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# REGISTRAR FAQ'S

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## Academic Renewal

**Q: How long do I have to be out of school before applying for academic renewal?**

A: You must be absent from school for at least three calendar years in order to apply for academic renewal.

**Q: Will I still receive credit for the classes I passed if I apply for academic renewal?**

A: Yes, you will still receive credit for courses in which grades of A, B, C, S or K were earned, however none of those courses will count in your GPA.

**Q: How can I apply for academic renewal?**

A: The application can be found at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > Academic Renewal

## Amendment 23 (Tuition Waiver for those 62 or older)

**Q: I'm 62 years old (or older) how can I apply for a tuition waiver?**

A: You can find the application for a fee waiver at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > Application and Certification of Fee Waiver Under Amendment 23 or [here](#).

**Q: How do I submit the form?**

A: You can mail or fax the form to our office on Gillionville Rd.

## Border State Tuition Waivers

**Q: Which states are included?**

A: Alabama, Florida, North Carolina, South Carolina, and Tennessee

**Q: How do I apply for a border state tuition waiver?**

A: The application, a list of required documentation and a list of frequently asked questions can be found at [asurams.edu](http://asurams.edu) > Students > Registrar > [Tuition Waivers](#).

**Q: Can a graduate student receive a border state tuition waiver?**

A: No. Border state waivers are for undergraduate students only. Even if a grad student received a border state waiver as an undergrad, they can no longer receive the waiver as a grad student.

## Change of Name, Address, or Phone Number

**Q: How can I change my name, address or phone number?**

A: You can submit the Change of Name, address or phone number form, which can be found at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > Change of Name, Address, or Phone Number. A copy of the student's current social security card must also be submitted with a name change.

## Class Schedules

**Q: Are you offering Biology 1111K online with a lab next semester?**

A: You can view all of our course offerings on our website at [asurams.edu](http://asurams.edu) > Students > [Class Schedule](#)

## Course Audits

### **Q: How can I audit a course?**

A: You can request to audit a course by filling out the form located at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > [Request to Audit a Course](#)

### **Q: Can I later receive credit for a course I audited?**

A: No

### **Q: How much does it cost to audit a course?**

A: Auditing a course requires the same tuition and fees as if you were taking the course for credit.

## Degree Audits

Also see Graduation and Degree Evaluation

### **Q: How do I apply for a degree audit?**

A: You can apply for graduation and degree evaluation at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > Application for Graduation and Degree Evaluation

## Diplomas

### **Q: How long does it take for the graduates to receive their diplomas in the mail?**

A: It takes roughly 12 weeks for a graduate to receive their diploma in the mail.

### **Q: How can I order a copy of my diploma?**

A: Send a written request along with a check/money order. Be sure to include the following information on the request: Name (as it will be listed on the diploma), birthday, last four of social, major, year of graduation, the address the diploma will be sent to, and a phone number.

### **Q: How much does it cost to order a copy of my diploma?**

A: Associates & Bachelors: \$30

Masters: \$40

## Enrollment Verifications

### **Q: Can you verify a student's dates of attendance and if they received a degree?**

A: You may verify enrollment (SHACRSE) and degree information (SHADEGR) over the phone.

If a written verification is needed the student may request one using the Enrollment Verification Request Form, found at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > [Enrollment Verification Request Form](#).

### **Q: Can a student receive an enrollment verification of their degree if there is a Business hold on their account?**

A: Yes, financial obligations to the institutions does not have anything to do with verifying whether a student is enrolled for the current or previous semesters.

For further help refer the student to Irma Reliford or Sherrie Andrews.

## FERPA

### **Q: Why can't you talk to me about my child's records/account?**

A: ASU is required to protect students' rights to privacy under federal law. We cannot disclose any student information without written consent from the student. Only students may authorize others access their records by completing a FERPA form.

### **Q: Where can I find the FERPA form?**

A: The FERPA Authorization form is located at [asurams.edu](http://asurams.edu) > Students > Registrar > Click on Forms > [Authorization to Release Information \(FERPA Form\)](#)

## Final Exams Schedule

### **Q: When is my final exam?**

A: You can find the final exam schedule at [asurams.edu](http://asurams.edu) > Students > Registrar > [Final Exam Schedule](#)

## Grade Changes

### **Q: How can I request for my grade to be changed?**

A: You will need to contact the instructor of the class that requires a change of grade. If you are unable to reach them, contact your program coordinator and academic advisor.

## Graduation & Degree Evaluation

### **Q: How do I apply for graduation?**

A: You can apply for graduation and degree evaluation at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms > Application for Graduation and Degree Evaluation

### **Q: When should I apply for graduation?**

A: Students should apply for graduation when they have the following hours remaining to satisfy graduation requirements: Associates: 15 hours, Bachelors: 30 hours, Masters: 20 hours, or Specialist: 16 hours.

Students also must have the required cumulative GPA prior to the beginning of the semester in which he is scheduled to graduate.

### **Q: How many hours does a student need to graduate with their Associates Degree?**

A: A student must have at least 60 hours of academic work in order to graduate with their AS/AA. At least 18 of those hours must be completed at ASU.

### **Q: What is the required GPA to graduate with an Associate's degree or certificate?**

A: All of our AA/AS programs and certificates require a 2.00 to graduate.

