

# ADVISING FAQ (Frequently Asked Questions)

## Admission

- ✚ Where can I find the criteria for admission of different categories of students?
  - ✓ The criteria for each category of admission are presented on pages 25-30 of the catalog and on the admissions section of LSUA's website: <http://admissions.lsua.edu>.
  - ✓ Note: Admissions standards are likely to change over the next two years; when they do, please take note.
  
- ✚ Do students who resign in a regular semester have to reapply to the university to be able to enroll in classes for the following semester?
  - ✓ If the student resigns after the 14<sup>th</sup> class day and, as a result, has W's on his or her transcript, the student does not have to reapply to be able to enroll in classes for the following semester. If, on the other hand, the student resigns on or before the 14<sup>th</sup> class day and, as a result, has no transcript record of the courses that were attempted, the student has to reapply to be able to enroll in classes for the following semester.
  
- ✚ Can transfer students be required to take developmental courses?
  - ✓ Yes. Any student who has been admitted to the university and who has not taken the ACT or who has taken the ACT and not attained the required subscores in English and MATH will be required to take developmental courses if they haven't already done so.
  
- ✚ Can an applicant who has taken courses at another regionally-accredited institution be admitted to LSUA needing developmental courses?
  - ✓ If the applicant has earned fewer than 12 hours of college-level (non-developmental) credit, the applicant must meet the admission criteria for first-time freshmen and, therefore, cannot be admitted if he or she needs more than one developmental course.
  - ✓ If the applicant has earned 12 or more hours of college-level (non-developmental) credit, the applicant must meet the criteria for transfer students and, therefore, is not subject to the rule that stipulates that a student not need more than one

developmental course. Such a student could be admitted to the university needing both developmental English and math.

- ✚ Do all first-time freshmen have to meet the minimum admission criteria for first-time freshmen? Are there exceptions?
  - ✓ First Time Freshmen who are 25 or older are not required to meet the minimum admissions criteria for first-time freshmen.
  
- ✚ Do some degree programs have admission requirements that exceed the requirements for admission to the university itself?
  - ✓ Yes. Some programs require that students complete certain courses and attain a specified overall grade point average on coursework already taken before they can be considered for admission. Such programs include the Associate of Nursing, the Associate of Science in Radiologic Technology, the Associate of Science in Clinical Laboratory Science, and the Bachelor of Science in Elementary Education. Students who have not yet met the admission requirements of such programs are admitted to a pre” program (i.e. preeled, prenurs, prerad, etc). To be admitted to the full program, students must apply to the department that offers the program.

## Registration

- ✚ In what circumstances can a student’s schedule be washed?
  - ✓ If a student who has been admitted to the university and who has enrolled in classes decides not to attend, the student should go online and drop the classes and *not* assume that his or her schedule will be washed. In certain circumstances washing of schedules may occur (e.g., when students who have no financial aid or scholarships fail to set up a payment plan), but it is not a guarantee and advisors should never tell students that it will happen. It is the responsibility of students themselves to cancel their enrollment in classes if they do not plan to attend. If a student’s schedule is washed, the student will pay mandatory fees (approx \$150).
  
- ✚ By what date do students have to be admitted to take B-term classes?
  - ✓ Students who wish to take B-term classes must be admitted by the third class day of the full-term (i.e., at the beginning of the semester). If they have not been admitted

by that date, they cannot take B-term classes and must apply for the following semester.

- ✚ By what date do students who have been admitted have to register for B-term classes?
  - ✓ Students who have been admitted can add B-term classes through the 2<sup>nd</sup> class day of the B-term. To add such classes after the third class day of the full-term, students must complete a schedule change form and submit it to their department office.
  
- ✚ To complete a bachelor's degree in eight semesters, what kind of course load should a student take each semester?
  - ✓ If the total number of hours required by the degree is 120 and the student does not plan to take courses during the summer, the student must take 15 hours per semester and not withdraw from or fail any courses.
  - ✓ If the total number of hours required by the degree exceeds 120, obviously the extra hours will have to be taken in one or more of the eight semesters or during the summer.
  
- ✚ When does this year's summer session begin?
  - ✓ May 24<sup>th</sup> is the first day of classes for Summer 2010
  
- ✚ During the week before classes begin, on what days should faculty be available to advise students?
  - ✓ Effective Fall 2010 , faculty should be available to advise students on Tuesday and Wednesday of the week before classes begin (instead of the traditional Wednesday and Thursday).
  
