



DELAWARE VALLEY UNIVERSITY

NEW STUDENT ORIENTATION



GETTING TO KNOW
DELVAL

Fall 2026
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

Andrew F. Moyer
Dean of Student Support
215.489.4665
andrew.moyer@delval.edu

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OFFICE OF THE REGISTRAR

Registering for your First Semester and Student Planning

The Office of Student Support 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 Self Service, 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 Self Service. Tutorials for Student Self Service may be found on the Registrar's webpage at delval.edu/registrar. Please be aware that any changes you make will take effect immediately and you may not be able to rejoin any dropped courses. 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 30 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 90. 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. Transfer credit is applied upon receipt of an official transcript sent directly to the Office of the Registrar. Please do not bring student or unofficial copies to orientation.

Additional Resources

There are additional resources available on the Registrar's Office webpage, delval.edu/registrar. Information about academic records, the academic calendar, final exams, commonly used student forms and more can be found here.

DELAWARE VALLEY UNIVERSITY



- All students are required to complete the Experience360 Program as outlined in the academic program requirements.
- All first-time freshmen take DelVal Experience I and DelVal Experience II.
- Transfer students who transfer 15 credits or more are not required to take DelVal Experience I, but are required to take DelVal Experience II.

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 the "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.

Enroll in the Optional Tuition Insurance

Tuition insurance provides piece of mind by reimbursing tuition costs if a student withdraws at any time during the semester due to covered reasons such as serious injury or illness, chronic illness or mental health conditions. Review more detailed information at delval.edu/tuition-insurance.

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 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 for the first time in the Fall 2026 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 open on June 1, 2026 and remain open until September 4, 2026.

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 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 4, 2026.

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. Please Review the [Enrollment Checklist](#) for a list of actions to be taken.

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, find helpful links and have direct access to the Office of Financial Aid.

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.

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 your 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 student worker job postings will be accepted by Human Resources after August 1, 2026. Review [Careers at DelVal](#) and the Delaware Valley University student employment link.

Questions regarding Federal Work Study can be addressed to the Office of Financial Aid at finaid@delval.edu. Questions regarding Campus Employment can be addressed to the Office of Human Resources at humanresources@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 online, can be located on the DelVal website and the myDelVal student portal.

Medical History and Emergency Contact Forms

All full-time students must go online 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 full-time undergraduate students (12 or more credits) have health insurance coverage. **You must waive or enroll in the University health insurance coverage.** The enroll or waiver period is scheduled to open on June 1, 2026 and should be completed as soon as possible to clear your student account and avoid late fees. **The amount 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 4, 2026.** Additionally, if you do not waive the insurance or make approved financial agreements to your student account balance you will be charged a \$200 late fee. 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 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 Wellness Center
700 East Butler Avenue
Doylestown, PA 18901

Pre-Participation Medical Forms

NCAA INTERCOLLEGIATE SPORTS

If you intend to participate in an NCAA sponsored intercollegiate sport(s), you are required to complete a medical history form, pre-participation physical exam, baseline concussion testing, and all other institutional/NCAA forms annually. To complete these requirements, you must create a medical profile in the [ATS Athlete Portal](#). These completed forms are required to be on file in the athletic department electronic health records system ([ATS](#)) **before** you are allowed to participate in any tryouts, practices or competition. In addition, the NCAA requires all student athletes to provide documentation of sickle cell status (**tested as infant or titer**). You can contact your personal physician, state department of health in which you were born, or have the lab work done during your physical exam to meet this requirement. **Physical exams must be completed after June 1**, and submitted electronically along with **All** other required Institutional/NCAA forms via the [ATS Athlete Portal](#).

All student-athletes are required to complete an online baseline concussion test (concussionvitalsigns.com) **All necessary paperwork, forms and instructions are available from the DVU Sports Medicine Department page located on the webpage** (athletics.delval.edu-see **Inside Athletics page, Sports Medicine Page Link**) The Balance test portion of Concussion testing will be conducted upon arrival on campus in August or prior to the team's first official practice.

