Clark Atlanta University Office of the University Registrar

Frequently Asked Questions

1. **How do I find important dates such as registration, when classes begin, mid-term and final examination, etc.?** Refer to the University's Academic Calendar for the following: Advisement, registration and enrollment dates; first and last dates of class; Mid-term and final examinations; and holidays.

2. **How do I register for classes?** Clark Atlanta University has a **7-Step Enrollment Process** as follows: The steps below will assist with expediting the registration and enrollment process.

   Step 1: Complete the academic advisement process with your assigned departmental advisor or department chair.
   - First-Year Freshmen will be advised by the Office of Academic Enrichment and Success (AES) in Room 214 Haven-Warren Hall.
   - Graduate Students, Seniors, Juniors and Sophomores - Departmental Academic Advisor

   Step 2: Pick up Registration/Alternate PIN from your advisor or department chair.

   Step 3: Register for classes, via Banner Web.
   - Classes for first-year students are posted manually by the Office of Academic Enrichment and Success.
   - Graduate Students, Seniors, Juniors and Sophomores post classes, via BANNER Web.

   Step 4: Secure Campus Housing by visiting the Office of Residence Life located in Suite 245 in the Bishop Cornelius L. Henderson Student Center.

   Step 5: Verify Financial Aid Award, via Banner Web.

   Step 6: Verify Financial Enrollment, via Banner Web. (Student Accounts).
   - Are you interested in a payment plan?

   Step 7: Pickup and/or verify activation of the student's Panther PAWCard from the PAW Office located on the 3rd floor in the Bishop Cornelius L. Henderson Student Center.
   - New students must complete the Panther PAW and Money Network Consent forms, via Banner Web. Two (2) hours after completing the consent forms you can pick up your PAWCard.
   - Returning students card activation is automatically updated within two

(2) hours after becoming financially enrolled

3. **What is Degree Works?** Degree Works is a web-based, degree-auditing and tracking tool that enables students and advisors to evaluate academic progress towards graduation in accordance to university and academic program requirements, as they are outlined in the General Announcements.

4. **Where can I find Degree Works?** On Banner in Red under Student Services and Financial Aid.

5. **If my degree works is inaccurate who can correct it?** Your department advisor or department chair.

6. **Where do I get a course substitution form?** Course substitutions are only submitted by the department advisor and department chair. Students are not allowed to handle this form.

7. **Why if my credits on Banner and degree works do not match?** *Banner only list the credits you have completed. Degree Works list the classes you have completed and your current registration.

8. **How can I get a time ticket?** First year students do not get time tickets; your schedule will be created for you.

9. **Where do I get my registration pin?** You should get your registration pin from your advisor, during the advisement period.

10. **What step do I follow to register for classing using BANNER Web?**

Registration
Quick Reference Sheet

- Students register (early and/or regular) via *BANNER WEB.*

- Web Registration requires your CAU student ID #, Permanent Pin #, as well as your Registration Pin # issued each semester. *(Follow the instructions to access BANNER WEB.)*

- Students should print class schedules and verify the accuracy of courses entered.

- Make corrections using BANNER WEB if necessary.

- Students should proceed to **Step 4: Enrollment.**

- *Select Login to Secure Area.*
- *Enter User ID #.*
- *Enter you Permanent PIN # and click Login.*
- *Select and click Student Services and Financial Aid.*
- *Select and click Registration.*
- *Click Select Term for the appropriate semester (Spring 2014).*
- *Select courses.*
- *Select Student Detailed Schedule and print course schedule.*
- *Print a copy of your schedule; review it for accuracy.*
- *Before you exit BANNER Web Registration, look at your fees.*
- *Always select and click the "EXIT" button to exit BANNER Web Registration properly.*

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11. <u>**What is cross registration Clark Atlanta University (CAU)?**</u>
- Undergraduate students of Clark Atlanta University may cross-register for courses at all the AUC schools with the exception of Morehouse School of Medicine.
- Graduate students at Clark Atlanta University may cross register for courses at Morehouse School of Medicine**.**
- **All students wanting to cross-register must complete a "Cross-Registration Form," specifically indicating the subject/course to be taken at the "host" institution.**
- Once the form is complete, the student must obtain the approvals from his/her advisor and other required signatures as indicated.
- The student must return the form to the Office of the University Registrar in order to be registered for the class. All cross-registration forms must be submitted by the end of the Drop/Add period each term. Forms submitted after this date will not be accepted.

