



New International Undergraduate Student Check List

Welcome to Webster University!

- ___ 1. **International Student Check-in** – After your arrival, please visit the **International Services** office at 568 Garden Avenue (#34 on the campus map), Monday through Friday, 8:30 am to 4:30 pm. Bring your passport, original form I-20, I-94 arrival/departure card, and your new address and phone number with you. If you have not yet submitted all final transcripts, request your official transcript from your secondary school, any schools or colleges where you have earned credits, and any IB/AP score reports. Mail to: Webster University International Recruitment, 470 E. Lockwood Ave, St. Louis, MO 63119, or if shipping by courier use 40 North Rock Hill, St. Louis, MO 63119-2242.

- ___ 2. You will receive a password to access your online resources from the Registrar via letter or you may call the help desk (314-968-5995) 24 hours following initial enrollment. This password will allow you to set up your **Connections** user ID/password. To establish your account, go to <http://connections.webster.edu/cp/home/loginf>.
Your Connections account setup requires the password from the Registrar's Office.
Setting up your **Connections** account allows you access your personal information within “**Student Academic Services**.” Familiarize yourself with the online features, such as registration, viewing your degree audit, academic record and financial statement, checking grades, requesting a parking tag, updating personal information, etc. You are able to register yourself online after you begin your first course. Log into **Connections** (see above), and select “**Student**”, then “**Student Academic Services**”. You will need to reenter your **Connections** user ID and password a second time.

- ___ 3. **Purchase your textbooks** from the bookstore (Garden Park Plaza, #34 on campus map). Bring your student schedule with you to reference your course prefix, number and section (ex. MNGT 2100 section 01 Management Theory and Practices)

- ___ 4. Check in at **Health Services** 540 Garden Avenue (# 31 on the campus map), to submit your Health Packet, Health Insurance forms, and your immunization and medical history.
http://www.webster.edu/students/health/documents/health_packet.pdf

- ___ 5. Any time after your initial course registration, **obtain your student ID card**. (University Center, #16 on campus map – web address below). Go to the front desk on the upper level, and have a photo ID with you. You will need your student ID to use the UC fitness center or to check out books/videos from Emerson Library.

- ___ 6. Make sure **payment arrangements** are in place two week before the term begins. The Business Office is located at Webster Hall Room 101 (#2 on campus map). Make payments in full two weeks before the term begins or sign up for the Deferred Payment plan option (TM) through our provider Advanced Education Services. <https://www.aeswebaccess.com/aes/welcome.asp?SCode=Webster0614>

- ___ 7. **Purchase a parking tag** at the Business Office (Webster Hall, #2 on campus map). You may also request a parking tag online at Student Academic Services online after receiving your password from the Registrar's Office. The tag will be mailed to you, and the fee billed to your student account.

- ___ 8. Visit the **Multicultural Center and International Student Affairs office** (ground floor, Loretto Hall, #5 on campus map) to sign up for **new student orientation**, join student clubs and activities and meet other international students at Webster University. <http://www.webster.edu/mcisa/> The Assistant Director, Kirstin Kahaloe, can be reached at 314-246-7649 or kirstinkahaloe87@webster.edu.
- ___ 9. **Activate your Higher One card.** You will receive your Higher One card in the mail, and every student must activate it to designate a refund method (even if you never received a refund). THIS IS NOT A CREDIT CARD! If at any time you are eligible for a financial aid refund or tuition refund from Webster University, you must activate your card to obtain your refund. For more information, see www.websterdebitcard.com.
- ___ 10. Familiarize yourself with Webster University online resources such as the:
- Online Undergraduate Catalog: <http://www.webster.edu/ugcatalog/index.html>
 - Online Course Schedule: <http://www.webster.edu/compcen/datadict/webcrs/power.php3>
 - Online Registration Function: <http://www.webster.edu/academics/registration.shtml>
 - Campus Map: <http://www.webster.edu/campusmap/index.html>
 - Help Desk (Connections or email assistance): <http://www.webster.edu/helpdesk/new/>
- ___ 11. After classes begin, please contact the following student services offices if needed. All services are free to students:
- **Academic Resources Center** - if you need tutoring, writing assistance, or information on disability accommodations:
<http://www.webster.edu/arc/index.shtml> | 314.246.7620
 - **Career Services Center** - if you need career counseling, help with resume/cover letter preparation, job interviewing skills, etc:
<http://www.webster.edu/careers/index.shtml> | 314.968.6982 or 1.800.981.9805
 - **Counseling & Life Development** - if you ever need to talk to a professional mental health counselor while you're a Webster student:
<http://www.webster.edu/students/counseling/index.shtml> | 314.968.7030

