

# New Student Orientation Manual

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# Welcome to your online courses

WVU Online wants your distance learning experience at West Virginia University to be a positive and successful one. As a distance learning student, you have access to all of the support services that on-campus students utilize; you also have some special support resources specifically designed for distance learning students.

The majority of our courses are delivered via a web-based course management system called WVU eCampus. You will find instructions for accessing eCampus in this document.

WVU Portal is a web platform for WVU students and faculty. It will serve as a centralized location to register online for classes, check grades, find out about current campus events, and receive messages via MIX targeted directly to you. WVU Portal is accessible from anywhere a user happens to be, at any time of the day or night. **You are encouraged to check your MIX email prior to the start of the term, as your instructor will communicate with you via MIX.** You will find instructions for accessing MIX email in this document.

It is important that you communicate with your instructor. If you don't hear from him/her prior to the first day of class, **it is your responsibility to email your instructor.** You can find his/her email address in the WVU online directory at <http://directory.wvu.edu>.

Whether this is your first distance learning course or you've participated in online courses in the past, please take a few minutes and review the resources available to you.

## WVU Online

The WVU Online website provides general information about online courses, support services and resources such as frequently asked questions, library services, tips for successful online learning, policies, etc. Be sure to check the WVU Online website at <http://online.wvu.edu/> for frequently updated news of interest to distance learning students. You can contact the WVU Online Office at:

- [ellearn@mail.wvu.edu](mailto:ellearn@mail.wvu.edu)
- (304) 293-2834 or (800) 253-2762
- Live chat is available Monday through Friday, 8:30 a.m. through 4:30 p.m. at <http://online.wvu.edu/>

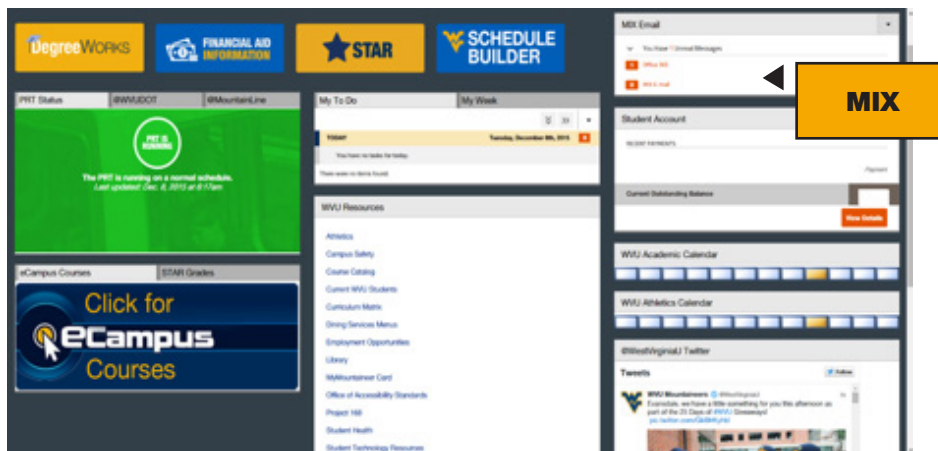
The screenshot shows the WVU Online website interface. At the top, there's a blue header with the WVU logo and navigation links like 'Index', 'Map', 'Directory', 'Jobs', 'Divisional Campuses', and 'Contact Us'. Below the header is a search bar and a navigation menu with 'Degrees', 'Courses', and 'Resources'. The main content area features several banners and sections. A large banner for 'WVU Online Programs' is highlighted, mentioning recognition by U.S. News & World Report. To its right is a testimonial from a student, Elia or Hunt, about the benefits of online learning. Below these are sections for 'Just looking?' (for prospective students) and 'Getting Started?' (for newly admitted students). A central section titled 'Information Sessions' lists upcoming sessions with dates and topics. On the right, there are banners for 'PHOTO IDs for WVU Online Students' and 'SEARCH FOR DEAN'. At the bottom, a prominent yellow 'Chat' button is visible, along with icons for mobile, social media, and email.

# Billing Information

All account information is available electronically through the STAR Information System. This service is available at <https://portal.wvu.edu>.

**PLEASE NOTE: WVU NO LONGER SENDS OUT PAPER BILLS!**

This means that each student is responsible for checking your Mountaineer Information Xpress (MIX) email at <https://portal.wvu.edu> for date-sensitive emails about tuition/fees payment deadlines. It is your responsibility to check your student account status in STAR to obtain the correct amount that you owe and to make payment before the due date.



# Locating Student Information

Upon admission to West Virginia University you will receive an acceptance letter from the Office of Admissions. Your letter will contain specific information that you will need to reference throughout your experience at WVU.

