**Academic Calendar**
The Academic Calendar and important dates and deadlines can be found on the Registrar’s webpage at [http://registrar.wcu.edu](http://registrar.wcu.edu).

**Academic Policies**
A student’s academic standing during any term is determined by the cumulative grade point average (GPA) earned on the total quality hours. To be in good academic standing, a GPA of 2.0 must be maintained.

Please visit the Registrar’s webpage at [http://registrar.wcu.edu](http://registrar.wcu.edu) and click on “Catalogs” for information regarding academic probation, the learning contract program, academic suspension, and the appeal process for academic suspension.

To learn how to calculate your GPA please visit [http://www.wcu.edu/12654.asp](http://www.wcu.edu/12654.asp).

**Accessing Your Online Courses on Blackboard**
1. Go to the WCU home page at [www.wcu.edu](http://www.wcu.edu)
2. Select “Blackboard” towards the top of the page
3. Select “Click here to log in”
4. Your username is your Catamount email username (if your catamount email address is wcustudent@catamount.wcu.edu, then your username is “wcustudent”)
5. Your password is the same as your MyCat password
   If you have problems logging into Blackboard or accessing your courses, please contact the 24-hour Blackboard Support Hotline at 1-866-374-8144.

**Billing/Student Accounts**
Go to [www.wcu.edu](http://www.wcu.edu), select My Cat, enter username and password, click on Personal Services tab, then Student tab, and then Account and Payment Information. Click on Bill + Payment, click on Authorized Users tab, click the Add an Authorized User button and follow prompts to completion. If paying with a debit or credit card, click on Enter Bill & Payment Account Suite, Make a Payment, and Pay.

- *Tuition statements are emailed to your Catamount email account, NO PAPER BILLS BILL BE SENT*

**Career Services**
Career Services and Cooperative Education offers a variety of services for WCU students, and many are offered online! Here are just a few services provided by Career Services:

- JobCat – Where full time jobs and internships for students and alumni are posted ([http://www.wcu.edu/6740.asp](http://www.wcu.edu/6740.asp)).
- Resume and cover letter critiquing
- Career counseling and career decision making
- Career events and career fairs
- Practice with interviewing techniques

Cat Card (student identification card)
In order to facilitate the production of your WCU identification card (Cat Card), please submit a recent digital photo of yourself (no pictures with hats or sunglasses) in JPEG or Bitmap format. Please email the photo along with your name, WCU student ID number, date of birth and mailing address to catcard@email.wcu.edu. Cat Cards allow you to check out materials from the library, and student identification cards often times award students discounts at a variety of restaurants and retail stores.

Catamount Email Account
Catamount mail is the official method for University/student communications including messages, notifications and alerts. Your account must undergo an initialization process when first accessed. To activate your Catamount Mail account:
- Go to www.wcu.edu
- Click on My Cat
- Click on the Catamount email tab & follow prompts
- Due to increased security measures and our commitment to guarantee email delivery from any @wcu.edu address, students are not able to forward their Catamount Email to another address.

Computer & IT Support
For computer information, services and assistance please refer to WCU’s Help Desk by calling toll-free 1.866.928.7487 between 8 am – 5 pm or Emailing: itshelp@wcu.edu. WCU’s Information Technology website is www.wcu.edu/it. For the Blackboard 24/7 live support hotline call 1.866.374.8144.

Distance Learning Student Resources
Visit http://www.wcu.edu/2828.asp for a listing of student resources available to distance learning students.

Degree Audit/Evaluation
The degree audit allows you to check on what courses you have remaining on your path to degree completion. *The degree audit feature will not provide accurate information until your complete transcript information has been evaluated.*
To run a degree audit:
- Go to www.wcu.edu
- Log into My Cat
- Click on the Personal Services tab
- Click on Student tab
- Click on Student Records
- Click on Degree Audit/Evaluation
- Choose the appropriate term and click submit
- You will see your current curriculum information including your major. To run a degree audit/evaluation, click on Generate New Evaluation at the bottom and middle of the page.
- Select the button next to the major for which you wish to run an audit and click the Generate Request button.
- Wait patiently for the audit to generate – this may take a few minutes.
You should now see your degree audit. Courses you still need to satisfy will appear with a red NO next to them.

