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INFORMATION FOR
WCU Programs in Asheville
STUDENTS

WCU Resident Staff Offices
The WCU Programs at Biltmore Park office is located in room 355 at 28 Schenck Parkway at Biltmore Park. 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 828.654.6498 in Asheville or ext. 6498 from the Cullowhee campus, 828.654.6534 fax. Students are encouraged to call the staff office for assistance.

For the WCU at Biltmore Park website: Biltmorepark.wcu.edu. Click on “Information for Students Enrolled at Biltmore Park” for information about support services.

For directions to Schenck Parkway and a Biltmore Park map: biltmorepark.com/area/directions.

Advisement
Many faculty advisors are available to meet with students in Asheville by appointment. Appointments should be scheduled by emailing your advisor. A Directory of Faculty can be found at: itapp.wcu.edu/FacStaffDirectory/.

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.

Automobile Parking
Parking permits are not required at Biltmore Park. Students are requested to park on levels 3, 4, or 5 in the parking garage behind Schenck Parkway.

Bookstore
Students are encouraged to purchase textbooks and graduation merchandise online at: books.wcu.edu. There are two options for shipments. 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 at Biltmore Park office, at no charge. Book buyback usually occurs on the last Thursday of the Fall and Spring Semesters from 4:30-6:30pm in the WCU Programs at Biltmore Park office, room 355 at 28 Schenck Parkway. 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 local radio and television stations, and on the University’s website: wcu.edu/weather. Students should check Blackboard for further instructions from your instructor.

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 Career Center staff will be available at Biltmore Park several times during the semester. Please check with the WCU Programs at Biltmore Park office for dates and times.

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 assistance 24/7, call the live support hotline, call 1.866.374.8144.

Computers
There are eight computers located in the collaborative room outside of the WCU Programs at Biltmore Park office for student use. Wireless connectivity is available throughout the third floor. Key points - Network to join: WCU. For students – username: wcu\ Catamount account username; password: your PIN or password. For information about wireless at WCU: wcu.edu/27182.asp.

Copiers and Printers
All copiers and printers at Biltmore Park use Paw Printing and require payment with your CatCard. You may deposit money on your CatCard online at Add CatCash On-Line. On-line deposits to a CatCash account should be applied within one hour.

Counseling Services
WCU promotes a healthy life style via prevention through programs, training, and consultation. Counseling for students is available on a short-term basis at no cost at either the Cullowhee or Biltmore Park location. Cullowhee hours are Monday-Friday 8am-5pm. A counselor will be available at Biltmore Park on Tuesday from 4-7pm and Wednesdays from 2-5pm. For an appointment at either location, please contact Counseling and Psychological Services at WCU at 828.227.7469.

Please note: Following the initial appointment, if the counselor determines that needs do not match the services available, or if longer-term counseling is recommended, students may be referred to other resources including community referrals.
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 information can be found at: DoIt.wcu.edu. Wireless connectivity is available throughout the Biltmore Park Third floor. Please login to the WCU network. For students, the username is: WCU\first part of your catamount email address. Example: if your catamount address is sjones1@catamount.wcu.edu, then your username is wcu\sjones1. Your password is: Your MyCat PIN (same password that you use to log into mycat.wcu.edu).
If a student does not know their Catamount email address please call help desk at 828 227 7487 M-F 8am-5pm. Have your 92 number ready. They will assist you in locating your email address and password as needed.

Food Service
Students have access to the break area located in the collaborative room that includes the use of a refrigerator, microwave, sink, water fountains, and a snack and drink vending machine. For a list of local restaurants at Biltmore Park, please visit the Biltmore Park website: biltmorepark.com/dining. For dining specials: biltmorepark.com/dining/specials.

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
Our goal is to provide friendly, efficient, and effective healthcare for you while you are a student, as well as help you gain confidence and knowledge in how to manage your health. Health Services is staffed by a mixture of physicians and physician extenders and nursing staff with many years of experience in college health. Services are available to any university student regardless of insurance coverage at either the Cullowhee or Biltmore Park location. Cullowhee hours are Monday-Friday from 8am-5pm. A Registered Nurse will be available for patient triage and nurse visits at the Biltmore Park location on Mondays from 1-4:30pm. The onsite nurse will take scheduled patients, walk-in visits, assist with a basic assessment, and offer guidance for accessing any necessary extended care. The nurse also has access to the physician and physician extenders within the health services department on the Cullowhee campus. On the second Monday of each month, a laboratory technician will also be available to perform a variety of CLIA waive lab procedures. In addition to the routine presence of the onsite nurse, on occasions, a medical provider will be available to deliver medical assistance, such as flu shots in the fall and physicals in the early spring semester. Students will be notified of these special visits to accommodate scheduling. A Registered Nurse is always available to all students via the WCU Nurse Line (828.227.2531) Monday-Friday, 8am-5pm.

Identification Cards (CatCard)
All Western students enrolled at Biltmore Park should secure a WCU CatCard. The CatCard is the official Western Carolina University identification card. It is a picture ID that identifies you as a student at WCU. The CatCard is your pass to attend athletic and cultural events at WCU and allows you to check books and other materials out of any state-supported university libraries, including UNC-Asheville. It allows you to use the copy and printing machines at Biltmore Park. You may deposit money on your card online at Add CatCash On-Line. On-line deposits to a CatCash account should be applied within one hour. To obtain a CatCard, email a head and shoulder photo with your name, 92#, and birth date to catcard@email.wcu.edu. Please include your address and instructions for mailing.

