



**CAYUGA<sup>®</sup>**  
COMMUNITY COLLEGE

State University of New York



## ACADEMIC ADVISING FAQ's Handbook



# Academic Advising FAQ's Index

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# Advisor Information

## WHO IS MY ACADEMIC ADVISOR?

You can find out in MyCayuga on your transcript page or in student information under student records.

## WHAT DOES AN ACADEMIC ADVISOR DO?

Your academic advisor can help you learn about the college, degree requirements, college procedures, and develop a plan to meet your academic goals. Your advisor will use this plan to help you choose and register for courses each semester that will keep you on track with your goals.

## WHERE IS MY ACADEMIC ADVISOR LOCATED?

You can find out where your academic advisor is located by clicking [here](#). Many advisors offer virtual advisement through phone or video appointments well. Your advisor will likely be reaching out to you by email, so be sure to check your Cayuga email account.

## HOW DO I CHANGE MY ADVISOR?

Please contact the [Centers for Student Engagement and Academic Advisement](#) to request a change of advisor.

## WHAT IS THE DIFFERENCE BETWEEN ADVISEMENT AND REGISTRATION?

Registration is signing up for classes for the upcoming term. Advisement is registering for classes while also having questions answered about your college experience, planning for your future and making a connection with a faculty member that has knowledge in the career that interests you.

## WHY SHOULD I REGISTER DURING THE ADVISEMENT PERIOD?

Taking advantage of early advisement and registration helps to ensure that you can get advisement necessary to stay on track to your academic and career goals. It also can help to ensure you are taking the classes needed for your degree and that you can choose a schedule that works best for your needs. The current student advisement period lasts for two weeks and is only open to current students. Immediately following, open registration begins and classes start to fill up as new and returning students start to register for the upcoming semester.

# Course Registration and Policies

## **WHAT IS THE DEGREE EVALUATION AND HOW DO WE USE IT?**

It is a roadmap of the degree requirements for your program. It allows you to keep an accurate account of your degree progress and timeline to graduation.

## **WHEN CAN I REGISTER FOR COURSES?**

You can register for courses if you are a current student the first day of current student registration.

## **HOW CAN I REGISTER FOR COURSES?**

Register with your advisor to make sure you are on track with your goals and your degree. You can register for courses on your own through MyCayuga or in the Registrar's office though you are strongly encouraged to work with your advisor before registering.

## **WHAT IS THE DIFFERENCE BETWEEN A FULL-TIME STUDENT AND A PART-TIME STUDENT?**

A full time student can take between 12-19 credit hours for the same tuition rate. A part time student is someone taking 11 credit hours or less. Taking courses part-time will mean that you could take more time to complete your degree. In some cases, taking courses part-time might allow you to be more successful in your courses as you manage outside commitments and responsibilities. Work with your advisor to find the balance between number of courses and time to degree completion.

## **WHAT HAPPENS IF I DROP A COURSE DURING DROP/ADD?**

The course will not show up on your schedule or transcript, but you may still have some financial liability for the course and/or it may impact your financial aid or scholarships (including Excelsior). You will also want to check in with your advisor to see if you will still be on track for your degree program.

## **WHAT HAPPENS IF I NEED TO DROP A COURSE AFTER DROP/ADD?**

If you need to drop a course after the drop period, it is called a course withdrawal. A course withdrawal does not impact your GPA, but will show up as a W on your transcript. Similar to dropping a course, a course withdrawal can have financial impacts and can impact your degree progress, so please make sure to check in with your advisor and Student Financial Services. Please check the dates and deadlines by clicking [here](#).

## **WHAT IS THE REPEAT COURSE POLICY?**

There are certain circumstances where you can attempt to raise your GPA by repeating a course. Make sure you read and understand the repeat policy before you attempt to repeat any coursework. Your advisor can also assist you in determining if repeating a course would make sense. You can find the repeat policy [here](#).

## **WHAT IS THE COLLEGE'S COURSE WITHDRAWAL POLICY?**

Students may withdraw from a course up until the 60% mark of the course and receive a "W" on their transcript. The student must initiate the withdrawal procedure through the Registrar's Office. After the 60% mark of the semester, a student may NOT withdraw from a course unless, in the judgement of the course instructor, he or she has a serious, documented reason for doing so. If the student feels that they have a serious reason, they may discuss this with their instructor. More info is available [here](#).

## **WHAT IS THE COLLEGE'S TOTAL WITHDRAWAL POLICY?**

If you want to totally withdraw from a semester, you should contact the Centers for Student Engagement and Academic Advisement. Staff members can help you fill out an [official withdrawal form](#) and understand the implications of the withdrawal on your academic progress. You will then meet with Student Financial Services to learn the financial impact of the withdrawal. If you decide that a total withdrawal makes sense then the form will go to the Registrar's Office to be processed and your transcript will reflect the withdrawal.

