



Viterbo University Important Student Policies

Thank you for choosing Viterbo University. Please carefully read the following important student policies.

Business and Financial Aid Information

Business Office information and financial aid award letters will be sent to you electronically via your Viterbo VitNet account or Viterbo Email Account. Your VitNet account contains important student information including your financial aid offer (if applicable) and your student account statement. All financial aid requests for missing information/documentation is sent via regular U.S. Mail to the student's local or home address, depending on the time of year. Access the links to the [Business Office](#) for tuition schedules and billing information and [Financial Aid Office](#) for financial aid information.

[Business Office Important Dates](#)

[Financial Aid Important Dates](#)

Confirmation Process

Viterbo University policy requires that any unpaid balance from a previous semester be paid in full prior to the first day of a new semester or attendance will not be permitted. In addition, all students are required to make a minimum payment of \$500 each semester, no later than the Friday before the start of the semester. If it can be verified that financial aid has been disbursed to your student account and covers all semester charges, you can confirm enrollment without being required to pay the \$500 payment. However, you still are required to contact the Business Office to confirm enrollment.

Payments can be mailed, dropped off in the Business Office, paid with a major credit card over the phone or click [here](#) to pay online. We accept Visa, MasterCard and Discover credit/debit cards and e-check (online only).

BUSINESS OFFICE
Viterbo University
900 Viterbo Drive
La Crosse, WI 54601

In order for you to charge textbooks at the Bookstore or receive a refund check, you will need to confirm your enrollment with the Business Office.

Interest Charges

Interest charges will be assessed at a nominal annual rate of 15 percent (1.25% per month) on all past due accounts. To avoid the monthly interest charge, student account balances must be paid in full by the deadlines identified by Viterbo University.

Agreement and Disclosure Statement

Viterbo University requires all students sign and submit an Accounts Receivable Education Loan Agreement and Disclosure Statement. The documents address the student's acknowledgement and agreement to pay charges in conjunction with Viterbo collection policies and procedures. Please submit this document electronically as soon as possible at [Accounts Receivable Education Agreement and Disclosure Statement](#).

Billing

Student Account Statements (bills) will be available on your VitNet account only. Statements contain actual charges, payment information, amount due, and financial aid that has been applied to students' accounts. Billing notices are emailed to the Viterbo email accounts for all registered students prior to the start of each new semester and also at the beginning of each month during the semester to those with outstanding balances.

Textbooks

You are responsible for obtaining your textbooks for class. You are encouraged to **purchase or rent all books for the semester at the beginning of the semester. The bookstore will begin selling/renting books about two weeks' prior to the start of the semester.**

- Textbooks can be ordered by calling the Viterbo Bookstore at 800-482-8398 or 608-796-3848 and later picked up at the campus location.
- You can also order books online at [Bookstore](#).
- When you are ready to purchase/rent your books you will need your **course numbers and section numbers** (refer to your schedule using "My class schedule link" in VitNet).
- You may also click on the "Purchase required Textbook" link under class schedule on Vitnet. This will pass all of the course information to the bookstore's website and automatically select the books for you to purchase.

Student I.D. Cards

You may get your Student I.D. Card at Physical Plant on 727 Winnebago Street after confirming enrollment. You must schedule an appointment in advance at (608) 796-3920. There is no cost for your Student I.D. Card, but if it is lost, the replacement cost is \$20.00. Students taking classes on campuses outside of La Crosse do not need a Student I.D. Card, but if you wish to have a non-picture I.D., you may request one be mailed to you.

E-MAIL, VitNet and Moodle

As a student of Viterbo University, your Viterbo email account will be your **official email contact**. You can view your Viterbo username and password at www.viterbo.edu/usernames. It is your responsibility to **read** your Viterbo email.

To access your E-mail, VitNet and Moodle accounts go to the Viterbo University [home page](#), click on **MyVU in the upper right hand corner of the page**. Once you are on the second page, click on the icons to enter **O365 (email), Moodle, or Vitnet**.

For technical support, please contact the IIT Help Desk at 608-796-3870 or <http://www.viterbo.edu/helpdesk/>.

Online Classes

If you are registered for online classes, please **log into Moodle (software for online classes) 2-3 days prior to your course start date**. See above for directions to find your username, password and to enter Moodle.

Dropping Classes

- If you decide to DROP a class, you can do so via VitNet *prior* to the class starting. If you DROP *after* the start date, a Change of Schedule form will need to be completed and submitted to the Registrar. If you are on campus during regular hours, you can complete this yourself: forms are in the Registrar's Office. If you are not on campus during day hours, your Advisor can complete this form for you.
- If you would like your Advisor to DROP/ADD a class for you: EMAIL a request with the specific class (name, course number and section) you'd like to drop. If you plan to replace the class with another, indicate that course's specific name, course number and section number as well.
- **To assure a full tuition refund, make sure you drop your class before or within the 100% refund dates as specified on the refund schedule.** Dropping after these dates means you will not receive a full refund. Reference the following link to the [refund schedule](#) for fall, spring and summer. If you have questions please contact the Business Office.

Classroom Locations and Parking

- **Class Locations:** Students should refer to their class schedule in VitNet for class building and room numbers. Updates and changes will be reflected in VitNet.
- **Campus Map:** <http://www.viterbo.edu/visit-viterbo/campus-map>
- **Parking Permits:** Required for campus lots between the hours of 8am-5pm Monday through Friday. Commuter Permits (\$30.00/academic year) are available at the Business Office in the Murphy Center. For complete parking information please visit Viterbo's website at <http://www.viterbo.edu/about-viterbo/parking-policies>
- **Off-Campus** classes should contact their advisor for maps and parking restrictions.

Additional Questions

If additional questions or concerns arise, we encourage you to contact your Advisor.

Welcome to Viterbo University!