. *Complete WV HEAPS Workforce application Visit: WV HEAPS Workforce Grant Or visit Workforce Div. at 304-424-8275

MOST COMMON SCHOLARSHIPS					
Name	\$	Income Guidelines	Academic Requirements	Credit hour Requirements * All courses must be degree-pursuant to qualify for financial aid	How do students qualify?

WV Promise	0-5,500	No income guidelines	-Must apply and meet initial award requirements as a high school senior -Must earn 30 credit hours per year with a 2.75 cumulative Financial Aid GPA	- Must have 12 credit hours or more each semester, except for Year 4. - Must be admitted to a bachelor program in order to receive funding for semesters 5 through 8. **Appeal process for students who do not have 12 degree-pursuant hours available to them in a semester. Contact the FA office for more information.	- Must apply while in high school and meet academic and test score requirements. - Must continue to enroll full time and meet renewal requirements throughout their college career.
WV STEM	0-5,000	No income guidelines	Determined by WV State FA office	Must have 6 credit hours or more.	Qualifications online at: WV STEM scholarship
WVUP Foundation	Can award up to full financial aid budget	Varies among funds	Varies	Varies	Completing the WVUP Foundation Scholarship application before the deadline: WVUP Scholarships
Parkersburg Area Community Foundation	Can award up to full financial aid budget	Varies among the funds	Varies	Varies	Complete the PACF scholarship application before the deadline: PACF Scholarships

FEDERAL STUDENT LOANS					
Name	\$	Income Guidelines	Academic Requirements	Credit hour Requirements * All courses must be degree-pursuant to qualify for financial aid	How do students qualify?
Federal Direct Subsidized Loan	Varies based on grade level, SAI, dependency status, and other financial aid available	Must demonstrate unmet financial need	Must meet SAP requirements or have an approved appeal	Must have a minimum of 6 credit hours	Complete Entrance Counseling module and Master Promissory Note at: studentaid.gov

Federal Direct Unsubsidized Loan	Varies based on grade level, SAI, dependency status, and other financial aid available	No income guidelines	Must meet SAP requirements or have an approved appeal	Must have a minimum of 6 credit hours	- Complete FAFSA. - Complete Entrance Counseling module and Master Promissory Note at: studentaid.gov
Federal Parent PLUS	Can award up to full financial aid budget	No income guidelines, credit check required	Must meet SAP requirements or have an approved appeal	Must have a minimum of 6 credit hours	- Complete FAFSA. - Complete Entrance Counseling module and Master Promissory Note at: studentaid.gov

Removal for non-payment

In alignment with college policy, a student must make payment arrangements by the indicated deadline. If no payment arrangement has been made, a student will be removed for non-payment from their courses. Payment arrangements include having authorized financial aid, having an approved payment plan with the Business Office, submitting approved paperwork from a third party payer to the Business Office, or the account balance being paid in full. Please contact the Business Office at 304.424.8223 for more information.

Priority deadline for financial aid requirements

There is a priority deadline for financial aid requirements to ensure submitted items will be processed in advance of the payment deadline. If the priority deadline is met, the student will not be removed from courses for non-payment. Students should have completed their FAFSA by March 1 to ensure they meet filing deadlines for all federal and state aid. Deadlines are posted online at www.wvup.edu/finaid.

FAFSA

Students interested in federal, state & local financial aid must complete the Free Application for Federal Student Aid (FAFSA) online at <https://studentaid.gov/h/apply-for-aid/fafsa>. Completion of the FAFSA is such an important part of paying for college that we ask any student who has not already done so to complete the FAFSA while they are here to register for classes. The FAFSA should be completed no later than March 1 of each year to ensure consideration for all available types of federal and state financial aid. The FAFSA is available October 1 each year, almost a full year before the fall semester begins, and early completion is encouraged. However, students may apply thereafter through the next academic year. Students who do not qualify for federal financial aid must have a plan to pay their tuition and fees. Payment plans are available. Students needing a payment plan are encouraged to visit the Business Office to ask about payment terms and payment plans.

Students must be fully admitted to WVUP before they are eligible to receive any financial aid. This means that all transcripts from high school and other colleges attended must be provided. A student may take classes for one semester while trying to gain full admission status. However, the student must be fully admitted during the term in order to be eligible for any financial aid.

Students do not have to be registered full-time to receive financial aid. Each type of financial aid has different credit hour requirements. Most types do not require full-time status.

Most WVUP students are eligible for some type(s) of financial aid. These include, but are not limited to: Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (SEOG), Federal Direct loans, Federal College Work Study, Higher Education Assistance for part time students (HEAPS), the West Virginia Higher Education Grant Program, and scholarships, including both institutional and third party. For more information on West Virginia's state financial aid programs, students can visit https://secure.cfww.com/Financial_Aid_Planning/Financial_Aid_101/_default.aspx.