The Atlanta Regional Consortium for Higher Education (ARCHE)

- Institutions belonging to the ARCHE Consortium allow their students to cross-register for courses at other ARCHE colleges and universities on a space-available basis at the end of the host institutions' registration periods. For students' approved to cross-register for courses at host institutions, the school of matriculation remains the students' home institution. Cross-registration requires a recommendation from the home institution and the approval of the designated representative of the host institution. Contact the University Registrar for registration deadlines.

12. **Who is eligible to cross register, via the Atlanta Regional Consortium for Higher Education (ARCHE)?** To be eligible for ARCHE cross-registration, students must be in Good Academic Standing, be financially enrolled and be approved to register by the Chief Academic Officer at their home institutions. Cross-registered students must pay any special fees, (e.g., laboratory fees) to the host institution.

13. **How do I pay for my ARCHE class if approved?** Students pay the tuition and fees to their home college or university for ARCHE credits.

14. **What colleges and universities participate in ARCHE?** Agnes Scott College, Brenau University, Clark Atlanta University, Clayton State University, Columbia Theological Seminary, Emory University, Georgia Gwinnett College, Georgia Institute of Technology, Georgia State University, Interdenominational Theological Center, Kennesaw State University, Mercer University, Morehouse College, Morehouse School of Medicine, Oglethorpe University, and Savannah College of Art and Design.

15. **Can all students participate in ARCHE?** First-year students cannot participate unless they are in ROTC.

16. **How do I remove holds from my record that may be preventing me from registering?** Students are not allowed to register for courses if they have a financial hold, immunization requirement hold, or an academic standing or requirement that prevents registration. Students must satisfy all financial obligations and fulfill all academic requirements before registration is permitted.

17. **I cannot register for a required course, what can I do?** Common reasons for not being able to register for a class are as follows: pre-requisite course is needed, time conflict, closed section, level restriction, department and/or instructor approval.

18. **What is the difference between a course drop and a course withdrawal?**
    - During the drop/add period of registration, a student may drop a course causing the course not to appear on the student's academic record.
    - After the drop/add period is over, the student can no longer drop the class. They must withdraw; thereby, receiving a "W" grade.

19. **How do I withdraw from a class?** Complete the course withdrawal form found on the Registrar's webpage, by clicking the link for forms. Instructions for completing this process may be found on the course withdrawal form.

20. **How much does it cost to obtain an Enrollment Verification?** An enrollment verification is free of cost.

21. **What is the processing time for an Enrollment Verification?**
    - A current enrolled student is able to receive an enrollment verification instantly, via the Student Self-Service BannerWeb Enrollment Verification Link.
    - A former student will have to contact the National Student Clearinghouse, via www.studentclearinghouse.org to obtain an enrollment verification.

22. **Can an Enrollment Verification be emailed or faxed?** In most cases an Enrollment Verification must be requested, via the Student Self-Service Link, via BannerWeb or via the National Student Clearinghouse website at www.studentclearinghouse.org. There are some exceptions and a request can be faxed or emailed.

23. **Can I complete a Self-Service BannerWeb Enrollment Verification if I am a former student?** All students enrolled from 1999 to the current year are able to do a Self-Service BannerWeb Enrollment Verification. Students enrolled prior to 1999 will have to submit a Counter Request Form, which is located on the school's website under the Registrar's Office Link under forms.

24. **How do I apply for my VA benefits?** You may apply online at: www.benefits.va.gov/gibill (helpline number 1-888-442-4551). Or, you may contact the nearest VA Office. (Clark Atlanta University cannot process applications for VA benefits.

25. **Who do I contact if my VA payment is not the correct amount or have not received my payment?** If your hours of enrollment are correct, contact the VA directly at 1-888-442-4551.

26. **Do I have to pay tuition and fees up front?** All VA programs except for Chapter 33

(Post 9/11) and Chapter 31 (Voc. Rehab.) have to pay for tuition and fees up front. If a class is not required for your program of study and you are using Chapter 33 or Chapter 31, you must pay for that class up front.

