JANUARY ORIENTATION
Commonly Asked Questions
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Transitioning to Western New England University

Tentative Program Schedule

FRIDAY, JANUARY 10
Resident Student Arrival and Check-in
8:30 a.m.-10:00 a.m. • Residence Life Office, Campus Center 2nd Floor

FRIDAY, JANUARY 10
Transitions Registration and Check-in
10:00 a.m. • Center for the Sciences and Pharmacy, 2nd Floor Lobby

Welcome to Western New England University
10:30 a.m.-11:00 a.m.

Transitioning to Blue and Gold
11:00-11:30 a.m.
Are you ready to become a Golden Bear? Getting to know your fellow classmates is the first step in joining our community. Current students will share their personal experiences and tips for success.

Panel on the Network of Support at Western New England University
11:30 a.m.-12:15 p.m.
This panel provides a snapshot of the support services on campus that will assist you along the way on your path to success. Representatives from Health Services, Public Safety, the Career Development Center, Counseling Services, and the Academic Success Center will touch on key services offered to each student here at Western New England University.

Luncheon with Peer Advisor
12:15 p.m.
Meet your Peer Advisor who will provide you with important information on beginning the semester, such as getting a campus I.D., mail box key pick-up, and course registration.

Meet the Academic Deans
1:00 p.m.
Students meet with the academic deans from their respective Colleges. Time will be given to learn more about the Colleges, the services offered by each College, as well as an opportunity to ask any College-specific questions.

Living on Campus
1:45 p.m.
This session provides pertinent information regarding living on campus including the housing selection process for the 2020-2021 academic year.

Course Registration and Linking to Services on Campus
1:45-5:00 p.m.
This timeframe will be an opportunity for students to finalize their course schedules, take their I.D. pictures, obtain a parking permit, and more.
Commonly Asked Questions

When does the January Orientation Program begin?
Residence halls will open on Friday, January 10 at 8:30 a.m., continued by a traditional orientation program beginning at 10:00 a.m.

If I am a resident student, when can I arrive on campus for the January Orientation Program?
Resident students can arrive on Friday, January 10 between 8:30 a.m. and 10:00 a.m. to pick up their housing key in the Office of Residence Life which is located on the second floor of the St. Germain Campus Center. Please make plans accordingly.

Where should I go upon arrival to campus for the January Orientation Program?
When approaching the campus, look for signs directing students to the proper location. If living on campus, students can pick up their housing key in the Office of Residence Life on the second floor of the St. Germain Campus Center. Orientation check-in and information distribution will occur on the second floor of the Center for Sciences and Pharmacy beginning at 10:00 a.m. on Friday, January 10.

How early should I plan to arrive on campus for the January Orientation Program?
Students should plan to arrive at the Center for the Sciences and Pharmacy between 10:00-10:15 a.m. on Friday, January 10.

What will happen during the January Orientation Program?
Aside from registering for classes, having a student ID prepared, attending meetings on academic resources, and providing time to take care of a variety of personal arrangements, the focus of orientation is on providing information essential to a smooth academic transition and social integration. In many cases, the information shared is available only by attending the particular sessions.

What happens if I cannot attend the January Orientation Program?
Realistically, no one is keeping an attendance list. We do know, however, that students who attend orientation generally do better academically and more quickly find a sense of attachment to the campus. This has been proven time and time again so we strongly encourage attendance. Much of the academic and personal service information is available in no other fashion. If, due to extreme circumstances, there is no way to make it, please contact the Office of First Year Students and Students in Transition.

Is the January Orientation for traditional freshmen only?
No! The January Orientation Program is designed for all students new to the University. While it is true that freshman and transfer students have different needs, the fact of the matter remains that a new environment and different sets of expectations need to be negotiated. Information for both transfer and freshman students will be addressed. Recognition is paid to the fact that students are in different life stages and may be continuing their education after a previous absence or are perhaps in the midst of a career change.

