

## Frequently Asked Questions for Incoming Students

### Questions related to academic advising and course registration

- **Who is my advisor and where will I find him/her?**
  - Most first year students are assigned to First Year Programs where they receive advising services from a team of professional academic advisors. Students visiting the office will be seen on a first come, first serve basis. Should a student wish to speak with a particular advisor or follow up with someone they have already spoken with, an advisor can be requested by name. In some cases, students may be contacted by a specific advisor and asked to follow up directly with that advisor.
  - A list of our academic advisors can be accessed from the “Advisor” box in the Campus Solutions Student Services Center. Advisors are also listed in the [First Year Programs](#) page in ERNIE.
- **Can I physically meet with an advisor on campus?**
  - Academic advisors in the office of First Year Programs are available to all students on a walk-in basis.
- **What classes do I register for?**
  - Please visit the [Self-Registration & Course Scheduling](#) page in ERNIE for instructions on how to register for courses and to find typical first semester schedules for first year students. If additional support is needed after reading this information, please contact an academic advisor in [First Year Programs](#).
- **How do I register for classes in Campus Solutions?**
  - Follow the instructions for [Self-Registration](#) and/or using the [Schedule Planner](#).

- **What is a “section”?**
  - Most courses offer multiple “sections” of a class. For example, COM 122 (English Composition) offers as many as 36 class sections in one term. Each section has a specific time/day(s) of the week in which the class meets, and an assigned instructor. A student may choose one section from those 36 class options that best fits their schedule.
- **How many credits do I take?**
  - To be considered a full-time student, a student must be enrolled in a minimum of 12 credits. The maximum credit load is 16. Suggested total number of credits for the first semester are found at the bottom of the *Typical First Semester Schedule* page.
- **How many credits must a student be enrolled in to be considered a full-time student?**
  - A student enrolled between 12 – 16 credits is considered a full-time student.
- **Why can't I register for classes?**
  - There may be multiple reasons why a student does not have access to registration. The first step in the process is submitting the \$200 deposit. Once the deposit has been paid, several administrative steps are completed to activate a student’s ability to register. This may take up to a couple of weeks depending on a student’s acceptance date.
- **When is the deadline to register for classes?**
  - Accepted students may register for classes and make changes to schedules until the last day of the ADD/DROP period in their initial enrollment term. Ideally though, students will be registered for at least 12 credits by the first day of classes.
- **Where can I find all of the classes I need to take to complete my degree?**
  - Students are encouraged to review their degree program outlined in the [Course Catalog](#) to learn more about their program and required courses needed to graduate. Academic advisors in the office of First Year Programs also work with

students to determine what course(s) to register for that will apply to individual degree programs.

- **What does HYB mean and what is the class like?**
  - HYB is the abbreviation for a *hybrid* class which offers instruction in both lecture and online formats. A hybrid class is defined as a course “best suited for students who are technically competent, self-disciplined and highly motivated”.
- **Why are there no Professors listed yet for a specific class?**
  - Individual departments update professor assignments for classes. In the event a professor has not yet been assigned to a class, the course listing will have “Staff” until an update is made.
- **Is 10 minutes enough time to travel to each class?**
  - Yes, in nearly all cases students are able to get to all of their classes in a timely manner. The academic buildings are located within a reasonable walking distance of each other and offer students enough time to get from one class to the next. Exceptions may exist for some students involved in programs such as ROTC, athletics or flight.
- **How long are the class periods?**
  - *In most cases*, classes are offered on Monday-Wednesday-Friday OR Tuesday-Thursday. Most MWF classes are held for 50 minutes, and T/TH classes are held for 1 hour and 15 minutes.

### **Questions related to transfer credits (AP/IB/dual enrollment, etc.)**

- **What will my transfer credits count towards and how soon will I be notified about the credits?**
  - Please review the [Transfer Course Credit](#) information in ERNIE to determine how transfer credit can be applied. Credit will be awarded when proper documentation has been received by the university and evaluated and approved by the Office of the Registrar. Once the Office of the Registrar awards credits, an

academic advisor will then be able to assist with interpreting how these credits will count toward a degree, and what courses to take.

- **What classes do I need to take in place of my transfer credits?**
  - Students are encouraged to review their degree program listed in the [Course Catalog](#) to learn more about the program and required courses needed to graduate. An academic advisor will also help in determining what course(s) to register for that will apply to a degree program.
- **Where can I find my transfer credits?**
  - Transfer credits can be found in Campus Solutions Student Center. Click on the drop down menu and select **Transfer Credit: Report**. This page will list all posted transfer credits. Transfer credits can also be viewed on the **Course History** screen which can be found in the same drop down menu.
- **How do I send my AP or IB Scores to ERAU?**
  - Please contact [collegeboard.org](http://collegeboard.org) to have AP scores sent directly to ERAU. Transfer credits from another college/university will be evaluated upon receipt of an official transcript from that institution.
  - IB scores must be received by ERAU from International Baccalaureate. All requests to IB must be submitted by the program coordinator of the school where the student is enrolled in the Diploma Programme (DP). For more information, please review [how to request IB transcripts](#).

#### **Questions about Placement Evaluations (ALEKS/Composition Online Evaluation/PSVT:R)**

- **Why is my ALEKS/Composition Online Evaluation/PSVT:R still in my To Do List?**
  - The course placement listed in the To Do List will be removed upon completion of the course.
- **Why have I not gotten a score for my Composition Online Evaluation?**
  - Following completion of the Composition Online Evaluation, results can be expected to be posted within a two week period (*approximately*). Please visit the ERAU [Writing Program](#) site to find more information about course placement and the ERAU Writing Program.