Library
Western Carolina University students enrolled at Biltmore Park will have access to the following: Hunter Library and Western NC Library Network (WNCLN) resources and services.

Print Materials
You will need a valid WCU Cat Card identification card to check books out and to use material placed on course reserve by your instructor. Course reserve materials must be used in the building at Biltmore Park.
**Via ABC Express**

Print materials may be requested from the WCU, UNC-Asheville and Appalachian State University (ASU) collections via the ABC Express (Asheville, Boone, Cullowhee) service. Students taking classes at WCU’s Biltmore Park location can have materials requested through ABC Express delivered there by courier on Tuesday and Thursday by choosing Biltmore Park as the delivery location when placing a request through the library catalog. Please take note of these cut-off times for Biltmore Park delivery:

- To receive materials at Biltmore Park for Tuesday delivery, your request must be submitted no later than 5:00pm on the previous Sunday.
- To receive materials at Biltmore Park on Thursday, they must be requested by 5pm on the previous Tuesday.

**Via Interlibrary Loan (ILL)**

To receive ILL materials at Biltmore Park, when you submit an Interlibrary Loan request via your Loan Shark account, choose Biltmore Park as the delivery location. Interlibrary loan materials will be delivered to Biltmore Park on the next courier delivery after they have been received at WCU and processed by interlibrary loan staff.

**Electronic Resources**

Many thousands of scholarly journals and e-books are available through the Library Catalog and library databases. To use library online resources remotely, you will be prompted to enter your name and student ID (or 92) number. Call Hunter Library’s Reference Desk (828.227.7466) or toll-free (866.928.5425) or the Circulation Desk (828.227.7485). For library hours, visit the website: library.wcu.edu.

Nursing and Physical Therapy students have privileges at MAHEC Library, located at 501 Biltmore Avenue 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.

**Reference Help**

Librarians are available to assist you with your research and information needs. Use the chat box on the library’s homepage to ask a question.

You can also contact the librarian who specializes in your subject field for customized help with major research projects. If you have an in-depth project, you can arrange for a virtual or in-person meeting with your subject librarian. Visit the Ask-A-Librarian page to find out more information, as well as how to get assistance when the reference desk is closed.

Faculty teaching at Biltmore Park may contact their subject librarians to schedule information literacy workshops. Online research guides for every subject are also available if you are working on a research project. 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.

**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: 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.

To connect from home you need to know your student identification (92) number.

**Use of Library Materials**

You will need a 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. Delivery can be made to Ramsey Library at UNC-Asheville on Monday, Wednesday, and Friday. Delivery can be made to Biltmore Park on Tuesday and Thursday. You must have a WCU CatCard to check out books at any location.

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.

**Public Safety**

WCU has installed surveillance cameras throughout the Biltmore Park third floor for security reasons. Biltmore Park officers maintain 24-hour security.

**Recreation and Wellness**

Students have access to all facilities on the main campus in Cullowhee. Information about upcoming recreational activities will be available via your catamount email and posting at Biltmore Park.

Fitness and wellness opportunities will be available to students located at Biltmore Park through a membership partnership with The Reuter Family YMCA. Located just across the park at 3 Town Square Boulevard, this wonderful full-service facility will
provide student memberships and extend the opportunity for their family members to also join. The most important measure of the YMCA is the impact it has on the lives of the people and communities it serves. Together, these diverse groups find a place of welcome and belonging at the YMCA of Western North Carolina – an organization dedicated to youth development, healthy living, and social responsibility. The YMCA Member Engagement Department (828.651.9622) will provide information and registration for WCU students. In addition, WCU faculty and staff are also welcome and encouraged to join the YMCA family.

**Registration**

Dates, class schedules, and instructions for registrations are available online through your My Cat account or at the Registrar’s website: wcu.edu/24088.asp. Class schedules are also available on the WCU Programs at Biltmore Park website: biltmorepark.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.

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.

Tutoring & Writing Center
The Writing and Learning Commons (WaLC) seeks to enhance the academic environment and raise the level of academic discourse at WCU by providing tutoring, academic skills consultations, workshops, online learning resources, and faculty consultations. Writing assistants collaborate with students from all classes and majors at every stage of the writing process, from brainstorming and prewriting to drafting and revising. Course tutors facilitate collaborative group sessions and offer strategies for effective study and efficient time management. Call 828.227.7197 for writing appointments and 828.227.2274 for course tutoring. For more information, go to: walc.wcu.edu. All consultations and tutoring sessions take place on the Cullowhee campus. The WaLC also hosts a wide variety of online writing tools that many students find useful, including citation guides, grammar rules, and assignment strategies. Additional help with writing and course content is available through Smarthinking, an online tutoring service available via Blackboard and at:wcu.edu/12136.asp.

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 WCU’s Office of Military Education at: military@wcu.edu, 828.227.7397.

WCU Calendars
Events calendar — calendar.wcu.edu
Academic calendar — wcu.edu “Current Students”, “Academic Calendar”
Parking Directions for Western Carolina University

Parking for Western Carolina University is located at the top two levels of the deck.

Exiting Biltmore Park

Designated smoking area

Entrance into parking deck for Western Carolina University

Billmore Park

TOWN SQUARE