## Honors

### **Q: What GPA do I need to have in order to receive honors?**

A: Students will be awarded honors according to the following table:

Summa Cum Laude	3.90 – 4.00
Magna Cum Laude	3.75 – 3.89
Cum Laude	3.50 – 3.74

### **Q: Can a graduate student receive honors?**

A: No, honors are only awarded to undergraduate students.

### **Q: What coursework counts toward my GPA when determining if I will receive honors?**

A: Honors are based upon all academic work attempted including all courses attempted at other institutions. At least 60 hours of credits for Bachelor and 30 hours of credits for Associate used to determine honors must be earned at Albany State University. To determine eligibility for recognition of graduation with honors at the ceremony, the student's grade point average at the end of the term prior to the graduation ceremony will be used.

## Major and Minor Changes

### **Q: How do I change my major or minor?**

A: You must fill out a change of major form located at [asurams.edu](http://asurams.edu) > Students > Registrar > Forms >

[Request for a Change of Major/Minor/Concentration](#).

## Readmissions

### **Q: How do I apply for readmissions?**

A: To reapply go to <https://www.gafutures.org>. It will look as if you are applying as a new student, but you will have the opportunity to indicate that you have attended ASU before.

### **Q: Do I have to pay the application fee?**

A: Yes, the application fee is \$25.

### **Q: How many terms may a student sit out before having to apply for readmission?**

A: If a student does not register for one semester (fall or spring) then they will need to apply for readmission.

### **Q: How long does it take to be readmitted?**

A: The readmit process varies for each student. The initial turn-around time is approximately 7-10 business days. This period is not specific to acceptance, just when you should hear from the readmission specialist. She will communicate with you through the email you provided on your application. Additional documentation or college transcripts may be required in order for you to be readmitted.

For further assistance, contact Kirsten Brown

## Registration

### **Q: What happens if I miss the Registration Deadline?**

A: As long as it is still before the end of drop/add you can still register for classes. Contact your advisor.

### **Q: Why can't I register myself?**

A: Most likely the student has a hold on their account. Students with less than 45 hours must contact the Academic Advising Center to register.

## Repeat Courses

### **Q: If I retake a course will my "D" or "F" still count in my GPA?**

A: No, The first passing grade earned above “D” will be reflected in the cumulative GPA, in lieu of the immediate prior grade.

**Q: If I retake a course that I received a “C” in will it still count in my GPA?**

A: Yes, the repeat policy only applies to courses in which a student earned a “D” or “F”

**Q: How many times can I retake a course and have the grade be reflected in my GPA?**

A: A student may repeat a course a maximum of two (2) times for the purposes of executing the repeat policy. After the third attempt of a course the repeat policy is null and void.

## Residency Classification

**Q: Why was I classified as a non-resident when I live in Georgia?**

A: Albany State University follows the University System of Georgia’s policy when classifying students for tuition charges based on the information provided on the Application for Admission. A student may petition to change their tuition classification. Refer the student to [asurams.edu](http://asurams.edu) > Students > Registrar > [Tuition Waivers](#)

## Transcript Articulation

**Q: How many credits can transfer to Albany State?**

A: 42 credits for an Associate Degree & 90 credits for a Bachelor’s Degree

**Q: Will you tell me what courses will transfer in if I decide to come to ASU?**

A: We only evaluate transcripts after a student has been admitted to the university.

For further transfer articulation questions refer the student to Kristi Jones or Lindsey Slatton

## Transcript Requests

**Q: How do I order my transcript?**

A: You can order your transcript online at <http://www.transcriptsplus.net/order> or the student can go to [asurams.edu](http://asurams.edu) > Students > [Order Transcripts](#)

**Q: How long does it take to get my transcript?**

A: The processing time is 1-3 days, depending on whether it is mailed, e-scripted or for pickup.

**Q: Can a student receive a transcript if there is a business hold on their account?**

A: NO – A transcript, cannot be generated until the Business hold has been cleared. All financial

obligations must be cleared thru the Cashier's Office first and then the Registrar's Office is notified of the clearance.

**Q: Can you fax my transcript?**

A: No, we cannot fax transcripts.

**Q: Has my transcript been sent?**

A: You can check the status of your transcript order at [asurams.edu](http://asurams.edu) > Students > [Order Transcripts](#), then click on [Check the Status of Your Transcript Request](#) at the bottom of the page

If it has been sent you can also find the information on SHARQTC

For further help refer the student to Sherrie Andrews

## Transient Students

**Q: Can I take a course at another institution this summer as a transient student?**

A: You will need to contact your advisor. The registrar's office only received the form once the student's department has approved the courses they are requesting to take elsewhere.

**Q: What do I need to do in order to take a class at ASU as a transient student?**

A: Transient students must submit official applications for admission and letters of approval from the Registrar of the institution in which they are enrolled certifying that they are currently eligible to return to the parent institution, and that they have been granted permission to enroll at Albany State University for a specified period of time. The University requires that the letter of approval from the Registrar include a list of courses that the student should take while enrolled at Albany State University. **If needed, Financial Aid MUST be awarded by the student's parent institution.**

**Q: How does a transient student register once they have been admitted?**

A: All transient students are registered by Joyce Jenkins.

## Withdrawals

**Q: If I withdraw from my class will it affect my GPA?**

A: It depends. If the student withdraws before the Last day to drop without academic penalty you will receive a "W" which will not penalize the student. If the student withdraws after that date they will receive a WF, which will affect the student's GPA negatively.