27. **What is a certification and when is it submitted to the VA by the school?** A certification is a notification to the VA, regarding your school enrollment and school costs (if applicable). Certifications are usually submitted to the VA by the end of the school drop/add period.

28. **How will I know when my transcript has been mailed or emailed?** You can check the transcript status for mail date through BannerWeb for hard copies. For eTranscripts you have to create an account with Parchment, log into the Parchment site and check the status of your orders. Tracking is not available for orders placed in person or by mail. To check the status of your order, please contact the Office of the University Registrar for further assistance.

29. **Who has access to my academic record?** Only the student and anyone he or she may authorize as his or her agent. CAU officials who demonstrate a "legitimate educational interest" to the Registrar, in compliance with the Family Educational Rights and Privacy Act (FERPA), may also access academic records.

30. **What can I do if there is a "hold" on my record preventing me from getting a transcript?** You should contact the department that placed the hold (for instance, Student Accounts, etc.). If you are unsure who placed the hold on your record, please contact the Office of the University Registrar. Current and recently enrolled students may check for holds on Bannerweb.

31. **Do you accept payments over the phone?** No. We do not accept payments over the phone. See the following payment options: Cashier's Checks and Money Orders are acceptable forms of payment for transcript requests, via the mail or walk-in requests received in the Office of the University Registrar (made payable to Clark Atlanta University). Cash and Credit Card payments are accepted in the Office of Student Accounts, 204 Haven-Warren. *NO PERSONAL CHECKS* will be accepted for payment of transcript fees. NO FAXED or EMAILED requests for transcripts will be honored or processed.

32. **Can all students receive electronic transcripts?** Students prior to the year 2000, must call to receive verification by a University Registrar Official to verify credentials. Students who were after the year 2000, must login with their Student ID# and PIN number to access the system. If you no longer have this information, please contact the

Office of the University Registrar for further assistance.

33. **Which Colleges and Universities will Clark Atlanta University accept the credits?**
All colleges and universities that are nationally accredited by at least one of the accrediting agencies.

34. **How many hours will transfer to Clark Atlanta University?** Clark Atlanta University accepts all class 100 level (100-499) and above with grades of "A", "B" and "C".

35. **What is the process to get the transfer credits posted the Clark Atlanta University transcript?**
    - Send or submit an official transcript to the Admission's Office from all colleges and universities that you have attended;
    - The courses will be evaluated by the major department to determine the credits that will be used toward the degree;
    - The transfer evaluation will be sent by the major department to the Registrar's Office to have the transferable courses posted to satisfy the degree requirements.

36. **What is FERPA?** The *Family Educational Rights and Privacy Act of 1974* helps protect the privacy of student education records. The *Act* provides for the right to inspect and review educational records, the right to seek to amend those records and to limit disclosure of information from the records. The intent of the legislation is to protect the rights of students and to ensure the privacy and accuracy of educational records. The *Act* applies to all institutions that are the recipients of federal aid administered by the Secretary of Education.

37. **Who is protected under FERPA?** Students who are currently enrolled or formerly enrolled, regardless of their age or status with regard to parental dependency. Students who have applied but have not attended an institution and deceased students do not come under FERPA guidelines.

38. **What are education records?** With certain exceptions, an education record is any record (1) from which a student can be personally identified and maintained by the university. A student has the right of access to these records. Education records include any records in whatever medium (handwritten, print, magnetic tape, film, diskette, etc.) that are in the possession of any school official. This includes transcripts or other records obtained from a school in which a student was previously enrolled.

39. **What is directory information?** Institutions may disclose information on a student without violating FERPA if it has designated that information as "directory information." At Clark Atlanta University this includes a student's: name, address, telephone number, major field of study, dates of attendance, current enrollment status (full- time/part-time), class standing, receipt or non-receipt of a degree and academic awards received (dean's list, honor roll).

40. **How does a student authorize release of their educational record in the form of an academic transcript?** Students must authorize the release of their transcript by written request with signature or by completing and signing a transcript request form available in the Office of the University Registrar. There is a $5.00 fee for unofficial and $10.00 fee for official transcripts. The receipt of a written request with signature to release an education record, via fax is permissible.