Financial Aid and Class Attendance

Due to the requirements of federal and institutional financial aid policy, the college takes attendance in all college courses. The amount of financial aid a student will receive depends on a student's attendance record for that semester. Failure to attend courses will result in a loss of the financial aid associated with those courses.

NOTE: It is the professors who determine if a student is attending. Students must contact their professors if they are reported as not attending.

For example, if a student has registered for 12 credit hours and their professors report them as only attending 6 of those 12 credit hours, then that student will be dropped from those credit hours they are not attending, and will only receive financial aid for those 6 credit hours they are attending. The student will not receive a "W" on their transcript, and they will not be charged tuition or fees for those classes from which they are deregistered. It is always the student's responsibility to be aware of their attendance report and of the classes on their schedule and transcript.

Before a student is deregistered from classes for which they are reported as not attending, they will receive a warning through their WVUP email account. They will have a chance to confirm their status with their professor before they are deregistered. Because financial aid funds cannot be paid out until we have confirmed a student's attendance, the first refunds for financial aid will be available to students four to five weeks after the start of the semester. This also means that they will have more time to charge books and supplies against their financial aid at the university Barnes and Noble bookstore website (<https://wvup.ecampus.com/>) on campus. Eligible students may do so from the Monday before classes begin until the end of the attendance verification period.

Deregistration for Non-Payment

Priority Financial Aid Deadlines will be defined as a published date each year. If a student has completed all outstanding financial aid filing requirements and is deemed eligible by the WVU Parkersburg Financial Aid Office on or prior to the published date, the college will not deregister said student for non-payment for the semester in question. All deadlines are published online at <https://www.wvup.edu/future-students/costs-scholarships-financial-aid/>.

Students who have not completed the financial aid process prior to the published payment deadline must pay their bill in full, enter into a payment plan agreement with the Business Office, or have a verified third-party payer to prevent deregistration for nonpayment.

Withdrawals and Repayment of Financial Aid

Please review the full policy at this link:

WVUP Answer Book Policy VI-10C: Withdrawal and Return of Title IV Financial Aid

When a student withdraws from school before completing the period of enrollment, federal regulations require that WVUP determines whether any of the student's financial aid must be repaid to the various federal financial aid programs. State financial aid programs require the same calculation. It is the student's responsibility to repay any financial aid that they received that is deemed to be "unearned." Students who receive a 0.00 GPA for a semester are considered to be unofficially withdrawn. Attendance is evaluated for those students to see if they earned the F in the course even though they faithfully attended, or if they stopped attending the class before it was over and were assigned a grade of F. For unofficial withdrawals, the Financial Aid Office is required to determine if the student owes back any or all of the financial aid paid to them based on their last date of active participation in a course.

Eligibility for Financial Aid Refund

If a student is eligible for a refund, they must select the way they wish to receive their funds through our refund processor, BankMobile. Please visit or contact the WVUP Business Office for more information at busoffice@wvup.edu or 304-424-8223.

Special Circumstances that Impact Financial Need

If there is a change in a family's financial situation because of death, divorce, job loss, or other special circumstances, please contact the Financial Aid Office.

If students have specific questions regarding their financial aid, please refer them to the Financial Aid Office. They can contact the office by calling (304) 424-8210 or emailing finaid@wvup.edu.

Supplemental Policies related to SAP

1. Repeat Courses: A student may receive financial aid for repeating a previously failed (required) course until the course is passed. A student may not receive financial aid a second time for a course that was passed. For this purpose, "passed" means any grade higher than "F," regardless of any school or program policy requiring a higher grade or measure to have passed the course. All attempts of a course will be used in the student's pace and 150% calculations.
2. Incomplete Grades: Classes in which students are issued incomplete grades are considered attempted hours, but not passed hours.
3. Zero GPA Procedures:
 - a. A student who has a cumulative GPA and completion percentage rate of 0.0 does not qualify for a Financial Aid Warning semester. The student will be placed directly on Financial Aid Suspension and be required to file a financial aid appeal to regain financial aid eligibility.
 - b. A student who previously met all SAP standards and then loses eligibility due to withdrawals and/or failed courses, and who also earned a 0.00 GPA and completed 0.0% of the courses taken in the semester in which they lost eligibility, does not qualify for a Financial Aid Warning semester. The student will be placed directly on Financial

Aid Suspension and be required to file a financial aid appeal to regain financial aid eligibility.

4. GPA Adjustment policies: A recalculated grade point average that results from either the grade forgiveness or D/F repeat grading policies cannot be recognized as the student's official grade point average for the SAP calculation of a financial aid applicant. Federal Student Aid regulations make no provision for the concept of grade forgiveness or grade point average recalculation. This results in students having an institutional GPA and a Financial Aid GPA. All students whose Financial Aid GPA differs from their institutional GPA receive a detailed explanation in a notification email. This is sent each semester alongside their SAP status notification.