Below is a sample letter showing information of importance that you will reference throughout your time at WVU.

- Student Identification Number
- MIX email Address
- Admission Status
- Residency Status
- Entry Term

WVU Identification Number: 700111111 **Your WVU student identification number**

August 1, 2015

Sample Student  
1 Main Street  
New York, NY 12345 **Your MIX email address**

WVU MIX email Address: sstudent1@MIX.wvu.edu

Dear Sample Student:

We are pleased to inform you that you have been admitted as a Regular student to the undergraduate MDS program at West Virginia University.

The effective date of your admission as a Non-Resident student is the spring 2016 semester. **Your residency status**

**Your admission status**

**Your entry term**

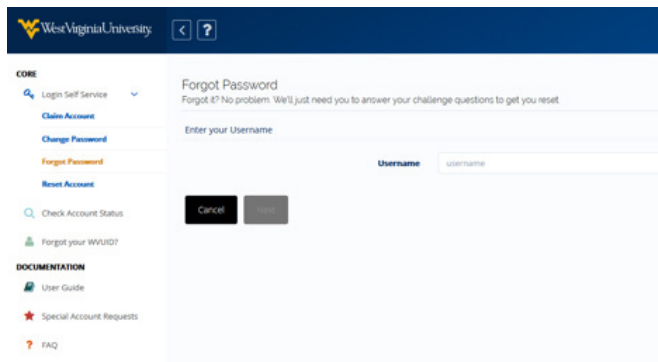
# Username/Password also known as Login Credentials

To determine your username and password, also known as WVU Login Credentials:

1. Locate your MIX email address which can be found on your acceptance letter.
2. Your username is the first section of your MIX email before the @ symbol. For example, if your MIX email is sstudent1@MIX.wvu.edu, then your MIX username is sstudent1. If you have not received your formal acceptance letter but have been accepted, you can find your MIX email address through the online directory for WVU at <http://directory.wvu.edu>.
3. The default password for all accounts is six digits in length: the first two digits are for the day of your birth, followed by the last four digits of your WVUID which can be found on your acceptance letter. For instance, if your birthday is May 11, 1976, and your WVUID is 700123456, your default password is 113456. If you forgot your password, go to <https://login.wvu.edu/>.
4. Once you are registered for classes, please be sure to activate your WVU Login credentials at <https://login.wvu.edu>.

All users, note that once activated, your Login password will expire and must be changed once every 90 days. Go to <https://login.wvu.edu> to change your Login password or to get help with your Login account.

Please call the ITS Help Desk at (304) 293-4444 for assistance if your account is locked, or go to <https://login.wvu.edu> to reset your account.



## Service Desk

The WVU Service Desk provides students with technical assistance related to technology issues. Contact the Service Desk at [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu), (304) 293-4444 or (877) 327-9260.

## Policies

### D-F Repeat Policy

WVU has a D/F repeat policy for undergraduate students who have not received their initial baccalaureate degree. Review the policy at the [WVU Registrar site](http://registrar.wvu.edu/academic_information/academic_progress) to determine if you are eligible to repeat a course. The policy can be found at [http://registrar.wvu.edu/academic\\_information/academic\\_progress](http://registrar.wvu.edu/academic_information/academic_progress).

### Dropping a Class

Students may drop individual courses. Visit the [Office of the Registrar's website](http://registrar.wvu.edu/current_students#dro) to review the procedures for [dropping individual courses](http://registrar.wvu.edu/current_students#dro). The procedures can be found at [http://registrar.wvu.edu/current\\_students#dro](http://registrar.wvu.edu/current_students#dro).

### Grade Appeal

Students have the right to appeal final course grades which they believe reflect a capricious, arbitrary, or prejudiced academic evaluation, or reflect discrimination based on race, sex, age, handicap, veteran status, religion or creed, sexual orientation, color, or national origin. See the information under **Appeals** at <http://catalog.wvu.edu/graduate/enrollmentandregistration/#academicrightspenaltiesappealtext>.

### Refund Policy

WVU has a refund policy in place. You can review the policy at [http://studentaccounts.wvu.edu/refunds/reduction\\_schedule](http://studentaccounts.wvu.edu/refunds/reduction_schedule).

## Fall or Spring term

- Students who drop one or more classes during the add/drop period (first week of the semester) during a full Fall or Spring term shall be eligible for a full reduction of tuition and fees for the dropped class(es) if the remaining tuition and fee assessment falls below 12 credit hours for undergraduate students or 9 credit hours for graduate students.
- Students who drop one or more classes, but not all classes, after the add/drop period (first week of the semester) during a full Fall or Spring term shall not be eligible for a reduction of tuition and fees.
- Students who drop one or more classes that have less than a full sixteen-week duration shall only be eligible for a reduction in tuition and fees if the class(es) are dropped prior to the class(es) beginning, and the remaining tuition and fee assessment falls below 12 credit hours for undergraduate students or 9 credit hours for graduate students.