If you have any questions about your degree plan or course registration, please contact the
Academic Advising Center:

Phone: 1-800-982-3847 or 314-968-6972 | **Fax:** 314.968.7166

Hours: Mon.-Thur. 8:30am-7:30pm CST, Fri. 8:30am-4:30pm CST, Sat. 8:30am-12pm CST

Website: <http://www.webster.edu/advising/>

Email: advising@webster.edu

Monday, October 13, 2008

Joe Student
123 Main Street
Anywhere, MO 63119

Dear Joe:

Welcome to Webster University. I am glad that you have selected us to help you achieve your educational goals. Webster University has many web-based services to make it easier for you to monitor your academic progress, communicate with Webster University administrative offices, and access your Webster University email account and other electronic services.

Your activation code to access your online account is: 5dgtR7z 

To setup your online account:

- On any computer with internet access, go to <http://connections.webster.edu>
- Click on "Create New Account"
- Enter your student ID number (*Your student ID number is seven digits, and may be found on all official correspondence from the University, such as your Admissions letter or class schedule.*)
- You will then be given your Connections username. Make a note of this and click on "Setup My Account"
- Enter your activation code (as given above) and click "Submit". This activation code is case-sensitive
- Read the account setup statement and click "Continue"
At this point you will select two secret questions. These questions are used in the event that you ever forget your password.
- Click the checkbox next to two questions and click "Continue"
- Next you will customize your questions and provide the answers for your secret questions. Fill in the blanks and click "Save Answers & Continue"
- You will then be asked to verify everything is correct before you continue. Please make sure that you have chosen questions and answers that are secure and that you will remember. If everything looks correct, click "Submit"
- Now you will need to create a new password for your Connections account. Type in your password
- Type the password in again to verify
- Click "Submit"
- Once you pick an acceptable password, you will see a "success" screen; you have now successfully setup your Connections account. You may login at <http://connections.webster.edu>

Services you will be able to access within Connections include:

- Academic services such as class registration, class schedule, grades, financial aid information and degree audit
- Webster University email & email forwarding (*Webster will use ONLY your Webster email address to communicate with you, it is required that you check email sent to this address on a regular basis*)
- Online classes and/or web enhanced classes
- University announcements
- Online community, collaboration and personal organizational tools

You may view a tutorial on account setup or short videos on how to use your Connections account effectively at <http://www.webster.edu/technology/something>

If you have any questions regarding your Connections account or any other Webster services, please contact the Help Desk at 1-866-435-7270.



Online Resources Guide

Webster University students are able to access important information and functions through the Connections Portal.

Connections Functions:

- Webster email account
- Online and Web enhanced course access
- Online calendar
- Create and join academic and social groups

Student Academic Services Channel Functions (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
- Update your anticipated graduation date
- Print a student copy of your transcript
- Request parking tags
- See your financial aid information
- View/Print your student account
- Pay your account
- Check out the deferred payment options
- Helpful Forms

How to Access Your Online Resources

All new Webster University students receive an activation code which allows them to access the Connections portal. Within the Connections portal is the Student Academic Services Channel. This password is sent to the permanent address on file with the University 10-14 days after the student's initial registration.