Satisfactory Academic Progress (SAP)

Please review the full Satisfactory Academic Progress policies at these links:

[WVUP Answer Book Policy VI-10A: Standards of Satisfactory Academic Progress for Financial Aid Applicants](#)

[WVUP Answer Book Policy IV-10B: Financial Aid Appeals for Students Not in Compliance with SAP Standards](#)

In order to qualify for financial aid, students receiving financial aid from WVU Parkersburg must remain in good academic standing and make satisfactory progress toward the completion of their academic degree. This policy applies to all students who receive assistance from any federal or state financial aid program, as well as any programs administered by the college that require determination of academic progress for eligibility. The federal government defines Satisfactory Academic Progress as maintaining a minimum quantitative (hours attempted and completion rate) and qualitative (grade point average) standards. WVUP's specific standards are as follows:

- Grade Point Average: All students receiving financial aid must maintain a minimum of a 2.0 grade point average on a 4.0 scale
- Completion Rate: All students receiving financial aid must maintain a minimum 67% completion rate. This means a student must complete at least 67% of all attempted courses. Grades that will be counted towards attempted hours include F, W, FIW, I, and R. Any previous courses attempted at WVUP or other institutions will be included when calculating this rate.
- Maximum Time Frame for Completion: Students are also limited to the total number of credit hours for which they can receive financial aid. In order to meet the requirements of Satisfactory Academic Progress, a student must complete their degree within 150% of the timeframe to get their degree. The following standards apply:

Eligible Certificates (CERT): Students are expected to complete their program within 45 attempted credit hours.

Two-year Degrees: (AAS, AA, or AS): Students are expected to complete their program within 90 attempted credit hours.

Four-Year Degrees (Bachelor's level): Students are expected to complete their program within attempted 180 credit hours.

Note: When it becomes mathematically impossible for a student to meet any of the three requirements listed above, the student will be ineligible to receive any future federal or state financial aid.

A Student's Satisfactory Academic Progress (SAP) will be reviewed at the end of each Spring and Fall semester. Students that do not meet any of the three requirements listed above will be subject to the guidance outlined in Answer Book Standard VI-10A Satisfactory Academic Progress (SAP) Standards for Financial Aid Applicants as follows:

1. A review will be done at the end of each semester/payment period. The evaluation period will be based on attendance in all prior semester(s) and will include all classes attempted (and transfer work) whether federal aid was received or not.
2. After the first time the student does not meet the minimum SAP standards for GPA and completion percentage, the student is placed on Financial Aid Warning Status. Financial Aid Warning means that the student CAN receive federal financial aid for the next semester of enrollment.
3. If, after the warning period, the student is still unable to meet the minimum SAP standards, the student is placed on Financial Aid Suspension status. When the student is on suspension status, they are NOT eligible for federal financial aid for the next semester unless they appeal and the appeal is approved. Students may appeal only if they have extenuating circumstances. If a student's SAP appeal is approved, they must complete an acceptable Academic Plan that guarantees they will meet all SAP requirements in three semesters or less.
4. A student who does not appeal or submits an unsuccessful appeal or fails to fulfill the terms of an approved academic plan will remain on or return to the financial aid status of suspension. Students on suspension status cannot receive federal or state financial aid unless they re-establish eligibility as outlined below.
5. A student not meeting the 150% maximum timeframe is required to submit an appeal with no option for a warning semester.

Financial Aid Warning

Students who fail to meet the GPA and /or completion rate percentage standards are placed on financial aid warning during the following semester, as long as their Financial Aid GPA and completion rate are greater than 0.00. Students with a 0.00 cumulative grade point average and a 0% completion rate are not eligible for a financial aid warning semester and are placed directly on financial aid suspension, requiring an appeal to receive aid. Students on financial aid warning status are eligible to receive any aid that they meet the requirements to receive, without limitations. Financial aid warning status does not initiate any differences in disbursement from the rest of the student population. Students on financial aid warning status are expected to attend and successfully complete all courses in which they are enrolled. Academic performance and completion percentage while on financial aid warning status will be considered during the evaluation of a student appeal.

Financial Aid Suspension

A student loses financial aid eligibility by failing to adhere to one or more of the SAP components, or by exceeding the enrolled program's maximum timeframe limit. A student who does not appeal, submits an unsuccessful appeal, fails to meet the SAP standards after a successful appeal, or fails to fulfill the terms of an approved Academic Plan are placed on the financial aid status of Suspension.

Students on financial aid Suspension cannot receive any financial aid subject to SAP compliance unless they take steps to re-establish eligibility.

