

Western Carolina UNIVERSITY



2011-12 ASHEVILLE'S STUDENT SURVIVAL GUIDE
asheville.wcu.edu



TABLE OF CONTENTS

WCU Resident Staff Offices	2
Location of Classes	2
Advisement	3
Athletics	3
Automobile Registration	3
Bookstore	3
Cancellation of Classes	4
Career Services	4
Computer Support	4
Computer Labs	4
Copiers & Printers	5
Counseling Services	5
Email	5
Food Service	5
Health Insurance	5
Health Services	6
Identification Cards	6
Library	7
Media Requests	8
Public Safety	8
Recreational Facilities	9
Registration	9
Student Self-Service (My Cat & Blackboard)	9
Ticket Information	11
Writing Center	11
Veteran's Affairs	11
WCU Calendar	11

INFORMATION FOR WCU Programs in Asheville STUDENTS

WCU Resident Staff Offices

The WCU Programs in Asheville office is located in 120 Karpen Hall on the UNC Asheville campus. The office is open Monday - Thursday from 8am - 9pm and on Friday from 8am - 5pm. During breaks, The office is open Monday - Friday from 8am - 5pm, telephone 828.251.6642 in Asheville or 828.227.7423 from Cullowhee, 828.232.2277 fax. Students are encouraged to call the staff office for assistance.

For the WCU-Asheville webpage: asheville.wcu.edu. Click on "Student Resources" for information about services.

Location of Classes

Most WCU graduate classes meet evenings from 5 - 7:50pm or 6 - 8:50pm, or Saturdays in Karpen Hall on the UNC Asheville campus. The School of Nursing is located in the Haynes Building on the Enka campus of Asheville-Buncombe Technical Community College (A-B Tech), about 20 minutes west of downtown Asheville. Engineering Technology classes meet evenings on the main campus of A- B Tech. Master of Health Science courses meet evenings at MAHEC, located at 501 Biltmore Ave. in Asheville.



For directions to UNC Asheville and a campus map:
unca.edu/welcome/directions.html



For directions to the A-B Tech campuses and maps:
abtech.edu/maps/asheville.asp



For directions to MAHEC:
www.mahec.net/aboutUs/maps.aspx?a=3

UNC Asheville is a smoke-free campus except for a few designated areas 100 feet away from certain buildings. A review of the smoking policy (unca.edu/policies/Smoking%20Policy.htm) and a map of the designated areas [www.unca.edu/campusmap/smoke free map.pdf](http://www.unca.edu/campusmap/smoke%20free%20map.pdf) can be found on their websites.

Advisement

Many faculty advisors are available to meet with students in Asheville by appointment. Appointments should be scheduled through the WCU Asheville office or by emailing your advisor. A Directory of Faculty can be found at: itapp.wcu.edu/FacStaffDirectory. Nursing advising should be scheduled through the appropriate nursing faculty at 828.670.8810 on the Enka campus.

Athletics

Students with a valid Cat Card are admitted to WCU—sponsored athletic events on the Cullowhee campus at no charge. For WCU athletic schedules: catamountsports.com. Admission to UNC Asheville sponsored athletic events will be at student rates.

Automobile Registration

Parking permits are required on the UNC Asheville campus. Citations will be given daily between 8am - 9pm daily. If a student is registered for more classes in Asheville than in Cullowhee, a UNC Asheville decal should be purchased. Decals may be purchased from the WCU Asheville office during regular office hours. Warnings are given the first week of classes. If a student has a valid WCU decal or if his/her class meets at A-B Tech or another Asheville location, it is not necessary to purchase a UNC Asheville decal. Maps showing appropriate parking lots are available in the WCU Asheville office or at: unca.edu/campusmap. After 5:00pm, students with valid decals may park in faculty/staff lots.

