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.
   - 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.