Students will be sent an email via the WVUP email system notifying them that they have been placed on Suspension status because of their failure to meet SAP standards, and notified of their right to appeal in accordance with the process described in WVUP Answer Book #VI-10B, Financial Aid Appeal for Students not in Compliance with Satisfactory Academic Progress (SAP) Standards.

Probation Status Requiring an Academic Plan

As permitted by 34 CFR 668.34, 8 ii, a student on financial aid probation with an academic plan may receive Title IV, federal program funds upon the successful completion of an SAP appeal and execution of an approved Academic Plan. While the student is on financial aid probation with an Academic Plan, the student must develop an Academic Plan that ensures they will comply with SAP within a period of 1 but not more than 3 semesters. The required Academic Plan worksheet must be completed and then agreed to by the student, their academic advisor, and the Financial Aid Office. All courses listed in the Academic Plan must be required for completion of the degree for which the student is enrolled. A current MyDegree evaluation is required as part of the appeal process.

In order to be placed on Probation status with an Academic Plan, the student must do the following:

- File an appeal and prove that either progress towards compliance with SAP occurred during the Financial Aid Warning semester, or prove with supporting documentation that there were extenuating circumstances that prevented the student from complying with SAP.
- Strictly adhere to the course schedule agreed to in the Academic Plan without modification.
- Students must file a written appeal if they wish to change or deviate from their Academic Plan. The appeal must explain what has happened to make the change necessary and how they will be able to make satisfactory academic progress.
- Maintain the minimum cumulative Financial Aid GPA of 2.0.
- Complete each of the courses for which they are enrolled with passing grades. For example, a student's GPA may be 2.0 even if they failed a course, but a student may not fail or withdraw from a course while on an academic plan.

At the end of each payment period of the academic plan, the student must remain mathematically eligible to comply with SAP by the end of their academic plan.

At the end of one payment period on financial aid probation, the student must meet WVUP's SAP standards **or** meet the requirements of the Academic Plan created and agreed to by WVUP and the student. If the academic plan extends beyond one payment period, an evaluation of the progress towards the plan will be made at the end of each payment period, for a maximum of three payment periods.

If a student fails to meet SAP and fails to comply with the terms of the Academic Plan, they will immediately be placed on Financial Aid Suspension and will NOT be eligible to receive further federal or state financial assistance unless and until they have complied with the standards for reestablishing eligibility.

An example of a blank Academic Plan follows is on page 62.

West Virginia University at Parkersburg
Financial Aid Office
Academic Plan Worksheet for Students with Approved SAP Appeals

Student's Name: _____ Student ID: _____

A student's appeal will only be considered with the submission of a completed academic plan developed by the student and their advisor. The plan must demonstrate an outline of the coursework necessary to achieve the **minimum GPA and Completion Rate** as required by the WVUP Standards of Satisfactory Academic Progress and by the student's program of study.

Use the tables to develop a plan that **includes the classes, credit hours, and grades** the student needs to meet SAP. The plan must make it mathematically possible for the student to meet all SAP requirements in three semesters or less. Plans must be approved by the Financial Aid Office. **Once approved by Financial Aid, this plan is final cannot be altered by the student or by the advisor. Exceptions can be granted only by the Financial Aid Office.**

Semester 1: _____ Full Time or Part Time: _____

Course Name and Credit Hours	Grade Needed to Graduate with 2.0 or higher GPA
Example: Math 110/ 3 Hours	B or Higher

Semester 2: _____ Full Time or Part Time: _____

Course Name and Credit Hours	Grade Needed to Graduate with 2.0 or higher GPA

Semester 3: _____ Full Time or Part Time: _____

Course Name and Credit Hours	Grade Needed to Graduate with 2.0 or higher GPA

ADDITIONAL COMMENTS, NOTES OR CONCERNS:

By signing, we certify that we have discussed this academic plan and have agreed upon this recommendation.

Academic Advisor: _____ Date: _____

Student: _____ Date: _____

West Virginia University at Parkersburg

finaid@wvup.edu

Fax: 304-424-8350

Phone: 304-424-8310

Center for Student Services • 300 Campus Drive • Parkersburg, WV 26104

Revised 01.13.2021

Section 6: Helping Students Use Technical Resources

Blackboard

WVUP uses Blackboard Learn to provide an online component for all courses. It is a space instructors may use to provide handouts, collect assignments, post grades, post announcements, and other tasks. It is the instructor's preference to decide how and when to use these online components, and students should check with their individual course instructors to determine the role it will play within their coursework. Additional information regarding Blackboard Learn and online learning can be found at

<https://www.wvup.edu/current-students/distance-learning/?hilite=%27BLACKBOARD%27%2C%27LEARN%27>.