## Summer term

- Students who drop a Summer term class that has already begun will not be eligible for a reduction in tuition and fees for that class unless they completely withdraw from all Summer term classes and do so within an eligible time period according to the [Reduction Schedule](#).
- Students will be eligible for a full reduction in tuition and fees of a Summer term class if: a) the class is dropped prior to the first day of the class beginning and b) the class is the only class on a student's Summer schedule (or if other classes exist, those classes have a future start date).

Students that meet both a) and b) will be eligible for a full reduction in tuition and fees if the remaining tuition and fee assessment for the Summer term falls below 12 credit hours for undergraduate students or 9 credit hours for graduate students.

## Withdrawal from all Classes for the Current Term

If you are considering an academic withdrawal from the current term, please discuss your situation with your academic advisor. Visit the Office of the Registrar's website to view the [procedure for withdrawing](#) from all courses for the current term. The policy can be found at [http://registrar.wvu.edu/current\\_students/withdrawal\\_policies#wit](http://registrar.wvu.edu/current_students/withdrawal_policies#wit).

The refund schedule, determined by the Higher Education Policy Commission, is available on the WVU Student Accounts website at <http://studentaccounts.wvu.edu/refunds/>.

## WVU Bookstore

Textbooks can be purchased at the WVU Bookstore. Textbooks for online courses can be purchased online at <http://wvu.bncollege.com> or by telephone at (304) 293-7461.

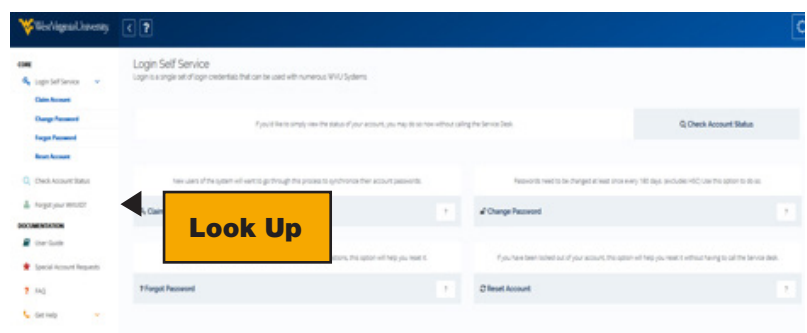
## Shipping & Delivery Options and Fees

There are four options for receiving your order - select the one that's right for you!

- In-store pick-up (no charge)
- Standard UPS ground shipping (7 to 10 days)
- Second business day
- Next business day air

## WVU ID

If you don't know your WVU ID, you can look it up by going to <https://login.wvu.edu>. Select Forgot your WVUID, enter your birthdate and social security number and select **Look Up**.



# Inter-Library Loan Services for Distance Learning Students

## Register as a distance education user:

To take advantage of the services offered by WVU Libraries for distance learning students, you must register with ILLiad. Distance learning borrowers use ILLiad for both WVU owned and interlibrary loan requests.

1. Complete the form online at <http://illiad.lib.wvu.edu/illiad.dll>.
2. Select distance education as your status and DCL for the question "Where would you like to pick up your loans?" Distance learning students, however, do not need to pick up their loans.
3. Distance learning services are currently offered only for holdings in the Downtown Library, Evansdale and Health Sciences Library.
4. Once you have registered with the library as a distance learning student, you will be issued a WVU borrowers card. This card will be used to check out books from the WVU Libraries. The barcode number on this card will let you access your account online through MountainLynx.

## Services & Fees

**Books:** A distance learning student may borrow up to 10 books a year, from either WVU or through interlibrary loan, at no cost. The library will pay the cost of mailing a book to the student and a postage paid label will be included for returning the book. The student is responsible for returning materials on time and will be fined for any late items, according to library fine policy. After 10 books, the user will be responsible for postage.

**Articles:** Up to 30 articles from journals that are owned by WVU will be provided for free. After 30, the user will be charged \$3.00 per article.

## Accessing WVU Systems

As a new student taking online courses it is important to learn the various WVU systems you will use throughout your time at West Virginia University. Below you will find information on locating your login and password to access the systems, a brief description of the systems, how to access them, and why you will use them.

## Locating Student Information

Upon admission to West Virginia University you will receive an acceptance letter from the Office of Admissions. Your letter will contain specific information that you will need to reference throughout your experience at WVU.

