Hello!

As you prepare to begin your first year at Delaware Valley University there are people and services ready to help you be successful. The following pages provide an overview of information that while not exhaustive, is typically most helpful to connecting new students with DelVal.

At Student Orientation and Academic Registration (SOAR) and at Welcome Weekend you will learn more about the University and our programs and services. For now, please review the enclosed basic information so your time at your SOAR session can be most beneficial for you and your family.

All of us at DelVal look forward to welcoming you to campus.

~ Andrew

Andrew F. Moyer
Assistant Dean of Students
Director of Student Involvement
215.489.2215
orientation@delval.edu
The Office of the Registrar is located on the second floor of Lasker Hall.

Email: registrar@delval.edu
Phone: 215.489.2378
Fax: 215.230.2962
Hours: Monday-Friday, 8:30 a.m.-4:30 p.m.
The Office of the Bursar is located on the second floor of Lasker Hall.

Email: bursar@delval.edu
Phone: 215.489.2376
Fax: 215.489.2972
The Office of Financial Aid is located on the second floor of Lasker Hall.

Email: finaid@delval.edu
Phone: 215.489.2272
Fax: 215.489.4959

www.delval.edu/finaid

The work study office is located within financial aid on the second floor of Lasker Hall.

Email: arianna.mears@delval.edu
Phone: 215.489.2391
The Office of Health Services is located in Elson Hall
Email: healthcenter@delval.edu
Phone: 215.489.2252
Fax: 215.230.2990
Mailing Address:
   Delaware Valley University
   Student Health and Wellness Center
   700 East Butler Avenue, Doylestown, PA 18901

The athletic training department is located
in the James Wok Gymnasium
Phone: 215.489.2353
delval.edu/athletics

Submit your completed medical forms by August 1, 2017 to the Student Health and Wellness Center.
The housing office is located within the Office of Student Affairs on the second floor of the Student Center.

Email: housing@delval.edu
Phone: 215.489.2215

Public safety is located in the Welcome Center by parking lot A and the Butler Ave. entrance.

Phone: 215.489.2315
The Bookstore is located on the ground floor of the Student Center

Email: bookstore@delval.edu
Phone: 215.489.2259
THE MAIL CENTER

The Mail Center processes all incoming and outgoing mail for faculty, staff and residential students. It is also available to all campus visitors for sending mail or buying United States Postal Service products.

For Residential Students

ABOUT THE MAILBOXES

• All resident students are assigned a numbered mailbox that is retained as long as they are a full-time, residential student. Students who do not live on campus are not permitted to have a University mailbox.

• There are three types of mailboxes on campus:
  o Combination A3/4-L1/4: turn dial left to the third lines past A; turn dial right to the first line past L; push knob to the right to open
  o Combination B1-M2: turn dial left to the first line past B; turn dial right to the second line past M; push knob to the right to open
  o Key: You will get your key through the Mail Center. Replacement keys are $5; keys must be returned at the end of your time at DelVal or you will be charged $25.

• Never use your combination numbers in your address.

• Lock your mailbox door after removing your mail (by either turning the dial or removing your key.) Double check to be sure that the door is closed and locked.

• Please continue to use your permanent address for important items like tax information, as your DelVal address is only for while you are a DelVal student.

ABOUT YOUR ADDRESS

• You will receive your P.O. Box number in your housing packet and will retain the same number until you graduate or move off campus.

• All mail sent to you must include your P.O. Box number.

• Mail received without the correct and full address could be delayed in reaching you or returned to sender.

• Your address format should be:
  First Name, Last Name
  700 E. Butler Ave.
  P.O. Box XXX
  Doylestown, PA 18901

RECEIVING MAIL

• Mail is delivered to your mailbox as it is received.

• When you receive a package, a notice will be placed in your mailbox for package pick up. No package will be given to you without the proper University I.D. or other valid photo I.D. (for example: a driver’s license).

CHECK YOUR MAILBOX REGULARLY

• You may receive important notices from faculty and staff via intra-campus mail in your mailbox. Failure to frequently check your mailbox is not an excuse for not knowing something.

• You have access to your mailbox from 8 a.m. to 11 p.m., seven days a week.

POLICIES, GUIDELINES AND SERVICES

• Notice from the owner of the mailbox must be provided to the Mail Center for a student to pick up another student’s mail.

• Always have your key available or use your combination. A Mail Center clerk will not remove your mail from your mailbox without seeing your University I.D. or other valid photo identification.

• Remember, it is a federal offense to tamper with or open mail or a mailbox belonging to someone else and to reuse postage.

• Apply sufficient postage to all outgoing mail. If you are uncertain about the correct amount of postage to use when mailing something, a Mail Center clerk will gladly weigh your letter or package to be certain the postage used is correct.

• Outgoing mail can be given to a Mail Center clerk or deposited in the door slot located next to the Bookstore.

• The U.S. Postal Service will pick up outgoing mail once a day after close of business.