Is there any testing which needs to be completed?
All first year students are required to complete both an English assessment and a math assessment to allow for appropriate English and Math placement. Transfer students may be exempt from taking either the English/Language assessment, Math assessment, or both depending on their incoming transfer credits. To be exempt from the English/Language assessment you must have transfer credits for English Composition I and II. To be exempt from the Math assessment you must be transferring in two Math courses that are applicable to your curriculum. If you qualify for this exemption, the Academic Success Center will remove the placement exam links from your portal. If you still see the links and believe you meet this exemption, please contact the Academic Success Center at 413-796-2027.
When will I be able to register for classes?
Incoming students are allowed to register for classes beginning December 2. To be able to register for courses, you must complete the necessary online assessment exams (if applicable) and submit your health forms. Please note, you must allow 72 hours for your placements exams to be processed and for the Office of First Year Students & Students in Transition to receive recommendations to be able to appropriately register you for courses. Classes begin at 8:00 a.m. on Monday, January 13. As soon as assessments in Math and English are complete (if applicable), a member from the Academic Success Center will be in contact to discuss the registration process. You will also be able to confirm registration for classes in conjunction with orientation activities on Friday, January 10, if you are unable to register prior to orientation. Transfer students are advised to bring a copy of all transcripts of previous college work to orientation on Friday, January 10.

Will the Bookstore be open?
Yes! The bookstore will be open beginning Friday, January 10 from 9:00 a.m.-4:00 p.m.. On Saturday, January 11, the tentative hours of operation are 11:00 a.m.-3:00 p.m., Sunday, January 12, from 12:00 noon-5:00 p.m., and Monday, January 13, from 9:00 a.m.-6:00 p.m.

When is the History, Physical Examination, and Immunization form due in Health Services?
The completed form should arrive no later than January 3, 2020. Only completed forms are accepted, all others will be returned to students and considered as not submitted. Students who have not provided forms will be prohibited access to Kodiak, the online classroom module where syllabi, class assignments, and other pertinent academic information can be accessed. Those failing to submit completed health forms by the first day of class will not be able to start class. Health forms are only required by the University Health Service Office once, even if a student changes major or program of study.

How do I notify the University regarding whether I have my own health insurance or need to buy the policy the University offers?
Health insurance is a requirement of the state and the charge is included on every student’s tuition bill until the waiver is completed. This process must be done every year. Students must complete a waiver (I do not need the school insurance) or enrollment form (I would like to purchase the school insurance). Visit www.gallagherstudent.com to waive or enroll. The process will be available on November 30, 2019 and end on January 31, 2020. Students not enrolling or waiving by the deadline will be automatically enrolled.

Is there a parking fee?
The parking fee is $55 for commuting students and $100 for resident students per semester. Student Parking Permit Applications are available online through the student’s Connect2U page. Log in to your Connect2U account click Campus Services, then Public Safety then, Parking Permit. Fill out the secure online parking permit application and submit the form. Your permit will be available to pick up immediately at the Department of Public Safety. Please bring your Student Identification Card and Driver’s License to obtain your permit. Please note: If your car has license plates from outside of Massachusetts, you must also file four copies of the State Non-Resident Student Information Form (fill out this form in addition to the Student Parking Application). Print four copies and bring them to the Department of Public Safety to obtain your parking permit.

Other questions?
Call the Office of First Year Students & Students in Transition at 413-782-1312, 8:30 a.m.-4:30 p.m., Monday-Friday. The office is located on the first floor of the St. Germain Campus Center. Please note the Office will be closed for the holidays beginning Monday, December 23 and will reopen on Wednesday, January 2.
English/language and Mathematics Assessment

Introduction
Both the English/Language and Math assessments are completed online and required for all first year students in order to register for class. Carefully read the instructions that follow for completing both assessments. If special testing accommodations are requested (e.g. extended time), registration with Student Disabilities Services is required. Authorization for accommodations must be secured in advance of the testing. For further information regarding special accommodations, please contact Student Disability Services at 413-782-1258. For other questions regarding the assessments, please contact the Academic Success Center at 413-796-2027.

We understand that testing of any kind can cause some degree of anxiety. Please be aware that you cannot fail either of these exams; nor is your admissions status impacted. The exams remain important, however, to assist in proper course placement. Our fundamental concern is setting you up for success in the courses you will be taking in the fall.

Getting Started
Once you have logged into the student portal (Connect2U), look for quick links to placement testing (located on the right portion of the page under “Tasks”). Once you have read through the instructions, click on the link at the bottom of the page. Proceed when you are prepared to take an exam but avoid the temptation to open an exam just to see what it looks like. If you do, the link on Connect2U will disappear. The exam may start with a brief survey about your prior academic experiences. Your efforts here combined with your other application materials will be interpreted and used to make Math and English course recommendations best suited to your needs.

