



DELAWARE VALLEY UNIVERSITY



GETTING TO KNOW
DELVAL

2022 Campus Resource Booklet

Hello!



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

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

~ Andrew

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OFFICE OF THE REGISTRAR

Registering for your First Semester and Student Planning

The Registrar's Office will craft your first semester course schedule based on your major department's recommendations. This schedule will be available by early August for you to view on Student Planning, the University's course registration and evaluation system. If you need to make any changes to your course plan you can do so using Student Planning. Tutorials for Student Planning may be found on the Registrar's webpage at delval.edu/registrar. If you have any questions please email registrar@delval.edu.

Advanced Placement

Students who successfully complete Advanced Placement (AP) tests, and receive an acceptable score, should see those results on their program evaluation. Your AP test results must be sent by CollegeBoard and evaluated in order to be used as pre-requisites, please do not bring copies to orientation. If we receive your results over the summer your schedule will be adjusted and you will be emailed letting you know about the change to your schedule

Transfer Credits and Dual High School Enrollment

Students transferring to Delaware Valley University from other regionally or nationally accredited institutions of higher education as baccalaureate candidates must complete at least 48 credits of coursework at Delaware Valley University, including at least 15 credits in the major. The maximum number of credits accepted for transfer will be 78. Only credits for courses in which a grade of "C" or better has been earned are accepted for transfer and only the credits (not the grades or quality points) are transferred. A grade of "D" will be accepted when the course is the first in a two-course sequence and the second course grade was a "C" or better. A grade of "C-" will also be accepted when it is part of a completed higher education degree (associate degree). Please note that due to the COVID-19 pandemic grades of "pass" (or equivalent) will be accepted for undergraduate courses taken in the Spring 2020 term.

Proxy Access

University students to grant online access to their academic records. Students can give parents, guardians, or other trusted parties proxy access to view certain pieces of their student academic information online. The student controls the entire process, and can add anyone with a valid email address as a proxy and can remove access at any time. To protect your privacy, the Family Rights and Privacy Act (FERPA) requires us to obtain student permission before sharing your educational records.

Please check your email in the beginning of the semester for more information on proxy access and a step-by-step tutorial on how to set it up.



- All students are required to complete the Experience360 Program as outlined in the academic program requirements.
- Students who transfer 15 credits or more to Delaware Valley University should enroll in FY-1101 - DelVal Experience II and are not required to take FY-1201 - DelVal Experience I.

The Office of the Registrar is located on the second floor of Lasker Hall. Visit the Registrar's Office webpage to request a meeting if needed.

Email: registrar@delval.edu

Phone: 215.489.2378

Hours: Monday-Friday, 8:30 a.m.-4:30 p.m.



OFFICE OF THE BURSAR

The Bursar's Office is committed to helping you through the process of understanding and paying your student account invoice. There are some steps that you can take now to assist you in navigating the financial piece of your education at DelVal.

We encourage all students to utilize Delaware Valley University's online billing and payment system. TouchNet provides 24/7 access to your student account balance and activity in real-time and allows you to view billing statements, make one-time payments, sign up for payment plans and set up a direct deposit account for refunds. TouchNet also gives you, the student, the ability to authorize other individuals to access your online account information, review your balance and billing statements, make payments, sign up for a payment plan on your behalf and receive email notifications when new billing statements are posted and scheduled payments are due.

We suggest that you set up authorized users and an eRefund account now so that it is ready to go before the start of the term.

The Office of the Bursar is located on the second floor of Lasker Hall.

Email: bursar@delval.edu
Phone: 215.489.2376

How to Log in to TouchNet

1. To access TouchNet login screen, log in to myDelVal and select "View My Account" in "I Want To..." section, or go to delval.edu.touchnet
2. Log in to TouchNet by entering myDelVal login ID and password in Students and Staff login box.

How to Set Up an Authorized User

Students must complete the following process to grant online account access to parents, grandparents, guardians, spouses, sponsoring third party payers or any other individuals:

1. Log in to TouchNet and select "Authorized Users" under the "My Profile Setup".
2. Select "Add Authorized User," type authorized user's email address, and answer the two questions by choosing "Yes" or "No".
3. Click "Continue."
4. Read the "Agreement to Add Authorized User", click "I Agree," and click "Continue."
5. The authorized user will receive a "You have been given access" email with the email address that will be used as a username and a "Your access information" email with the TouchNet link and a temporary password.

While you are logged in to TouchNet, we also suggest that you set up a direct deposit eRefund account in TouchNet.