*If you have questions about this audit please contact your program advisor.*

**Financial Aid**
- In most cases, you must be fully admitted to a program within the university in order to receive financial aid from Western Carolina University.
- If your employer has a tuition reimbursement program, we encourage you to contact the human resources department at your place of employment to investigate those opportunities.
- Military students and their family members should contact Military Student Services at [military@wcu.edu](mailto:military@wcu.edu) or 866.928.4723. Also, please visit [http://military.wcu.edu](http://military.wcu.edu).
- More information about tuition and financial aid go to [www.wcu.edu/11344.asp](http://www.wcu.edu/11344.asp), or contact the Financial Aid Office at [finaid@wcu.edu](mailto:finaid@wcu.edu) or 828.227.7290.

**Free Software**
WCU’s Information Technology Department offers free downloads of Microsoft Office, Symantec Antivirus and other utilities for all enrolled students at [http://www.wcu.edu/10608.asp](http://www.wcu.edu/10608.asp).

**Library**
Hunter Library at WCU is an important resource for your academic success. Many library resources and services are available online. Get started by visiting the library homepage: [www.wcu.edu/library](http://www.wcu.edu/library). **Library resources available specifically to off-campus and distance students can be found at:** [http://www.wcu.edu/3245.asp](http://www.wcu.edu/3245.asp).

**Military Student Services**
The Office of Military Student Services provides information and guidance on tasks such as: 1) application, admission, and course registration, 2) how to process military tuition assistance, vocational-rehabilitation, and GI Bill funds, and 3) how to receive transfer credit for military training and experience.
Visit Military Student Services at [http://military.wcu.edu](http://military.wcu.edu) or contact them at [military@wcu.edu](mailto:military@wcu.edu) or 828.227.7397.

**Registration**
After being admitted to a distance learning program, you can register through the My Cat system using the instructions below.

1. Go to the WCU home page at [http://www.wcu.edu](http://www.wcu.edu)
2. Select "My Cat" towards the top of the page.
3. Enter your 92....# as your username. (Your 92 number is on your acceptance letter)
4. Enter your password. Your password is your Personal Identification Number (PIN). Initially, your PIN has been set as 6 digits; either your 2-digit birth month, 2-digit birth year, followed by 00, or it is your 2-digit birth month, 2-digit birth date, 2-digit birth year (MMYY00 or MMDDYY).
5. Click on "Personal Services" tab.
6. Click on “Student” tab.
7. Click on the "Registration" link.
8. Click on "Add/Drop" classes.
9. Select the term and click "Submit".
10. Enter the CRN (5-digit course registration number) of the course(s) you wish to add in the Add Class table. (If you do not know the CRN, click on "Class Search" at the bottom of the page.)
11. Click "Submit Changes".

If you have problems logging into My Cat, please contact the IT Help Desk (828.227.7487 or toll-free 1.866.928.7487). They are available on the weekends.

If you have problems registering please contact Educational Outreach toll-free at 1.866.928.4723.

**Release of Student Information**

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student information and education records. Before any WCU administrative office can discuss most specific issues pertaining to a student’s record with third parties, we must have consent from the student. University personnel must be able to verify a student’s identity before discussing the student’s academic records by telephone.

To complete the release of student information online form please:

- Go to [www.wcu.edu](http://www.wcu.edu)
- Choose My Cat from the menu
- Enter your University ID (92#) and password
- Find Release of Student Information (home tab, bottom of the page)
- Read the information carefully before submitting the release

If you wish to discuss your academic records by telephone with University personnel or you wish to authorize another person to discuss such information you must:

- Create a 6-digit alpha-numeric PIN for yourself (this number should not include your password, your birth date, or any part of your social security number)
- Create a second, different 6-digit alpha-numeric PIN for another person if you so choose.

**Schedule of Classes**

The distance learning class schedules are posted at [http://distance.wcu.edu](http://distance.wcu.edu) (click on “schedule of classes on the left-hand side of the page). You can also view class schedules on the Registrar’s webpage [http://registrar.wcu.edu](http://registrar.wcu.edu).