Nursing students taking classes at A-B Tech's Enka campus do not need to secure a parking decal. The Enka campus does not require parking decals. However, Engineering Technology students taking classes at A-B Tech's main campus do need to secure a parking decal from the Business office at A-B Tech, located in the K. Ray Bailey Student Success Center. There is no charge for the decal. The office is open Monday - Thursday, 8:30am - 8pm and on Fridays, 8:30am - 4:30pm. A-B Tech is a tobacco free campus. Health Science students taking classes at MAHEC do not need to secure a parking decal.

Bookstore

Students are encouraged to purchase textbooks and graduation merchandise online at: books.wcu.edu. There are two options for shipment. Items purchased may be shipped to the student's home address for a minimal fee. Students may also request shipment, via courier, to the WCU Programs in Asheville office at UNC Asheville or the Nursing office at A-B Tech Enka campus, at no charge. Items sent via courier can be picked up in Asheville after 2pm on Tuesday and Friday. There is no longer a bookstore in Asheville to purchase textbooks. Book buyback usually occurs on the last Thursday of the Fall and Spring Semesters from 4:30 – 6:30pm in the WCU Programs in Asheville office, 120 Karpen Hall. Book buyback may also be conducted online at: books.wcu.edu.

Cancellation of Classes

At times of uncertainty about the cancellation of classes due to inclement weather, announcements will be placed on the UNC Asheville Snowline, 828.259.3050, local radio and television stations, and on the University's website: wcu.edu or Asheville's website: asheville.wcu.edu (click the icon for "Weather Announcements"). When UNC Asheville cancels classes, WCU Programs in Asheville will also cancel classes. When A-B Tech cancels classes, WCU's Nursing and Engineering Technology classes are also cancelled. Students should check Blackboard for further instructions from professors.

Career Services

Career services and job placement assistance is available from the WCU Career and Academic Planning Center in Cullowhee. For WCU Career services, go to: careers.wcu.edu or call 828.227.7133. The UNC Asheville Career Center, located in 259 Highsmith University Union, maintains an extensive career-information library and schedules job fairs and workshops that are available to WCU students. For UNC Asheville's Career Center's Calendar of Events, go to career.unca.edu.

Computer Support

For computer information services and assistance, please refer to WCU's Help Desk, by calling toll-free 1.866.928.7487 between 8am – 5pm or Emailing: itshelp@email.wcu.edu. WCU's Information Technology website: DoIT.wcu.edu. For Blackboard 24/7 live support hotline, call 1.866.374.8144.

Computer Labs

The Asheville Graduate Center and WCU provide a computer laboratory in Karpen Hall 036. The laboratory equipment includes 20 Dell Optiplex 745s computers with 17" monitors. They are linked to the Internet, with access to resources located on the main campus in Cullowhee. During the semester, this lab is open Monday - Thursday from 7:30am - 10pm and Friday from 7:30am - 5pm. Your UNC Asheville One Card provides access to this lab as well as fourteen other computer labs on the UNC Asheville campus. A list of the labs, equipment, and hours is available on the UNC Asheville website: its.unca.edu. New Hall 008 is an open lab and staffed by lab assistants. Hours include 8am -11pm Monday - Thursday, 8am - 5pm on Friday, 12 noon - 8pm on Saturday and Sunday. Students planning to save work on a PC must bring a CD or flashdrive. The computers are equipped with the Deep Freeze program, that deletes new programs and files saved when the computers are re-booted. Students will need to set up an account in order to print in the labs. Students can register for an account by clicking on "One Web Link" on the UNC Asheville One Card home page, onecard.unca.edu. Pay for Print is in all computer labs. Wireless connectivity is available in parts of Ramsey Library, Karpen Hall, and Highsmith Student Union. Username and password can be obtained from the WCU Asheville office. The password changes every semester.

Copiers & Printers

All copy machines and printers on the UNC Asheville campus are operated by the UNC Asheville One Card. You deposit money on your cards at the One-Card office, 120 Highsmith Union, the Automatic Deposit Machines (ADM) located at 153 Highsmith Union outside the Copy and Shipping Center or the ADM located in Ramsey Library to the left of the circulation desk. There are no coin-operated copy machines on the UNC Asheville campus.

