

FREQUENTLY ASKED QUESTIONS

TABLE OF CONTENTS

GENERAL QUESTIONS

I need to call my online advisor. What should I have ready before I call?
Can I email my online advisor from my personal email?
How do I find my schedule?
What grade did I receive in my courses?
How do I remove the hold on my account?
When does the term start?
My professor hasn't responded to my email. What should I do?
I disagree with a grade I received. What can I do?
I want to switch programs. How can I do this?
How do I apply for graduation?
I'm struggling in my course. What can I do?
When is graduation? Do I have to walk? When will I receive my diploma?
I want to continue my education with CU after I graduate. How do I start?
What is FERPA?

BOOKSTORE QUESTIONS

How do I order my books?
How can I find my books if they aren't listed on the CU bookstore website?

TECHNOLOGY QUESTIONS

I can't access my student email. What should I do?
Why isn't my course showing up in Moodle?
How do I reset my student email password?
How do I update my address or other personal information?

REGISTRATION QUESTIONS

How do I register for my courses?
When is the last day I can add or drop a course?
When is the last day to drop a course with a grade of W?
What is Jan (January) term, and should I take courses during that term?
Do I have to take courses during summer terms?
The course I'm trying to register for is full. What can I do?

FINANCIAL AID QUESTIONS

I'm having financial aid issues. What should I do?
Can I get financial aid during the summer terms?
My financial aid disbursement hasn't reached me. What should I do?

GENERAL QUESTIONS

I need to call my online advisor. What should I have ready before I call?

When you call your online advisor, you will need to provide your student ID number at the beginning of the phone call in order to protect your information and be compliant of [FERPA guidelines](#). It will also help to have your schedule pulled up in [TigerNet](#) ([how to find your schedule](#)). In case we need to give you a phone number or email, it would also be useful to have a pen and paper handy to take any notes necessary.

Can I email my online advisor from my personal email?

While your email will be delivered, online advisors can only communicate personal/educational information to your student email account due to [FERPA guidelines](#). If you're not sure how to log into your student email account, go to the [student email login page](#). If you have not activated your CU email yet, go to the [first-time login page](#). If you cannot access your CU student email, please contact the [CU IT Help Desk](#).

How do I find my schedule?

1. Log into [TigerNet](#)
2. Select the Student-Academics tab
3. Select Student Class Schedule
4. Look at each term individually by selecting the correct term in the drop down and hitting search
 - a. Reminder: graduate terms are different than undergraduate semesters

What grade did I receive in my courses?

2. Grades can be viewed in [TigerNet](#) by going to the Student-Academics tab
3. Click on Grade Report
4. For A terms, though it may seem counterintuitive, please make sure you click on Mid-Term grades to view your final grades for those courses
5. For B terms, make sure Final grades is selected to view your final grade
6. If your grade is reported as WIP, please either give your professor additional time to get your grades in or email the professor to see about when the final grade will be posted

How do I remove the hold on my account?

To determine the resolution for the hold on your account, please log into your TigerNet profile and follow the steps below depending on the type of hold:

- BH (Business Hold): please contact Tony Huddleston in the business office at (270) 789-5484 or jahuddleston@campbellsville.edu to see what you need to do to resolve this hold
- FA (Financial Aid): please contact your financial aid advisor
 - Undergraduate students: Brooke Gupton; (270) 789-5354; abgupton@campbellsville.edu

GENERAL QUESTIONS

(CONT.)

- Graduate students: Christy Spurling; (270) 789-5207; cdspurling@campbellsville.edu
- SS (Student Services): please contact Becky Shields at (270) 789-5005; rsshields@campbellsville.edu
- AD (Admissions): please contact Laura Day (270) 789-5526; llday@campbellsville.edu
- AP (Reapply): please contact your online advisor as soon as possible or reapply [here](#).
- 7. SW (Social Work): please complete the "Track Declaration Form" in [TigerNet](#) located in the link provided in the hold details or located in Student Forms. Once the form is submitted, reach out to your online advisor.