How to Set Up an eRefund Account

At some point during your time at DelVal, you may qualify for a refund of excess financial aid or an overpayment. The most convenient refund method is a direct deposit eRefund rather than a paper check. eRefunds are given priority over paper check refunds. If you sign up now and become eligible for a refund in the future, you will enjoy the earlier processing of an eRefund rather than waiting for a check.

1. Log in to TouchNet and select "Electronic Refunds" under the "My Profile Setup".
2. Click on "Set up Account."
3. In "Set Up Refund Account" screen:
 - a. Enter checking or savings account information, scrolling down to complete all fields and checking for accuracy of routing and account numbers (US bank accounts only).
 - b. In "Save payment method as:" field, create a name for the account that will help you to identify it in TouchNet's payment method dropdown list.
4. Click "Continue."
5. Read direct deposit agreement and scroll to bottom of screen.
6. Select "I Agree" checkbox.
7. Click "Continue." Account is now set up to receive eRefund if you become eligible for one.
8. The account is now also a saved payment method and may be used to make online payments after the account is verified by your bank. Verification may take up to seven business days.

How to Sign Up for a Payment Plan

For those that would find it helpful to spread the cost of attendance over multiple months, DelVal offers payment plans. For more information on our payment plans, review the payment plan information, Terms and Conditions, and enrollment instructions on the bursar webpage.

For assistance with the calculation of the beginning balance of a payment plan, please contact the bursar's office.

Waive or Enroll in the University-Provided Health Insurance Plan

If you are registered as a full-time undergraduate student in the 2022 Fall term, you are required to have health insurance. We will bill your account in advance for our student plan. The waiver and enrollment links on the insurance website are scheduled to become available on June 1, 2022 and remain open until September 12, 2022.

Whether you plan to enroll in or waive the insurance, go to delval.edu/waiver, click the green Waive, or enroll in, the Student Health Insurance Plan now link, select Delaware Valley University, and click on the blue Customer Service Center button, and select "Waive your school's health insurance" or "Enroll now health insurance" in the "Student tools" section. You will need your birth date and seven-digit student ID #, including the leading zero. To waive out of the plan, you will also need your insurance card.

To avoid penalties on your student account, waive or enroll as soon as you are able to log in to the website. If you do not waive by July 31, 2022 and fail to either waive the insurance or make approved financial arrangements to pay your student account balance, including the premium amount by that date, you will be charged a \$200 late fee.

Lastly, the charge for the University provided health insurance is charged to your student account and is non-refundable if the online waiver is not completed by September 10, 2022.

OFFICE OF FINANCIAL AID

The Office of Financial Aid is responsible for:

- Awarding and monitoring federal, state and institutional awards
- Processing federal and private loans
- Counseling students and families on financial aid procedures and programs
- Scholarship information and applications
- Federal Work Study
- Monitoring the academic progress of students for federal, state and institutional aid including Delaware Valley University academic scholarships

Students who file the [Free Application for Federal Student Aid](#) (FAFSA) form are reviewed for eligibility for need- based federal and state programs, institutional need-based programs, federal work-study and federal loan programs. If you have not filed the FAFSA, you can still complete it.

The review results in a financial aid award letter, which lists programs you may be eligible for including your academic scholarships from Delaware Valley University Office of Admission. We also send important information on the programs listed.

Please review this important checklist of financial-related tasks that should be completed prior to arrival for the spring semester. Clearance Checklist: delval.edu/checklist

If you have your DelVal login credentials, you can log into Financial Aid Self Service (FASS) through the student portal www.delval.edu/selfservice. You can view your financial aid awards and descriptions, personalized list of missing documents, accept and/or decline federal loans, helpful links and direct access to your financial aid advisor.

It is very important to submit all documents and complete all tasks related to your financial aid in order to finalize your funding for the academic year.

Please do not hesitate to contact the Office of Financial Aid if you have questions. All members of the financial aid staff are happy to assist you. You are assigned a financial aid advisor by last name and this information is on our webpage and Financial Aid Self Service.

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

delval.edu/selfservice

Federal Work Study/Campus Employment

If you were awarded Federal Work Study as a part of your financial aid package, you are eligible to obtain a job on campus and be paid bi-weekly with federal funds. You will be required to submit identification documentation before you can start working. Make sure to review the Federal Work Study process presented in Delaware Valley University Orientation materials and check email for instructions about the program.