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- MIX email Address
- Admission Status
- Residency Status
- Entry Term

## WVU Libraries

Distance learning students have access to library resources via computer and mail. Visit the WVU Library website at <http://www.libraries.wvu.edu/services/distance>.

Active students are supported with special services through the WVU Libraries system. Services include the ability to borrow up to 10 books per year and 30 articles at no charge. Also, students have access to online databases such as EbscoHost, Lexis-Nexis and others, as well as numerous other library services both online and through the Inter-Library Loan program.



## Quick Link List for WVU Library Services:

- WVU Libraries Homepage: <https://lib.wvu.edu>
- Complete List of Services Available: <https://lib.wvu.edu/services/>
- Online Databases: <https://lib.wvu.edu/databases/>
- Distance Learning Library Homepage: <https://lib.wvu.edu/services/distance/>
- Inter-Library Loan Services for Distance Learning Students: <http://illiad.lib.wvu.edu>

## WVU Portal

WVU Portal is a mobile-friendly application that gives you a single gateway to a variety of critical University services and applications. It serves as a centralized location to register for classes, check grades, log into eCampus, access MIX email, access financial aid information, view DegreeWorks, etc. It is accessible from anywhere a user happens to be, at any time of the day or night.

## Accessing WVU Portal

The easiest way to access the WVU Portal is by going to <https://portal.wvu.edu>.

## Your WVU Portal Username and Password

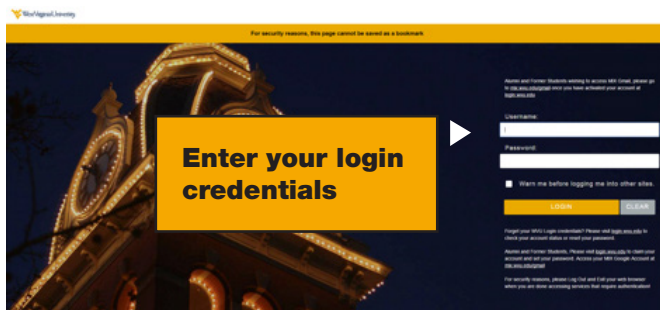
To determine your username and password, also known as WVU Login Credentials:

1. Locate your MIX email address which can be found on your acceptance letter.
2. Your username is the first section of your MIX email before the @ symbol. For example, if your MIX email is sstudent1@MIX.wvu.edu, then your MIX username is sstudent1. If you have not received your formal acceptance letter but have been accepted, you can find your MIX email address through the online directory for WVU at <http://directory.wvu.edu>.
3. The default password for all accounts is six digits in length: the first two digits are for the day of your birth, followed by the last four digits of your WVUID which can be found on your acceptance letter. For instance, if your birthday is May 11, 1976, and your WVUID is 700123456, your default password is 113456.
4. Once you are registered for classes, please be sure to activate your WVU Login credentials at <https://login.wvu.edu>.

All users, note that once activated, your Login password will expire and must be changed once every 90 days. Go to <https://login.wvu.edu> to change your Login password or to get help with your Login account.

Please call the ITS Service Desk at (304) 293-4444 for assistance if your account is locked, or go to <https://login.wvu.edu> to reset your account.

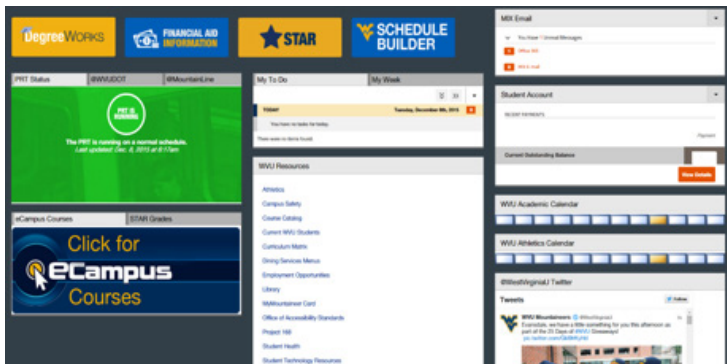
Access the WVU Portal by going to <https://portal.wvu.edu>. *Log in with your WVU login credentials.*



Students are not able to access their courses in eCampus prior to the posted start date in the WVU course schedule. You can access the course schedule at <http://registrar.wvu.edu/courses>.