When does the term start?

Please refer to the [academic calendar](#).

My professor hasn't responded to my email. What should I do?

Please allow 24-48 hours for a reply from a professor, faculty member, or staff. If you do not receive a reply within the timeframe, please send a follow-up email and CC your online advisor. The advisor can escalate as necessary.

I disagree with a grade I received. What can I do?

1. First, try to resolve the issue with the professor via email.
 - a. Always CC your online advisor on these emails to keep them in the loop and so they can follow up if no answer is received.
2. If you and the professor cannot reach a conclusion about the grade, you are able to submit a grade appeal to your program chair via email (if you do not know your program chair, this can be found in the CU catalog or you can ask your online advisor).
3. If it still cannot be resolved, you have the option to escalate your grade appeal to academic affairs.
 - a. Please ask your advisor for the email for academic affairs before you escalate.
4. In each of these emails, please list the discrepancy, explain why you disagree with the grade, and how you want the issue resolved.
5. Not all grade appeals will be approved. Keep in mind that your grade may not change.

I want to switch programs. How can I do this?

Before you do anything else, please refer to [this website](#) to review what degrees are offered online. Review these degrees, and if one interests you and you think you might want to switch, then go to the [course catalog](#) (make sure you select Undergraduate or Graduate) and review all requirements of a program and how it may affect your degree progression. When you have reviewed all details and want to switch your program, please email or call your advisor with information about the program you are considering. Your advisor will discuss it with you, and if you decide change, your advisor will send you a program change form to complete. **Note: if you change programs, you may have a different advisor and some of the courses you have completed may not count toward your new program.**

GENERAL QUESTIONS

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How do I apply for graduation?

First, if you have not been contacted by your advisor about your graduation date, please send them an email or give them a call to talk everything over and make sure you are not missing anything. After talking with your advisor, they will send you instructions on how to apply for graduation. After you have applied for graduation, a degree audit will be sent from Student Records for you to review with your advisor. If all required courses are accounted for, you will sign the degree audit, send to your advisor for signature, and submit to Student Records. A graduation fee will be applied to your account – be sure to watch for it and pay it so you can graduate!

If you're unsure about the status of your graduation application, you can email Student Records at studentrecords@campbellsville.edu to check.

I'm struggling in my course. What can I do?

If you haven't already, please reach out to your professor to ask what resources or additional support they can provide, and even if they may be able to grant you an extension to submit late work. After you've spoken with your professor, please reach out to your online advisor for extra tips, tools, and tricks to be a successful online student.

When is graduation? Do I have to walk? When will I receive my diploma?

You can find out more about graduation by going to our [commencement webpage](#). Students are encouraged – but not required – to walk at graduation. Your diploma will be sent by mail, **so make sure your address is up to date!** For follow up information regarding your diploma, please contact Student Records at studentrecords@campbellsville.edu.

I want to continue my education with CU after I graduate. How do I start?

If you are interested in earning an additional degree from Campbellsville University in the future, visit our [online degrees page](#) to review our programs are offered online. Email your advisor with details about the online program that interests you. Your advisor will put you in contact with an enrollment counselor to start your next degree!

What is FERPA?

FERPA is the Family Educational Rights and Privacy Act, which is a federal law that helps protect your educational information.

- For students 18 and older, we can only release your educational information to you or individuals that you approve access to your records via a FERPA identifier code. (Unless you are 17 or younger).
- To remain FERPA compliant, online advisors can only discuss personal and educational information with students once FERPA identifiers have been provided or via student email accounts.

BOOKSTORE QUESTIONS

How do I order my books?

First, find your schedule by logging into [TigerNet](#). Next, go to the [bookstore website](#). Once there, you can put in all of your course codes with their respective section number. Once all are listed, click Submit and a page with all required and suggested books for each course will be listed.

How can I find my books if they aren't listed on the CU bookstore website?