Set aside enough time (75 minutes for Math, and 90 minutes for English) in a distraction-free environment so you can do your best. Both do not need to be completed at the same time or even on the same day. However, once you begin, you need to finish that exam. You cannot stop and resume later as the system will log you out. There are no practice tests available for you to take. Please make sure to read the directions and each question carefully.

Assessment Access and General Instructions
- Access to exams is obtained by logging on to wne.edu/connect2u.
- You must have established a student email account. Refer to the email from Alyssa Caliguri, which contains your assigned username and default password. Remember you may have already changed that password if you set up a previous Western New England email account. If you did, proceed directly to the Connect2U Portal, and look for the quick links to the English and Math assessments.
- Please note: default password is the number 9, two digits of your birth month, two digits of your birth date, and the last four digits of your Social Security number. If you have any questions, please visit the OIT website www.wne.edu/oit or call the office at 413-796-2200.
- If you have a computer “glitch” after you start the exam, please call the Office of First Year Students & Students in Transition at 413-782-1312. Office hours are Monday-Friday 8:30 a.m.-4:30 p.m. Note that testing does not always work well with a dial up connection. If possible, it is recommended you use DSL or broadband connections.
Specific Instruction for English Assessment (Please read carefully)
Proceed through the exam and answer questions in sequential order.

Once you submit an answer to a given problem, your answer cannot be changed. You cannot go back to previous questions, even if the answer is blank.

When you have finished the exam, the screen will say “Thank you for taking this exam.” At this point you will no longer have access to the exam. If you do not see this “Thank you” screen, your exam may have not been submitted.

Specific Instructions for Mathematics Assessment (Please read carefully)
Be sure that JavaScript is enabled on your browser. Your browser must support Java.

When you click on the Math Placement Exam link, you will be taken to a short survey about your math background. Please answer these questions carefully.

Once you have submitted the survey, you will be sent to a page that will instruct you to start the exam. Clicking on “Do the Exam” will pop open a new window with the actual exam.

No books or outside assistance is permitted but you are allowed to use a calculator.

Deadline for Completion
All testing must be completed by January 3, 2020, or within 72 hours of course registration. Remember that course registration is not possible if testing is not completed. If you plan on pursuing Spanish at Western New England University you can choose to take the Spanish Placement Exam which will assist your advisor in proper course placement.

Residence Life
If you will be reactivated or readmitted to the University as a full-time, undergraduate student for the next academic semester, returning from a study abroad program, or newly admitted to the University, please read the following information carefully if you are interested in residing in on-campus housing.

General Housing Information
Western New England University offers a wide variety of housing options for students. Windham Hall and The Quad (Berkshire, Franklin, and Hampden Halls) are traditional style residence halls which generally house first year students. Commonwealth Hall is also a traditional style residence hall, and it houses students of all class years, though mostly sophomore students. LaRiviere Center is suite style, and houses freshmen and sophomores, but also can house juniors and seniors. Gateway Village, Evergreen Village, and Southwood Hall are apartment style areas which house mostly upperclass students and students who are 21 and over (as availability allows).

Housing Verification Payment
If you are a newly admitted student (confirmed through the Admissions Office), you are expected to submit a non-refundable $300 housing verification payment. Be sure to thoroughly review the information sent to you through the Office of First Year Students and Students in Transition. If you are a returning student, you are expected to submit a non-refundable $500 housing verification payment.
You may submit your housing verification payment utilizing one of the following methods:

- Submit your payment online. Log into Connect2U using your Western New England University user ID and password and click on the “Billing” tab. Select the option to pay a housing deposit. Then pay your deposit with either a credit card or electronic check.

- Submit your payment by check, payable to Western New England University. Be sure to include a letter with your payment that states that the enclosed check should be applied to your housing verification payment for Spring 2020 residency. Payment may be sent to Enrollment Services, Western New England University, 1215 Wilbraham Road, Springfield, MA, 01119.

- If you have a credit on your student account which you would like to utilize, you must contact Enrollment Services at 413-796-2080 to apply the credit towards your housing verification payment.

**Student Residency**
To be considered eligible for residence in University housing, a student must be actively enrolled at Western New England University as a full-time student. Residents, as students, are guided by the rights and responsibilities established by the University and published in the General Bulletin, Student Conduct Code, and Student Handbook, as well as the Resident Student Housing Agreement and other information distributed by the Residence Life Office.