# MIX Email

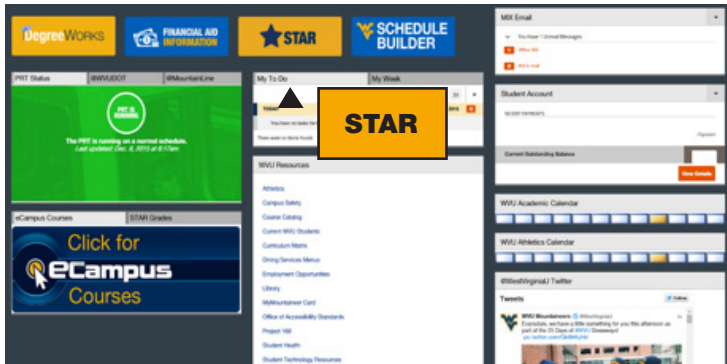
It is important to check your email regularly as it is the way the university will communicate general announcements to all WVU students.



**Click the MIX email link to enter your email**

# Accessing STAR

Go to the WVU Portal at <https://portal.wvu.edu>. Select the STAR link at the top of the page.



# Using STAR

Once you enter the STAR system you will see the Administrative Services page. Here, you can select to review your Personal Information or Student Services and Housing, and Financial Aid information. The Personal Information tab allows you to view your address, phone number, MIX email address, emergency contacts, etc., as listed with the University.

[RETURN TO MENU](#) [HELP](#)

## Student Services & Housing

- Parent/Guest Portal**
  - \* Grant a parent/guest online access to make payments & view the records you authorize.
- Admissions**
  - \* Pay Academic Deposit
  - \* Apply for Admission to WVU
  - \* Apply for Admission to WVU Potomac State College
  - \* Apply for Admission to WVU Tech
- Registration**
  - \* Add or Drop Classes
  - \* Lookup Classes to Add
  - \* Request Enrollment or Good Student Discount Verification
  - \* Change Class Options
  - \* Display Class Schedule
  - \* View Registration Fee Assessment
  - \* Purchase Books
- Student Accounts**
  - \* Review Charges & Payments or Make Payment
- Student Records**
  - \* View Holds
  - \* Display Unofficial Transcript
  - \* Request Enrollment or Good Student Discount Verification
  - \* Display Grades For The Current Academic Year
  - \* Graduation Application
- Housing**
  - \* Housing Application

### Personal Information

- \* Change your PIN (password) for STAR, MIX & eCampus
- \* Change Security Question & Answer
- \* Addresses \* Phone Numbers \* Emergency Contact Information
- \* Create & Update Parent E-mail Addresses

### Student Services & Housing

- \* Parent/Guest Portal
- \* Apply for Admission
- \* Register
- \* View Student Account
- \* View Academic Records
- \* View Missing Person Contacts
- \* Update Missing Person Contacts
- \* View Housing Information

### Financial Aid

- \* Your Overall Financial Aid Status
- \* Financial Aid Eligibility
- \* Review Financial Aid Information (Requirements & Awards)

### Faculty & Advisors

Enter Grades & Registration Overrides \* View Class Lists \* View Student Information

### Parent/Guest Portal

\* Grant a parent/guest online access to make payments & view the records you authorize.

### Degree Works

[Return to Homepage](#)

**Student Services and Housing tab**

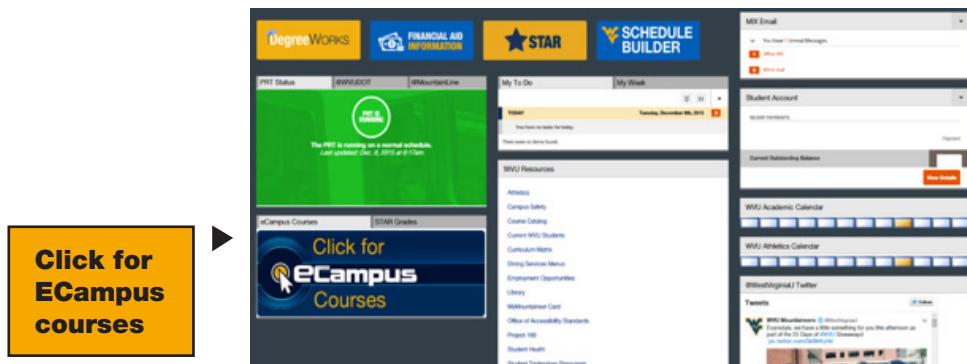
The Student Services and Housing tab allows you to view your admission information, register for classes, review charges and holds on your account, view your student records and academic transcripts. You can also use this page to access your personal student account to review any outstanding fees and make payments online.