Students can also apply for jobs on campus through our Campus Employment Program. This is not a federally funded program. Applications for this program will be accepted by Human Resources after August 1, 2022. Review [Careers at DelVal](#) and the Delaware Valley University student employment link.

Questions can be addressed to the Office of Financial Aid finaid@delval.edu



STUDENT HEALTH SERVICES

The health service, counseling service and athletic training departments would like to congratulate you on your decision to attend Delaware Valley University. We look forward to assisting you with a smooth transition to college life.

More information regarding these services and completing our forms on-line, can be located on the DelVal web page and the myDelVal student portal.

Medical History and Emergency Contact Forms

All full-time students must go on-line and complete the Medical History, Emergency Contact form and submit Physician Validated Immunization Record. Forms available at <https://delval.medicatconnect.com>

Health Insurance

The University requires that all first-time full-time undergraduate students (12 or more credits) have health insurance coverage. **You must waive or enroll in the coverage.** The enroll or waiver period is scheduled to open June 1, 2022 and should be completed by July 31, 2022 to clear your student account and avoid late fees. **The charge for the University provided health insurance is charged to your student account and is non-refundable if the online waiver is not completed by September 12, 2022.** Additionally, if you do not waive the insurance or make approved financial agreements to your student account balance by July 31, 2022 you will be charged a \$200 late fee. University health coverage is effective through July 31, 2023. Waive the coverage or enroll for insurance at www.delval.edu/waiver.

If you waive the coverage you will need to provide copies of your health, dental and prescription cards (front and back sides) along with your the health forms to coordinate care outside the university setting, if needed.

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 WellnessCenter
700 East Butler Avenue
Doylestown, PA 18901

Pre-Participation Physical Forms

EQUINE STUDENTS

All full-time students who plan to take an equine riding skills course or plan to participate in an equine riding team (Hunt- Seat, Western or Dressage) are required to submit an annual physical in addition to the medical history and emergency contact forms. The Pre-Participation Physical must have been completed after June 1.

INTERCOLLEGIATE SPORTS

If you intend to participate in intercollegiate sports, a pre-participation physical and additional Athletic health forms are required annually. These forms are required to be on file before you are allowed to participate in any practices or competition. In addition, the NCAA requires all student athletes to provide one-time documentation of sickle cell status (test as infant or titer) be submitted. You can contact your state board of health or have lab work done during your physical to meet this requirement. Physical must be completed after June 1, 2022 and submitted along with other required Athletic Health forms via the DelVal health portal at: <https://delval.medicatconnect.com>

The athletic training department is located in the James Work Gymnasium.

Phone: 215.489.2353
delval.edu/athletics



HOUSING AND RESIDENCE LIFE

At Delaware Valley University, living on campus is a valuable part of the educational and social experience. Research shows that living on campus contributes to student success and positive academic outcomes, and that students who live on campus are more likely to be engaged with campus life and the many opportunities to be involved in academic, cultural and extracurricular activities. For these reasons, all entering full-time freshman live on campus for their first two years at DelVal. New transfer students may choose to live on campus or to explore living more independently off-campus. Read more at www.delval.edu/residency.

All new residential students need to complete an online Housing Registration to be assigned to housing. Details regarding this process are emailed to new students' DelVal email accounts. Rooms and roommates are assigned in June and details can be found in the Student Housing Portal. Visit our website: delval.edu/life-at-delval/housing-dining/new-students and login to your housing portal. Housing registrations are accepted on a rolling basis until the start of the semester for students who have not yet completed one.

When preparing for your residential experience, be sure to check out our section for new students: delval.edu/life-at-delval/housing-dining/new-students. You can review information about what to bring, tips about living on campus and a special message from the staff. Visit our website and click on Housing Options to view our virtual tours of the residence halls.

The housing office is located on the second floor of the Student Center.

Email: housing@delval.edu
Phone: 215.489.2215



OFFICE OF PUBLIC SAFETY

The Office of Public Safety implements/complements the Delaware Valley University mission as it relates to the safety of students, personnel and their guests while encouraging individuals to be responsible for their own safety and security, as well as the safety and security of property.

Parking

Delaware Valley University provides parking for visitors, faculty, students and staff in areas as conveniently located as possible. All vehicles must be registered with the Office of Public Safety.

First year/freshman students are not permitted to possess motor vehicles on the Delaware Valley University campus. Exceptions to the policy are granted according to a set of strict guidelines established by the University. Resident Freshman requesting an exception to the policy, please contact security@delval.edu.