- ✚ How can I access an advisee's transcript?
  - ✓ The transcripts of continuing students , reentry students, transfer students whose coursework has been evaluated, and first-time freshmen with evaluated dual enrollment credit can be accessed from Self-Service.
  - ✓ The transcripts of transfer students whose coursework has not been evaluated are available in the Records office and typically are placed in the student's advising folder by his or her academic department.

## Curriculum

- ✚ Are students who are 25 or older exempt from taking developmental courses?
  - ✓ No. What is true is that first-time freshmen who are 25 or older can be admitted to the university even if they need more than one developmental course. The fact that they can, however, does not mean that they are exempt from taking developmental courses. *Any* student who has been admitted to the university and who has not taken the ACT or who has taken the ACT and not attained the required subscores in English and MATH will be required to take developmental courses if they haven't done so already. The university encourages all students to take the ACT for placement purposes.
  
- ✚ What ACT subscores do students have to attain to avoid being placed in developmental courses?
  - ✓ To be placed in the first freshman English course (ENGL 1001), students must attain an English score of at least 18. To be placed in the first freshman Math course (MATH 1021), students must attain a Math score of at least 19. Advisors should consult page 32 of the catalog for more information about placement.
  
- ✚ How can I see a student's ACT scores?
  - ✓ Administrative assistants can print them from Power Campus and place them in the student folder. ACT Scores are not available from Self-Service
  
- ✚ Why might I not be able to see a student's ACT scores?
  - ✓ Not all students are required to submit ACT Scores. Neither transfer students nor students over the age of 21 are.
  
- ✚ If a student repeats a course and earns a higher grade in the course, is the earlier grade deleted?
  - ✓ No. Both grades will appear on the student's transcript and both grades will be included in the computation of the student's overall GPA.
  
- ✚ Under what circumstances may a student repeat a course?
  - ✓ If a student withdraws from, fails, or earns a "D" in a course, the student may repeat the course.

- ✓ If the catalog description indicates that the course may be repeated for additional credit, then obviously, it may be repeated. This opportunity is typically limited to special topics courses, the content of which usually varies from semester to semester. THTR 3900 (Selected Topics in Theatre), for example, may be repeated for a maximum of nine hours of credit.
  
- ✚ Should students retake courses for which they have earned grades of “C” or higher?
  - ✓ They shouldn’t. And their advisors should strongly discourage them from doing so.
  
- ✚ How do I find out which courses use ACT scores for placement?
  - ✓ Consult page 32 of the current catalog.
  
- ✚ How can degree-seeking students meet the university’s computer literacy requirement?
  - ✓ There are two ways to meet the requirement. The first is to take and successfully complete CMIS 1000; the second is to pass the Computer Competency Exam. For more information about taking the exam, students should contact the Testing Center (427-4492).
  
- ✚ How can I help a student who has clearly met the prerequisite for a course but is not able to enroll in the class via Self-Service?
  - ✓ Both your department chair and your department’s administrative assistant have the ability to override course prerequisites in Power Campus. If you run into this problem, you should contact one of them. If neither is available, you can also contact Heather Bandy or Teresa Seymour, each of whom also have override privileges.
  
- ✚ How does a student change his or her major?
  - ✓ The student should consult his or her advisor and with the advisor’s help complete a curriculum change form. The advisor should ensure that the completed form is submitted to the department office for processing.
  
- ✚ Where can I access an entire list of the degree and curriculum codes necessary to complete a curriculum change form?
  - ✓ The codes are listed in a document entitled “Majors Crosswalk,” a copy of which is available in the office of each academic department.

- ✚ Can a student earn a second degree or a earn a single degree with two majors?
  - ✓ Yes. The requirement for earning either are presented on page 76 of the current catalog.
- ✚ Can a student at LSUA declare a minor?
  - ✓ Yes. Students can consult page 73 of the current catalog for the requirements that apply to all minors. The requirements for specific minors are presented in the departmental sections of the catalog.
- ✚ How does a student declare a minor?
  - ✓ Students declare minors at the same time as they apply for graduation. An audit sheet that lists the curricular requirements of the minor must be completed at that time.

## Graduation

- ✚ At what point should students petition for graduation?
  - ✓ Currently, students petition in the first few weeks of the semester in which they wish to graduate. The actual date by which students *must* petition if they wish to graduate in a given semester is listed in the Academic Calendar. In future, students will actually petition in the semester preceding the semester in which they wish to graduate.
- ✚ Where can I find the complete set of curricular requirements for a given degree?
  - ✓ The complete set of curricular requirements for a given degree are presented in the catalog section of the academic department that houses the degree.
- ✚ Other than meeting curricular requirements, what other requirements do students have to meet in order to graduate from the university?
  - ✓ Students must meet 1) the academic requirements for all degrees offered by the university (presented on page 75 of the current catalog); 2) additional requirements for either associate or baccalaureate degrees (presented on pages 75 and 76 of the current catalog); and the university's graduation requirements (presented on page 76 of the current catalog).