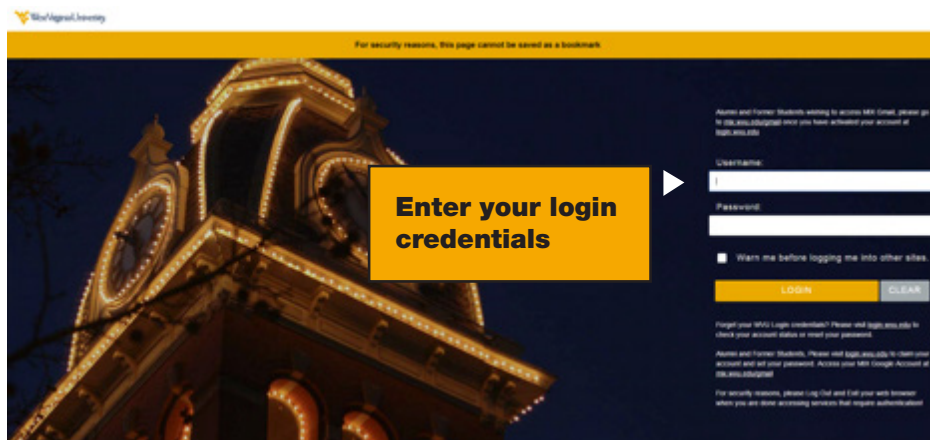
# WVU eCampus

WVU eCampus is the course management system used at WVU. eCampus permits faculty to deliver quality courses to students. It is accessible from anywhere a user happens to be, at any time of the day or night. Use your Login Credentials to access eCampus.

1. The eCampus login page can be accessed in several ways. You can point your browser to <https://portal.wvu.edu> and click the eCampus icon.



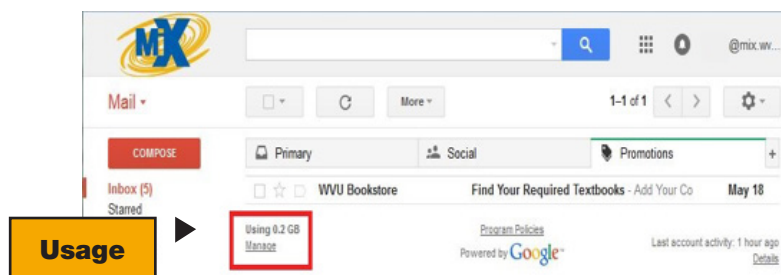
2. Go directly to <https://ecampus.wvu.edu>, select *Login and enter your Login Credentials*.



Students are not able to access their courses in eCampus prior to the posted start date in the WVU course schedule. You can access the course schedule at <http://registrar.wvu.edu/courses>.

## How do I know how much email space I've used?

The quota field is located in the lower portion of their screen under your email.



# Frequently Asked Questions

## MIX

### **Q: What is my mailbox quota?**

A: The quota field is located in the lower portion of their screen under your email.

### **Q: What is my MIX email address?**

A: Your email address is username@MIX.wvu.edu. Ex: If my user name is ambaxter, then my email address is ambaxter@MIX.wvu.edu. Your address is also displayed in the upper right-hand corner of the email window.

### **Q: How long will I be able to keep my MIX account?**

A: Now that the Gmail implementation has taken place, you will be able to keep your MIX@mail indefinitely.

### **Q: What is my mailbox quota?**

A: Gmail offers 25 GB of free storage for your messages and attachments. Your storage use is based on the size of all of the messages and attachments in your mail, including those in Spam and Trash. You can check how much space you're using and your storage limit at the lower portion of the screen under your email add screen capture.

### **Q: What happens when I reach my quota?**

A: If you go over your limit, incoming messages to your account will be returned to the sender.

If you've hit your limit and need to clear space, you'll need to move messages to the Trash folder and permanently delete them from there.

To find messages that are larger in size due to attachments, try using advanced search operators such as has :attachment or filename:mov.

Messages left in the Trash folder for 30 days will be permanently deleted automatically. Messages that are permanently deleted, manually or automatically, cannot be recovered.

### **Q: I can't send MIX email. What should I do?**

A: Make sure that you are using a supported browser. If you still have problems sending email, contact the ITS Service Desk at (304) 293-4444 for additional help. If the Service Desk is not available, write to [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu).

Additional frequently asked questions can be found at

[http://MIXinfo.wvu.edu/general\\_faqs](http://MIXinfo.wvu.edu/general_faqs)

## MyID

### **Q: What is MyID**

A: MyID is the new ID manager for WVU. Students, faculty, and staff will use this system to change and manage passwords that must be changed every 90 days. This covers most WVU systems, so you will have the same password. If you are a current student, faculty, or staff go to <https://myid.wvu.edu> to activate your account.

## WVU eCampus

### **Q: I forgot my eCampus username and password?**

A: If you know your WVU Portal username and password, then you know your eCampus username and password. eCampus, WVU Portal and the STAR system all use the same username and password.

You can go to MyID at <https://myid.wvu.edu> and select forgot password link.