Access "Student Academic Services":

Start at <http://connections.webster.edu>

Login with your Connections username and password

Locate the Student Academic Services Channel on your "Student" tab

Click on the appropriate link within the channel

Enter your Connections username and password again for security purposes

Setting up your Connections account:

Start at www.webster.edu

Click on "Connections Login" on the top right-hand corner of the homepage

Click on "Create New Account"

Follow the steps to setup your Connections account

By entering your student number or social security number, you will be given your Connections ID.

You will be asked to enter the **activation code** you received in the mail after you registered.

Your Connections Account must be setup before you can access your Webster email, Student Academic Services Channel and other Webster University services.

If you have not received the letter in the mail within 3 weeks of registering for classes or before your class starts, **please contact the Webster University Help Desk at 314.968.5995 or toll free at 866-435-7270**. If you have forgotten your Connections password please go to <http://connections.webster.edu> and click on "I've forgotten my username or password".



Using the Online Course Schedule

To access the Online Course Schedule:

- Start at www.webster.edu
- Go to the "Quick Links" drop down menu
- Select "Course Schedule"
- Select "Power Search"

Maximizing the Power Search:

Search for courses by:

- Semester or term
- Webster campus
- Academic Department
- Course Prefix and Course Number
- Day and/or time
- Instructor's last name

Default Settings on the Online Course Schedule:

- Generally, **Session** and **Year** will default to the current registration period (rather than the current term.) For example, once registration opens for summer, the online schedule will default to summer even though we're still in the Spring 1 term.
- All terms (Semester, Term 1, Term 2)
- St. Louis area campuses - WEBG (Webster Groves), DWTN (Old Post Office), WEST (Westport) and WING (Winghaven)
- Undergraduate courses
- Any (i.e., show all courses)

Helpful Tips:

- To search for all courses that share the same prefix, enter the prefix only (i.e. "MNGT" in the "Course Prefix/Number" text box. Only "MNGT" courses will appear).
- Remember to 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're not looking for undergraduate courses and/or **click the "internet" button if you're looking for online courses.**
- Note that the schedule is updated several times a day, so if you get a "sorry, no courses were found" message, you've discovered one of those updating times. Give it 20 minutes or so and try again.
- There are a multitude of search strategies, but you may want to start by searching for days and times for required courses, then electives.
 - To search for a specific course, select the session and year, and leave "term" and "campus" at the default. Ignore "courses by department." In the "Course prefix/number" box, type in the course prefix and number—it's not case sensitive but needs to be **prefix-space-course number**. Then click whichever "Course Type" button is appropriate and click "Enter data".
- If you're looking for term courses, it will be easier to do a Term 1 and then a Term 2 search.
- If you are looking for graduate courses, you don't need to indicate the time, but if you're looking for undergraduate courses entering a beginning time range (e.g., 5:30 p.m. to 5:30 p.m.) will weed out classes you aren't interested in. Make sure you've got the right "Course Type" button clicked and click "Enter data".

Webster University

Information Technology Department

You can find more information about all of these topics by visiting:
<http://www.webster.edu/technology/overview.shtml>

Webster Connections:

Connections is a “web portal” which provides access to all of Webster’s electronic services. Your Connections ID and password also give you access to Webster email, wireless, FTP, and online courses. Students access their online course tools, groups, calendars and announcements through Connections. It also provides customizable content presentation in the form of tabs, channels, and news feeds.

Help Desk:

Webster University’s Help Desk is a single point of contact for all technology issues, including email and online courses. They can be contacted via phone or email. To reach the Help Desk, you may call (from an off campus phone) (314) 968-5995 or (from an on campus phone) dial extension 5995.

Computer Labs & Lab Assistants:

Webster University provides students with access to multiple computer labs. Across campus, you can find both Mac and Windows labs. Lab Assistants are available in Sverdrup 107 or by calling extension 8623, to assist with technology issues including but not limited to printing, saving, and scanning.

