

Q1.) How do I change my permanent address?

A1.) Address changes can be completed online.

Go to: BannerWeb > Personal Information > Update Address(es) and Phone(s)

Q2.) How do I change my Major, Minor or Concentration?

A2.) **Process suspended until further notice.**

For Summer/Fall 2020 Registration purposes, please utilize the 'What-If' functionality in Degree Works to determine necessary courses.

[Click here for instructions.](#)

Q3.) How do I obtain course overrides?

A3.) **Process suspended until further notice.**

Q4.) How do I withdraw from a course?

A4.) Course Withdrawals can be completed online via BannerWeb Self-Service beginning Monday, March 23, 2020.

THE DEADLINE TO WITHDRAW FROM COURSES IS WEDNESDAY, APRIL 29, 2020.

[Click here for instructions.](#) [Click here to go to BannerWeb.](#)

Q5.) How do I cross register for ARCHE courses?

A5.) **Process suspended until further notice.**

Q6.) How do I cross register for AUC courses?

A6.) Cross registration will begin on August 3, 2020 and will be available until August 18, 2020.

Q7.) Who do I contact for Degree Works questions?

A7.) All issues related to Degree Works should be directed to Ms. Anya James **and** Ms. Susan Gibson: ajames2@cau.edu, sgibson@cau.edu.

Q8.) How do I re-order my Diploma?

A8.) **Process suspended until further notice.**

Q9.) How do I obtain enrollment verification?

A9.) Enrollment Verification can be obtained online.

Go to: BannerWeb > Student Services & Financial Aid > Link to Online Enrollment Verification

For National Student Clearinghouse issues email the contact person based on the first letter of hour last name:

A-L: Martha Henderson | mhenderson@cau.edu

M-Z: Elvie Montelus | emontelus@cau.edu

Q10.) How do I obtain Full-Time Status for Dissertation or Thesis?

A10.) Full-Time Dissertation/Thesis Certification Forms can be completed via DocuSign.

[Click here for instructions.](#) [Click here to initiate request.](#)

Q11.) How do I get a grade change?

A11.) Grade changes must be initiated by the instructor with valid justification. Contact your instructor to initiate this process.

Q12.) How do I know if I am cleared for graduation?

A11.) Graduation clearance may be checked in Degree Works as follows:

Go to: BannerWeb > Panther Path Degree Works

If **applied for graduation** status is 'SOUGHT' or blank, contact your department.

If **applied for graduation** status is 'APPLIED', check your email for an application decision. If you have not received an email to date, one is forthcoming.

Contacts for additional questions:

Undergraduate Students: Tversa Ricks | tricks@cau.edu

Graduate Students: Martha Henderson | mhenderson@cau.edu

Q13.) How do I order a transcript?

A13.) eTranscripts:

If you attended CAU during or after 2000 or if you have ordered a transcript in the past through BannerWeb, you can order an eTranscript. To determine if your account qualifies for a BannerWeb account, contact Mr. Marting Hill via email: mhill@cau.edu

Paper Transcripts:

Paper transcript requests (both via BannerWeb and by mail) are suspended until further notice.

If you attended CAU during or after 2000 or if you have ordered a transcript in the past through BannerWeb, you can order an eTranscript. Many pre-2000 (CC/AU/CAU) transcripts can be ordered via eTranscript.

To determine if your account qualifies for an eTranscript, contact Mr. Martin Hill via email: mhill@cau.edu.

Q14.) How do I reset my BannerWeb PIN?

A14.) BannerWeb passwords may be reset by contacting the University Registrar via email: registrar@cau.edu.

CANVAS PASSWORDS, ISSUES AND CONCERNS MUST BE ADDRESSED BY OITC BY CALLING (404) 880-6486.

Q15.) How do I get my registration PIN?

A15.) Students can register for the summer and fall 2020 semesters without a registration PIN.

Advisement begins April 13, 2020.

Continuing students may begin online registration on the following dates:

-Seniors/Grad. Students/Athletes/Students with Disabilities – April 27, 2020

-Freshmen - May 4, 2020

-Sophomores/Juniors - May 11, 2020

The CASS office will register continuing students in the Fall 2019, the Fall 2020 First-Time Freshmen Cohort and First-Time Transfer students.

Q16.) How do I get a Tax Notification for IRS form 1098-T?

A16.) Tax Notification can be completed online:

BannerWeb > Student Services & Financial Aid > Student Records > Tax Notification

Q17.) I received a time ticket error while trying to register. How do I resolve this error?

A17.) Time ticket errors will be resolved by contacting the University Registrar via email:
registrar@cau.edu.

Please include your full name and 900#.

Q18.) How do I resolve transfer credit issues?

A18.) Transfer Credits may be addressed by contacting Ms. Jo-Lynn Dotson via email:
jdotson@cau.edu.

Q19.) How do I resolve transient credit issues?

A19.) Transient Credits may be addressed by contacting Ms. Jo-Lynn Dotson via email:
jdotson@cau.edu.

Q20.) How do I withdraw from the University?

A20.) Official Withdrawals from the University must be completed via DocuSign.
[Click here for instructions.](#) [Click here to initiate request.](#)

Q21.) How do I handle issues and questions related to Veteran Affairs?

A21.) All Veteran Affairs related services and concerns may be addressed by contacting Ms. Elvie Montelus via email: emontelus@cau.edu.