Center for Instructional Innovation

The Center for Instructional Innovation has been established to assist faculty members in enhancing and extending learning opportunities in an effort to better engage students. Its primary focus is on faculty and provides the following services:

- Teaching instructors about the use of common techniques and applications, such as Blackboard.
- Suggesting tools and approaches to enhance classroom and online learning through workshops, training, and consultation.
- Providing facilities for instructors to experiment with new technologies, such as green screen and web conferencing.
- Assisting instructors with course material conversion and multimedia production.

Students requiring assistance with Blackboard should be directed to the IT Help Desk as well as to the WVUP Blackboard Support page (<https://it.wvup.edu/bb.aspx>).

Online Learning Pros and Cons

Online learning has its pros and cons. Students should consider both when contemplating an online degree or registering for online classes.

Pros	Cons
<u>Convenience</u> - A course is as close as a computer with an internet connection.	<u>Little support</u> - Students are expected to find their own resources for completing assignments and exams, which is empowering for some, but daunting for others. Access to faculty to answer questions is often limited. <u>Scheduling time to study</u> - Distractions at home and work often interfere with goals students have set for themselves, such as having to get your kids off of the bus, cooking dinner, paying for childcare, etc.

<u>Flexibility</u> - No set class	<u>No instructor facetime</u> - If a student's learning style requires personalized attention from his or her teachers, then online education will probably not work for them. <u>No social interaction</u> - While students often interact with classmates via email, chat rooms, or discussion groups, there are no parties or offline get-togethers.
<u>Self-directed</u> – The student is responsible to set their own pace and schedule, so the student controls the learning environment.	<u>Making time</u> - If a student is a procrastinator or an individual who always needs an extra push to complete work, he or she may have a hard time making time for their online classes. <u>Requires new skills/technologies</u> - If the student is not computer-savvy or is afraid of change or new technologies, then online education will probably not work for him or her.

Adapted from

<https://www.livecareer.com/resources/careers/planning/distance-learning-pros-cons>

WVUP Email

1. Go to www.wvup.edu
2. Scroll to the bottom of the screen
3. At the bottom right hand side, go to "Important Links"
4. In the second column, click "Email"
5. Log into the WVUP email using WVUP credentials (password and ID) .
 - a) If a student is not able to log into their WVUP email, then they need to contact the IT Help desk to have their password reset.
 - b) To contact the IT Help Desk, return to www.wvup.edu and scroll again to the bottom of the page. Under "Important Links" select "Contact IT Support".

IT Help Desk

Visit the IT Front Desk online (<https://it.wvup.edu/>) or call 304-424-8215 for help with the major college systems. Click "Submit a Ticket" to report a concern. More than one person sees this ticket which increases efficiency and decreases wait time.

Registering for Classes

How Students Register for Classes in OLSIS

- Go to WVUP's home webpage (www.wvup.edu). At the top right hand corner of the page, click the **OL SIS** link to log in.
- Use WVUP credentials to log into the OLSIS account.
 - If they do not remember their Username or Password, click **Find My ID** at the bottom of the WVUP home webpage.
- At the next screen ("Student Services" menu), click **Registration** (the third bullet item down the list) Be sure to select the correct semester).

- At the next screen ("Registration Menu"), click **Register for Classes** found in the top right-hand column.
- At the next screen ("Registration Term"), choose the appropriate semester from the drop-down menu and click **Continue**.
- At the next screen ("Register for Classes"), click **enter CRNs** tab
- In the CRN box that appears, type in the appropriate CRN and Click **Add Another CRN**. Continue to do this until all CRNs have been entered.
- The last CRN that is entered, click **Add to Summary**. The next screen (bottom right hand of the screen) that appears will reveal the classes entered as "pending". If CRNs are entered correctly, click **Submit**.
 - If a CRN was entered incorrectly, go to the "Enter CRN" section again (which should appear in the top left hand side of the screen) and reenter the correct CRN. Be sure to ensure the course appears as "Pending" in the bottom right hand side and select **Submit**.
 - If an error message appears, double-check to ensure the correct CRN was entered. If the CRNs were entered correctly, contact an advisor for assistance and provide them with the content in the error message.

Downloading a Student Schedule

To print a copy of a student's schedule, students should log into their OLSIS account, click **Registration** and then click **View Registration Information**. Select the appropriate term from the drop down menu which will show a student's registered classes for that semester. Click the **Printer** icon appearing on the right hand side and this will allow students to print their schedule. The schedule can be printed or a picture taken of it on their phone.

Student's Financial Aid Package

Where to Find Outstanding Financial Aid Requirements

- Log into OLSIS
- Select **Financial Aid**
- Select the appropriate aid year
- Select **Financial Aid Requirements**

If there are any outstanding documents that need to be submitted to the FA Office, they will be found on this page. Click each link to print.

