General Student Body Questions and Answers
Thursday, April 23, 2020
5:00pm (EDT)

Q1
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
I have spoken with many students across the nation since we began remote learning on March the 23 and one of the conversations was the distinction between epidemic and pandemic. (Pan) of course indicates worldwide. This is not an epidemic only in the U.S. but this is a pandemic that has stricken whole world. This is a crisis never seen in this generation. Every generation has its challenges whether it is the generation of antebellum slavery, Jim Crow generation that had to deal with segregation, whether it is the students of Atlanta University and Clark College that had to deal with racism just to exist or student of the Vietnam war, whether it would be students even of the great recession or going back to 1928 the Great Depression. Every generation has its challenges and this is a challenge for this generation. But I am proud of the faculty, staff and students because we have adjusted. And when the mantra is noted we will find a way or make one. That’s what we’re doing at Clark Atlanta University. We had to take the university from on-ground learning to remote learning in a matter of days but I’m proud. I’m proud of my team, I’m proud of the leadership team, because we have come together as a team. We are Clark Atlanta University, this is a challenge, but we will overcome it!
Q2
I read an article on the Higher Learning/Educational Department website April 9th 2020 about Federal Funds and I just wanted to clarify on whether or not the CAU Emergency Funds is the same thing or different than The CARES ACT funds that were being released to institutions to utilize to students?

ANSWER
Yes, the funds are different.
The CAU Student Emergency Fund are dollars received from Alumni and other donors to assist students in need. To-date, the University has received donations of over $100,000 to the Student Emergency Fund and have expended over $80,000 to assist students in need.

The Cares Act, which establishes and funds the Higher Education Emergency Relief Fund, directs institutions of higher education to use no less than 50% of funds the University will receive to provide emergency financial aid grants to students for expenses related to the disruption of campus operations due to the coronavirus. The University has been allocated approximately $6 million and will award approximately $3 million to students. The University recently received guidance from the U.S. Department of Education on the criteria for awarding emergency aid to student and is now working on how the aid will be distributed. Additional information on the distribution of the emergency financial aid will be issued soon.
Q3
My mid-term grade was a “B.” Now that we are away from school, I am having trouble keeping up because I feel so disconnected. Sometimes when I reach out to my professors, I do not get any response. What should I do if I cannot get in touch with my teachers?

ANSWER
We are all feeling disconnected. It is important to recognize when we need support and it is frustrating to not be able to communicate directly. When you reach out to a faculty member and don’t hear back, try to connect in a different way. Use your CAU email, the email in Canvas, and/or the phone to try to reach your professor. If you are not hearing back, you may want to reach out to the department chair or dean. Check in with your advisor or another trusted faculty member.

It is always best to try to reach out directly to your faculty member with your concerns. If you do not hear back from them, it is important to let their department chair and dean know so they can try to intervene. Communication is the key so please be sure to let people know when you need help connecting with your professors, advisors, or any other office on campus. We want you to stay connected and can only help if you let us know. Department chairs have direct communication with each faculty member and the Deans work directly with department chairs. Sometimes our chairs and deans have to work more closely with faculty to be sure they are connecting with students so following up with them when you need help is critical.
Q4
I can’t always attend the live Zoom class sessions and am afraid I am losing points because when I listen to the recordings, I hear the professor taking attendance. What can I do to make sure that I am not losing points when I have to do my work at different times because I live in a different time zone?

ANSWER
Faculty take attendance not only because it is required, but also because it is important for them to know that you are engaged in your learning. If a faculty member notices that you are not engaged, they can reach out to check on you or connect with Student Services so someone can reach out to provide support. One of the ways CAU was able to know that students needed technology support was through faculty reporting that students were not attending class sessions and completing assignments. As a student, be sure that you are communicating to your professors about the need for flexibility. Send them an email (this is one of those instances when use of your CAU email is important) to let them know if you have limited access to log-in to Canvas or attend Zoom sessions.

This is such a difficult time for all of us. We recognize that circumstances preventing students from attending the live sessions include but are not limited to (a) residing in different time zones, (b) having access to computers during limited times of the day, and (c) having to take on additional family responsibilities due to circumstances related to Covid-19. As your Provost, I have established expectations for faculty to be sensitive to the many different challenges we know students have as they are now away from Campus and may be in a different time zone or have family and other responsibilities that limit when they can attend to their school work. In particular, we have made it an imperative for faculty who engage students in live class sessions during the regularly scheduled class meeting times, to record these sessions and make them available for students to access at a later time. In addition, we have stipulated that students who are not
able to access these sessions during their regularly scheduled class times due to any number of reasons must NOT be penalized for lack of attendance. Students, if you are facing a challenge, let your professors know. Make sure you follow-up with communications and reach out to the department chair or dean if you have any trouble connecting with your professor. Remember that all of us are facing different challenges and communication is the key.

Q5
I am not really clear about the Pass/No Pass and Letter Grade Election. Can you explain exactly what this means and what we are supposed to do?