Counseling Services

WCU students enrolled in Asheville are entitled to services from the Counseling Center at UNC Asheville, which is located on the lower level of the Weizenblatt Heath Center. Students must present their UNC Asheville One Card for admission. Services include short-term individual or group counseling and outreach programs. Any discussion of personal, professional or life issues is held in confidence. For hours of operation, information or emergencies, call 251.6517 or visit: healthandcounseling.unca.edu/.

Email

All students receive Catamount Mail accounts that can be accessed through My Cat. It is the official method for university communications including messages concerning notifications and alerts. Due to increased security measures students are not able to forward their Catamount Email to another address. Catamount Mail information can be found at: DoIt.wcu.edu/.

Food Service

Cafeteria services are located in the Dining Hall. Cafe Ramsey, located in Ramsey Library, has fresh gourmet sandwiches, salads, wraps, fresh fruit, hummus, specialty coffee drinks, yogurt smoothies, and bakery treats. For dining hours of operation and specials, visit: dineoncampus.com/unca.

Health Insurance

All students enrolled in a degree-seeking program, AND enrolled in a minimum of 6 credit hours, AND eligible to pay the campus student health fee are automatically enrolled in the UNC system-wide plan each semester and obligated for the cost of the plan for that semester. Students may submit a waiver request by clicking the waive button located at studenthealthins.wcu.edu/ and providing the insurance information requested. The UNC system-wide plan's premium is included in the "cost of attendance" used for financial aid consideration. Each student is required to take action regarding his/her insurance coverage by clicking either "Enroll" or "Waive" button found on the website above. Students enrolled in three hours or more per semester can elect to purchase student health insurance. All international students are required to carry student health insurance. For additional information about student health insurance, visit: studenthealth.wcu.edu.

Health Services

WCU students enrolled in Asheville are entitled to Student Health Services at UNC Asheville, located in Room 201 of the Weizenblatt Health Center. Students must present their UNC Asheville One Card for admission. The hours of operation are 8am - 5pm, Monday through Friday. Please call 828.251.6520 for an appointment. Outpatient evaluation is free to all who have paid their WCU student fees. However, there is an additional charge for lab work, supplies, certain medications, and after-hours care. For after-hours care, call the Mountain Area Health Education Center (a charged service) and identify yourself as a WCU student at UNC Asheville. For additional information, visit: healthandcounseling.unca.edu.

Identification Cards

All Western students enrolled in Asheville classes should secure a UNC Asheville One Card from the One Card office, located in 120 Highsmith University Union. The ID cards are required for all library and other student services on the UNC Asheville campus. They are also required to print or copy on campus. There is no charge for the initial One Card. Take a copy of your class schedule with you to verify that you are enrolled in a WCU class in Asheville and a picture ID. You can print your schedule from your My Cat account. Please go to onecard.unca.edu or call 828.251.6767 for information about the One Card. Money should be placed on your card for use of the copy machines and printers on campus. If you plan to use the recreational facilities on campus, you must get a new One Card. Cards made after June 1 have a chip placed in them, necessary to access the recreational facilities. If you have a picture on file with the One Card office, you could email lbrown@unca.edu and ask for a new card to be made and delivered to the WCU Programs in Asheville office for pick-up.

Regular hours: Monday-Friday, 8am - 5pm *and from 8am - 6pm during the first week of classes*

Western students may also wish to obtain a Western Cat Card. The Cat Card can be used only for library privileges at UNC Asheville. It cannot be used to obtain any other UNC Asheville services. It can be used to obtain services and attend athletic events in Cullowhee. To obtain a Cat Card, email a head and shoulder photo with name, 92#, and birth date to catcard@wcu.edu. Please include your address and instructions for mailing.

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: library.wcu.edu. WCU students can also conveniently use library resources and services at Ramsey Library on the UNC Asheville campus. Details about library resources and services available to off-campus students can be found online at Hunter Library: library.wcu.edu. Library privileges begin when the semester starts and expire when it ends.