To get a tax return, students may try the following:

- ☐ Use the IRS Data Retrieval Tool, log into the FAFSA and check the data retrieval box (under income section). The student must email finaid@wvup.edu to request the College to download the student's FAFSA again.
- ☐ Call **1.800.908.9946**
- ☐ Go to www.irs.gov
 - Select **"Get Your Tax Record"**
 - Choose **"Get Transcript Online"** or **"Get Transcript By Mail"**

- Request an appointment at the Parkersburg IRS office (304.420.8680) or the local IRS office to pick up a Tax Return Transcript

To Accept the Financial Aid Award

- Log into OLSIS
- Select **Financial Aid**
- Select **Award Offer**
- Select **Award For Aid Year**, then choose the correct year from menu and hit **submit**
- Select **Terms And Conditions**, read document, and click **submit**
- Select **Accept Award Offer**, and under the status column, **accept or decline each offer**, and click **submit**.

First time borrowers of Federal Direct Loans must complete the following:

- Go to www.studentloans.gov (The FAFSA PIN is needed)
- Complete the **Entrance Counseling**
- Complete the **Master Promissory Note**
- Make sure to collect the confirmation letter after completing the above steps

When & How to Use Financial Aid at the Bookstore

The earliest students can use their FA in the bookstore is a week before classes start, Fall & Spring semesters ONLY. A negative balance must show in the **Account Balance Net for Authorized Aid**.

- Log into OLSIS
- Under **Student Services** click **Account Detail by Term**
- Scroll down to **Account Balance Net For Authorized Aid**

Student Bill (Tuition & Fees)

- Have student log into their OLSIS account immediately after they register
- Under **Student Services** click **Account Detail by Term**

NOTE: A student's bill will not be accessible until a student registers for the term

Zoom

The Zoom web conferencing tool is available for students for free. Zoom allows for online collaboration through audio and video. Users can share their computer screen to make a presentation or connect with study partners or groups. A camera and microphone are required to fully participate, yet dial-in options for phones are available if home Internet is a concern.

Download and install the Zoom Client for Meetings App to get started. Zoom apps are available for PC, Mac, iOS, and Google mobile devices as well. Students can also use Zoom to host and record meetings up to 40 minutes in length.

For more information regarding Zoom basics, visit

<https://www.wvup.edu/faculty-staff/office-of-academic-affairs/instructional-innovation/student-uses/using-zoom-outside-blackboard/>.

Section 7: Student Support Services

There are numerous indicators supporting the concept that frequent interaction between students, faculty and staff has a positive impact on student retention and progression to graduation. WVUP provides a variety of such support services to our students. Academic advisors, instructional faculty, and support staff are encouraged to familiarize themselves with options that may best suit their students' educational needs.

- Instructional faculty are the front-line resource. They know the subject content and the student requirements necessary for success in their specific courses. Several examples of teaching-learning strategies include after class review, flash cards, practice exams, and study buddies.
- The academic advisor is the one individual who knows the student and their personal situation. Meeting with the student provides opportunity for student reflection and discussion on how to improve situations outside of the classroom.
- Peer study groups provide a venue for discussion in designated courses.
- Counseling services and accommodations can be made for students with special needs.
- The Retention Specialist can assist with students who are struggling in life and in academics.

The faculty, staff, and administrators at WVUP recognize the value of each of these educational support strategies. If you identify other significant resources, please share that information with the Office of the Vice President for Academic Affairs and the Success Epicenter.

Career Services

WVUP's Career Services is here to help students **explore, prepare** and **earn**. They are committed to student empowerment, workforce collaboration, and community involvement, and provide career-related counseling, resources, and programs to help students establish career goals, develop job seeking skills, and successfully obtain employment. Career Services works with students at every academic level, from first-year freshmen to graduating seniors and alumni.

Career Exploration

Students may be undecided about their major and career choice. Career Services can help students identify their interests and explore careers while providing important occupational information. This can help students define and achieve career goals. Career Services is located in the Success Epicenter.

Career Coach

Discover majors, in-demand careers, and education based on interests.

<https://wvup.emsicc.com/?radius=®ion=30%20Mile%20Radius%20from%20Parkersburg>

US DOL One Stop

Browse a video collection to learn about careers, industries, skills and abilities, or work options and education levels. <https://www.careeronestop.org/Videos/video-library.aspx>

Career Preparation

Career Services can help students develop the skills necessary to conduct a successful job search. Students may receive help in creating or updating a resume, references, cover letter and other correspondence. Students may obtain assistance in interviewing, networking and other job-seeking skills.

Career Coach

Find an easy-to-use resume builder.

