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WCU Resident Staff Offices
The WCU Programs at Biltmore Park office is located in room 102 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, fax: 828.654.6534. 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 28 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 required to park on levels 3, 4, or 5 in the parking garage behind Schenck Parkway. Please do not park in visitor spaces or in retail spaces on the street. Towing will be enforced.

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. Username and password are identical to your MyCat account access.

Bookstore
Students are encouraged to purchase textbooks and graduation merchandise online at: books.wcu.edu. 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 Administrative office, room 102. Book buyback may also be conducted online at: books.wcu.edu.

Cancellation of Classes
Announcements about the cancellation of classes due to inclement weather will be placed on the University’s website: weather.wcu.edu. 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 the first Wednesday of every month from 1-6pm. Contact the WCU Career Center to schedule an appointment. Drop-ins are also welcome.

Computer Support
For computer information services and assistance, please refer to WCU’s Help Desk, by calling toll-free 866.928.7487 between 8am – 5pm or emailing: ithelp@email.wcu.edu or visiting WCU’s Information Technology website: DoIT.wcu.edu. For Blackboard assistance 24/7, call the live support hotline at: 866.374.8144.

An IT staff member is available at Biltmore Park every Tuesday from 9am-3pm.

Computers and Wireless Connection
There are eight computers located in the collaborative room for student use. Wireless connectivity is available throughout the first and third floors. The network to join is “WCU”. For students, the username is your first part of your catamount email address. Example: if your catamount address is sjones1@catamount.wcu.edu, then your username is sjones1. Your password is your MyCat PIN (same password that you use to log into mycat.wcu.edu). Students, who bring their own laptops to class, need to connect to “WCU Network Setup” to register. Follow the prompts. Afterwards, connect to “WCU”. For information about wireless at WCU: wcu.edu/27182.asp or pick up instructions in the WCU Administrative Office, room 102.

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: itapp.wcu.edu/BannerUPay. On-line deposits to a CatCash account should be applied within one hour.
Counseling Services
WCU is committed to providing for the emotional health of its community and its members. 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 Monday and Tuesday. For specific hours, please call Counseling & Psychological Services. For an appointment at either location, please contact Counseling and Psychological Services (CAPS) at WCU at: 828.227.7469. Please note: Following the initial appointment, if the counselor determines that the client’s needs do not match the services available, or if longer-term counseling is recommended, students may be referred to other community resources.

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.

If a student does not know their Catamount email address please call the IT Help Desk at 866.928.7487, Monday-Friday, 8am-5pm. Have your 92 number ready. They will assist you in locating your email address and password as needed.

Health Insurance
All students enrolled in a degree-seeking program, AND enrolled in a minimum of 6 credit hours, AND required to pay the student health fee are required by the UNC system to have medical insurance coverage. There is a UNC system sponsored plan that each eligible student will be automatically enrolled by the university at the beginning of both the fall and spring semester. The premium to cover the cost of the plan is then placed on the student’s WCU account. If the student is covered by another insurance plan, the student can opt to waive out of the mandatory UNC plan by clicking the “How to Waive” button found on the website located at: studenthealthins.wcu.edu. The student must complete the waiver process as directed by submitting the necessary insurance information requested. The UNC system-wide plan’s premium is included in the “cost of attendance” used for financial aid consideration. Students enrolled in three hours or more per semester can elect to purchase a voluntary student health insurance by visiting the studenthealthins.wcu.edu website and clicking “How to Enroll.” All international students are required to carry student health insurance. For additional information about student health insurance, including plan benefits and coverage, please 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 physicians and physician extenders, along with 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 is available to all students via the WCU Nurse Line at: 828.227.2531, Monday-Friday, 8am-5pm. Health Services nurses and providers are available at the Biltmore Park location, by appointment only, on Mondays. Please call University Health Services at: 828.227.7640 to schedule an appointment. Throughout the semester, University Health Services will sponsor health related events, such as flu shot clinics, at the Biltmore Park location. Please watch for those announcements.

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 library. 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: itapp.wcu.edu/BannerUPay. 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
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. Details about the many library resources and services available to off-campus students can be found online at Hunter Library: researchguides.wcu.edu/off-campus.

Research Assistance
Hunter Library offers research assistance in person, by phone, or through online chat. For help, visit: www.wcu.edu/help or call Hunter Library’s Reference Desk toll free at: 866.928.5424. 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. Faculty teaching at Biltmore Park may contact their subject librarians to schedule
research workshops. Online research guides for every subject are available at: researchguides.wcu.edu. You may also call Hunter Library’s Reference Desk toll free at: 866.928.5424.