EQUINE STUDENTS

All students who plan to take an equine riding skills course or plan to participate on an equine riding team (**Hunt-Seat, Dressage, or Western**) are required complete a medical history form, pre-participation physical exam, baseline concussion testing and all other institutional/NCAA forms annually. In addition, the NCAA requires all student athletes to provide documentation of sickle cell status (**tested as infant or titer**). You can contact your personal physician, state department of health in which you were born, or have the lab work done during your physical exam to meet this requirement

To complete the paperwork requirements, you must create a medical profile in the [ATS Athlete Portal](#). The pre-participation physical exam must be completed after June 1. **ALL** equine department students/participants are also required to complete an online baseline concussion test (concussionvitalsigns.com). **All necessary paperwork, forms and instructions are available from the DVU Sports Medicine Department page located on the webpage.** (athletics.delval.edu-see **Inside Athletics, Sports Medicine Page Link**)

The Sports Medicine Department/ Athletic Training facility is in the James Work Gym Complex off the main lobby entrance heading towards the Men's Locker Room.

Phone: 215.489.4128

Website: 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.

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.



DEPARTMENT 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 Department 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.

Aggie Alert

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.

Contact Public Safety at prepare@delval.edu to verify your account.

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

Email: housing@delval.edu
Phone: 215.489.2215

Public Safety is located in the Alumni House.

Emergency: Dial 911
Non Emergency: 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 including new and used books, 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 during special events, home football games, and A-Day.

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

DINING SERVICES

At Aggie Fresh Co., we are committed to creating welcoming, high-quality dining experiences that support the DelVal community through fresh ingredients, thoughtful preparation and a wide range of choices. From all-you-care-to-eat dining and allergen-conscious options to convenient grab-and-go markets, nationally recognized coffee and late-night favorites, we focus on meeting students where they are and supporting their everyday needs with food they can enjoy confidently.

What is a Meal Plan?

A meal plan unlocks delicious meals, coffee, snacks and more at Aggie Fresh Co. locations across campus. Meal swipes are conveniently preloaded onto one's student ID for easy access, and Flex Dollars provide added flexibility for everyday purchases.

- **Unlimited meal plans** provide flexible, all week access to Levin Dining Hall, along with **one designated meal swipe per day** that may be used as a meal equivalency at The Drop in the Student Center. Unlimited meal plans also include **Flex Dollars in your choice of \$250, \$150 or \$50.**
- **Block meal plans** include a set number of meal swipes for the semester, which may be used in any combination at Levin Dining Hall or as meal equivalency at The Drop in the Student Center. Unused swipes expire at the end of the semester. Block meal plans also include Flex Dollars.

Who is required to purchase a meal plan?

- **Students living in University housing** are required to purchase a meal plan. Living on campus is mandatory for students during their first two years, and a meal plan is a required component of the residential experience to ensure convenient access to campus dining throughout the year.
- **Students who choose to live on campus beyond their first two years** are also required to maintain a meal plan while residing in University housing.

- **Students who live off campus** are not required to purchase a meal plan; however, DelVal offers voluntary meal plan options designed for commuter students who want the convenience and value of dining on campus.

How does campus dining support special diets and allergies?

Aggie Fresh Co. offers a wide variety of food options designed to accommodate different lifestyles, dietary needs and preferences including vegan and vegetarian choices, gluten free options and items prepared with attention to halal and kosher considerations.

Students with special dietary needs or those seeking nutrition guidance are encouraged to connect with **Katerina Nye, MS, RDN, LDN**, Aggie Fresh Co.'s Registered Dietitian, for personalized support and consultation. She can be reached at nye-katerina@aramark.com.

What is a meal swipe?

A meal swipe is a meal included in your meal plan and can be used in multiple ways, depending on your plan type:

- **All you care to eat dining at Levin Dining Hall** (all meal plans)
- **Meal equivalency at The Drop in the Student Center**, where a meal swipe may be used as a credit toward select menu items (once per day for Unlimited meal plans or based on available swipes for Block meal plans)
- For students on the **7 Day Unlimited Standard Meal Plan**, meal swipes also include **up to 10 beverages per day at Starbucks® We Proudly Brew®**

What are Flex Dollars?

