New Undergraduate Student Check List

(Campus Map: http://www.webster.edu/campusmap/index.html)

___1. **Transcripts** – After your final grades have been posted, make sure to submit official transcripts, including and IB/AP score reports to the admissions office. Transcripts must be received for financial aid funds to post to your account.

___2. Make sure payment arrangements for costs of attendance are in place two weeks before the term begins. If arrangements are needed:

- To apply for **Financial Aid**, complete each needed financial aid application form. If Financial Aid questions, contact the Financial Aid Office at 314-968-6992 or http://www.webster.edu/financialaid
- If you are eligible for **Employer Reimbursement** where your employer pays for your tuition costs, tell your counselor during your registration session that your Costs of Attendance Payment method is Employer Reimbursement. This will allow you and your employer up to 3 weeks after you complete a course to pay that enrollment period’s tuition costs.
- If you wish to enroll in Webster’s **per Enrollment Period Installment Payment Plan**, you can sign up for this payment method via the Installment Plan section in your Student Financial Services file in your Webster Connections account. After logging into Connections, select the Student Tab and then select the Make a Payment link on the right hand side of the resulting page. The Installment Payment Plan section is in the second column of the resulting page.

___3. Access your **Webster Connections Account** to access e-mail, online courses, registration, grades, your costs of attendance, online payments, etc. Students receive an email from admissions at the time of application including information to set up their Connections account. If you have enrolled in courses and not set up your account please contact the Help Desk at 1.866.435.7270. Students should wait 24 hours after their enrollment before contacting the Help Desk to set up their account and should be at a computer at the time of their call.

___4. Purchase a **parking tag** at the Office of Public Safety. You may also request a parking tag online at Registration and Services Online after activating your Connections account. The tag will be mailed to you, and the fee billed to your student account.


___6. **Purchase your textbooks** from the Follett Bookstore before the first day of classes. If you are receiving Scholarship/Financial Aid awarded to you by the Webster Financial Aid office that exceeds your period of enrollment total Costs of Attendance, you may be eligible to charge your enrollment period textbook costs to your Bursar Student Account. This program is called Money for Textbooks. You must apply for each enrollment period assuming that your awarded enrollment period assistance exceeds that enrollment period’s total Costs of Attendance, apply each new enrollment period at. http://www.webster.edu/campus-life/student-services/money_for_textbooks-non_online.html

___7. **Select your Higher One Refund Method**. Should Webster University owe a student a reimbursement for the overpayment of the student’s Costs of Attendance, The University sends the student’s funds to Higher One to refund to the student based on the student’s selected Higher One Refund Method. Shortly after the student’s initial Webster registration, if the student has a U.S. address, the student will receive in the mail a green
colored Higher One Getting Started mailer. Follow the enclosed letter’s instructions to select a Higher One Refund Method at www.websterrefundchoice.com. Please note that the student must have a U.S. mailing address to receive this Higher One mailer. Regardless, all students are strongly encouraged to select a Higher One Refund Method, even though the student may never be eligible for an overpayment of their Costs of Attendance in order to receive any timely refunds.

___8. **Meet with your advisor** before registration opens for every semester to discuss your courses and to request clearance to register yourself online. If you have questions before your advisor is assigned, contact the Academic Advising Center at 314-968-6972 or 800-982-3847.

Be sure to review your advising syllabus, degree audit and course schedule prior to contacting your advisor in order to prepare for your appointment, conversation and/or email.

___9. Familiarize yourself with **Webster University online resources** such as the:

- **Online Undergraduate Catalog**: [http://www.webster.edu/ugcatalog/index.html](http://www.webster.edu/ugcatalog/index.html)
- **Online Course Schedule**: [http://www.webster.edu/compcen/datadict/webcrs/power.php3](http://www.webster.edu/compcen/datadict/webcrs/power.php3)
- **Global Citizenship Program**: [http://www.webster.edu/global-citizenship/about.html](http://www.webster.edu/global-citizenship/about.html)
- **IT Service Desk (Connections or email assistance)**: [http://www.webster.edu/helpdesk](http://www.webster.edu/helpdesk)

___10. Know your **Campus Resources** for personal and academic needs. All services are free to students:

- **Academic Resources Center** – provides free peer tutoring, testing center, writing assistance, or information on disability accommodations: [http://www.webster.edu/arc/index.shtml](http://www.webster.edu/arc/index.shtml) | 314.246.7620

- **Career Planning and Development Center** - provides free career counseling, help with resume/cover letter preparation, job interviewing skills, etc: [http://www.webster.edu/career-services/](http://www.webster.edu/career-services/) | 314.968.6982 or 1.800.981.9805

- **Counseling & Life Development** – free professional mental health counseling services for Webster students: [http://www.webster.edu/student-counseling/](http://www.webster.edu/student-counseling/) | 314.968.7030

