ANSWERS TO BASIC QUESTIONS ABOUT THE VIRTUAL BOOKSTORE AND FINANCIAL AID

Changes in the procedures for financial aid processing and the transition to a virtual bookstore have generated a number of questions from students registering for fall classes. The following information was included with student bills to inform them of the new procedures. Student services staff from all campuses met over the IVN network for further orientation and are prepared to assist students who have questions or problems. However, since students often contact people in other departments when they have a question, please familiarize yourself with this information so that you can provide basic answers.

INFORMATION ABOUT THE VIRTUAL BOOKSTORE

To order books on-line from Follett –

1) Visit the New River home page on the internet at http://www.newriver.edu/ and select Web Self Service by clicking on the link at the bottom of the web home page.
2) Click on the “Current Students” link on the left side of the web home page then click on “Bookstore” OR look for the link under announcements.
3) From the Bookstore Services “Frequently Asked Questions” page, click on the bookstore option at http://www.newriver.bkstr.com to access the on-line bookstore. It would be good to review the FAQs before proceeding to the virtual bookstore.
4) Once you enter the on-line bookstore, click on “Find Your Textbooks and Course Materials”
5) Select the course (CRN) for which you want to locate the resources identified for the class. Note that schedule information is on your bill and will be helpful during selection.
6) The next screen shows the resources identified for the class including the ISBN if needed. If you decide to purchase the resources from Follett on-line, make your selections and add the resource to your on-line shopping cart (you’ll have a chance to delete items from your shopping cart later in the process).
7) Once your selections are complete, proceed to check out to select shipping and payment options necessary to complete the transaction.

To order your books by telephone or for other assistance with the Follett web site, call 1-800-621-4088.

Students should be aware that an account needs to be created with Follett much as they would with any other on-line retailer by setting up a log-in and password. When they proceed to payment options, if they wish to pay for books with financial aid, they will use their Web Self Service log-in and password to access that portion of the bookstore site.
INFORMATION ABOUT FINANCIAL AID AND BILLS

If a student has received a letter offering financial aid OR has visited New River's Web Self Service page but their aid is not reflected on their bill, the most likely problem is that the financial aid offer is not yet shown as "accepted" at this point.

To accept the financial aid or verify the award amount on-line --
1) Visit the New River home page on the internet at http://www.newriver.edu/ and select Web Self Service by clicking on the link at the bottom of the web home page.
2) Log into Web Self Service by selecting “Enter Secure Area”. The log in information is the student ID and the PIN number they received. If assistance is needed with logging into the secure area, please call the IT help desk at 304-929-6725 for assistance.
3) Once logged into the secure site, select “Financial Aid” (Main Menu Screen)
4) Select “Award” (Financial Aid Screen)
5) Select “Award for Aid Year” (Award Screen)
6) Select “2009-10” from the Drop Down box (Aid Year Screen) and press “Submit” button
7) Select “Accept Award Offer” (Award Package for 2009-10 Screen)
8) Make the Award Decisions as required by accepting or declining loans offered noting that other forms of aid are automatically marked as “accepted”. It is not necessary to return the Financial Aid Offer letter received if they accept the aid electronically.

To accept financial aid by the paper method, the student should complete the Financial Aid Award letter they receive and return the signed form to New River Financial Aid Office, 158 Dye Drive, Beckley WV 25801. Given the large volume of telephone calls received and on-campus visitors during this time of year, it is recommended students who have questions regarding financial aid e-mail the Financial Aid Office, FINAID@NEWRIVER.EDU rather than calling coming to campus.

AUGUST BOARD OF GOVERNORS MEETING

The New River Board of Governors met on Thursday, August 6, in Beckley. Robert Farley, who served as chairman of the board from 2007-2009, was recognized with a Resolution of Appreciation for his service to the college during his tenure. The resolution was presented by chair Leslie Baker. Farley remains on the board.
New Faculty Members Welcomed at Academy

New and “veteran” faculty members had a chance to meet, greet and learn about everything from the virtual bookstore to the new IVN system at the annual Faculty Academy at the Public Higher Education Center on Wednesday, Aug. 12. Dr. Harry Faulk, executive vice president and chief academic officer, welcomed new faculty members and recognized those who received promotions last spring.

Dr. Ted Spring also welcomed the group and gave a brief update on the status of funding for capital projects and fall enrollment. He encouraged everyone to remain focused on providing a quality experience for New River students, even as enrollment continues to grow.

A new feature of the academy this year was a dinner and orientation for adjunct faculty. The session was well attended, and a number of the full-time faculty stayed over to meet and mentor their colleagues.
The dinner for adjunct faculty was a great opportunity for everyone to meet and mingle. Top left: Mercer County Campus Dean Bo Hylton shares a laugh with Karen Farmer, instructor of Developmental English on his campus. Top right: Bill O’Brien (L), a veteran Beckley radio broadcaster, will teach a Radio/TV course on the Beckley Campus this fall. He is greeted by Board of Governors member and fellow adjunct Al Martine. Bottom right: Joe Aquino, business instructor on the Beckley Campus, is pictured with Campus Dean Carolyn Sizemore.

