

## Frequently Asked Questions for Faculty Advisors about DegreeWorks

### **How do I access DegreeWorks?**

You can access DegreeWorks through AppalNet by clicking on the DegreeWorks logo.

### **How do I find students in DegreeWorks?**

If you know the ID of the student, you can type in the Student ID and press ENTER. Or, you may search for a student by name or students by major by clicking on the "Find" icon. If searching by Name, type the name and then press "Search." If searching by major (or other criteria), select the appropriate major and then press "Search." You may select multiple criteria but it could limit your results. Please note that the search yields the first 200 results so you may not see all records when searching. Your search will display a list of students meeting the criteria you selected. You may wish to see all or just some of the list. Once you've made your selection of students, press OK and the list of students will be pre-loaded for you when it returns to the audit.

### **Which students are in DegreeWorks?**

Currently, DegreeWorks is available to all degree-seeking undergraduate and graduate students who have catalog years (Programs of Study) from 2009-2010 to the present.

### **How current is the information in DegreeWorks?**

The information in DegreeWorks is refreshed each night. Any changes made today (e.g., grade changes or classes added/dropped) will be seen in DegreeWorks tomorrow. If the information doesn't appear to be current, it may be because some paperwork (e.g., a substitution or waiver) may not have been processed yet.

### **I am working with a student who just registered and we need to look now rather than waiting until tomorrow for the data to refresh in the overnight process. Is there a way to grab the new information from Banner?**

Yes, there is, but please only do this when absolutely necessary. The refresh button (circle with arrows inside) is at the top of the audit worksheet. You should then click the process new button. This process will generate a fresh audit for the student.

### **What if the major or minor isn't listed or is listed incorrectly in DegreeWorks?**

DegreeWorks displays the information that comes from the Banner Student Information System. The student may need to have that information officially updated. To make changes, students who have not declared a major should contact University College Advising. Those who have officially declared a major should contact the dean's office that oversees major department.

### **Can I see a list of all of the classes that I've taken and how many classes I have left to fulfill my requirements?**

Yes, to see a printable list of courses taken at Appalachian as well as transfer courses, go to the Audit tab and click on the Class History link at the top. To identify requirements that still need to be completed, look for unchecked boxes. DegreeWorks is laid out in block format displaying degree, major, minor, and concentration requirements information.

### **What if a student has a double major/degree/concentration, but only one is listed?**

The second major/degree/concentration is viewable by selecting it from the "Degree" block menu drop down box at the very top of the audit. If the second major is not there, the student may not have officially added the major. The student should contact their dean's office.

**The major requirements don't look quite right. What could be wrong?**

Double check the catalog year listed on the black bar to make sure it matches what requirements the student is following. (1) If the student wishes to change a catalog year, he/she should complete the Change of Major form. (2) The major requires a concentration/contract/program of study but there are not courses listed in DegreeWorks for this requirement. (3) The advisor and the student need to draw up the contract and have it sent to the dean's office to be processed.

**How do we make a substitution for a course requirement?**

If you and the student wish to substitute a course within the major, you must send a request in the usual way. This can vary from college to college but typically it goes through your department chair (or designee). The chair will forward this request (if approved) to the dean's office, and it will be loaded as an exception into DegreeWorks. If the substitution is in CORE or GENED, those offices must approve the substitution and load it into DegreeWorks.

**The General Education block appears complicated. Can this be made more concise?**

Yes, once a student decides which themes he or she is pursuing, the General Education "block" collapses considerably. The student can do this in AppalNet using the General Education Theme Selection Tool and it will take an overnight refresh for it to show in DegreeWorks.

**Some audits don't have the General Education block. Why not?**

Some students have met this requirement in a different way. Second degree seeking students, students with their AA or AS degree from a NC Community College, students who have met the 44 hour core, etc., will be excluded from this requirement. "Split Catalog" means the dean's office has determined that it is in the best interest of this student to remain on Core Curriculum rather than General Education.

**There are a lot of courses in the Fallthrough section. Why?**

This can be for a number of reasons. If a student is pursuing two majors or degrees, this section may include courses needed in their other program of study. If a student has changed majors courses that once counted may no longer be required by the new major. Students may have taken more elective courses than required by the major. Students may be pursuing a minor they need to officially declare. Additionally, transfer students and students who have fulfilled General Education in some way will typically have courses in this section, as they may not apply directly to specific degree requirements. It is important to review courses in this section as well for potential substitutions and to ensure the audit is functioning properly. If you find a course in the Fallthrough section that may satisfy a General Education or major requirement, please contact your dean's office.

**What is the "What If"?**

The What If is a DegreeWorks feature that allows a student to select a program that they might be interested in pursuing to see how their completed and registered coursework would fulfill the requirements for that possible program.

**What is the GPA Calculator?**

There are three different GPA calculators in DegreeWorks. The Graduation Calculator and Advice Calculator help students determine how to reach a desired GPA. The Term Calculator helps students predict what their GPA will be for the current semester based on the grades they expect to earn in each class. You can find tutorials for how to use these calculators on the Tutorials page. In addition, you can find information about repeats and grading on the expanded FAQ on the DegreeWorks website – [degreeworks.appstate.edu](http://degreeworks.appstate.edu).

**What should I do if I have a question about a student's audit? Where can I find additional information about DegreeWorks?**

You may wish to contact your Dean's Office with questions about the audit or you may use the Contact Form on the DegreeWorks website -- [degreeworks.appstate.edu](http://degreeworks.appstate.edu). The website also has lots of other helpful information such as printable and video tutorials, more FAQs, and a list of departmental Faculty Mentors.