Email:

As a student at Webster University, you are provided with a Webster email account. Your Webster email is where all official communication from Webster University will be sent. There are many different ways to access your Webster email including directly through your Connections page or by forwarding your Webster email to your pre-existing alternate email address.

Email Forwarding:

You may choose to forward your Webster email to another email address that you already use (i.e. gmail, yahoo, hotmail).

Software & Hardware discounts:

As a Webster student, you are eligible to receive discounted prices on various types of computer hardware and software including Dell and Apple.

Webpace/FTP space:

Server space for web pages and FTP is automatically provided when you activate your Connections account. Use your Connections username and password to login.

Wireless Internet:

Across campus, there are many wireless hotspots available for you to connect your laptop and other wireless devices to the Webster University Network. Students must use their Connections ID and password to get into Webster's wireless network. Most of these hot spots are identified by signs posted in the area.

IPTV:

IPTV stands for Internet Protocol Television. In short it means that instead of using traditional coax your "cable" will now come over the internet. You may choose to watch on your computer or on a television with a set-top box (not available in WVA).

Media Center:

The Media Center at Webster University provides various media equipment for check out to those with a current Webster ID. Media Center is located in Sverdrup room 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. In-room and drop-off appointments are required for any service needed.

Workshops & Training:

Information Services offers a wide range of technology training workshops which are free of charge for Webster students, staff, faculty, and alumni. Topics range from Microsoft Excel to Adobe Photoshop, and some are broken down as beginner, intermediate and advanced.

Webster Alerts:

Webster Alerts is a campus alerts service that send out text messages and/or emails with emergency announcements and weather related school closing notifications to keep you up to speed on the latest campus info. You are strongly encouraged to sign up for this service.

Registration & eServices:

Access to registration, bill paying, grades and class schedules is currently separate from the Connections portal. These services are accessed with your webster student ID # and a password that is sent via U.S. mail after you register for the first time.

Technology Policies:

Information about the policies which govern technology usage at Webster University is defined in its technology usage policies.

Questions & Answers About The Webster Debit Card



Q. This is a big change for Webster. What should students look forward to?

A. Through the WU card program, students have more options for how they receive refunds, and will receive their money faster. It is easy to track your refund payments and preference online.

Q. What were Webster's main reasons for making this change?

A. For many years, students have objected to the long wait in receiving their refunds through the mail & have asked the University to provide faster, electronic options. The new service will provide students with three options for how they receive refunds, including two electronic choices. Students may choose to open a free checking account and activate the debit card, to authorize a direct deposit to another banking institution, or to be issued a paper check.

The Higher One program was chosen after checking references with other institutions. This program has been very successful for other universities, students and parents. In short, Higher One is a reputable vendor with a proven track record to provide refund choices to Webster students.

Q. Will WU be replacing its ID card with the Webster Debit Card?

A. The university has no plans to use the Webster Debit card as its ID card.

Q. Can you explain the process for choosing my refund preference?

A. The card that was mailed to you is your key for entry into the Higher One system and allows you to choose how you want your refunds delivered. Information is contained in the system to authenticate you as a user. It's easy to select your refund preference. Upon receiving your card, go to www.websterdebitcard.com. Under "get started", enter your card's sixteen digit number to begin the activation process.

Q. What should I expect with the activation process?

A. The activation process will take about 10 minutes. You'll be presented with the three refund options now available to you. Each preference is easy to choose and confirmed to make sure there is no mistake. Depending on the preference you choose, you'll be asked for certain verifying information during the process.

Q. I've heard that electronic options are now available. If I decide I'd still like to receive a paper check – do I still go to the cashier's window to pick it up?

A. You will still be able to choose paper check. Paper checks will now be mailed the day refunds are released. If you are planning on depositing the check, we suggest you explore one of the two electronic options (ACH transfer to any bank or Easy Refund to the OneAccount).

Q. If I choose a paper check, will I ultimately get my money in the same timeframe as I would have with the old process?

A. There may be an additional day or two delay if you choose to receive your refund by paper check. To ensure faster delivery of your refund money, we suggest that you consider activating the OneAccount or having your refund directly deposited to another banking institution account.