Standard Hours for Ramsey Library (at UNC Asheville):

Monday - Thursday	8am - midnight
Friday	8am - 6pm
Saturday	10am - 6pm
Sunday	1pm - midnight

For special hours on holidays, semester breaks, and other helpful information go to: bullpup.lib.unca.edu/library/cal/index.html or call:

Hours of Operation	828.251.6546
Circulation	828.251.6336
Reference	828.251.6111
Administration	828.251.6729

Standard Hours for Hunter Library (at WCU):

Monday - Thursday	7:30am - 1am
Friday	7:30am - 7pm
Saturday	10am - 7pm
Sunday	noon - 1am

For special hours on holidays, summer terms, semester breaks, etc: www.wcu.edu/1643.asp. Nursing and Physical Therapy students have privileges at MAHEC Library, located at 121 Hendersonville Rd. (behind Doubletree Hotel) Hours: 8am - 5pm, Monday - Friday. Contact Info: 828.257.4444, info@mahec.net. For assistance, call Hunter Library's Reference Desk: 828.227.7465 or toll-free: 866.928.5424.

Research Assistance

If you have any questions about library resources or services, please Ask-A-Librarian: researchguides.wcu.edu/help or consult our Research Guides: researchguides.wcu.edu. You may also call Hunter Library's Reference Desk toll free at: 866.928.5424 or Ramsey Library's Reference Desk at: 828.251.6111.

Databases Available on Campus or from Home

More than 200 databases and 65,000 ebooks are available to you in the libraries or online. To locate databases by title or subject, visit: www.wcu.edu/1602.asp. Most databases contain full-text articles or citations with abstracts. Specialized databases help you locate statistics, encyclopedia articles, journal articles, government documents, and more. You can use these databases either on campus or from home. Some WCU only resources are not accessible from the UNC Asheville campus due to proxy-recognition issues. However, there are two computer labs (KH 036 and KH 037) and two public computers capable of accessing WCU databases in Ramsey Library. Please ask at the Reference Desk. If these locations are not available, please go to the WCU office, 120 Karpen Hall, for assistance. To connect from home you need to know your student identification (92) number.

Use of Library Materials

You will need a UNC Asheville One Card or WCU Cat Card to check books out and to use materials placed on reserve by your professors. You may keep books for three weeks and renew for additional three-week intervals. You can renew materials online: wncln.wncln.org/patroninfo.

ABC Express & Interlibrary Loan

ABC (Asheville, Boone, Cullowhee) Express is a document delivery service operated by the libraries of Appalachian State University, UNC Asheville, and Western Carolina University. If one of the other two libraries owns the item, ABC Express can have it for you in one to four days. Complete instructions for using ABC Express are available online at: wncln.wncln.org/screens/help_abc_express.html or at the Reference Desk of any of the three libraries.

Hunter Library's interlibrary loan service (ILL) can help you get those materials that you can't obtain through ABC Express. Place your requests online: wcu.edu/1628.asp. The first time you use the service, you will need to set up a Loan Shark account.

Ramsey Library's hours are geared to UNC Asheville's class schedule. Occasionally, you will find Ramsey Library is closed on some class nights and some weekends. Schedules for Ramsey and Hunter Libraries are available at each university's internet site.

Media Requests

Students have access to media equipment that is available in most classrooms. If you have other special needs, please present your requests at least twenty-four hours in advance to the WCU Asheville office at 828.251.6642. Students have free access to video/DVD checkout from UNC Asheville's Media Center located on the ground floor of Ramsey Library.

Public Safety

The Public Safety Department is a service-oriented law enforcement agency located in Vance Hall of the Governor's Village at UNC Asheville. Public Safety officers are on duty twenty-four hours a day, seven days a week, and the office is staffed Monday - Friday twenty-four hours a day.