ANSWER
The SGA under graduate President along with other elected Student Government Leaders work with the administration on the grading concerns. The SGA leaders did a poll about grades and the results were mixed. The faculty were also polled and their results were mixed. The administration heard all sides and came up with the Pass/No Pass solution that most undergraduate courses in the Spring 2020 Semester will be graded Pass/No Pass, unless the student elects to receive an earned letter grade for the course. Pass/No Pass means that you can earn credit for the course without any changes to your GPA. If you do not pass, you do not earn credit and will need to repeat the course, but your GPA will not be harmed. President French and Provost Bowles have shown us that they care about us and they know we are facing challenges. They wanted to be sure that we, as students, could work and do our best, without fear of harming our GPA.

This means that for most all of your courses (if you are an Education or Social Work student, there may be some certification rules that require grades for your professional preparation courses), your grade will be recorded on your transcript as Pass/No Pass unless you complete the Letter Grade Election form. Students have until April 30th to consult with their advisors about this decision. It is
important to carefully consider your decision because once you submit the form, you are not able to reverse this decision. (Possible SLIDE with link to web form). Dean, Provost and Presidential Scholarships will be automatically renewed for the fall semester. Students who entered the spring semester on probation will receive additional information from the Scholarship Taskforce regarding advisement and maintenance expectations.

Q6
If I have accommodations, can I still schedule my exams with the Office of Counseling & Disability Services and can students still make a counseling appointment with staff in this office as well?

Answer:
While Counseling & Disability Services staff are not able to administer exams on-site, and instructors likely are using other methods of assessment such as Canvas, if a student is eligible for extended time on exams, Canvas can be adjusted to account for the appropriate amount of accommodated time. Please contact jworrell@cau.edu to schedule an appointment to discuss. Regarding access to counseling and support services, the staff in Counseling & Disability Services remain a source of support for our students. Although face to face counseling and disability sessions have been suspended, students are able to schedule a tele-counseling appointment. Please contact Mrs. Joyce Worrell, Sr. Administrative Assistant, at jworrell@cau.edu. Once we receive your request, a counselor (or Dr. Winn from Disability Services), will reach out via phone or email to discuss next steps.

As all of my fellow students know, my agenda as your undergraduate student government president has been making sure we are all taking care of our mental health and being there for others. All of us need to have the courage to ask for help.
Q7
Is there aid available for summer school?
Answer:
Yes. To make courses more affordable during the summer, tuition and fees are offered at a discounted rate. Students intending to register for a minimum of 6 credit hours should complete a summer aid application to determine federal aid eligibility. The summer aid application is available at CAU.edu on the financial aid page.

Q8
Why was the credit on my account adjusted after the proration of housing, meals and fees?
Answer:
As communicated in the letter from Dr. French on March 30th, the University would prorate housing, meals and fee charges and make adjustments of institutional discounts/scholarships on student accounts, where applicable. The proration of housing, meals and fee charges occurred prior to adjustment of institutional discounts/scholarships, so some students may have seen a credit prior to that adjustment.

Q9
My professors are telling me we have to communicate only with our CAU email. Why does this matter so much and how can I get help with this because I am not able to access this email?

ANSWER:
There are several different reasons the University is asking everyone to use their CAU email. First, any communication related to your academic record is protected by FERPA (Family Educational Rights and Privacy Act). The use of your CAU email provides a level of assurance that communication related to your academic
progress is transmitted directly to you. Official announcements from CAU including notifications from the Registrar, Provost, and bookstore are sent to your CAU email and often require a timely response. In addition, when you are communicating via your CAU email, you are able to maintain a record of the communication that can be verified by the institution which enables you to demonstrate that you have been engaged.

If you need help with accessing your CAU email, you can call the Service Desk (404) 880-6482. You can also send an email from your personal email account to support@cau.edu requesting help. Be sure to include a phone number in this email request so the OITC team can contact you if needed. (Possible slide with support contact information).

Q10
When will I receive my federal aid package for the fall?
Answer:
The Office of Financial Aid will notify continuing students of financial aid awards in early June. The Financial Aid Call Center is open from 9:00AM – 5:00PM, Monday-Friday. Please call 404-880-8992 to connect with a staff member.

Q11
Is there an update regarding the remodeling of Bumstead and Ware Halls?
Answer:
Due to the uncertainty caused by the COVID-19 pandemic, we are putting these and other capital projects on pause. We believe it is very important that the University preserves its financial resources at this point in time to be of assistance to students as best we can.
However recognizing that the university has been at maximum housing capacity for several years, this project must be realized as soon as possible. Students with housing needs should apply as soon as possible, as limited housing will be on a first come basis.

Q12
Are there any plans being made to celebrate the 2019 December Graduates that were supposed to Graduate this May?
Answer:
Student Government elected leaders have had the opportunity to work with CAU administration on decisions about graduation. December 2019 graduates will be included with May 2020 graduates. As well, the August 2020 graduates and December 2020 graduates can all be included if the graduation takes place in 2021.