- **Check out the Student Events and Student Organization Directory** - [http://involved.webster.edu/](http://involved.webster.edu/)

- **Office of Study Abroad** - [http://www.webster.edu/study-abroad/index.html](http://www.webster.edu/study-abroad/index.html) | 314.968.6988

If you have any questions, please contact the Academic Advising Center:

**Phone:** 1-800-982-3847 or 314-968-6972 | **Fax:** 314.968.7166 **Email:** advising@webster.edu

**Hours:** Mon.-Thur. 8:30am–5:30pm CT, Fri. 8:30am–4:30pm CT

**Website:** [http://www.webster.edu/advising/](http://www.webster.edu/advising/)

“**Like**” us on Facebook: [https://www.facebook.com/WebsterAdvising](https://www.facebook.com/WebsterAdvising)
Connections Account and Online Resources Guide

Students are able to access important information and functions online through their Connections Account Portal.

Connections (http://connections.webster.edu):
- Webster email account
- Online and Web enhanced course access
- Online calendar
- Create and join academic and social groups
- Academic Services Channel (see below)

Student Academic Services Channel (located within Connections):
- Register for classes
- Check/Update your address and phone number
- View/Print your grades
- View/Print your degree audit
- View/Print a copy of your schedule
- Check/Update your anticipated graduation date
- Print a student copy of your academic record
- Request parking tags
- See your financial aid information
- View/Print your student billing account
- Pay your account
- Check out the deferred payment options
- Find helpful forms

Setting up your Connections Account to access your Online Resources:
Students receive a link to set up their Connections account upon submitting their application. This activation link is sent to the student’s email of record 48 hours (two business days) after applying and is good for only five days following this.

Prior to enrollment, students will be in “Candidate” status and will have limited access to check their Connections information. After enrollment, students will have full access to Connections information.

If you have enrolled in courses but never set up your account, you will need to contact the Webster University IT Service Desk 48 hours after the time of enrollment. You can reach them at 1.866.435.7270 or support@webster.edu. Students should be at a computer at the time of their call.

Access the Student Academic Services Channel:
1. Start at http://connections.webster.edu
2. Login with your Connections username and password.
3. Locate the Student Academic Services Channel on your “Student” tab.
4. Click on the appropriate link within the channel.
5. Enter your Connections username and password again for security purposes.

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Undergraduate Student Drop/Withdrawal Policy

**DROP POLICY:** Students may drop a course any time by the Friday of the 2nd week of a class.

- A course drop eliminates a course from the academic record.
- A reduction in credit hours may result in impacts upon financial aid eligibility. Please contact the Financial Aid Office for additional details at 314-968-6992 or 1-800-983-4623.
- Drops should be processed through a student’s Connections account, assigned academic advisor or by visiting the Academic Advising Center during normal office hours.
- Students who fail to attend their first class session or fail to log in to their online course may or may not be automatically dropped from the course. It is the responsibility of students to verify their enrollment intentions.

**WITHDRAWAL POLICY:** Students may withdraw from an 8-week course from the 3rd through the 6th week of class. Students may withdraw up until the 12th week of a semester-long course, subject to refunds as stated below.

- The student will receive a W on her/his official academic record but it will not affect the overall GPA or academic status.
- Withdrawals should be processed through a student’s assigned academic advisor or by visiting the Academic Advising Center during normal office hours.
- Students may notify their instructor of their intention to withdraw, but it is the responsibility of students to contact their advisor for processing. Instructors do not have the capability to process this request.

**ACADEMIC CALENDAR:** Please refer to the online Academic Calendar for the specific drop and withdrawal deadlines: [http://www.webster.edu/academics/academic-calendar/domestic-academic-calendar.html](http://www.webster.edu/academics/academic-calendar/domestic-academic-calendar.html).

**REFUND SCHEDULE:** Course drops and withdrawals may result in a tuition refund based upon the schedules listed below. For additional information, please contact the Bursar’s Office at 314-968-7410 or 1-800-981-9803.

**TERM CLASSES** – Per credit hour tuition:
- Drop by Friday of Week 2 of the term: 100%
- Withdraw by Friday of Week 3: 50%
- Withdraw by Friday of Week 4: 25%
- Withdraw after Week 4 of the term: 0%

**SEMESTER CLASSES** – Per credit hour tuition:
- Drop by Friday of Week 2 of the semester: 100%
- Withdraw by Friday of Weeks 3-4: 50%
- Withdraw by Friday of Weeks 5-8: 25%
- Withdraw after Week 8 of the term: 0%

For additional questions, please contact the Advising Center at:

**Phone:** 1-800-982-3847/314-968-6972

**Hours:** 8:30am–5:30pm Monday – Thursday / 8:30am–4:30pm Friday
Using the Online Course Schedule (Power Search)

To access the Online Course Schedule:
1. Start at www.webster.edu
2. Click on "Academics" at the top of the page
3. Select “Course Schedules” below the undergraduate or graduate section
4. Select "Conduct Power Search"
5. Note the “Global Citizenship Search” option if you are an undergraduate