All UNC Asheville Department of Public Safety officers are sworn police officers and have been certified by the North Carolina Department of Justice, Criminal Justice Standards Division. They are authorized to enforce all NC General Statutes and motor vehicle laws. The department serves the campus community in a number of ways:

- Crime prevention programs
- Vehicle assistance (jump starts and key extractions)
- Enforcement of NC General Statutes

- Enforcement of university regulations
- Lost and found
- General university information and directions
- Student escort service

The Public Safety officers and security personnel will gladly provide after-dark escorts on campus upon request. To request an escort, call: 828.251.6710. Escorts are not provided during daylight hours except in medical emergencies. For additional information, please visit their website: publicsafety.unca.edu.

Recreational Facilities

With a new UNC Asheville One Card that contains a chip), WCU Asheville students may use any of the recreational facilities on campus. Facilities include a weight and fitness room, activity and racquetball courts, indoor walking/jogging track, indoor pool, dance studio, locker room facilities, and outdoor facilities. A complete list of facilities and hours of operation can be found on their website: recreation.unca.edu or by calling the front desk at: 828.232.5650.

Registration

Dates, class schedules, and instructions for registrations are available online through your My Cat account or at the Registrar's website: registrar.wcu.edu. Class schedules are also available in the WCU Asheville office and at: asheville.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 have the ability to do the following:

- Drop and add courses
- Print enrollment certification
- View your schedule
- View and pay your fees
- View and update address information
- View holds
- View grades
- View your institutional coursework and degree audit
- View transfer credit and more

Registration Instructions

Students are able to register through My Cat on Monday-Sunday (24-7). To be able to register and do drop-adds on the Web, you need to know:

1. Your username (student ID - 92 number).
2. Your password (Personal Identification Number - PIN)
3. A registration access number (undergraduates only) that you will obtain from your advisor, or the department of your major.

PIN (Personal Information Number)

New student PIN numbers are a six-digit number set to your birthdate, mmddyy.

If you wish to change your PIN, please do so through My Cat.

If you have forgotten your PIN you may contact the ITS Help Desk at: 828.227.7487 or 866.928.7487.

Registration Access Number (Pertains to Undergraduates Only)

The Registration Access Number (RAN) is required (for undergraduates only) to access the registration and schedule option in My Cat. It is required for your initial registration each semester. The RAN is a randomly generated six-digit number that is given to you by your advisor to ensure that you have discussed your course scheduling. Should you be unable to contact your advisor, the department of your major and the WCU Asheville office will also have this number.

Getting Access

- Go to the WCU home page: www.wcu.edu
- Select My Cat from the top of the page.
- Enter your username (Student ID number- 92.....).
- Enter your password (Personal Identification Number PIN).
- Click on "Personal Services", then the "Student" tab, and then the option you need.

If you have questions please contact the ITS Services Help desk at: 828.227.7487 or toll-free: 1.866.928.7487 or email: ithelp@wcu.edu.

Blackboard

Blackboard is your window to Distance Education at Western. To access Blackboard, visit Western Carolina's homepage at: www.wcu.edu and choose Blackboard at the top of the page.

Ticket Information

Discounted tickets (at faculty/staff rates) for UNC Asheville cultural events are available to students with a current UNC Asheville One Card at the Information Desk in the Highsmith Center. They can be reached at: 828.232.5000, uncatickets.com. Tickets are limited and advanced purchase is recommended. The Highsmith University Union is open 9:30am – 9pm for purchase of tickets. Discounted tickets for local vendors in the Asheville area can be found at: onecard.unca.edu/benefits.

Writing Center

Get help with writing and course content through Smarthinking, an online tutoring service available via Blackboard and at www.wcu.edu/12136.asp. In-person tutoring is available in two locations. The UNC Asheville Writing Center, room 136 in Ramsey Library, has scheduling information at unca.edu/uwc/hours.htm, or Email: writingcenter@unca.edu or by call 828.251.6596. The WCU Writing and Learning Commons (WaLC), located on the Cullowhee campus, offers graduate-level tutors and academic skills consultations. The WaLC also hosts a wide variety of online writing tools that many students find useful, including citation guides, grammar rules, and assignment strategies. For more information, go to walc.wcu.edu.

