

Frequently Asked Questions

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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 to protect your information and comply with FERPA guidelines. It may 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?

Online advisors and other university staff can only communicate personal/educational information to your student email account due to FERPA guidelines. To login to your student email go to www.outlook.com/students.campbellsville.edu. If you cannot access your CU student email, please contact the CU IT Help Desk at 270-789-5012 or by email at cuithelpdesk@campbellsville.edu.

How do I find my schedule?

You can find your schedule by navigating to the "Academics" tab in your student profile in [Workday](#).

What grade did I receive in my courses?

You can view your assignment grades for your active courses in Engage. However, your final grades will post in [Workday](#). You can find them by navigating to the "Academics" tab in the left-hand toolbar and choosing "Academic History" at the top.

How do I remove the hold on my account?

Here is a guide to identifying and resolving holds in [Workday](#).

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 please allow 24-48 hours for a reply from a professor, faculty member, or staff. If you do not receive a reply within that 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?

First, try to resolve the issue with the professor via email. 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.

If you and the professor cannot reach an agreement about the grade, you can 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.

If it still cannot be resolved, you have the option to escalate your grade appeal to Academic Affairs. Please ask your advisor for the email for academic affairs.

General Questions

In each of these emails, please list the discrepancy, explain why you disagree with the grade, and how you want the issue resolved. 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. If you think you'd like to switch, go to the course catalog and review all the requirements of the program and consider how it may affect your degree progression.

When you have reviewed all details and confirmed that you want to switch your program, please email or call your advisor. They will be able to review the program with you and assist you with the change.

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.

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 in [Workday](#).

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. They may even 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 the programs 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!

General Questions

What is FERPA?

FERPA is the Family Educational Rights and Privacy Act, which is a federal law that helps protect your educational information. This means that we can only release your educational information to you or individuals that you give permission to have access to your records via a FERPA identifier code.

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?

Go to the [bookstore website](#). Once there, you can log in with your CU email credentials. From there, you can search your courses using the course codes with their respective section number.

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 Workday for professor and course information.

Technology Questions

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

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?

Courses are typically available to students in Moodle 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 and CC your advisor. Professor and course information can be viewed on your schedule in **Workday**.

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 at (270) 789-5012, or put in a ticket by emailing cuiithelpdesk@campbellsville.edu.

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 navigate to your student profile in Workday. From there, select "Personal" in the left-hand menu and "Personal Information" from the top. From here, you'll be able to edit and update information including gender, date of birth, marital status, race/ethnicity, religion, and military service. Updates to this information may require approval by the Registrar's Office.

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 be added to your academic plan in Workday. You will receive emailed instructions (and a video) on how to register yourself for the recommended courses. 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. Jan (January) term is offered over winter break and typically only runs about ten days. 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.

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

Let your online advisor know the course is full. They will be able to coordinate with student records and the departments to determine whether it's possible to add an additional seat.

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: Leanne Weddle | (606) 451-8474 x7004 | mlweddle@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.

- Online undergraduate students: Leanne Weddle | (606) 451-8474 x7004 | mlweddle@campbellsville.edu
- Online graduate students: Christy Spurling | (270) 789-5207 | cdspurling@campbellsville.edu

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.

- Online undergraduate students: Leanne Weddle | (606) 451-8474 x7004 | mlweddle@campbellsville.edu
- Online graduate students: Christy Spurling | (270) 789-5207 | cdspurling@campbellsville.edu