

## **FREQUENTLY ASKED QUESTIONS FOR WCU GRADUATE STUDENTS**

### **1) Do I need an ID card? How can I get one?**

Graduate students are encouraged to purchase an ID card. The cost is \$20. The ID office is at Student Services, Inc (SSI) on the ground floor of the Sykes Student Union (you can also purchase stamps, bus passes, and notary services there as well). You can go to [www.ramecard.com](http://www.ramecard.com) and read all about the benefits and discounts offered. You will also be able to use your ID card to access the library and student recreation center. Online students, if they choose to order an ID card, can do so by taking a photo and sending as an email attachment to [ramecard@wcupa.edu](mailto:ramecard@wcupa.edu). Wait for confirmation, deposit \$20 for card payment at [www.ramecard.com](http://www.ramecard.com), and receive your Ram Card in the mail!

### **2) How can I access the Student Recreation Center?**

Full-time graduate students can utilize the Student Recreation Center and take advantage of the rock climbing wall, cardio and free weight equipment, track, and basketball and squash courts at no charge. Your WCU ID card would be activated to allow you to enter, since you would have paid the Student Recreation Center fees as a full-time student. If you are a part time student wishing to use the Rec. Center, contact the Bursar's office to pay the additional fee, which would allow you access.

### **3) Where can I park as a student?**

You can park in any STUDENT lot after 4pm without a parking pass. If you are hoping to park on campus before 4pm, you will need a parking pass and may park in any student lot. M lot (at the corner of High Street and College Ave) is the largest student lot on campus with overflow lots adjacent, as well as a free parking garage there as well (Matlack). K lot (Sykes) is a student lot, but is smaller. There are also pay meters and pay garages (Sharpless and New Street). Parking at the Graduate Center (1160 McDermott Dr.) does not require a parking pass. ***It is your responsibility to pay keen attention to signage and parking restrictions in each parking lot.***

### **4) Is there parking at the WCU Philadelphia campus?**

Discounted parking rates are available at the [8th and Market St. lot](#). Please bring your ticket from the lot in with you to receive a validation sticker. You MUST have your ticket in order to receive the validation.

### **5) How do I get a parking pass and how much are they?**

A parking pass costs \$30 for the year. You can [apply online](#) or in person for a parking permit. Permits are sold at the Parking Services Office in the Peoples Building, 690 S. Church Street, Monday through Friday between the hours of 8:00 a.m. and 2:00 p.m. throughout the year. Please bring valid Vehicle Registration, Driver's License/University ID Card, and cash or check/money order (if ordering in person).

**6) Where is the Office of Services for Students with Disabilities and what accommodations are available?**

OSSD is located in the Lawrence Center Room 223. Should you need accommodations, [COMPLETE THE OSSD ONLINE FORM](#) if you are a current WCU student or have committed to attending WCU and have a diagnosed disability; if you have not been previously diagnosed with a disability, please refer to the [OSSD Documentation Guidelines](#). Then **SUBMIT APPROPRIATE DOCUMENTATION** (once you do so, an email will be sent to your WCU email address that includes information about the type of documentation required and how it should be submitted). Finally, **ATTEND AN INTAKE MEETING** (upon receipt of appropriate documentation, the OSSD will contact you to schedule a one-on-one intake meeting).

**7) What is D2L and who uses it?**

D2L is the learning management system used by West Chester University to support online education for faculty and students. You can manage notifications, access courses, and log in using the D2L icon at the top of the West Chester University homepage. The D2L office is in Peoples Building room 33, and can be emailed at [d2l@wcupa.edu](mailto:d2l@wcupa.edu).

**8) What is Ram Cloud and how can I benefit from it?**

Information Services is pleased to announce the implementation of RamCloud (aka Virtual Desktop Infrastructure (VDI)) which allows us to securely deliver applications for faculty and students to learn and work from any location using any device (including mobile devices) whether university owned or personal. As part of the continued transformation of business and IT models in the coming years and to support the undergraduate, graduate, hybrid and distance education programs, this is a major step for us in the adoption of the bring-your-own-device (BYOD) strategy. Current WCU faculty, staff and students have access to the RamCloud applications. Go to [ramcloud.wcupa.edu](http://ramcloud.wcupa.edu) and follow the instructions to make use of this benefit.

**9) Can I print on campus, and as grad students do our number of weekly free prints change from the undergraduates? Can we use our logins on the prints or will we be required to get the ID to print?**

Every student receives 125 print pages per week. Your prints go to the Ramprint Cloud and stay there for 24 hours until you release them at a printer. You can release your prints at any printer on campus by swiping your RamCard or typing in your academic log-in (at select printers). The library has printers located near the computers on the second floor and in the IMC on the first floor.

**10) Aside from forwarding emails to your personal email, is there an app to download to your mobile your mobile phone to check your WCU email?**

The Microsoft Outlook app works seamlessly with the WCU email!

**11) Where can I find my textbooks?**

You can find your textbooks through the campus store textbook ordering portal! <https://wcupa.verbacompare.com/>