Q13
Are there any prerequisite requirements before applying for housing?
Answer:
Yes, all continuing student must:
- Registered for a minimum of 12 credit hours for the upcoming Fall 2020 semester
- Students must clear all holds (i.e. - financial, judicial, academic, etc.)
- Students are required to submit a $200 non-refundable Room Reservation Fee.
- Students will be notified approximately when fees are due for the fall.

Q14
How do I register for on-campus housing?
Answer:
Students can register for on-campus housing after completing the prerequisite requirements by completing an online Residence Life application available at? (Dean TORRES PLEASE PROVIDE WEBSITE)
Q15
If I have any technical issues with the Housing Portal, whom do I contact?

Answer:
Students that have technical issues with the on-campus housing registration process, they should contact (404) 880-8074 (during normal business hours) or via e-mail at lwhite@cau.edu and lcarter@cau.edu.

Q16
Does my financial enrollment impact my on-campus housing assignment?

Answer:
Yes, students not financially enrolled by the primary deadline of July 1, 2020 are subject to losing their housing assignment.

Please Note: If a student loses their current housing assignment, he/she will be reassigned to another housing assignment. The University does not guarantee that students will receive the previously assigned room assignment.

Q17
Who do I contact to get my Registration PIN?

Answer:
Contact your Advisor to get your Registration PIN.

Q18
I do not know who my Advisor is. How do I find out who is my Advisor?

Answer:
Contact your Department Chair or Department Administrative Assistant.

Q19
I do not have an Advisor. How do I get an Advisor assigned to me?

Answer:
Contact your Department Chair or Department Administrative Assistant.

Q20
I know my Advisor’s name but no contact information. How do I get in contact with my Advisor?

Answer:
Contact your Department Chair or Department Administrative Assistant.
Q21
My Advisor will not respond to my emails or calls. How do I get advised and/or get a registration PIN?

Answer:
Contact your Department Chair.

Q22
I got an error stating I do not have a time ticket. How do I get this error resolved?

Answer:
Send an email to the Office of the University Registrar at registrar@cau.edu.

Q23
I forgot my Registration PIN. Who do I contact to get it again?

Answer:
Contact your Advisor.

Q24
A course I need is full. How do I get an override?

Answer:
Overrides are suspended until further notice.

Q25
A course I need is available, but I do not like the professor assigned to it. Can I cross-register for that course?

Answer:
Cross-registration is for courses not available at your host institution and cannot be used for this purpose.

Q26
When will courses be available for cross-registration?

Answer:
Courses available for cross-registration will be available on August 3, 2020.

Q27
When can I cross-register for a course?

Answer:
Cross Registration will begin on August 3, 2020 and continue until August 18, 2020.
Q28
When can I cross-register for a course via ARCHE?

Answer:

ARCHE cross-registration is suspended until further notice.

Q29
Will courses in the fall be online or in person?

Answer:

A limited number of Online courses are offered during the fall. An increased number of online offerings is being determined. Check BANNER Web for course adjustments.

Q30
How do I know if my credits will transfer to Clark Atlanta University?

Answer:

Only courses at the college degree level with the letter grade of “C” and above from regionally accredited Colleges and Universities will be considered. (No reading, no developmental, and no remedial course will be excepted.)

Q31
I have an Associate Degree from another Institution, will my Associate degree be put on my Clark Atlanta University diploma?

Answer:

Only the degree you earn at Clark Atlanta University will appear on your CAU transcript.

Q32
How will my transfer/transient credits be used to complete my degree requirements?

Answer:

Transfer/transient course credits evaluated by the respective department to determine how the course will be used to satisfy degree requirements.
Q33
When does registration begin?

Answer:

**REGISTRATION AND ENROLLMENT BEGIN APRIL 27, 2020.**

The scheduled appointment times for REGISTRATION AND ENROLLMENT are listed below. In an effort to effectively assist you in this process, please adhere to your scheduled time.

**Registration and Enrollment Schedule**

April 27, 2020
Graduate Students, Seniors, Honors, and Athletes
(Continue to get advised and begin to register for classes.)

May 4, 2020
Juniors and Sophomores
(Continue to get advised and begin to register for classes.)

Students to be Registered by CASS
(Continuing Students in Fall 2019 and Fall 2020 First-Time Freshmen Cohort; Undergraduate SAP students;
Students currently on Academic Warning; Academic Probation; Students Reinstated Following an Academic Suspension; and Student-Athletes in any of the aforementioned categories)

Q34
What should I do before I begin the registration process?

Answer:

**PRE-ADVISEMENT, REGISTRATION AND ENROLLMENT**

Before beginning 7 Step Enrollment Process, please answer the following questions:

- Have you completed the FAFSA?
- Have you checked your record to ascertain if you were selected for verification?
- Contact the Office of Financial Aid should you need assistance or have additional questions.