- ✚ What is the process for requesting a course substitution?
  - ✓ A student who wishes to have a course already taken (at LSUA or another institution) substitute for a course required by his or her curriculum needs to complete a Request for Course Substitution form. The form, which can be obtained from the office of the student's academic department, should be filled out with the help of the student's advisor, signed by the student, submitted to the student's department chair for his or her recommendation, and, finally, submitted to the Vice Chancellor for Academic and Student Affairs for his or her approval. Course substitutions should be requested well in advance of the time when the student petitions for graduation. Advisors should note that course substitutions are approved only for the curriculum in which the student is enrolled at the time the request for substitution is made.
  
- ✚ Is the process different if the student is requesting that a course that he or she has already taken be substituted for a course that is needed to meet a General Education requirement?
  - ✓ In such cases, the Course Substitution form must be signed by the chair of the department offering the General Education course. If the General Education requirement does not specify a particular course, then, the department chair simply needs to determine whether the student can receive General Education credit for the course that he or she has already taken. For example, if the student's curriculum requires nine hours of GE Natural Sciences and the student has taken a biology course at another institution, the chair of the Biology Department would determine whether the student could be granted General Education credit for the biology course.

## Fee Payment

- ✚ Under what circumstances can students be refunded for courses they withdraw from?
  - ✓ Students can be refunded for courses they withdraw from if they meet the refund deadline (usually the 10<sup>th</sup> class day in a regular semester and the 7<sup>th</sup> class day in a summer term) OR upon submission of *and* approval of a refund request. Students should be aware that such requests are rarely approved. Remember, the student held a seat in a class and prevented another student from being able to claim that seat.

- ✚ By what date do students have to pay their fee bills?
  - ✓ Students who register early must pay on or before the Friday of the week BEFORE regular registration or risk losing their schedule;
  - ✓ Students who register during regular registration must pay by the second day of regular registration;
  - ✓ Students who register late (after regular registration) must pay on the day they register.
  
- ✚ How can students pay their fee bills?
  - ✓ By accepting and applying their financial aid money to their fee balance. Students can do this by logging on to my.LSUA and clicking on the Net Partner link.

The screenshot displays the my.LSUA website interface. At the top, the header includes the my.LSUA logo and the text 'Louisiana State University of Alexandria'. Below the header, a welcome message reads 'Welcome Melissa Turnage! [logout] last login: 3/19/2010 4:30:41 PM'. The interface is organized into three main columns. The left column contains three menu sections: 'my Info' with links like 'Update User Info' and 'Change Password'; 'my Mail' with links like 'View Mailbox' and 'View Calendar'; and 'my Accounts' with links like 'Desire 2 Learn' and 'Net Partner (Financial Aid)'. A red arrow points to the 'Net Partner (Financial Aid)' link. The middle column features a 'Show Notices' section with a 'Campus Happenings' table listing events such as 'Former Chancellor Luncheon' and 'Yoga in the Gallery'. Below this is an 'LSUA Poll' section with a survey link and a message stating 'No polls available at this time.' The right column includes a 'my OaKard' section showing a declining balance of \$0.00 and 'my Announcements' with links to 'Graduate Exit Exam' and 'Key Dates for Early Spring'. At the bottom of the right column, there is a 'Today' section showing the date 'Friday, Mar 19' and a 'Campus News' section with several news items.

- ✓ By setting up a payment plan through e-cashier (down payment + monthly charges). The earlier the payment plan is set up the longer the student has to spread out payments and the lower the monthly cost.

## Financial Aid

- ✚ What forms of financial aid require that a student be full-time?
  - ✓ Most university scholarships (institutional and foundation)
  - ✓ TOPS
  
- ✚ Are students who are not full-time eligible for financial aid?
  - ✓ Yes. There are types of financial aid (e.g., grants and loans) that are pro-rated; that is, the amount of money awarded is in proportion to the number of hours for which a student is enrolled. So, a student who is enrolled for fewer than 12 hours could be awarded money but not as much as money as a student who is enrolled for 12 hours or more. Students should be aware, however, that to be eligible for loans, they must be at least half-time.
  