Q. Can I choose to have my refund sent electronically to any bank for free?

A. Yes, you can. During the activation process you will be given the option & can choose to have your refund directly deposited to your bank account. If you choose this option, you must provide Higher One with your bank routing and account information.

Q. If I select a different refund option - either paper check or electronic deposit to my bank, should I still keep the Webster Debit Card?

A. We recommend that you retain the card for future reference or use. No matter which option you choose, you can use www.websterdebitcard.com to keep track of your refunds. During activation, you'll set up a log in & password. If you forget your password, you will need the number and security code from the card to reset your logon. In addition, if at any time in the future, you change your mind and decide to open the OneAccount, you will need the Webster Debit Card to access the funds on that account.

Q. I don't think I'll be receiving a refund from the school. Should I still activate the card?

A. You'll want to activate and communicate your refund delivery choice even if you don't anticipate receiving a refund. Refunds primarily occur when your borrowings under the government student loan programs exceed your charges for tuition and fees. However, there are many other reasons when your account with us may result in a refund, such as the return of a housing deposit, the return of funds paid due to withdrawal from a course, etc. It is in your best interest to specify your refund choice now in the event that a refund might be due to you in the future.

If you destroy or misplace your card now and need to activate a preference, you will be charged a \$20 fee for any replacement card.

Q. Will there be Higher One ATM's on campus?

A. There will be 2 Higher One ATMs on the Webster Grove campus and 1 on the Columbia, South Carolina campus by January 2007.

Q. Can I use the account for free? What fees are charged?

A. There is no charge to receive your refund to the OneAccount.

Additionally, if you elect to open a OneAccount, the account itself is offered at no charge for standard banking services. When using your Webster Debit Card to make purchases, always choose “credit” instead of “debit” at the checkout, which really means you’re authorizing the purchase with your signature versus your PIN. When you swipe & sign, you won’t be charged the PIN-based transaction fee.

Additionally, there will be 2 Higher One ATMs on the Webster Grove campus and 1 on the Columbia, South Carolina campus where students can withdraw money from their OneAccount at no charge. If you withdraw funds from another bank ATM, customary ATM fees will apply.

If you use other services, such as wire transfers, there are fees which are comparable with other banks. Higher One’s fees are competitive with other banks, and the company provides education materials to teach students how to use the account for free. Please read the fee schedule for these services at www.websterdebitcard.com.

- Q.** Are there fees associated with using the Webster Debit Card?
- A.** There are two ways to make a transaction at a point of sale (retail checkout). One is often labeled “debit” and the other “credit”. In reality, these mean “PIN” and “signature” respectively. Using the “signature” mechanism will cost you nothing, while using the PIN will cost you a small fee. By choosing “Credit” you get the benefit of MasterCard Zero liability and don’t risk PIN theft. This is why it is suggested that despite the fact that you are indeed using a “debit” card, you press the “credit” button. We know this can be confusing - but remember to “Swipe and Sign” and you won’t be charged a fee.

Every time students choose “Credit”, Higher One places \$.01 into a “Student Activities Fund.” This fund is used to co-sponsor student organization events on your campus. If you have an idea for an event or your organization needs help, submit your idea to your SGA president.

- Q.** I understand with this being a Debit Card, purchases are automatically deducted from the money in my account. Is it possible to spend more than my available balance?
- A.** As with any checking account, it is important to carefully track your spending. Otherwise, you could authorize a transaction (such as writing a bad check) that would overdraw your account. Higher One encourages responsible money management and provides materials to help educate students about how to control their finances.
- Q.** I heard there is a point program associated with the card, can you explain more about the OneRewards program?
- A.** Similar to points programs with other cards, you can get points for purchases that you make at certain merchants. You can redeem the points for gift certificates or merchandise at our online redemption center.
- Q.** With any new process, there’s bound to be questions along the way. What’s the best way to get assistance if I have questions about the new Webster Debit Card?
- A.** There is online help at www.websterdebitcard.com, or call 1-888-809-6180 for general information or 1-877-474-1960 for

WU Debit Card customer service. In addition, personnel from the bursar office, the help desk, and many other offices in the university system are being trained to help students through this process.