<https://wvup.emsicc.com/sign-up?radius=®ion=30%20Mile%20Radius%20from%20Parkersburg&redirect=/profile/resume>

Earning Opportunities

Career Services helps students navigate the early years of their career by providing the support to find opportunities and employment. Eligible students may participate in cooperative education, an internship or other related work experience.

Career Education

Career education workshops are a vital part of supporting student success, offering structured opportunities for students to explore their goals, build workplace competencies, and prepare for careers after college. These workshops are integrated throughout the student journey, from first-year exploration to final-year job readiness. Designed to be engaging and accessible, workshops focus on career competencies, practical skills and self-awareness, helping students make informed decisions about their academic paths and future careers.

Topics commonly covered include résumé and cover letter writing, interview preparation, job search strategies, networking, and professional communication. WVU Parkersburg also offers workshops on personal branding, LinkedIn profile development, and navigating job fairs. These sessions not only provide hands-on tools but also build confidence and motivation, empowering students to take ownership of their career paths.

Career education workshops can be especially impactful when aligned with academic advising. Advisors are encouraged to refer students to relevant sessions that reinforce academic planning with real-world application. By incorporating career workshops into the advising process, students see the connection between their coursework and long-term goals, ultimately enhancing retention and post-graduation success.

For more information, go to www.wvup.edu/careerservices

Counseling Services

Counseling carries out its missions through the provisions of a wide range of direct and indirect services in the areas of crisis/emergency intervention, brief/short-term counseling, problem solving sessions(s), consultations, education, and outreach.

The primary services provided by the Center for Student Support Services are:

- **Counseling Services.** The counselor provides crisis intervention, brief/short-term individual and couples counseling. Examples of issues included but not limited to anxiety, depression, suicidal thoughts/ideation, stress management, substance abuse, self-confidence concerns, relationship issues, trauma, loss and psychopathology. Services include mental health referral support.
- **Problem Solving.** The Center provides students with an opportunity to engage in problem solving sessions with the counselor.
- **Psycho-educational and Outreach Programming.** Workshops and presentations are provided to student groups, individual classes, administrative units, and staff groups on a variety of topics. The Center is active in its outreach efforts to promote both awareness of counseling issues and openness to prevention and treatment of mental illness, substance abuse, diminished self-confidence and unhealthy lifestyles.

Disability/Accessibility Services

Accessibility Services is committed to helping qualified students with disabilities achieve their academic goals by providing reasonable academic accommodations. Students with documented disabilities are entitled to receive accommodations based upon documented significant functional limitations. Accommodations are provided for students with a wide range of temporary or permanent disabilities in order to provide equal access to opportunities at WVUP. Accommodations are tailored to the needs of the individual students rather than to a disability. Students requesting disability-related academic accommodations must register with the Accessibility Office Counselor prior to receiving accommodations. For more information, contact Chelsea Mahaffey located in the Center for Student Services, Room 1107F, or call 304-424-8371. Students can also reach Chelsea via email by emailing cmahaffe@wvup.edu.

Food Insecurity

Students who are hungry will struggle to learn. Sometimes students find themselves without the funds to purchase food. If a student is in this situation, please have them see the Student Support Specialist, Kristina Roberts (krober14@wvup.edu) in the Success Epicenter. There may be an opportunity for students with food insecurity to receive a gift card to purchase their own food.

Tutoring Center

WVUP's Tutoring Center offers a variety of academic services, including free tutorial assistance. Students who need assistance with a particularly challenging course, reading support, or study tips can benefit from a visit to the Tutoring Center. The center offers peer, faculty, and volunteer tutors. Whether it's tutoring, computer-assisted learning, multimedia resources, or online programs, the friendly staff will aid in finding the right support services for students. Tutoring services are available for "drop-in" service. Self-pacing independent study is facilitated by online study modules and programs that provide useful links in English/writing, mathematics, sciences, test-taking/test anxiety strategies and study tips. These links can be found at <https://www.wvup.edu/current-students/services/tutoring-center/subject-area-assistance-links/>.

Testing Center

The WVUP Testing Center is located in the back of the Tutoring Center. back of the Tutoring Center.

The Center offers a secure and comfortable environment that houses 20 computer testing stations as well as a small area for paper tests. The testing center aims to meet the needs of all current and prospective students, alumni and the Mid-Ohio Valley area, by providing a wide variety of testing services such as: Accuplacer, CLEP, Distance Learning, PearsonVue, Praxis and many others in order to encourage excellence in higher education and create opportunities for success. For more information about the Testing Center or rules and regulations for tests, visit <https://www.wvup.edu/current-students/services/tutoring-center/testing-center/>.