### Upcoming Community Education Classes and Workshops

<table>
<thead>
<tr>
<th>Class</th>
<th>Location</th>
<th>Date(s)</th>
<th>Cost (not discounted)</th>
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<tbody>
<tr>
<td>Pastels</td>
<td>Nicholas</td>
<td>Aug. 27-Oct. 15</td>
<td>$75</td>
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<tr>
<td>Drawing</td>
<td>Nicholas</td>
<td>Aug. 27-Oct. 15</td>
<td>$75</td>
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<tr>
<td>Watercolor</td>
<td>Nicholas</td>
<td>Aug. 27-Oct. 15</td>
<td>$75</td>
</tr>
<tr>
<td>Wood Carving</td>
<td>Nicholas</td>
<td>Aug. 27-Oct. 15</td>
<td>$75</td>
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<td>Stress Can Be Fun</td>
<td>Jefferson Off. Pk, GVC</td>
<td>Sept. 9-11</td>
<td>$25</td>
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<tr>
<td>Tai Chi for Seniors</td>
<td>Jefferson Off. Pk, GVC</td>
<td>Sept. 9-11</td>
<td>$50</td>
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<tr>
<td>Pastels</td>
<td>Jefferson Off. Pk, GVC</td>
<td>Sept. 14-Oct. 5</td>
<td>$80 + supplies</td>
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<tr>
<td>Yoga</td>
<td>Nicholas Campus</td>
<td>Sept. 14-Oct. 19</td>
<td>$60</td>
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<td>Writing the Short Story</td>
<td>Greenbrier</td>
<td>Sept. 22</td>
<td>$25</td>
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<tr>
<td>Life Stories</td>
<td>Greenbrier</td>
<td>Sept. 26</td>
<td>$75</td>
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<tr>
<td>Karen Vuranch as Julia Child</td>
<td>Greenbrier</td>
<td>Oct. 10</td>
<td>$10</td>
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New River employees receive a 50% discount on tuition. Advance registration is required. Call (304) 647-5620 for information on Greenbrier Valley Campus classes; (304) 872-4520 for Nicholas County Campus classes.
Update from the New River Foundation

New River was awarded West Virginia Neighborhood Investment Program tax credits for the ’09-10 fiscal year in the amount of $48,968. This is an increase from last year. Bill Loope, vice president of Institutional Advancement, reports that New River is the only organization he is aware of that received an increase.

“The Foundation ran out of credits last year thanks to the generosity of donors during these uncertain economic times. I cannot tell you how great this makes us all feel,” Loope said. The program received applications for a total of $9.3 million in applications for the $2.5 million available.

Neighborhood Investment tax credits can be awarded for charitable donations of $500 or more. The donor receives a 50 percent credit on their West Virginia income tax. For more information, contact Loope at 929-5494 or extension 400.

Classified Staff Council Meets

The Classified Staff Council met Friday, August 7, on the Greenbrier Valley Campus. Chair Mary Igo, Workforce Education program specialist on the Nicholas County Campus (standing) is pictured with (L-R) Lisa DeLilly, executive secretary in the Department of Institutional Advancement and Workforce Education; Lori Midkiff, executive secretary to President Spring; and Susie Atkins, administrative assistant to the Vice President of Finance and Administration. Melinda Ford, supervisor of student accounts on the Greenbrier Valley Campus, also attended. Igo reported that the group discussed ways to boost attendance at meetings. She will be sending information to classified employees about the purpose of the organization and the benefits of participating.

GOT NEWS? Please share news of events on your campus, including student activities, faculty accomplishments and other activities that will be of interest to the entire New River community. E-mail your items to Barbara Elliott, bellott@newriver.edu. Photos are much appreciated too! Thanks to Grace Griffin and Mike Williams for contributing photos for this issue.
Beckley Campus Town Hall Meeting

A Transition Town Hall Meeting was held on the Beckley Campus on Monday, August 13. The attentive group at right was listening to a presentation by Dr. Harry Faulk, executive vice president and chief academic officer.

Town Hall meetings were held on all campuses over the past two weeks to give faculty and staff an opportunity to learn about plans for the final steps in the transition from Bluefield State College and about the many changes that have occurred in recent months.

Paying close attention at the Beckley Campus Town Hall meeting were (front row, L-R) Carolyn Sizemore, dean of the Beckley and Raleigh County Campuses; Donna Feijo, student recruiter; Julius Brown, trades worker; Joycie Wawiye, assistant professor of biology; (back row, L-R) Tracy Evans, interim director of enrollment services; Donna Lewis, interim registrar; and Larry Barnhill, vice president of finance and administration.

Opening Reception

An opening reception was held on Friday, August 7, for the exhibit of new works by Greenbrier Valley Campus Fine Arts instructor Nathan England. The show will remain in the Museum Gallery of Carnegie Hall in Lewisburg through August 29. England is pictured sharing tips on technique with Judy Lewis (left) and Marietta Lyall, members of the Greenbrier Artists, an informal collective of local painters.