**Room Selection**
New resident students must complete the Spring 2020 Housing Application through The Housing Director (THD), our online housing system, found in your WNE Connect2U account. Once you complete the online application, you will receive an email from THD confirming that your application is complete. Students who complete Spring Housing applications will receive an email from the Office of Residence Life between January 2 and January 6 with specific information about their housing assignment and roommate information.

You can login using the same username and password that you use for your WNE email. If you have any trouble accessing THD, you can contact Residence Life at caitlin.daley@wne.edu.
Full-time, Undergraduate Fees for 2019-20
(12 hours or more per semester)

<table>
<thead>
<tr>
<th>Basic Annual Fees</th>
<th>Arts &amp; Sciences and Business</th>
<th>Engineering</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(12-18 credit hours per term)</td>
<td>$35,454</td>
<td>$37,054</td>
</tr>
<tr>
<td>Student Activities Fee:</td>
<td>300</td>
<td>300</td>
</tr>
<tr>
<td>Comprehensive Services Fee:</td>
<td>2,238</td>
<td>2,238</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>37,992</td>
<td>39,592</td>
</tr>
</tbody>
</table>

| **Residence Fee** |                              |             |
| Room & Board | **14,034** | **14,034** |
| **Total** | $52,026 | $53,626 |
| Health Insurance Fee (subject to waiver) | $2,810 | $2,810 |

*Students who select programs of more than 18 credit hours are charged at a rate of $1,182 per credit hour for each credit hour over 18.

** Freshmen and sophomores normally reside in a residence hall composed of traditional rooms or suites, and they are required to participate in the board (meal) plan. The room and board rates are as follows (all double occupancy rooms) for the academic year:

- Berkshire, Franklin, Hampden, and Windham halls—$14,034
- Commonwealth Hall—$15,306
- LaRiviere Center—$15,826

Juniors and seniors normally reside in the Gateway Apartment complex, Evergreen Village townhouses, or Southwood apartments, all of which have kitchens. Various board options are available, and the room rates (for the academic year) are as follows:

- Gateway Village—$7,944
- Evergreen Village—$12,142
- Southwood Hall—$12,320 or $13,552 for single occupancy bedroom

Consult the current University catalogue on the Student Resources page for additional information regarding Tuition, Fees, and Financial Aid.
Tuition Refund Schedule and Policy on Residential Fees

Our refund policy is based on the fact that the University makes commitments in advance to our teaching staff and others who provide vital services to students and the University. Your enrollment may have prevented another student from registering for a course or may have kept us from canceling a course with low enrollment. We must cover costs of these services to you and other students.

Financial aid recipients please note: The University is required to cancel aid and loans using a prescribed formula. Even if charges are covered by financial aid prior to withdrawal, after withdrawal, and cancellation of aid, there is a good chance that there will be a balance due to the University. Fees are nonrefundable and tuition payments are not transferable.

15-week classes (Typical Traditional Student):
Refund period is for four weeks.
- 100% prior to first class meeting.
- 75% during first week of classes.
- 66 2/3% during second week of classes.
- 33 1/3% during third week of classes.
- 25% during fourth week of classes.
- No refunds after the fourth week of classes.

11-week classes: Refund period is for three weeks.
- 100% prior to first class meeting.
- 75% during first week of classes.
- 50% during second week of classes.
- 25% during third week of classes.
- No refunds after the third week of classes.

8-week classes: Refund period is for two weeks.
- 100% prior to first class meeting.
- 75% through the 3rd day of term.
- 50% through the 6th day of term.
- 25% through the 10th day of term.
- No refunds after the 10th day of term.

6-week classes: Refund period is for one week.
- 100% prior to first class meeting.
- 75% through 1st day of term.
- 50% through 3rd day of term.
- 25% through 5th day of term.
- No refunds after 5th day of term.

Room and Board Refund Schedule
Room and Board refunds are made to students who voluntarily withdraw based on the following 15-week class schedule:
- 100% of the room and board charge, less the housing verification payment, will be refunded if the official withdrawal date is prior to the first day of classes.
- 80% of the room and board charge will be refunded if the official withdrawal date is during the first week of classes.
- 60% of the room and board charge will be refunded if the official withdrawal date is during the second week of classes.
- 40% of the room and board charge will be refunded if the official withdrawal date is during the third week of classes.
- 20% of the room and board charge will be refunded if the official withdrawal date is during the fourth week of classes.