Freshman and first-year students requesting an exception to the policy must prior to bringing the vehicle to campus.

Omnilert

In order to facilitate communication for our students in the event of an emergency, Delaware Valley University has instituted a digital alert system that can convey information to the entire campus before, during and after any type of situation.

In the event of an emergency, a message is sent out to any registered cell phone and email address; students are alerted immediately of any threat or condition on campus, including inclement weather.

Sign up for Omnilert here:

<https://delawarevalley.omnilert.net/subscriber.php>

Public Safety is located by parking lot A and the Butler Ave. entrance.

Phone: 215.489.4444

THE BOOKSTORE

The Delaware Valley University Bookstore is the official, one-stop shop for all things DelVal. As part of the University, we are here to support the academic mission and to enhance student life, by providing required textbooks; new and used, e-books and rental books for the many courses.

The store maintains a wide variety of other products – snack foods, health and beauty aids, school supplies, gift cards, diploma frames, class rings and a wide assortment of DelVal team apparel. The Bookstore accepts cash, checks, Visa, MasterCard, Discover and American Express. You can also setup a RAM DOLLAR account that can be used in the store. The store is open for service throughout the year, except on legal holidays. Extended hours are provided at the beginning of each semester and special events, home football games, and A-Day.

Visit the Bookstore Website: <http://www.delawarevalleybookstore.com/>



DINING SERVICES

<https://www.delval.edu/events-campus-life/dining>

Parkhurst Dining assures that quality is at the core of everything we do. Our daily, always, made-from-scratch offerings include a wide variety of delicious and healthy meals, made-to-order concepts and special options for every diet. Our goal is to provide the best possible dining experience with a variety that includes traditional favorites and options to try something new.

Student Meal Plans:

Resident Students must purchase an Unlimited Anytime Access Meal Plan. This Plan is available with FLEX Dollar amounts of \$50, \$150 or \$250. The Plan is also available with Unlimited access to Starbucks. The Plan is utilized in Levin Dining Hall, is All You Care To Eat. Open 7 days per week. Pricing of the Plan options are available at <https://delval.edu/bursar/undergraduate-tuition>

Commuter students can purchase an Unlimited Anytime Access Plan which is available with either \$50 or \$100 FLEX Dollars. This Plan is utilized in Levin Dining Hall, is All You Care To Eat, Monday through Friday. Also available to Commuters are the following Block Plans : 125 Meals with \$50 FLEX or 75 Meals with \$25 FLEX. These are a pre-purchased total amount of Meals to be utilized in Levin Dining Hall, are All You Care To Eat, 7 Days per Week. Pricing of the Plan options are available at <https://delval.edu/bursar/undergraduate-tuition>

FLEX Dollars and RAM Dollars:

Flex Dollars are only available with Meal Plans or Block Plans. Flex Dollars can be used at any Parkhurst operated food facility on campus. Flex Dollars expire, along with the Meal Plan or Block, at the end of each semester.

RAM Dollars can also be used at any Parkhurst operated food facility on campus. RAM dollars do not expire. You may then use your ID like a debit card to make purchases at the DelVal Bookstore, Pub, and Levin Dining Hall using RAM Dollars. Funds cannot be withdrawn from this account, but any unused funds in excess of \$10 will be refunded upon separation from the University. More information about RAM dollars can be found here: delval.edu/bursar

Accessing Dining Services:

Students with Meal Plans, FLEX Dollars and or RAM Dollars use their University identification card to access dining services. Student identification cards cannot be shared between students. Only the student whose name is on the identification card may use that card to access dining services, otherwise it is theft and the identification card will be confiscated. Cash and credit cards are also accepted.

On-campus Dining Locations*

- **Levin Dining Hall and Starbuck's:**
Open 7 days per week, 6 a.m. - 10 p.m.
- **The Pub, Student Center:**
Mon – Thu: 11 a.m. – 6 p.m.
Sat – Sun: Closed

* Hours at each location may fluctuate. Any changes are communicated to students.

THE MAIL CENTER

The Mail Center processes all incoming and outgoing mail and packages for faculty, staff and residential students. Domestic mailing and shipping services are also available to all campus visitors; United States Postal Service products may also be purchased.

For Residential Students

When packages, letter mail, magazines or any other items are delivered to the Mail Center, on-campus students will receive an email notification that a package or an item of mail has been delivered for them.

