

Transition Update

FREQUENTLY ASKED QUESTIONS and ANSWERS from the “TOWN HALL MEETINGS”



Town Hall meetings have been held on three campuses to give staff, faculty and students and opportunity to ask questions related to the transition. This week’s edition of the *Transition Update* contains a collection frequently asked questions and answers from those sessions.

Vice President for Finance and Administration Larry Barnhill answers questions at a Town Hall Meeting on the Greenbrier Valley Campus.

- Q. When will Financial Aid Award Letters be going out?**
A. Students should start receiving them by mid-July.

- Q. When will financial aid checks be ready?**
A. NEW RIVER will be following the same time line as Bluefield State College, so if the paperwork is completed, the check will arrive before the start date of the Fall Semester and on scheduled distribution dates for financial aid awards made later.

- Q. How much of a loan should a student apply for?**
A. The Financial Aid counselor should discuss with the student the amount they will need to cover cost of classes and/or books and should council the student against taking loans for the maximum amount available.

Q. If students are late registering and completing their Financial Aid, will they still be able to get their books?

A. When Financial Aid has been awarded and shows in the system, Follett will be able to retrieve the information so the students can order their books.

Q. Will students be able to purchase used books on line?

A. Follett will have both new and used books for sell.

Q. Will Follett buy books back?

A. Yes, there will be on-campus book buy-backs at the end of the semester or Follett can be contacted online to sell books back.

Q. Will Follett cover the cost of shipping for buy backs?

A. Yes

Q. Will students use CRN numbers to order books for classes?

A. NEW RIVER and Follett are still working on the determining factor to recognize the book used for a specific class.

Q. Will NEW RIVER have its own web site for the virtual bookstore?

A. Yes

Q. Will letters be sent out to let students know how to order books?

A. Yes and Follett is working with the implementation team from New River to prepare a full marketing campaign.

Q. What methods can students use to purchase their books online?

A. Books may be purchased with credit card, personal check, or Financial Aid directly with Follett. Students will have access to their student financial aid balances through Follett to make purchases through Follett. The money used with Follett will automatically be deducted from their financial aid balance check. When using personal checks, the student will select personal checks as the means of payment and mail the check to Follett. NEW RIVER is working with Follett to secure a procedure where the student can pay for books with cash and other payment methods but procedures are not yet finalized.

Q. How will the students be made aware of the bookstore purchasing procedure?

A. Information is being placed on the New River website as it is received from Follett. Students are encouraged to check the website frequently to obtain information. Follett and NEW RIVER staff are developing a marketing campaign to make sure students are aware of the changes.

Q. Will there be more used books to choose from?

A. Follett will have a number of sources from which they will be collecting used books, but at this time it is not known what factors influence the amount of used books that will be available.

Q. When will the current bookstore locations be closed?

A. At the close of the 2nd summer term. Bluefield State will continue to provide bookstore services through the summer term.

Q. What about “spirit” items? Will students be available to purchase items from the new virtual bookstore?

A. Items such as clothing, coffee mugs and similar types of merchandise may be available through Follett but the initial focus is on textbook and resources required for the course. Discussions with Follett regarding other types of merchandise will be covered at a later time.

Q. How will students who receive book awards from others beside financial aid (such as Rehabilitation Services or Veterans Affairs) be able to buy their books?

A. Other types of Book awards will be handled in a similar manner to financial aid but details of those procedures are not currently in place.

Q. How long will it take for students to receive their books?

A. Students should receive books within 2 days of finalizing their order.

Q. How will book returns be handled?

A. A return shipping label will be included with the shipment. There is a return policy of 14 days. Shipping will be paid by Follett if the mistake was on their part or by the student if the student decides not to keep a book.

Q. Who do students check with about tuition waivers for full time faculty, staff and dependents?

A. Tuition waivers are processed through Tracy Evans, Interim Director of Enrollment Services or Dr. Harry Faulk, Executive Vice President/Chief Academic Officer and then processed to the student account through the Business Office.

Q. What will happen with NEW RIVER’s current phone service?

A. Until NEW RIVER’s new telephone service is operational (anticipated in August) the current system through Bluefield State will remain in operation.