No room and board refunds will be granted after the fourth week of classes.
Residency Fees
2020 Spring Semester: If the student notifies the office of his/her decision to commute by the deadline stated in the Resident Student Housing Agreement (written correspondence received as of this date) then all room and board charges for the spring semester except the housing verification payment will be credited to the student’s account. However, if the student notifies the office of his/her decision to commute after this deadline, all room and board charges for the spring semester will be required to be paid in full by the student.

Complete withdrawal from the University: All room and board charges except the housing verification payment will be credited to the student’s account if (s)he has officially withdrawn from the University prior to the first day of classes for the 2020 spring semester.

Board fees are billed on a semester basis and are due and payable by January 2 for the spring semester. Once classes begin, board fees are not refundable either in whole or in part.

Special Notes
- Students who select programs of more than 18 hours are charged an additional $1,182 per credit for credits over 18.
- Students residing in traditional or suite-style units are required to participate in a comprehensive meal plan.

Student Disability Services
Students with a documented disability may request accommodation(s) through Student Disability Services (SDS). Once accepted to the University, students seeking accommodation will need to self-identify and register with SDS. A registration form (self report) is available online at: wne.edu/student-disability-services. There, students will also find information about the eligibility process and what is needed for documentation.

We encourage new students to register prior to the start of their first semester. However, students can register at any time in the academic year. Please note that accommodations will not be set up automatically or applied retroactively. Accommodation(s) determination is an interactive process involving the student’s self-report, past history of accommodation, and appropriate documentation. Disclosure of a disability is voluntary and information is considered confidential.

Students may send disability documentation directly to Student Disability Services, Herman Hall, Room 105, 1215 Wilbraham Road, Springfield, MA 01119 or fax it to 413-782-1575. SDS is open 8:30-4:30, Monday through Friday.

Student Employment
Western New England University’s Student Employment program can help you meet your educational and personal expenses. One way to accomplish this is through on-campus student employment. More than 50% of Western New England undergraduates work on-campus in a variety of positions including but not limited to:

- Office Assistant
- Lab Assistant
- Equipment Room Assistant
- Research Assistant
- Facility and Grounds Staff
- Service Desk Technician
- Student Patrol
- Peer Tutor
- Mail Clerk

Through student employment you will have the opportunity to contribute to the Western New England community while learning and practicing skills to use in future jobs and internships.
Federal Work Study
The Federal Work Study Program provides funds for jobs for undergraduate students with financial need. The program encourages community service work and work related to each student’s course of study. The Federal Work Study Program is need-based and requires a completed financial aid application on file with the University. Wages for Federal Work Study positions are subsidized by the federal government. Most Federal Work Study positions are on campus, however, there are some off campus opportunities with America Reads.

For students not receiving a Federal Work Study award, some University offices have institutional jobs available. Wages for institutional jobs are fully paid for by the University. These are on-campus positions. On-campus private vendors such as ARAMARK hire independently and not through this program.

Getting a Job
Open positions are posted on the Western New England University Human Resources web page and students are encouraged to search for and apply for jobs electronically. The first step is to complete an online account at www.myinterface.com/wne/student. Directions to access Myinterface are found on Western New England University website on the Human Resources page under Student Employment. There students can apply to positions and upload a résumé. Once they have applied for a position, students should actively follow up with potential employers to inquire about the status of their application. The office of Human Resources, located in Rivers Memorial Building, administers the on-campus Student Employment program and is available to assist students in their job search if needed. Contact Myra Quick, Assistant Director of Human Resources, at myra.quick@wne.edu or at 413-782-1529.

Note: If a job involves direct and unmonitored contact with children the University is required to conduct a criminal offender record information (CORI) and sex offender registry information (SORI) check.

Student Employment Job Fair
The Student Employment Job Fair is held annually during the first two weeks of the fall semester. Representatives from a variety of University offices and departments attend to recruit student employees. Students will have an opportunity to speak with potential supervisors about specific job responsibilities.

IMPORTANT!
All employees are required to complete a Federal I-9 form PRIOR to starting work.

Please bring with you the following documents:
■ Original Social Security Card OR Original Birth Certificate
■ A valid unexpired drivers’ license or state issued picture ID (A valid passport is also acceptable for identification purposes)

Note: If you have lost your Social Security card you may apply for a replacement card. To do so, you must complete Form SS-5 which can be found at www.ssa.gov/online/ss-5.html.