Maximizing the Power Search:
Search for courses by:
- Semester or Term
- Webster Campus
- Academic Department
- Course Prefix & Course Number
- Day and/or Time
- Instructor’s Last Name
- General Education Goal

Settings on the Power Search Online Course Schedule:
1. All terms: This will include courses that take place over a Semester, within Term 1 only or within Term 2 only
2. St. Louis area campuses: WEBG (Webster Groves), DWTN (Old Post Office), WEST (Westport) and WING (Winghaven)
3. Any: i.e. Will show all courses both on-ground and online

Helpful Tips:
1. To search for all courses that share the same prefix, enter the prefix only.
   - i.e. By entering “MNGT” in the “Course Prefix/Number” text box, only “MNGT” courses will appear.
2. Change the default settings based on your specific search needs:
   - Check the semester, campus, day, etc.
   - Click the "graduate" or "graduate education" button if you are not looking for undergraduate courses and/or click the "internet" button if you are looking for online courses.
3. There are a multitude of search strategies. You may want to start by searching for days and times for specific required courses, then specific general education (undergraduates only) courses, then specific electives.
   - To search for a specific course, select the session and year, and leave "term" and "campus" at the default.
   - Ignore the "Courses by Department" field.
   - In the "Course prefix/number" box, type in the course prefix and number—it is not case sensitive but there must be a space between the prefix and course number.
   - Then click the appropriate "Course Type" button is appropriate and click “Enter data”.
4. If you are looking for graduate courses, you do not need to indicate a time.
5. If you are looking for undergraduate courses, entering a beginning time range (e.g., 5:30 p.m. to 5:30 p.m.) will weed out classes in time slots in which you are not interested.

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Webster Connections

Connections is a “web portal” that provides access to Webster’s electronic services. Your Connections username and password give you access to Webster e-mail (where your account statements will be sent), wireless, FTP, and online courses. New students receive an e-mail with their username and activation code, and after setting up their password, are able to log in 48 hours after course registration. Please note that you cannot log in prior to registering for the first time.

IT Service Desk

Webster University’s IT Service Desk is the single point of contact for all technology issues, including those related to e-mail and online courses. Call or email the IT Service Desk.

Phone: On-campus, ext. 5995  
St. Louis area, 314-968-5995  
Toll-free, 866-435-7270  
Email: support@webster.edu

E-mail

As a student at Webster University, you are provided with a Webster e-mail account. Your Webster e-mail is where all official communication from Webster University will be sent. You can access your e-mail from your Connections portal, from the Webmail portal (webmail.webster.edu), or by forwarding it to an alternate e-mail address if you do not wish to use Connections or Webmail.

E-mail Forwarding

You may choose to forward your Webster email to another e-mail address that you already use (e.g., Gmail, Yahoo, Hotmail). For more information about forwarding your Webster email, please visit:

http://www.webster.edu/technology/services/email/forwarding.html

Hardware Discounts

As a Webster student, you are eligible to receive discounted prices on select hardware products. Dell and Apple are among the companies offering discounts through this special program. More information can be found at:

http://www.webster.edu/faculty/faculty_resource_guide/technology_resources/hardware-and-phone-discounts.html
**Webster Alerts**

Webster Alerts is a campus alerts service that keeps you up-to-date on the latest campus information. Using this service, Webster sends out text messages and/or e-mails containing emergency announcements and weather-related school closing information. We strongly recommend that you sign up for Webster Alerts.

**IPTV**

Webster University offers residents IPTV (Internet Protocol Television). IPTV is a digital television service that provides “cable television” content by means of an Internet connection instead of traditional coaxial cable (or “coax”). You may choose to watch using your computer or a television with a set-top box.

**Wireless Internet**

Wireless Internet access allows you to connect your laptop and other wireless devices to the Webster University network from any location on the Webster Groves main campus and select extended site campuses. Use your Connections username and password to log in.

**Media Center**

The Media Center at Webster University provides various media equipment for check out to those with a current Webster ID. The Media Center is located in Sverdrup 128.

**ResTech**

ResTech, Student Technology Services, is a branch of IT that helps resident students keep their computers clean and running smoothly on Webster’s network and provides one-on-one technology training. Appointments are required for any service needed. For your convenience, in-room and drop-off appointments are available.

**Online Training**

Webster has partnered with Lynda.com to offer self-paced classes in a wide range of technology topics. It is provided free of charge to students, faculty, and staff and can be accessed via Connections. Class topics range from Microsoft Excel to Adobe Photoshop. Many are divided into lessons that progress from beginning to advanced skill sets.

**Webspace/FTP space**

Server space for web pages and FTP (file transfer protocol) is provided automatically when you activate your Connections account. Use your Connections username and password to log in.