Flex Dollars are a **prepaid balance included with your meal plan** that work like on campus dining dollars. They're loaded onto your student ID and can be used at Aggie Fresh Co. dining locations for everyday purchases like coffee, snacks and grab and go meals.

Flex Dollars offer added flexibility beyond meal swipes and are especially useful for lighter meals, quick stops or dining between classes.

Good to know:

- Flex Dollars **carry over from fall to spring semester**
- Any unused Flex Dollars **expire at the end of the academic year**
- Flex Dollars are **non refundable** and cannot be transferred

Want to learn more?

For full meal plan details, policies and FAQs, visit our [Meal Plan 101](#) page.

THE MAIL CENTER

The Mail Center is located on the 1st floor of the Student Center directly across from the Mélange Multicultural Lounge.

Our hours of operation are:

Monday – Friday 8:30am – 4:30pm *unless otherwise noted.*
We are closed on weekends, most holidays and snow days.

The Mail Center processes all incoming and outgoing mail and packages for faculty, staff and on-campus students. Commuter and off-campus students should have items shipped directly to their place of residence, unless other arrangements are made through the Mail Center.

Receiving Mail and Packages

- All mail and packages must be addressed as follows:

(Do not include dorm information as we do not deliver items for students.)

First-Name Last-Name (The name that you have on file with Housing)
DelVal Student Center Building Mail Room
700 E Butler Avenue
Doylestown, PA 18901

***Note: **You MUST include first AND last name.** Anything else will result in a major delay.

- When a piece of mail or a package is received by the Mail Center, the item is scanned and the warehousing location is noted. Once that process is completed, you will immediately receive a notification sent directly to your student email by **DelVal Mail Center <notifications@packagex.io>**. You will be instructed that you have an item(s) waiting for you in the Mail Center. (If you did not receive an email, please check your Junk folder, Spam folder or Other tab.)
- Bring the **QR code** from the email to show to the attendant at the window. The attendant will retrieve the item(s) and bring them back to you. (You may also use your student ID or Driver's License.)
- If you are unable to pick up your items during regular business hours, you may forward your QR Code to a friend to pick up on your behalf.

Sending Mail and Packages

You can mail your letters and packages from the Mail Center. If you are supplying postage, be sure that you have enough on the item. The Mail Center staff will be happy to check if you are unsure.

USPS stamps and domestic shipping services are available. We only accept cash, so please keep that in mind when you stop by.

UPS and FedEx shipping services are available with a prepaid/preprinted shipping label. Bring your boxed up shipment and the label to the Mail Center window and we will send it out when the carrier arrives on their next run.

THE AMAZON LOCKER

The Amazon locker is located in the building across from Public Safety on Alumni Lane. There is 24/7/365 access to this building. It is also available to the surrounding community.

To have your items delivered to the locker:

- Go to [Amazon pickup](#)
- Search by address, Zip Code, or landmark.
- Choose a location.
- Select **Add to my addresses**.
- Once the address is in your address book, select **Ship to this address** during checkout. For the option to appear, all items in your order must be eligible for delivery to a pickup location.

***If you are unable to choose the locker, have the item shipped to:

First-Name Last-Name (The name that you have on file with Housing)
DelVal Student Center Building Mail Room
700 E Butler Avenue
Doylestown, PA 18901

***Do not list the Amazon Locker building address as the Ship To address without choosing the DelValU locker. This locker requires the driver to use provided QR codes to put the package(s) into the secure locker. If you just put the address, the driver will either leave the package on the floor or return it.

Questions for the Mail Center?

Stop by: Walk-up service window in the Student Center Lobby

Phone: 215.489.2240

Email: MailCenter@delval.edu

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.

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. Wireless printers are recommended to be connected 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 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 DelVal 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 enabling you to register, view your academic progress and 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 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 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.

The Office of Technology Services is located on the lower level of the Feldman Science Building, Room 1.

**Email: support@delval.edu
Phone: 215.489.4357 (HELP)**



DELAWARE VALLEY UNIVERSITY

Office of Student Support

700 East Butler Ave., Doylestown, PA 18901
215.489.2215 | andrew.moyer@delval.edu



**WELCOME
TO DELVAL!**