Please contact your professor via email with the course code, title and section and ask for book information. Please check your schedule in TigerNet for professor and course information.

TECHNOLOGY QUESTIONS

I can't access my student email. What should I do?

Go [here](#) to try and log in to your student email. If you're unable to log in, contact the Campbellsville University IT Help Desk at (270) 789-5012, or put in a ticket by emailing cuiithelpdesk@campbellsville.edu.

Why isn't my course showing up in Moodle?

Professors typically don't make a course available to students in Moodle until a week before the course start date. If this date has passed and a course still can't be accessed, please contact the professor via email to ensure the course can be accessed. Professor and course information can be viewed on your schedule.

For further Moodle issues, please reach out to Moodle Technical Support. They are available 24/7 and can be reached at (800) 985-9781. You can also use the [chat support](#) feature between 6am and midnight EST.

How do I reset my student email password?

You should receive an email warning you that your student email password is going to expire. The email will contain a link to help reset your password. If your password has already expired, or your account is locked, please contact the [CU IT Help Desk](#).

How do I update my address or other personal information?

If you simply need to update your phone number, call or email your advisor.

If you need to update your address, please follow the steps below:

- 1.** Make sure your driver's license lists your new address. The school will need a copy before making a change to your student account.
- 2.** Contact your online advisor and they will send a form via DocuSign.
- 3.** Your advisor will send the signed form to student records to process your address or personal information change.

REGISTRATION QUESTIONS

How do I register for my courses?

Undergraduate students must receive registration permission from the online advisor. Graduate students should consult their degree plan and communicate with their online advisor about registration.

When a term opens, reach out to your online advisor to send you some course recommendations and schedule an appointment to talk about these. Recommendations will include instructions (and a video) on how to register yourself for the recommended courses. You can also simply respond to the email from your online advisor giving them permission to register you for the recommended courses and your online advisor will complete your registration. If you decide to register yourself, please email your online advisor once it's complete so they can verify you are registered correctly.

When is the last day I can add or drop a course?

Refer to the [academic calendar](#).

When is the last day to drop a course with a grade of W?

Refer to the [academic calendar](#).

What is Jan (January) term, and should I take courses during that term?

Jan (January) term is offered over winter break. Speak with your advisor if you are considering taking a Jan term course to determine eligibility.

Do I have to take courses during summer terms?

This depends on if you're an undergraduate student or a graduate student. Based on the program, graduate students are expected to take summer term courses. Failure to do so may result in being administratively withdrawn from your program. Undergraduate students have the option to take summer courses or sit out for the summer. ***Please note, expected graduation dates may change depending on the action listed above. (If you receive financial aid, contact your financial aid advisor, Brooke Gupton, for details about financial aid during the summer).***

The course I'm trying to register for is full. What can I do?

1. Let your online advisor know the course is full.
 - a. In some cases, the online advisor will be able to add a seat for you in the course and complete your registration.
 - b. In other cases, they will ask you to reach out to the professor via email (CC your online advisor on this email) requesting permission to register for the course.
 - c. If permission is granted, your online advisor will send you a schedule change form via DocuSign to add in the course you are getting registered for.
 - d. Once completed and viewed by Student Records, they will get you registered for that course.

FINANCIAL AID QUESTIONS

I'm having financial aid issues. What should I do?

If you're having issues, or have questions about your financial aid (such as reimbursement, funds not available yet, questions about what is covered), reach out to your respective financial aid advisor below:

- Online undergraduate students: Brooke Gupton | (270) 789-5354 | abgupton@campbellsville.edu
- Online graduate students: Christy Spurling | (270) 789-5207 | cdspurling@campbellsville.edu

Can I get financial aid during the summer terms?

Financial aid is offered during summer terms; however, online advisors do not have access to financial records. Please contact your [financial aid advisor](#) for information regarding summer financial aid.

My financial aid disbursement hasn't reached me. What should I do?

Online advisors do not have access to financial records. Please contact your [financial aid advisor](#) for information regarding disbursements.