

1. Is the Graduate School open?

The Graduate School is open, but *open* has a different connotation given existing conditions and recommendations. Currently, the Graduate School, as is the case with many other offices on campus, is not open to public traffic (e.g., campus tours or visits), but the Graduate School is operational and functional. Graduate School staff members are continually monitoring grad@wcu.edu and gradadmissions@wcu.edu, responding to calls, and application processing and review are ongoing. The same holds true for other units such as Financial Aid and Scholarships, Student Accounts and the Registrar's Office. The best way to reach units is through their email contacts and by visiting their online resources and the online portal (<https://mywcu.wcu.edu>).

2. I have a question about my graduate application. How can I get help?

The physical office is closed to the public for now, but staff members are available to assist applicants. The best way to reach The Graduate School is through the office e-mail: grad@wcu.edu. Staff members are continually monitoring email transmissions.

3. Will these circumstances delay admission decisions?

The Graduate School is still functional and processing applications. Graduate programs are reviewing applications and making admission decisions. If the Graduate School is notified of a potential delay, applicants will be notified via email. Applicants are asked to monitor their email accounts closely during this time for important updates from the Graduate School and Western Carolina University.

4. My graduate program requires a standardized test (GRE/GMAT/MAT). What do I do now that the test has been cancelled?

Since standardized test scores are a program admission requirement, applicants are encouraged to contact the Graduate Program Director for more information.

5. Will any application deadlines be moved to give applicants added opportunity for consideration, given the current situation?

All published [application deadlines](#) remain in effect for now and should be followed unless or until applicants receive word of any extensions. Special circumstances should be discussed with the Graduate Program Director.

6. Should I still put down housing deposits at a school if I am unsure how long colleges will be closed?

WCU Graduate Admissions FAQ during the COVID-19 Crisis

Graduate students should contact [Residential Living](#) for more information about on-campus housing.

7. I applied or was admitted to a program that begins in the summer. Will my program continue as scheduled?

A lot of the direction WCU has received thus far (from the federal government, the Governor, the UNC System, our Chancellor, the CDC, etc.) calls for event restrictions and modifications through April 30th. As this situation continues to unfold, WCU will make determinations about summer school. If restrictions linger to the extent that summer programs are not feasible, the Graduate School will work with individual graduate programs to tailor options for impacted applicants and students.

8. What about other programming such as Orientation?

As further instructions pertaining to this virus emerge, WCU will make determinations about summer offerings, Graduate Open House events and other programming like New Graduate Student Orientation. Changes and updates will be communicated and publicized.

9. What about refunds if circumstances continue to change?

Application fees are nonrefundable processing fees that partially underwrite the Graduate School operating budget because state appropriated funding does not fully augment operational costs. In most cases, application fees are not refundable. Exceptions are handled on a case-by-case basis (e.g., if summer school were to be cancelled entirely, and a visiting student had only desired to enroll for the summer).

10. I have not had an opportunity to visit WCU and had hoped to attend a Graduate School Open House event this spring to aid in determining college fit. What do you recommend?

Mandated restrictions on gatherings now extend into May, so [Graduate School Open House](#) events for April and May are cancelled. WCU is exploring avenues to provide additional online information and resources. In the meantime, be sure to avail yourself of existing online resources. Examples include:

- Graduate Programs (<https://gradprograms.wcu.edu>)
- Graduate Application (<https://gradapply.wcu.edu>)
- [Contact the Graduate School](#)
- Financial Aid (<https://finaid.wcu.edu>)
- Graduate Catalog (<http://catalog.wcu.edu/index.php?catoid=46>)

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- Student Accounts (<https://studentaccounts.wcu.edu>)
- Virtual OneStop (<https://onestop.wcu.edu>)
- Virus Updates (<https://www.wcu.edu/coronavirus/>)

Sample some sights and sounds of WCU at <https://vimeo.com/281284609> (browser choice impacts your opportunity for a 360% experience).