

Online Student Orientation Packet

Online Students should access the [Online Student Checklist](#) available on the Online Programs website. Additional information and links including a [“Are you Ready for Online?”](#) quiz and links to the [“Quickstart Set-Up”](#) information are also located on this website. Online students are expected to read through this information carefully.

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 activation code is sent to the student's email of record 48 hours (two business days) after they apply.

Setting up your Connections account:

Students receive a link to set up their Connections account upon submitting their application.

If you have applied but not enrolled in a course and never set up your Connections account you will need to contact the Office of Admission at 1.800.753.6765 or

admissioninfo@webster.edu

If you have enrolled but never set up the account you will need to contact the [Webster University Help 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 "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



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".

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 Graduate Online Student Drop/Withdrawal Policy

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

Email: onlineadvising@webster.edu

Hours: Mon.-Thur. 8:30am–5:30pm CST, Fri. 8:30am–4:30pm CST, Sat. By Appointment Only

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. Any money the student may have paid will be credited to their account. Students on financial aid/loans can specify the refund method through Higher One. Drops may be processed over the phone through the Academic Advising Center. *You may notify your instructor of your intention to Drop but it is your responsibility to contact the Advising Center for processing. Instructors do not have the capability to process this request. Familiarize yourself with the deadline dates as listed in the Academic Calendar on the Online Programs website.*

WITHDRAWAL POLICY: Students may withdraw from a course from the third through the sixth week of class, subject to refunds as stated in the graduate catalog. The student will receive a W on their official record but it will not affect the overall GPA. Withdrawals may be processed over the phone through the Academic Advising Center. *You may notify your instructor of your intention to Withdraw, but it is your responsibility to contact the Academic Advising Center for processing. Instructors do not have the capability to process this request. Familiarize yourself with the deadline dates as listed in the Academic Calendar on the Online Programs website.*

REFUND SCHEDULE:

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%

REGISTRATION FOR RETURNING STUDENTS: To take advantage of the WEB registration option, students will need to know their student number (this is different than your social security number), their password, and must be clear of all business and academic holds. All per-credit-hour students must pay full tuition 2 weeks prior to the start of each term or apply for the deferred payment plan through the Business Office, unless covered 100% by TA, VA, employer reimbursement, financial aid, or tuition remission. If the tuition assistance does not cover 100% of the charges, the student is responsible for the remainder. Students using Tuition Assistance through the ARMY must register in the Army portal at www.goArmyEd.com. Students who are either employer reimbursed or direct billed must bring or fax documentation from their employer to the Business Office. The Business Office fax number is 963-6105.