1. Even though I am a graduating Senior I am concerned about my University. What are some of the Immediate and long-term challenges you see facing CAU as the end of this Global Pandemic appears to be no-where in sight?

Answer
(See Town Hall Link at cau.edu)

2. Thank you President French for all you are doing for our school and for refunding our graduation fees. My question is, will we have to pay our graduation fees again once a commencement date is set?

Answer
• The University continues to take that under consideration as the CARES act continues to unfold and becomes clearer to us on what reimbursements the university will receive on cost submitted.

3. Will we be receiving any additional financial support from the CARES Act to support some of our additional needs?

Answer
• While there is no additional information on additional funding. All other future CARES Act assistance is too speculative to quantify and identify its criteria at this time.
4. Has the University finalized plans for a new date and time for Commencement?

Answer
- Provost Bowles will provide the official response to the question, but Hannah and Frank should speak to their role on the University’s task force working on rescheduling Commencement, and the intentional thought and dialogue that has taken place (including the health, safety, and personal well-being of all students and their families who would be interesting in participating in this experience) – which is why the University has not rushed to a final decision to a rescheduled Commencement date.

5. If I complete my Dissertation Defense in Summer of 2020, will I be considered a graduate for the commencement exercises in December of 2020?

Answer
- Graduate students who complete their dissertation submission through the Office of Graduate Programs by their established deadlines, which are available on the Office of Graduate Programs’ website, will be eligible to participate in the rescheduled Fall Commencement exercises.

6. What additional (FUN) student activities are being planned by the students to celebrate our graduation when we are able to have one?

(SENIOR CLASS PRESIDENT) ...
(Provide answer in her own words)

7. When will the Valedictorian and Salutatorian be selected?

Answer
- The Valedictorian and Salutatorian will be selected after all senior grades have been posted and academic records reviewed.
8. I was wondering if there were any graduation traditions that happen for both Undergraduates and Graduate Students?

Answer

- While there are several other programs that traditionally occur shortly before Commencement, such as the Baccalaureate Mass, the Graduate Hooding and Recognition Ceremonies, and several Honors Society Award programs, we will consult with the University’s Ceremonials Committee to determine if and how these programs can be rescheduled (depending on when the date for Spring 2020 Commencement is rescheduled).

9. Do I have to complete “Exit Counseling” with the Financial Aid Office before graduating?

Answer

- Prior to final clearance, the online exit counseling must be completed. Further information will be sent electronically to each student by the Office of Financial Aid.

10. If I have a balance on my account, will I receive my diploma?

Answer

- No, all financial obligations must be fulfilled before the diploma (both hard copy and electronic copy) can be released.

11. When will I receive my diploma?

Answer

- Electronic Diplomas are scheduled to be sent between 10:30 a.m. – 11:00 a.m., Monday, May 18, 2020. An email notification will be sent to your CAU email at that time. All degree requirements must be met and holds must be removed to receive a copy of your diploma.
12. When will I receive the hard copy of my diploma?

Answer:
- Due to COVID-19, our vendor's plant has been temporarily closed. We anticipate delivery of the diplomas late May and/or early June. Upon receipt of the diplomas the Office of the University Registrar will begin processing and distributing hard copies of the diploma.

13. When will I be able to request an official transcript indicating that my degree has been awarded?

Answer:
- A final transcripts may be requested beginning May 18, 2020. A complimentary hard copy of your official final transcript will be included with the diploma and cover.

14. I ordered invitations from Herff Jones for the Commencement Service. May I get a refund?

Answer:
- There will be no refunds. To change the language on graduation announcement orders student will be able to utilize the Herff Jones website.

ERRATA CARDS that will include an insert card into your current order to post the changes will be provided. Details will be shared in the coming days by the office of the university registrar.

15. When will I be able to pick up my cap and gown?

Answer:
- Currently, the delivery of caps and gowns has been delayed until a Commencement date has been determined at which time they will be available in the Campus Store for those students who have successfully completed their degree programs. Additional information about cap and gown purchases will be provided via e-mail by the Office of the Registrar, once a date for Spring 2020 Commencement has been determined.
16. If I complete all degree requirements by the end of the summer session, will I be able to participate in the rescheduled Commencement Service?

Answer:
• Yes. You must confer with department chair/academic advisor to apply for summer graduation.

17. What about my grades this semester, are there any new options?

Answer:
• We understand that many students and faculty are concerned about grading for the current semester. For that reason, the University has moved toward offering more flexible grading options for the Spring 2020 semester, specifically incorporating the default Pass/No Pass grading and allowing students to elect which classes they would prefer to receive letter grades.

18. Can I still make a counseling appointment with staff in the Office of Counseling & Disability Services?

Answer:
• Although face to face counseling sessions have been suspended, the staff with Counseling & Disability Services remain a source of support for our students. Students interested in scheduling a tele-counseling appointment, please contact Mrs. Joyce Worrell, Sr. Administrative Assistant, at jworrell@cau.edu. Once we receive your request, a counselor will reach out via phone or email to discuss next steps.

19. I am expecting packages/mail in the mail room. Can I come to get them?

Answer:
Due to the recent executive order issued by both the State of Georgia and the City of Atlanta, the University’s Print and Mail Center is closed until further notice. If you have any questions regarding your mail or packages, please contact the Print and Mail Center via e-mail at printshop@cau.edu.
20. **Do I need to check with the Robert W. Library to be cleared?**
   - **Answer**
     
     If you do not have a Library Hold (LB) on your account, you do not have to check with the Library.

21. **When will I know if I have Latin Honors?**
   - **Answer**
     
     Latin Honors are already indicated on the BANNER Web accounts of students who meet the criteria.

22. **(Doctoral students) When/where will the hooding ceremonies be held?**
   - **Answer**
     
     Hooding Ceremonies are given by each School. Currently, plans to have hooding ceremonies have not been determined.