Digital Access
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. Hundreds of databases and hundreds of thousands of eBooks are available to you online. To locate databases by title or subject, visit: www.wcu.edu/hunter-library/collections/articles/databases.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.

Print 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. Print materials may be requested from the WCU, UNC Asheville and Appalachian State University (ASU) collections via the ABC Express (Asheville, Boone, Cullowhee) service. Simply locate the material you want in the online library catalog and click “request item” to place your request online. Students taking classes at WCU’s Biltmore Park location can have materials 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)
If you need a book that is not available at WCU, ASU, or UNC Asheville (i.e., you can't find it in the Library Catalog), you may request it using an interlibrary loan request form which you can find on our website or visit: http://www.wcu.edu/hunter-library/library-services/interlibrary-loan. To receive ILL materials at Biltmore Park, when you submit your request and 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. Library materials for distance students outside of Jackson and Buncombe Counties can be mailed. Borrowers will be responsible for return postage.
MAHEC
Nursing and Physical Therapy students have privileges at MAHEC Library, located at 121 Hendersonville Road. Hours: 8am - 5pm, Monday - Friday. Contact Info: 828.257.4444, info@mahec.net, or visit the website: mahec.net/innovation-and-research/library-services. For assistance, call Hunter Library’s Reference Desk: 828.227.7465 or toll-free: 866.928.5424, or visit: researchguides.wcu.edu/hhs.

Public Safety
WCU has installed surveillance cameras throughout the Biltmore Park first and third floors for security. Biltmore Park officers maintain 24-hour security. They are happy to provide assistance, including walking students to their vehicles when class ends. For assistance, call Biltmore Park Security at: 828.450.6993.

Recreation and Wellness
Students have access to all Campus Recreation & Wellness facilities on the main campus in Cullowhee. Information about upcoming recreational activities is available at reccenter.wcu.edu.
For those students enrolled only at Biltmore Park, fitness and wellness opportunities are available through a membership partnership with The Reuter Family YMCA, 3 Town Square Boulevard. This wonderful full-service facility will provide student memberships. In addition, student family members have an opportunity to also join. Students please bring a copy of your Biltmore Park class schedule to the front desk during the first visit to confirm registration. WCU faculty and staff are also welcome and encouraged to join the YMCA family.
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.

Rideshare
Western Carolina University recently launched a Web-based ridesharing board hosted by the private entity RidePost for students, faculty and staff members. The site, wcu.ridepost.com, is designed to connect drivers and passengers for safe and social ridesharing while reducing the cost of travel and increasing access to transportation.

Student Break Area
Students have access to the student break area located in the collaborative room that includes the use of a refrigerator, microwave, sink, water fountains, Keurig single cup brewing system, and snack and drink vending machines. Dishware, utensils, and condiments are not provided.
Discounts are available at a number of restaurants in Biltmore Park. Students should present their CatCard to receive discounts. For a list of participating restaurants at Biltmore Park, please visit BiltmorePark.wcu.edu and click on “Information for students enrolled at Biltmore Park”.

**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.

Tutoring, Writing Center and Smarthinking
The Writing and Learning Commons (WaLC), located in Belk 207 on the Cullowhee campus, provides free small-group course tutoring, one-on-one writing tutoring and academic skills consultations, and online writing and learning resources for all students. Most tutoring sessions take place in the WaLC or in designated classrooms on campus. To schedule tutoring appointments, log in to TutorTrac from the WaLC homepage: walc.wcu.edu or call: 828-227-2274. Distance students and students taking classes at Biltmore Park are encouraged to use Smarthinking and the WaLC’s online resources, which include many useful tools such as citation guides, assignment strategies, and grammar rules. To access the WaLC’s online resources, visit: walc.wcu.edu and click on “Writing Support.” For more information about Smarthinking, click on “Services for Distance Students” on the WaLC homepage.

Writing assistance is available at Biltmore Park. For the schedule, please check with the WCU Administrative office, room 102.

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 or call: 828.227.7397.

WCU Calendars
Events calendar — calendar.wcu.edu
Academic calendar — wcu.edu “Current Students”, “Academic Calendar”.

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Entrance into parking deck 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

Biltmore Park

Town Square

Entrance into parking deck for Western Carolina University