- Q.** What steps should I take if I were to lose this card?
- A.** For your own security, as soon as you realize that you do not have physical control of your card, it is essential that you report the card lost. This may be done several ways. You may go online to www.websterdebitcard.com, visit the bursar office or your local campus representatives, or call customer service at 1-877-474-1960. Reporting your card lost allows Higher One to cancel the card and prevent fraud, theft, and abuse. At the same time, you will be issued a replacement card that you should receive within a week by mail. You will be charged a \$20 fee for any replacement card.
- Q.** I understand that Higher One is working with a lot of colleges & universities. Will their customer service be able to handle an additional 20,000 Webster students?.
- A.** Yes, Higher One’s customer service call center and online service features enable students to quickly get help when it’s needed. Higher One has set up the 1-877-474-1960 customer service number solely for Webster Debit Card customer service.
- Q.** I noticed that Higher One has a partnership with a bank. Can you tell me more about that?
- A.** All banking transactions are covered by the FDIC through the banking partnership that Higher One has in place. All customer service, transaction processing, and operations are handled by Higher One. Higher One has handled close to \$2 Billion dollars in refund payment and more than 200,000 students actively use the services of the OneAccount.
- Q.** Controlling my personal information is important to me. Was any information sold to Higher One as part of this change?
- A.** No information was sold to Higher One. Higher One is a partner of WU and is contractually responsible to comply with strict security and privacy regulations. Minimum information which was needed to produce the card was used. A student ID number, student name, student address and date of birth, gender, email address and the last 4 digits of your social security number were provided to authenticate each cardholder for security reasons and to provide a vehicle to notify students about the card.
- Q.** What laws govern how information can be shared with service providers and how they handle the information?
- A.** Minimum information has been shared with Higher One as our agent as allowed under the Family Education Rights & Privacy Act (34 CFR § 99.31). Higher One Services Agreement commits to using and storing Customer Data and User information in compliance with all Government Rules, Regulations and Acts, including FERPA.
- Q.** How does Higher One protect and use customer data?
- A.** Higher One is solely focused on higher education and contractually cannot share or sell student information. Please refer to the privacy policy at the footer of www.websterdebitcard.com.



Academic Advising Center Undergraduate Student Drop/Withdrawal Policy

Phone: 1-800-982-3847 or 314-968-6972 | *Fax:* 314.968.7166

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



DROP POLICY: Students may drop a course any time by the Friday of the second week of a class. If drops are done during the allotted time period, the class will be eliminated from the academic record completely. If the student is paying per credit hour (1-12 credit hours), any monies the student may have paid will be credited to their account. If a drop results in a credit balance, the student can specify the refund method through Higher One. Students who pay flat-fee tuition (13-18 credit hours) will not receive a refund if their enrollment remains within 13-18 credit hours. *Please refer to the online Academic Calendar for the specific drop deadline date.* Drops should be processed through their assigned academic advisor or by visiting the Academic Advising Center during normal office hours.

WITHDRAWAL POLICY: Students may withdraw from an 8-week course from the third through the sixth week of class, subject to refunds as stated below. Students may withdraw up until the 12th week of a semester-long course, subject to refunds as stated below. *Please refer to the online Academic Calendar for the specific deadline date.* The student will receive a W on their official academic record but it will not affect the overall GPA. *You may notify your instructor of your intention to Withdraw, but it is your responsibility to contact your advisor for processing. Instructors do not have the capability to process this request. If you need to withdraw after the sixth week deadline, written permission from the instructor must be received by the Academic Advising Center to process this request.* Withdrawals should be processed through their assigned academic advisor or by visiting the Academic Advising Center during normal office hours.

REFUND SCHEDULE:

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%