Veteran's Affairs

Military students, currently serving or veterans, who have questions concerning VA (GI Bill) education benefits or any other military-related issues should contact our Office of Military Education at: military@wcu.edu, 828.227.7397.

WCU Calendars

Events calendar — calendar.wcu.edu

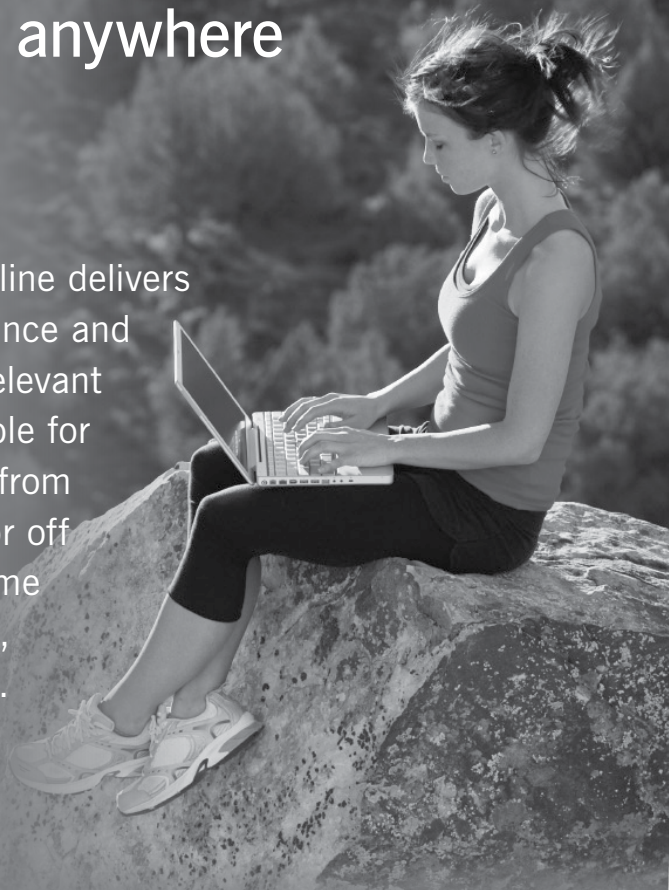
Academic calendar — www.wcu.edu "Current Students", "Academic Calendar"