- **Can I re-take the Composition Online Evaluation/ALEKS/PSTVT:R?**
  - The **Composition Online Evaluation** cannot be reset for an additional attempt. Should a student have difficulty accessing the test or have complications, they may take the test in person in the Department of Humanities and Communication upon arriving on campus before classes begin. Please visit the ERAU [Writing Program](#) site to find more information about course placement and the ERAU Writing Program.
  - After completing the **ALEKS** and receiving a math course placement, students are given the opportunity to improve their score by completing a five hour remediation followed by a second evaluation. A third attempt is also offered following an additional eight hours of remediation.
  - The Department of Engineering Fundamentals will consider a second attempt of the **PSVT:R** on a case by case basis. For situations requiring consideration for a re-set or second attempt, please contact Dr. Heidi Steinhauer at [steinhah@erau.edu](mailto:steinhah@erau.edu). Dr. Lisa Davids may also be reached at [david10b@erau.edu](mailto:david10b@erau.edu) from August through April.
- **Do I still have to take the placement exams if I have transfer credits coming in?**
  - For cases in which students are being awarded transfer credit for college level math and/or English Composition, they are not required to complete the **ALEKS** and/or **Composition Online Evaluation**. However, it is recommend that students take applicable placement exams and register for classes then adjust registration if needed once scores have been received and credit awarded.
  - Awarded transfer credit supersedes placement exam results for those students who choose to take the placement. In the event a student completes a course for which they received transfer credit, the course attempt then replaces the transfer credit.

### **Questions related to payments, billing and financial aid**

- **When is the tuition payment deadline?**
  - The deadline for Fall 2017 payment is Friday, August 18<sup>th</sup>.

- **How do I pay my tuition?**
  - Please contact the office of [Student Financial Services](#) to review instructions on how to pay tuition.
- **Who can I speak with to talk about financial aid and scholarships?**
  - Please contact the [Financial Aid](#) office to speak with a counselor about scholarship opportunities.

**Questions related to changing major, minor, Area of Concentration (AOC), track, etc.**

- **How can I change my major?**
  - Prior to starting classes as a first year student, students who wish to change their degree program (major) can contact the Admissions department to make the request. Following the start of classes, students must complete a Program Change form and obtain the required signatures from the Program Coordinators from both the declared and desired degree programs.
- **I just changed my major and it is still not reflected on my account.**
  - The Office of the Registrar processes all Change of Program forms in a consistent and timely manner. When the change has been made it will be reflected in a student's Campus Solutions Student Services Center.
- **How can I add/drop a minor/AOC/Track**
  - Following the start of their first term, students may declare or make changes to minors, Area of Concentration, Track, Option, or Specialization directly online in ERNIE by following these steps: Click on FORMS >> Scroll to OFFICE OF THE REGISTRAR >> Click on ACADEMIC EVALUATION >> Make desired changes, review, sign and submit. Prior to starting classes at ERAU as a first year student, students who wish add/drop a minor/AOC/Track can contact the Admissions department to make the request.

**Questions related to housing, meal plans and orientation**

- **When is Orientation for Summer/Fall?**

- Fall orientation takes place August 23 & 24<sup>th</sup>. For more information, updates, and contact information, please visit the [orientation](#) site in ERNIE. Updates and important information will also be distributed through the university email system and students are encouraged to check their email daily.
- **When is move in day/can I select my residence hall?**
  - Move in day for flight students, Honors Program students and students living in a Small Learning Community is in the afternoon on Tuesday, August 22<sup>nd</sup>, 2017. Move in day for new students is scheduled for Wednesday, August 23<sup>rd</sup>. For questions about residence hall selection, please contact the department of [Housing](#).
- **When will I be notified about my Housing Assignment?**
  - Students will receive email notifications about housing assignments as well as other important information.
- **How do I know who my roommate will be?**
  - Students are encouraged to check their ERAU email daily to receive important updates about housing.
- **Can I choose my meal plan option?**
  - Please visit the campus dining website to explore meal plan options and stay up to date with other information posted by [Dining Services](#).

### **Questions related to Flight**

- **For questions related to flight blocks, scheduling classes, sending documentation and other questions, please explore the following links:**
  - [Flight Students](#): this link will answer a multitude of questions from what documentation is required to submit to estimated costs. Flight students and their families are also encouraged to explore the [New Flight Student Guidebook](#) to familiarize themselves with the Aeronautical Science degree program.

### **Questions related to ROTC**

- **Who do I contact about information for ROTC?**

- Please visit the [ERAU ROTC](#) page in ERNIE for more information about the programs and contact information.

### **General Questions**

- **How can I get a job on campus?**
  - Students may visit the [Student Employment](#) website or visit the office (Bldg. 30, Room 121 in the Tomcat Annex) to inquire about finding a job on campus.
- **Am I allowed to have a car?**
  - Students who choose to have a vehicle on campus are required to register the vehicle and obtain a parking permit from [Campus Safety & Security](#).
- **What kind of a computer is recommended?**
  - This link to our [Information Technology](#) department will answer questions related to computers and technology.
- **I already have a personal email account. Is my ERAU email important?**
  - The university uses ERAU mail as the primary source of communication with students. It is recommended that students check their ERAU email daily.
- **Is there tutoring available?**
  - Please visit the [tutoring](#) page in ERNIE to find out more about campus tutoring resources. In addition to these published tutoring opportunities, students may inquire with First Year Programs about additional resources that may be available on campus. It is always recommended that students meet with professors to address academic needs and support.
- **What if parents need to contact my advisor**
  - Please follow the directions for [granting auxiliary access](#) thus allowing parents the opportunity to discuss educational information with various departments across campus.

### **Family Educational Rights and Privacy act of 1974 (FERPA)**

Please review the university's [FERPA](#) page for more information pertaining to the protection of students' educational records. Students may give permission to the university to allow selected individuals access to their educational records by [granting Auxiliary Access](#).