Veterans Resource Center

The mission of the Veterans Resource Center at WVUP is to enhance the individual and academic success of veterans, service members, and their family members. The Veterans Resource Center is committed to supporting the veteran community in the areas of higher education in outreach/admissions, GI Bill benefits, academic success, graduation, well-being, and career development. It offers a student lounge and semi-private study area for service members, veterans, and their dependents in Room 2212. For more information, visit <https://www.wvup.edu/current-students/services/veterans/>.

The Bookstore

The College uses eCampus to assist students with purchasing textbooks and printed materials such as required course outlines and learning modules, computer programs, and materials faculty use in the classroom and for homework assignments. You can go online at <https://wvup.ecampus.com/> to purchase new books, used books, and rental books. The Bookstore also carries school supplies and accessories, including laptop computers, printers, travel drives, and printer ink, graduation regalia, and school spirit clothing and gifts.

Campus Safety and Threat Assessment

The function of the Campus Police is to enable a safe and secure environment for students, faculty, and staff by ensuring that the campus community and visitors exhibit appropriate behaviors and abide by campus policies, as well as local, state and federal laws. In addition, the campus police department is responsible for monitoring parking on campus and enforcing parking regulations through the use of warnings and tickets. The Campus Police office can be reached at 304-834- 8235.

It is strongly recommended that students program the campus security cell phone number 304-834-7383 into their personal mobile device so campus security can be contacted quickly in case of an emergency. In the event there is an active shooter on campus, please call 911 or notify campus police. React accordingly to the Run, Hide, Fight model.

The Threat Assessment Team is focused on a practical, interdisciplinary and organized approach to the recognition, prevention, assessment, management and limitation of internal and external behavioral threats to the safety and welfare of the students, faculty, staff, and visitors of WVUP.

Emergency Alert System

The Emergency Alert System provided to WVUP's current faculty, staff, and students is designed to play a critical role in keeping people safe before, during, and after a campus emergency. The communication system is only used to inform the campus community of an emergency, the impact the emergency has on class schedules, and other key information in terms of

recommendations to the message recipients. There is no charge to the WVUP community for this service.

All faculty, staff and students will be notified via the Emergency Alert System when classes are canceled or delayed. When a morning announcement is made that all classes are canceled, the cancellation will apply to both day and evening schedules. The announcement will be made by 6 a.m. or as soon as possible thereafter. Should weather conditions occurring during the day necessitate cancellation of evening classes, the announcement should be made by 3 p.m. or as soon as possible thereafter.

Notification

Notices of campus emergencies are distributed and posted as follows:

- Mobile phone, including text messages and voicemail
- Campus email
- Home phone (if applicable)
- Campus PA system
- Campus information TVs
- WVUP homepage (<https://www.wvup.edu/>)
- WVUP Facebook and Twitter pages

2-Hour Delays

When it is decided to delay the start of classes (or the opening of the building) due to weather conditions or other emergencies, classes will resume according to the regular schedule at the time the delay has ended or the building is opened. For example, if a two-hour delay is announced, a 9:30 a.m. class will resume at 10:00 a.m. and end at its regular time.

Emergency Alert System

If students wish to change their settings for receiving alerts via WVUP's Emergency Alert System, they must log in at

<https://www.wvup.edu/current-students/safety-security/emergency-alert-system-updates/?hilite=%27Emergency%27%2C%27Alert%27%2C%27System%27>. It is strongly recommended they do NOT opt out entirely from alert messages as this is our best way of contacting them during an emergency. Notification settings can be adjusted if they would like to receive text and email alerts only. However, students will need to readjust these settings each semester as the system is updated at the beginning of each semester.

Frequently Called Telephone Numbers

OFFICE	NUMBER
Academic Affairs (Vice President)	(304) 424-8242
Ascend Program	(304) 424-8000
Book Store	(304) 424-8240
Business Office	(304) 424-8223
Campus Police & Security Office	(304) 424-8235 OR (304) 834-7383 (cell phone)
Center for Student Services (Front line staff)	(304) 424-8310
Executive Director of Success Epicenter	(304) 424-8334
Financial Aid	(304) 424-8310
IT Help Desk	(304) 424-8215 OR Ext. 215
Jackson County Center Administration	(304) 372-6992
Library	(304) 424-8260
Lost & Found (in Campus Police/Security Office)	(304) 424-8235
Maintenance	(304) 424-8265
Records/Registrar Office	(304) 424-8310
Student Support Services (Counseling & Accessibility)	(304) 424-8378
Tutoring Center	(304) 424-8295
Veterans Resource Center	(304) 424-8337
Workforce and Economic Development	(304) 424-8383

Academic Divisions

OFFICE	NUMBER
Professional Studies	(304) 424-8314
Nursing & Health Sciences	(304) 424-8300
Workforce, Technical & Computer Information Science	(304) 424-8383
Arts & Sciences	(304) 424-8299

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