NOTES

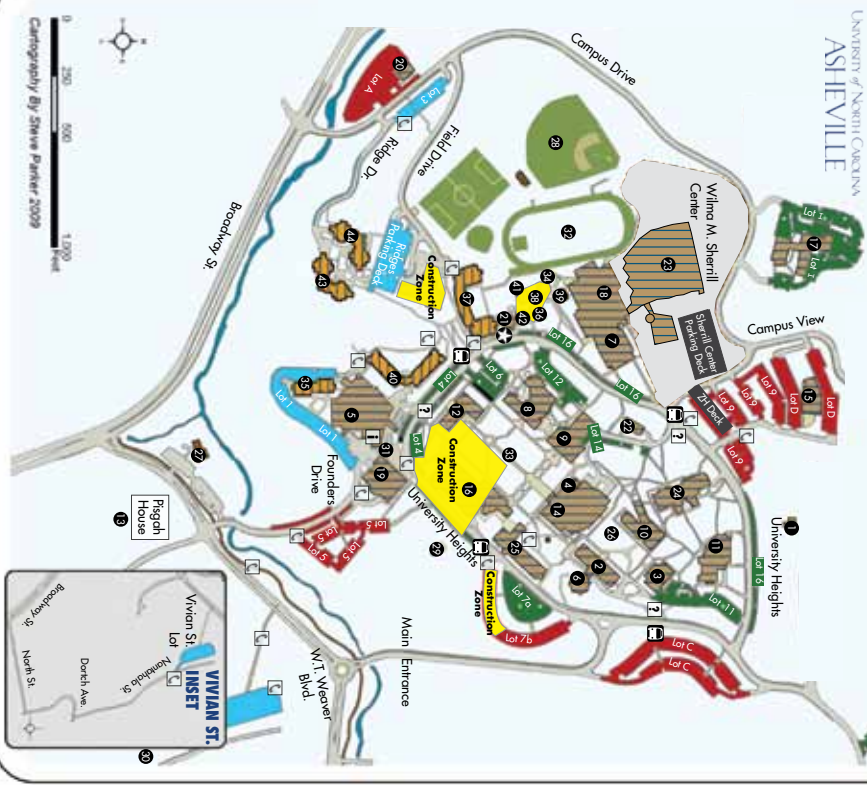
Your Library O N L I N E

Your best bet for reliable research anywhere you are.

Your library online delivers prompt assistance and high-quality, relevant content available for you to access from anywhere on or off campus, anytime of day or night, absolutely free.



www.library.wcu.edu



CAMPUS MAP KEY

CAMPUS BUILDINGS

1. Campus House
2. Carmichael Hall (CH)
3. Carol Balk Theatre (CB)
4. Gashouse (G)
5. Highsmith University Union (HU)
6. Humanities Lecture Hall (HLH)
7. Justice Gym (JG)
8. Karpén Hall (KH)
9. Lipinsky Hall (LH)
10. New Hall (NH)
11. Owen Hall (OH)
12. Phillips Hall (PH)
13. Pizogh House (PZH)
14. Ramsey Labory (RL)
15. Student Center (SC)
16. Pender/Reid/CN Hall (PR)
17. Sam Millor Facilities Mgmt Complex (SM)
18. Student Recreation Center (SRC)
19. University Hall (Dining Hall) (UH)
20. University Communication & Marketing (CW)
21. Vance Hall (VH)*
22. Weizenthaler Health Center (WHC)
23. Wilma M. Sherrill Center (WMC)
24. Zager Hall (ZH)
25. Zais Hall (ZSH)

CAMPUS OPEN SPACES

26. A.C. Reynolds Green
27. Botanical Gardens
28. Greenwood Field
29. Muller Park
30. Ropes Course
31. Reed Plaza
32. Strous Track
33. University Quadrangle

RESIDENCE HALLS

34. Ashe Hall*
 35. Founder Hall*
 36. Gardner Hall*
 37. Governors Hall
 38. Governors Village
 39. Healy Hall*
 40. Mills Hall*
 41. Moore Hall*
 42. Scott Hall*
 43. Scott Ridge
 44. Veil Ridge
- *Governors Village includes: Ashe, Gardner, Healy, Moore, Scott, and Veil Ridge.

PARKING INFORMATION

VISITORS & VENDORS: Obtain parking permit from University Police (see 21); 7:30 a.m. to 5 p.m. Monday-Friday except holidays and nights.

NON-RESIDENTIAL STUDENTS: Lots 5, 7a, 9, A, C, D, Vivian St. Lot Z† parking deck.

RESIDENTIAL STUDENTS: Lots 1, 3, Vivian St. Lot; Ridges parking deck; Ridge Drive

FACULTY / STAFF: Lots 4, 6, 7a, 11, 12, 14, 16, A, B, C, D, I, UH parking deck (see 19)

KEY LOCATIONS

- 1) Admissions
- 2) Bookstore
- 3) Campus Information
- 4) Dining
- 5) Human Resources
- 6) University Police

Campus Information

(828) 231-6600
 University Police
 (828) 231-6710
 For more information
 www.unca.edu

MAP KEY SYMBOLS

- Buildings
- Residence Halls
- Freely/Staff Lot
- Non-Residential Student Lot
- Residential Student Lot
- Construction Zone
- Campus Information
- Kiosk/Campus Map
- University Police
- Emergency Phone
- Bus/ Shuttle Stop