You can also contact ITS Service Desk by calling (304) 293-4444 (Local), (877) 327-9260 (Toll Free), or via email at [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu).

**Q: I receive “incorrect username and password” when I try to log into eCampus.**

A: Here are some things to try:

(a) Try logging in again by restarting your browser and going back to the eCampus login page. Type your username and password slowly to be sure that you are typing them correctly.

(b) eCampus usernames and passwords are case sensitive, so make sure that your Caps Lock key is off when you type your username and password. Also, make sure that you are not including extra characters, such as spaces, when you type your username and password.

(c) Since eCampus uses the same username and password as WVU Portal, you can test your eCampus username and password by logging into WVU Portal. If you can log into WVU Portal but still cannot log into eCampus, you should contact the ITS Service Desk by calling (304) 293-4444 (Local), (877) 327-9260 (Toll Free), or via email at [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu) for help.

**Q: I keep getting bumped back to the Log In page when I log into eCampus.**

A: Your browser may not be properly configured to work with eCampus. Run the eCampus browser check at <http://ecampus.wvu.edu/BrowserCheckLearn9/BrowserCheck.html>.

**Q: I can log into eCampus, but I get the error message “Error: Session Already Running.”**

A: You cannot have more than one eCampus window open at a time. Try closing all browser windows and log into eCampus again.

**Q: Initial login is too slow.**

A: Initial login may take several minutes while the system identifies and validates users.

**Q: Which web browser should I use?**

A: For a listing of browsers that have been validated by eCampus as compatible with eCampus, visit <http://ecampusinfo.wvu.edu/computer-requirements-and-supported-browsers>. You can configure your browser by going to [Browser Check](#).

**Q: What software do I need to participate in my eCampus course?**

A: For basic course access, all you need is a web browser that is compatible with eCampus. For a listing of browsers validated for use with eCampus, visit <https://ecampus.wvu.edu/BrowserCheckLearn9/BrowserCheck.html>.

You may need Microsoft Word for your assignments and some courses will require the use of Excel. The course might use materials that require a browser plug-in for viewing animations or special content such as PDF documents or Power Point presentations. Visit the Getting Started section in your eCampus course and select Required Browser Plugins to download the plugins.

**Q: How do I log out of my eCampus course?**

A: Be sure to click the *Log Out* button in the upper right corner of your screen when you complete each eCampus session. Always make it a practice to click the *Log Out* button as you leave an eCampus session. There is an idle session time limit of 90 minutes in eCampus after which you will be logged out of your eCampus courses.

**Q: Can a firewall restrict my ability to access the eCampus Log In page?**

A: Due to the many security risks on the Internet (viruses, hackers, privacy threats, etc.) many individuals and most companies are using firewalls to help protect their systems. These firewalls can restrict your ability to access eCampus. If you are unable to view the eCampus Log In page on your computer, you may have a firewall restriction issue. Check your computer for a personal firewall, such as Zone Alarm, Norton Internet Security, McAfee Personal Firewall, and Microsoft SP2 Firewall. Personal firewalls can be configured to allow access to certain hosts. Check the instructions for your personal firewall for details about how to configure it to grant access to the WVU eCampus server.

**Q: I cannot see my courses on My WVU eCampus page.**

A: Your My WVU eCampus course page is the first page displayed when you log in to eCampus. It serves as a gateway to your eCampus courses. All of the courses you are registered for that use eCampus should be listed on your My Courses page. You won't see eCampus courses listed on your My Courses page until the start date of the course. If on the first day or later you do not see an eCampus course, ensure that you are properly enrolled in the course by checking your course schedule in STAR.

**Q: I accessed an eCampus course at the beginning of the semester and now it is no longer listed on My WVU eCampus courses page.**

A: Ensure that you are still enrolled in the course by checking your course schedule in STAR. If the course appears on your STAR schedule but does not appear on your my eCampus page, contact ITS Service Desk at (304) 293-4444 (Local), (877) 327-9260 (Toll Free), or via email at [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu) for help.

**Q: I have a course on My WVU eCampus courses page that shouldn't be there; can it be removed?**

A: Contact ITS Service Desk at (304) 293-4444 (Local), (877) 327-9260 (Toll Free), or via email at [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu) to have the course removed.

**Q: I receive "Error: File not found" when I click on a link.**

A: If you receive an error message such as "Page Not Found" or "File Not Found" after you click on a link, try refreshing the page or clicking on the link again. If the page cannot be found even after you try reloading it, you should contact your instructor. This sounds like a problem with the way your instructor has set up the link. Your instructor should verify the link.

**Q: When I click on a link, nothing opens.**

A: The following are possible solutions.