The Mail Center uses a software program that will generate a “Mailroom by PackageX” title. If you are expecting a package and haven’t received an email, please check your email’s Spam or Junk folder; be sure to add “Mailroom by PackageX” as a contact.

Packages and mail can be picked up at the DVU Mail Center window, located in the corner of the Student Center lobby during 8:30 am to 4:30 pm weekday operating hours

Student ID or a valid driver’s license will be required for package and mail pick up. Mail Center staff will bring your package or mail to the window and give it to you

Social distancing floor markers will help insure proper separation between students

Mail Center personnel will sign that you’ve picked up your package or mail

ABOUT YOUR ADDRESS

Your address format should be:

First Name Last Name
Delaware Valley University
700 E Butler Avenue
Doylestown, PA 18901

A surprising number of packages come to the mail center with only a student’s first name. This delays the processing of the package and having it available for you to pick up. Before sending off an order, please make sure your “ship to” address is in the format above.

THE AMAZON LOCKER

Package deliveries at DVU have grown in number each year for the past years. To help expedite the process, an Amazon locker system is in the Student Center Lobby. It allows you as an on-campus student to access your Amazon packages at the Student Center 24/7.

When placing an Amazon order, when you get to the 1 Shipping address screen, note “Or pick up from an Amazon Locker.” Click on highlighted “X locations near this address”. Scroll down and find: Amazon Hub Locker - DelValU | Delaware Valley University.

Click on “Ship to this address”. Amazon will send an email to you with an access code when your package is delivered. At the Student Center, use the touch screen on the locker to key in your access code or scan in the barcode from the email. The locker will open automatically - step back as the door opens toward you. Retrieve your package, then close the locker door.

Expecting a Package? You can inquire about its status via its tracking number calling the appropriate number or accessing the website:

FedEx: 1.800.463.3339 / fedex.com
UPS: 1.800.742.5877 / ups.com
USPS: 1.800.275.8777 / usps.com

Packages may also be returned using the Amazon Locker – instructions for doing that are online at amazon.com

When the Amazon locker is full or if your package won’t fit, these items will be processed by the DVU Mail Center. You’ll receive an email from the Mail Center and not Amazon. You’ll be directed to visit the service window during regular business hours of 8:30 am to 4:30 pm, Monday through Friday to pick up your item(s). Please bring your Student ID.

Another student may pick up your mail or your package but you must send an email to the Mail Center that states your name, the person who will be picking up for you and that you give them permission. Send the email to mailcenter@delval.edu. Notice must be provided to the Mail Center for this to happen.

Apply sufficient postage to all outgoing mail. If you are uncertain about the correct amount of postage to use when mailing something, Mail Center personnel will gladly weigh your letter/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. Ensure that your mail has sufficient postage. Outgoing mail will be picked up at the end of the business day

USPS money orders may be purchased (with cash only) from 8:30 a.m. through 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, etc. you must report your new address to both the Registrar’s Office, located on the 2nd floor of Lasker Hall and the Mail Center.

The Mail Center is located on the ground floor of the Student Center with the walk-up service window in the corner of the Student Center Lobby.

Phone: 215.489.2493, 215.489.2225
Email: mailcenter@delval.edu
Hours: Monday - Friday, 8:30 a.m. to 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.*

TECHNOLOGY SERVICES AND THE HELP DESK

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 both the academic and administrative areas of the university. As new incoming students or parents, you may 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 to the Help Desk. Our contact information is below.

HOW DO I OBTAIN NETWORK LOGIN AND UNIVERSITY EMAIL ACCOUNT?

- All students receive their credentials via an encrypted email. This email is delivered to the personal email address on file. If personal information such as your personal email address or phone number change we recommend that you contact the Registrar (Registrar@delval.edu) to update this information. This information is important if alternative communication methods are ever needed.
- Go to <https://portal.office.com> to set up your security questions so you can reset your account if you ever forget your password and always store your password in a safe place.
- Keep your account information handy. You will need it to access many of the University's systems and applications.
- Please use your DelVal email; it is the official and only method of communication recognized by the University.

HOW DO I ACCESS MY EMAIL?

- You may access your email from any computer with Internet access by visiting www.portal.office.com. Email may also be accessed from mobile devices, tablets, etc.

IS THERE WIRELESS ON CAMPUS?