## **WHAT DOES THE COLLEGE MEAN BY 'GOOD ACADEMIC STANDING'?**

A cumulative average of 2.0 (C) is one of the requirements for the associate degree or certificate. Your progress toward this goal is reviewed when you have attempted 6 or more credits; subsequent reviews take place at the end of each succeeding grading period. More information can be found [here](#).

## **WHAT IS THE ACADEMIC DISMISSAL POLICY?**

Guidelines for academic progress have been established and are listed [here](#). If you do not meet the guidelines outlined, you will be academically dismissed and will need to complete a [request for reinstatement](#) in order to be reviewed for reinstatement

Additionally, in order to maintain eligibility for Financial Aid, students must maintain Good Academic Standing, and Satisfactory Academic Progress. Policies are available in the Financial Aid Office or review the [Cayuga Community College catalog](#).

## **WHAT IS FERPA?**

The purpose of the Family Educational Rights and Privacy Act (FERPA) is to afford certain rights to students concerning their educational records. The primary rights afforded are the right to inspect and review the educational records, the right to seek to have the records amended and the right to have some control over the disclosure of information from the records.

## **WHAT IS THE COLLEGE'S PLACEMENT POLICY?**

Your placement into English and Math courses is determined by transcript review by our Admissions office. If you do not believe the placement is an accurate reflection of your abilities, you can challenge your placement by taking a Placement Exam which is administered through the Center for Academic Success. More information is available [here](#).

## Degree Programs/Concentrations

### DO THE AUBURN AND FULTON CAMPUSES OFFER THE SAME DEGREE PROGRAMS?

No, please check the current [college catalog](#).

### WHAT IS THE DIFFERENCE BETWEEN AN A.A.S. AND A.A./A.S. DEGREE?

The A.A.S. is designed to help you go straight into the workforce and the A.A./A.S. degree is designed to help you transfer to a four-year institution.

### WHAT IS A GEN ED?

Gen Ed stands for General Education courses. Please see the [college catalog](#) for a complete list of course options.

### WHAT IS AN ELECTIVE?

An elective is any course that the college offers.

### WHAT IS THE DIFFERENCE BETWEEN LIVE ONLINE, ONLINE, AND HYBRID COURSES?

We have a variety of course formats available for online learning that offer varying levels of flexibility for students. Learn more about these course formats [here](#).

### WHAT ARE THE DIFFERENCES WHEN TAKING A LATE START COURSE AND A FULL SEMESTER COURSE?

Late start courses offer flexibility in terms of start dates, but they have a shorter time frame. This means that a late start course has the same amount of work for the course, but less time to get through the material.

### HOW DO I CHANGE MY MAJOR?

Please contact your advisor or the [Centers for Student Engagement and Academic Advisement](#) to request to change your degree program (major). It would be beneficial to discuss how this change may affect your overall goals. Career services can help you as you explore different options. Check out some of the resources or learn how to make an appointment [here](#).

### WHO DO I TALK TO IF I AM UNCLEAR ON MY CAREER PATH AND/OR DEGREE PROGRAM?

We offer career exploration and planning. Contact Meg Osborne, [osbornem@cayuga-cc.edu](mailto:osbornem@cayuga-cc.edu) in the Centers for Student Engagement and Academic Advisement. Click [here](#) for online resources.

## **HOW MANY CREDITS CAN TRANSFER IN FROM ANOTHER COLLEGE TOWARDS MY DEGREE?**

You must receive one more than half of your credits from the college that you are receiving your degree. CCC only transfers credits from another college that are a “C” grade or higher and that meet the course descriptions that align with our course offerings.

## **HOW DO I KNOW IF A COURSE DOES OR DOES NOT COUNT TOWARDS MY DEGREE?**

It will show up in the “fallthrough” section on your degree evaluation if it does not count toward your degree. See more information [here](#).

## **WHAT IS A MICRO-CREDENTIAL AND HOW DO I APPLY FOR ONE?**

Micro-credentials verify, validate, and attest that specific skills and/or competencies have been achieved. They differ from traditional degrees and certificates in that they are generally offered in shorter or more flexible timespans and tend to be more narrowly focused. Micro-credentials can be offered online, in the classroom, or via a hybrid of both. Earners of micro-credentials receive a digital badge to showcase their accomplishments. You do not need to apply to be in a micro-credential. Once you have completed the course work needed you will automatically be awarded a digital badge to showcase your credentials on social media, resume or professional profiles. Contact Sheila Myers for more information: [Sheila.Myers@cayuga-cc.edu](mailto:Sheila.Myers@cayuga-cc.edu) Link to view the micro-credentials [here](#).

## **HONORS STUDY**

A GPA of 3.0 qualifies students to enroll in the Honors Study micro-credentials offered by Cayuga Community College. Honors Study students engage in research, leadership, and service that extends beyond the classroom. The opportunity to participate in Honors Study enhances your academic transcript and professional resume, whether you plan to transfer or seek employment. More information about Honors Study and applications can be found [here](#).