• USPS money orders may be purchased (with Cash only) from 8:30 a.m. to 2 p.m. The Mail Center cannot cash money orders or checks.

CHANGE OF ADDRESS

• If you have a new permanent home address, a new off-campus address or a temporary summer address, you must report your new address to both the registrar’s office and the Mail Center.

• During the summer months, only mail that is able to be forwarded will be sent to you at the address on record in the registrar’s office.

• Please continue to use your permanent address for important items like tax information, as your DelVal address is only temporary while you are a DelVal student.

Mail Center is located inside the Bookstore, on the ground floor of the Student Center.

Email: mailcenter@delval.edu
Phone: 215.489.2493
Hours: Monday- Friday, 8:30 a.m.-4:30 p.m.
    closed Saturday, Sunday and school holidays*

* The Mail Center may be open on a Federal Postal holiday, but no mail will be delivered or picked up until the following business day.

IMPORTANT NUMBERS

FedEx: 800.463.3339
UPS: 800.742.5877
USPS: 800.275.8777
TECHNOLOGY SERVICES AND THE HELP DESK

As you have heard numerous times before, welcome to DelVal. Technology Services is happy that you have chosen to start your academic journey here. We are here to assist you along the way.

Technology Services is responsible for assisting with the technological needs of the University. We support both the academic and administrative areas of the university. As new incoming students or parents, you many have questions about technology on campus. We address our most commonly asked questions in this document. However, if you have additional questions, please feel free to reach out the Help Desk. You can call us at 215-489-4357, email us at support@delval.edu, or stop by and see us (Lower Level Feldman Room 1).

HOW DO I OBTAIN NETWORK LOGIN AND UNIVERSITY EMAIL ACCOUNT?

- All full-time students will receive a network login and DelVal email account in their Welcome Packet from the Office of Admissions. It is important to hold onto this information. You will use this as your network login when using most of the University's resources and systems.
- Please use your DelVal email, it is the official method of communication at the University.
- Once you have your account credentials, please visit myDelVal for important information regarding account usage, email standards, and other pertinent information. The site is located at https://my.delval.edu. The University's Policies can be located on this site under Home Pages>Students>Policies and Procedures.

WHAT IS MYDELVAL?

- DelVal's portal is the main source of information for students, faculty, and staff. It provides a variety of information including campus clubs and communities, policies, and important links. You will be able to check your grades, find your Blackboard courses, and department policies.

HOW DO I ACCESS MY EMAIL?

- You may access your email from any computer with Internet access. You can click on the following link: http://www.delval.edu/for-current-students. Email may also be accessed from mobile devices, tablets, etc. There are many different ways to setup these devices. If you are having trouble connecting a device, please visit https://my.delval.edu/campusservices/techservices/ Tech Services Documents> Email.

IS THERE WIRELESS ON CAMPUS?

- We have three wireless networks that are broadcasted throughout campus.
  - 1896: This is our secure network in academic and administrative buildings. In order to connect to this network, you will need to log in to access this network.
  - Guest: This is our network for guests, who need limited access to the Internet.
  - Resnet: This is our network connection in the residence halls.

DO I NEED TO BRING A COMPUTER AND PRINTER TO CAMPUS?

- You are not required to bring your personal computer to DelVal, but we do recommend it. There are more than 150 computers available on campus for student use, all connected to the University network, including:
  - Computer labs in Feldman 101, Feldman 103 and Allman 204, which are open for general use Monday- Friday, 8 a.m.- 9:30 p.m. (when classes are not scheduled in these rooms). Schedules are posted near the door of each room.
  - Commuter Lounge (in the Student Center) and Miller Hall are open 24 hours a day, seven days a week.
  - The Krauskopf Library contains about 40 computers, laptops, and a dedicated Mac lab.
  - Yes, you are welcome to bring any brand-name printer to campus. Wireless printers can only be connected via USB cable and the wireless functionality must be disabled. Wireless-enabled printers interfere with our wireless network.

WHAT DO I NEED TO KNOW IF I BRING MY OWN COMPUTER?

- Any computer connected to the network should have current virus protection software, which must be updated regularly. The brand (Windows vs. Mac) or type (laptop vs. desktop) is your personal preference. If you are purchasing a computer, be sure to ask if your seller has student discounts or academic pricing.
- If you are interested in connecting your computer to one of DelVal's networks, you will need an Ethernet cable and/or a wireless capable computer. We recommend that you wait until you are on campus to determine the length of cable needed before purchasing it. (Ethernet cables are available at the Bookstore, local computer shops, and retail stores.)
- To protect your computer, you should also have a Woods-brand (required for use in the residence halls) surge protector. Technology Services highly recommends a computer lock.
- Ethernet cables, surge protectors and locks are all sold at the Bookstore.
WHAT SOFTWARE SHOULD I HAVE ON MY COMPUTER?

• Your specific software needs are determined by your major. Microsoft Office is provided through the University. This includes Word, PowerPoint, Excel, and Outlook. This is provided to University Students while they are enrolled at DelVal. Visit https://portal.office.com/ to download the software, or use it online. Please call the Help Desk if you have problems. You must use your email address to log-in.

