



1. What should I do first?

First, you should read the “Next Steps” document and follow it closely. There, you will find time-sensitive next steps to consider.

2. I am an international student. When will I receive information regarding my visa?

Visa information will be sent to your WesternU email address after it has been set-up, typically two weeks after we receive your enrollment deposit.

3. How do I set-up my WesternU email account?

Directions for setting up your WesternU email account will be forwarded to you after your enrollment deposit has been received. You will also find instructions on how to set up your email account on your status page. If you need to reset your password, contact the Help Desk at 909-469-5432.

4. Who do I contact for questions on my missing pre-matriculation documents?

Contact your Admissions Counselor.

Last name beginning with A-G contact Marisela Avila at 909-706-3873 or mavila@westernu.edu

Last name beginning with H-P contact Elaine Gonzalez at 909-469-5337 or egonzalez@westernu.edu

Last name beginning with Q-Z contact Julie Smith at 909-469-5442 or jasmith@westernu.edu.

5. When do I receive information regarding registering for classes?

Course registration takes place during the month of July. Please be sure to submit all pre-matriculation documents. Missing documents will block your registration.