**Solution 1:** A pop-up blocker application is installed on your computer. If you have a pop-up blocker installed on your computer, you will need to insert the address to the WVU eCampus server, <http://eCampus.wvu.edu>, in its list of trusted sites.

**Solution 2:** Some pages are large and have graphics or other media that may take a long time to load. This is especially true if you are on a dial-up modem. Your connection speed will play a contributing factor in the time it takes to download files. Depending on the size of the file, you may need to wait several minutes while it downloads and opens. Please ignore the 'done' message in the status bar at the bottom of your browser window, as it doesn't always give a true reflection of the download process. If the page doesn't download even after you wait for a few minutes, you should contact the WVU ITS Service Desk.

**Q: I cannot see my grades.**

A: Once you enter your course from the My WVU eCampus page, the My Grades tool should appear on the WVU eCampus Content Area menu on the left hand side of the screen if it has been enabled by your instructor. If you don't have a My Grades icon in the Content Area menu, please contact your instructor to request that it be added.

If you do have access to the My Grades tool but do not see any of your grades please contact your professor regarding the availability of your grades.

**Q: Is my privacy protected in eCampus?**

A: Your grades are only visible to the course instructor and you. They are not visible to other students in the course.

**Q: Why do I get timed out when I try to post a discussion?**

A: After 90 minutes of inactivity while logged into the system, eCampus will time out. **All students are STRONGLY ENCOURAGED to draft all email and discussion board postings in another program (WordPad, NotePad, or Word) and then copy and paste your message into eCampus.**

**Q: Why do I have a MIX email address in addition to my email in eCampus?**

A: All WVU students are automatically assigned a MIX email address. This address will be listed in the WVU Directory. In eCampus, email accounts are course specific. You may only send email in eCampus to people associated with your course. eCampus email should be reserved for your coursework and for correspondence with your professor and other students in your course. You should check your eCampus email each time you sign on to the system.

Additional frequently asked questions are available at: <http://ecampusinfo.wvu.edu/student-ecampus.faqs>.

**WVU ID**

**Q: How do I find my WVU ID?**

A: You can look up your WVUID number by going to <http://myid.wvu.edu> and select Forgot Your WVU ID.

# Important Contact Information

## Office of Admissions

West Virginia University  
PO Box 6009  
Morgantown, WV 26506  
Ph: (800) 344-WVU1  
Ph: (304) 293-2121  
Fax: (304) 293-8832  
<http://admissions.wvu.edu>

## Office of Accessibility Services

West Virginia University  
1085 VanVoorhis Road  
P. O. Box 6423 Morgantown, WV 26506-6423  
Ph: (304) 293-6700 Voice/TDD: (304) 293-7740  
FAX: (304) 293-3861  
Email: [access2@mail.wvu.edu](mailto:access2@mail.wvu.edu)

## ITS Service Desk

Student Technical Support  
Ph: (304) 293-4444 x3 (Local)  
Ph: (877) 327-9260 (Toll Free)  
Email: [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu)

## Libraries

West Virginia University  
P.O. Box 6069  
1549 University Ave.  
Morgantown, WV 26506-6069  
Ph: (304) 293-4040 ext: 4000  
<https://www.libraries.wvu.edu/about/contactus/>

## Mountaineer Card Services

Student Identification Card  
Ph: (304) 293-CARD (2273)  
Email: [vvucard@mail.wvu.edu](mailto:vvucard@mail.wvu.edu)  
<http://vvucard.wvu.edu>

## Textbooks

WVU Bookstore  
Barnes & Noble  
West Virginia Univ. PO Box 6357 College Ave.  
Morgantown, WV 26506-6357  
Ph: (304) 293-7461  
<http://wvu.bncollege.com>

## WVU Online

West Virginia University  
PO Box 6800  
Morgantown, WV 26506  
Ph: (800) 253-2762  
Ph: (304) 293-2834  
Email: [ellearn@mail.wvu.edu](mailto:ellearn@mail.wvu.edu)  
<http://online.wvu.edu/>

## West Virginia University Mountaineer Hub

62 Morrill Way  
Morgantown, WV 26506  
Ph: (304) 293-1988  
<http://mountaineerhub.wvu.edu>

## Financial Aid

Ph: (304) 293-5242  
Fax: (304) 293-4890  
<http://financialaid.wvu.edu>

## Office of the University Registrar

Ph: (304) 293-5355  
Fax: (304) 293-8991  
Email: [Registrar@mail.wvu.edu](mailto:Registrar@mail.wvu.edu)

## Students

Ph: (304) 293-4006  
Email: [OSA@mail.wvu.edu](mailto:OSA@mail.wvu.edu)  
<http://studentaccounts.wvu.edu>