- ✚ When students request to be withdrawn from courses, what should we tell them about the implications of withdrawals for financial aid eligibility?
  - ✓ Students should be told to contact their financial aid counselors to determine whether withdrawing from courses will 1) result in adjustments to their fee bill and 2) affect their eligibility for future financial aid.
  
- ✚ Are students required to complete a FAFSA form each year?
  - ✓ Yes. The priority deadlines are May 1 for the fall semester and Oct 1 for the spring semester.
  
- ✚ By what date should students complete their FAFSA form?
  - ✓ As soon as students file their taxes for the previous fiscal year they can complete and submit their FAFSA form for the following academic year. The FAFSA form is available by the end of January. It can be completed free of charge at <http://www.fafsa.gov>.
  
- ✚ What scholarships are newly-admitted students automatically considered for?
  - ✓ Newly-admitted students are automatically considered for all academic scholarships (institutional and foundation). No additional application is needed.
  
- ✚ What scholarships require the completion of the LSUA Scholarship application?
  - ✓ scholarships that are based on leadership or community service.

- ✚ How can students get information about their current financial aid status?
  - ✓ Students who have submitted their FAFSA forms or been awarded financial aid can get information about their financial aid status by logging onto My.LSUA and clicking on the Net Partner link in the my Accounts menu. Net Partner can tell students whether they need to submit any additional documents to complete their aid applications, what aid is currently being processed, and when it will be disbursed.
  
- ✚ What do students have to do to continue receiving financial aid?
  - ✓ Students must make Satisfactory Academic Progress to continue receiving financial aid.
  
- ✚ What do students have to do to make Satisfactory Academic Progress?
  - ✓ maintain an overall GPA of at least 2.0;
  - ✓ earn at least 75% of the total hours attempted during the combined fall and spring semesters *or*, if attempting more than 24 hours, earn at least 18 of the total number of attempted hours (withdrawals are counted as attempted hours);
  - ✓ c) not attempt more than 150% of the total number of hours required for degree completion.
  
- ✚ What options are available to students who fail to make Satisfactory Academic Progress?
  - ✓ Students who fail to make Satisfactory Academic Progress have the option of submitting an appeal to Financial Aid Appeals Committee. Students should be aware, however, that such appeals are not always granted.
  
- ✚ For how long can students receive financial aid?
  - ✓ Students cannot receive TOPS money for more than eight semesters.
  - ✓ Students become ineligible for further financial aid if they attempt more than 150% of the hours required for degree completion; to regain eligibility, they must have a financial aid appeal approved.
  
- ✚ Can a student with anticipated financial aid get credit at the bookstore?
  - ✓ Yes, if the student's anticipated aid is greater than the total balance owed by the student to the university.

- ✚ Do grades of “W” affect a student’s ability to receive further financial aid?
  - ✓ Yes. Courses for which students receive W’s are counted as attempted hours. And to maintain financial aid eligibility, students must earn at least 75% of the total hours attempted during the combined fall and spring semesters *or*, if attempting more than 24 hours, earn at least 18 of the total number of attempted hours. Clearly, too many W’s can prevent a student from meeting this requirement.
- ✚ Can students receive financial aid during the summer?
  - ✓ Yes. For more information, students should contact the Financial Aid office.

## Transfer Issues

- ✚ Can students be admitted before their official transcripts have been received?
  - ✓ Students can be provisionally admitted if they provide unofficial transcripts. Transcript evaluation, however, cannot be undertaken until the official transcript or transcripts are received. If they are not received by the first class day, the student’s provisional admission will be cancelled.
- ✚ Can advisors help transfer students make a schedule before their transcripts have been evaluated?
  - ✓ Yes. There are resources available that in some instances can help advisors determine how courses taken by students at other institutions will be accepted at LSUA. For more information about these resources, consult your department chair, the Advising Center Director and professional staff members, or Jennie Monk, the university’s transfer coordinator.
- ✚ How long does it take to have a transcript evaluated?
  - ✓ Transcripts are evaluated when all official transcripts are received and in the order in which the students who need them evaluated are admitted to the university. The time required for evaluation varies depending upon the number, length, and complexity of the transcripts that need to be reviewed. The university, however, is working to streamline the process and to ensure that transcripts are reviewed as expeditiously as possible.

✚ Why might LSUA's calculation of a transfer student's GPA be different from that of the sending institution?

- ✓ The most frequent reason for such a difference is that at some schools initial grades for courses that a student has repeated are not included in the computation of the student's overall GPA. LSUA does not have such a repeat-delete policy; all grades earned (i.e., A's, B's, C's, D's, and F's) are included in the computation of the student's overall GPA.