FAQ

Q: Do I have to make an appointment to visit the LAC?
A: No. You are welcome anytime we are open. Just come in, sign-in and have a seat. Raise your hand or speak to a tutor when you need help. Tutors are identified by name badges.

Q: How do I find my NetID?
A: Go to the website portal.wku.edu. On that page there will be a link that says “What is my NetID? Click here!” Follow those steps to find your NetID. https://www.wku.edu/Dept/Support/Tech/itdiv/infotech/index.php?page=netid_lookup

Q: How do I get to my email?
A: Your toppermail email can be found by logging into Portal, going to Current Students then Email, or following this link: http://www.wku.edu/it/webmail/

Q: How can I found out about my financial aid?
A: There are many ways to find out. You can use TopNet and navigate through the Financial Aid tabs, call Financial Aid (745-2755), or go to www.wkudebitcard.com to see if your refund has processed.

Q: What does it cost to print?
A: It is .05 a page. The student ID is required for all print jobs.

Q: Can I pay cash to print?
A: You must have your student ID. There is a $75 allowance per school year for print jobs, and it keeps track of your printing by using your ID. You cannot pay with cash.

Q: Where can I make copies?
A: The only copier available to students at UCCS is in the LAC. It is 10 cents per page to make copies, and you will need coins or a dollar bill. Your student ID card will not work.

Q: Where can I buy Scantrons?
A: Scantrons can be bought at the LAC for 25 cents or at the bookstore.

Q: How do I get my advisor hold lifted?
A: You need to make an appointment with your advisor. To find out whom your advisor is login into TopNet, click on Student Services, Registration, Select Term, Choose Current Term (For example: Fall 2011), and then View Advisor Information

Q: How do I change my major or advisor?
A: Log into TopNet, go to Student Services, Student Records, change major, minor, concentration, Advisor.