WHAT SOFTWARE IS ON THE UNIVERSITY COMPUTERS? DO THEY HAVE INTERNET ACCESS?

• All computers connected to the University network (computer labs, 24-hour computer room, library, residence hall lounges) have Internet access using either Internet Explorer or Google Chrome. These computers are running Windows 7/10 and Microsoft Office 2013/2016.

• Other software packages (AutoCAD, Visual Studio, Photoshop, etc.) are installed in specific computer labs. Please visit the myDelVal Technology Services site at https://my.delval.edu/campusservices/techservices or Campus Services> Technology Services>Resources> In the Classroom> Classroom Software Listing.

WHAT TYPE OF REPAIR SERVICES DO YOU PROVIDE FOR STUDENTS?

• Technology Services provides very limited support for student-owned computers. Usually, this support is limited to connecting University networks and systems. We are unable to assist with hardware problems on student machines.

• When students have issues with their computers, they may contact the Help Desk. If the cause of the issue points to a network or University-related issue, we will do our best to help resolve the computer issue. If the issue points to a hardware- or software-related issue that we cannot repair, there are nearby locations that repair computers, sometimes at a discount for DelVal students. (Your student ID will likely be required for the discount.)

• Resident Hall Students will have 24/7 access to technical support for connectivity issues within their rooms.

WHY SHOULDN’T I SHARE MY PASSWORD WITH OTHERS?

• Passwords should never be shared as they allow access to all facets of your personal, financial, and academic life at DelVal. Sharing your password runs the risk of someone making unauthorized changes to your accounts or schedules, and everything accessible using your login credentials.

WHAT IS BLACKBOARD?

• Blackboard is the DelVal’s e-learning platform for the delivery of course materials via the web. Some instructors supplement an on-campus class by putting their syllabus and handouts on Blackboard. Other courses may be conducted entirely through Blackboard, without any on-campus sessions. If you are enrolled in a course that uses Blackboard, be sure to find out how it will be used in your course. Blackboard is accessible via myDelVal or going to the direct link delval.blackboard.com.

WHO DO I CONTACT FOR HELP WITH BLACKBOARD?

• Technology Services provides access to Blackboard and limited troubleshooting. If we are unable to assist you, we will send you to the correct department or person for assistance. For example, if you having a problem with a test, your professor is probably your best contact.

WHAT IS STUDENT PLANNING?

• Student Planning enables you to register, view your academic progress, and plan out your future courses at DelVal. To access Student Planning log into myDelVal and locate the “I Want To …” section in the middle of the page; click on the “Student Planning” link located at the bottom of the page.

WHAT IS WEBADVISOR?

• WebAdvisor is a system that permits you to print unofficial transcripts of your grades, review the master schedule of classes, review financial aid information and pay bills online. To access WebAdvisor, log into myDelVal and locate the “Campus Applications” section located on the right-hand side of the page.

HOW DO I VIEW MY GRADES?

• Grades can be viewed on within Student Planning. Once you access student planning click on “Grades,” this will provide access to your grades by terms.

IS THERE ANYTHING ELSE I NEED TO KNOW?

• We strongly recommend testing all of your technological devices well before arriving on campus to ensure everything is working properly. We also suggest that you explore and locate the computer labs throughout the campus. If you have any questions, concerns, or suggestions, please let us know. We are can be reached by calling 215-489-4357(HELP), emailing us at support@delval.edu, or stopping by our office if you have time while exploring campus. We are located on the lower level of the Feldman building room 1. We are here to help you succeed during your time at Delaware Valley University, and wish you the best of luck.

The Help Desk and Technology Services are located on the lower level of Feldman Hall.

Email: support@delval.edu
Phone: 215.489.4357 (HELP)
Hours: Monday-Friday, 7:30 a.m.–7 p.m
Saturday, 7:30 a.m.–3:30 p.m.
WHAT IS WEBADVISOR?
• WebAdvisor is a system that permits you to print unofficial transcripts of your grades, review the master schedule of classes, review financial aid information and pay bills online. To access WebAdvisor, log into myDelVal and locate the “Campus Applications” section located on the righthand side of the page.

HOW DO I VIEW MY GRADES?
• Grades can be viewed on your myDelVal student home page from the “I want to” section. There is a link for “View my Grades.” In the same section, you can also view your GPA by clicking on the link “View my GPA by Term.”

IS THERE ANYTHING ELSE I NEED TO KNOW?
• We strongly recommend testing all of your technological devices well before arriving on campus to ensure everything is working properly. We also suggest that you explore and locate the computer labs throughout the campus. If you have any questions, concerns, or suggestions, please let us know. We are can be reached by calling 215-489-4357(HELP), emailing us at support@delval.edu, or stopping by our office if you have time. We are located on the lower level of the Feldman building room 1. We are here to help you succeed during your time at Delaware Valley University, and wish you the best of luck.