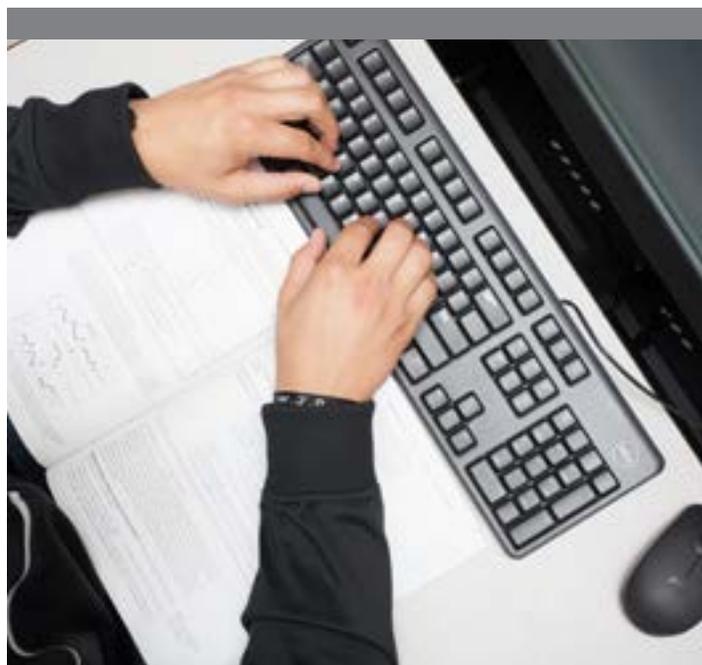
- We have two wireless networks, in addition to the Residence Hall network, that are broadcast throughout campus.
 - o 1896: This is our secure network in academic and administrative buildings. In order to connect to this network, you will need to use your network username and password.
 - o Guest: This is our network for guests, who need limited access to the Internet. While anyone on Guest can access sites like YouTube, Facebook and others, this network does not give the same access to our 1896 network. This is an open network. You must register to use this network. (Contact the Help Desk if you need assistance)

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:
 - o 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.
 - o Commuter Lounge (in the Student Center) and Miller Hall are open 24 hours a day, seven days a week.
 - o The Krauskopf Library contains about 40 computers, laptops and a dedicated Mac lab. Check the Library site for hours of operation at <https://library.delval.edu/about/hours>.
 - o You are welcome to bring any brand-name printer to campus. Plan to connect wireless printers are recommended to be via USB. Wireless-connected printers will allow anyone on the same network to print to your device.

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.
- To protect your computer, you should also have a Woods brand (required for use in the residence halls) surge, protector. Technology Services highly recommends you purchase 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. The one program that we recommend all students have is to Microsoft Office. This includes Word, PowerPoint, Excel, and Access. This is provided to students while they are enrolled at DelVal through Office 365. Visit portal. office.com to download the software. you can also use the online version. Please call the Help Desk if you have problems. You must use your email address and DelVal account information 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 10 and Microsoft Office.
- Other software packages (AutoCAD, Visual Studio, Photoshop, etc.) are installed in specific computer labs.

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.)

WHY SHOULDN'T I SHARE MY PASSWORD WITH OTHERS?

- Passwords should never be shared as they allow access into 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 SELF-SERVICE?

- Self-Service includes several functions for students. Such as; enables you to register, view your academic progress, grades, and plan out your future courses at myDelVal. To access Self-Service log into the DelVal App Hub (<https://delval.edu/current-students>) and go to Student Planning to view registration, schedule and academic information". Self-Service also provides you access to other important information related to financial aid and your grades.



WHAT IS AVAILABLE IN THE RESIDENCE HALL?

- Technology Services has teamed up with Apogee to provide the best in-room experience for our Residence Students.
 - o Each Resident student will have a dedicated connection of 50 Mbps internet speed. A student may connect one computer and six additional devices. Additionally, a student may upgrade to 100 Mbps with the ability to connect your computer and nine additional devices for an additional fee per semester. To create an account, register your devices or upgrade your service, please visit <https://www.myresnet.com/>. More information can be found at myDelVal: Campus Services> Technology Services>Tech Services Documents>Student Information> MyResNetInformation
 - o 24/7 support is provided. Please contact Apogee directly by:
 - Text ResNet to 84700
 - Email: Support@myresnet.com
 - Phone: 855-371-5066
 - Live Chat at www.myresnet.com

*Feel free to contact the Help Desk if you need further assistance.

IS THERE ANYTHING ELSE I NEED TO KNOW?

- We strongly recommend testing all of your technological devices to make sure they are working properly, well before arriving on campus.
- We also suggest that you explore and locate the computer labs throughout the campus. If you have any questions, concerns, or suggestion, 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.



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