**Student Self-Service – My Cat**

My Cat is a web portal system that is fully integrated with the University’s student records system. It allows you to obtain up-to-the-minute information on course offerings, your academic record, billing statements, and financial aid information. My Cat gives you control over your class schedule by allowing you to add and drop courses in compliance with the University calendar. You can do the following in My Cat:

- Apply for Graduation
- Check your Catamount email
- Drop/Add Courses
- Print enrollment certification
- View your schedule
- View and pay your fees
- View and update your address information
- View holds
- View grades
- View your institutional coursework and degree audit
- View transfer credit and more!

**Textbooks**
Go to WCU's Bookstore at: [http://books.wcu.edu](http://books.wcu.edu). Click on "Supplemental/Graduate/Distance Learning". Under "Students" click on "Online ordering".

Your textbooks will be shipped to you via UPS. Most books should arrive within 48 hours. The Bookstore may be reached at 828.227.7346.

**Transfer Credit**
For information on WCU’s transfer credit policy please visit the Registrar’s Website at: [http://www.wcu.edu/24088.asp](http://www.wcu.edu/24088.asp) and click on “Credits Earned Elsewhere”. If you have specific questions regarding transfer credit please contact your academic advisor.

**Tuition Information for Distance Students**
Distance Learning Tuition and Fees [www.wcu.edu/11177.asp](http://www.wcu.edu/11177.asp)
Student Accounts Office & Billing/Payment Schedule: [www.wcu.edu/11174.asp](http://www.wcu.edu/11174.asp)

**Tutoring/Academic Support Services (online & FREE)**
Students enrolled in a distance or online program have access to free online academic support services through Smarthinking. Smarthinking provides online academic support in the following disciplines for distance education and Asheville program students: Math, Bilingual Math, Biology, Intro Human A&P, General Chemistry, Organic Chemistry, Physics, Economics, Accounting, Introduction to Finance, Statistics, Spanish, and Writing. Students can receive feedback on any aspect of academic writing, including help with organization, idea development, documentation, writing style, punctuation, and grammar. To learn more about the services provided by Smarthinking please visit [http://www.wcu.edu/12136.asp](http://www.wcu.edu/12136.asp).

Also, explore additional online writing resources provided by the Writing Center at [http://www.wcu.edu/11655.asp](http://www.wcu.edu/11655.asp).

**University Catalog (University Policies/Procedures, Course Descriptions, Degree Requirements, etc.)**
You may access and search the University Catalog at [http://catalog.wcu.edu](http://catalog.wcu.edu)

Please use the drop down menu in the upper right-hand corner to select the current undergraduate or current graduate catalog.

**Withdrawing from a Course**
Contact the OneStop center immediately at 828.227.7170 for assistance with course drops and withdrawals. Remember that communication is important. Don’t just stop attending or stop signing into your online class. Let the OneStop help you process your drop/withdrawal so that when you are ready to return to WCU, you can do so easily. Keep in mind that non-action will result in a failing grade. OneStop information may be found at [www.wcu.edu/260.asp](http://www.wcu.edu/260.asp) or go to [www.wcu.edu](http://www.wcu.edu) and click on “Current Students”
Additional Questions?

Distance Learning Student Services
- **distance@wcu.edu** 828.227.7397 http://distance.wcu.edu
- 866.928.4723

Military Student Services & VA or TA Certification
- **military@wcu.edu** 828.227.7397 http://military.wcu.edu
- 866.928.4723

Patsy Miller—Programs in Biltmore Park
- **miller@wcu.edu** 828.227.7423 http://asheville.wcu.edu

Office of Undergraduate Admission
- **admiss@wcu.edu** 828.227.7317 http://www.wcu.edu/15.asp
- 877-WCU-4YOU

Graduate School
- **gradsch@wcu.edu** 828.227.7398 http://www.wcu.edu/43.asp
- 800-369-9854

One-Stop Student Services  (Financial Aid, Student Accounts, Registrar’s Office)
- **osssc@wcu.edu** 828-227-7170 http://www.wcu.edu/260.asp