## Tuition

### WHEN WILL I RECEIVE A TUITION BILL?

You will receive a bill after you register for courses. Please click [here](#) to learn about ways to pay your tuition bill, including information about payment plans.

### HOW WILL THE COLLEGE SEND THE TUITION BILL?

The bill is posted in your MyCayuga account and you will receive notification in your Cayuga Community College email account.

### WHAT DOES IT MEAN TO ‘CONFIRM CHARGES’?

When you confirm charges, you are agreeing to pay your bill for the semester. **This must be done each semester.**

- Go to [www.cayuga-cc.edu](http://www.cayuga-cc.edu) and click on MyCayuga
- Login to MyCayuga
- Click **Student Services** and then select **Confirm Charges**
- Put in the correct term and hit **submit**
- At the bottom of the bill click on “**Confirm Charges**”

## Graduation

### WHAT GPA IS REQUIRED FOR GRADUATION?

2.0

### HOW MANY CREDITS DO I NEED TO GRADUATE?

The minimum number of credits needed to graduate is 62; however the number varies depending on your degree program. Please check your degree evaluation for the appropriate number of credits.

### HOW DO I APPLY TO GRADUATE?

- Log into MyCayuga
- Click on **Student Services** at the top of the page
- Click on **Student Records**
- Click on **Apply to Graduate**
- Select a **Term** to determine curriculum for graduation application
- Select **Curriculum** and Continue
- Select **Graduation Date** and Continue
- Select **Ceremony Attendance** and Continue
- Review **Diploma Name** and Continue
- Review **Graduation Application Summary** and Submit Request

### WHEN DO I APPLY TO GRADUATE?

You apply to graduate the semester prior to your last semester. See more information <https://www.cayuga-cc.edu/students/resources/graduation/index.html>



## Transfer Planning

### WHAT LETTER GRADES TRANSFER INTO CAYUGA COMMUNITY COLLEGE?

C- or better unless noted by the program; however the grade does not transfer, but the credit does.

### WHO DO I TALK TO REGARDING TRANSFER TO ANOTHER INSTITUTION?

Contact Vita Racko [vita.racko@cayuga-cc.edu](mailto:vita.racko@cayuga-cc.edu) in the Centers for Student Engagement and Academic Advisement. Click [here](#) for online resources.

### WHEN SHOULD I START PLANNING TO TRANSFER?

As soon as possible! Planning ahead means working on a plan to ensure that the maximum amount of credits can be used at your transfer institution.

## Veterans

### WHAT BENEFITS ARE AVAILABLE TO VETERANS?

In order to utilize your VA benefits beginning your first semester of classes, you must apply for your education benefits at the prior to or at same time you are applying for admission to Cayuga. You may either apply online at <https://benefits.va.gov/gibill/> or visit your local VA office for assistance. Enrollment Certification is sent by Debbi Purcell, School Certifying Official, once you are registered for classes.

To receive two credits for Physical Education, a copy of your DD-214 must be on file at the College. Submit a copy to Debbi Purcell, [purcell@cayuga-cc.edu](mailto:purcell@cayuga-cc.edu), 315-294-8841, R209 on the Auburn campus.

If you have prior college credit that you wish to apply to your current degree program, you must submit official transcripts from the military and any other previous institutions to the Registrar's Office at either campus. Official Military transcripts are ordered at <https://jst.doded.mil/jst/>

If you are seeking a tuition deferral, please contact Debbi Purcell to sign a promissory note. Depending on the type of benefit you receive, you may be required to file for financial aid.

Changes in enrollment are reported to the VA office in Buffalo by the School Certifying Official (credits, curriculum, transfer credit, dual degrees, and withdrawals).

Verification of monthly class attendance may be required based on the type of Veteran's benefits you are receiving.

### IS THERE AN ORGANIZATION I CAN GET INVOLVED WITH ON CAMPUS?

Yes, there is a Veterans Club on campus; please see Emily Cameron, [emily.cameron@cayuga-cc.edu](mailto:emily.cameron@cayuga-cc.edu), 315-294-8527, R209 on the Auburn Campus.

## **WHO SHOULD I CONTACT FOR QUESTIONS ABOUT UTILIZING MY VA EDUCATIONAL BENEFITS AT CAYUGA?**

As well as learn about the programming and initiatives offered to veteran and military-affiliated students on campus?

For any of veteran/military-affiliated questions please contact:

**Debbi Purcell, VA School Certifying Official**

[purcell@cayuga-cc.edu](mailto:purcell@cayuga-cc.edu)

315-294-8841

R209 (Auburn Campus)

**Emily Cameron, Assistant Director of Community Education and Workforce Development, Veteran Programming and Initiatives**

[emily.cameron@cayuga-cc.edu](mailto:emily.cameron@cayuga-cc.edu)

315-294-8527

R209 (Auburn Campus)

## **Additional Questions**

### **HOW CAN I FIND TUTORING FOR A COURSE?**

We have FREE tutoring for students. Learn more here.

### **HOW DO I FIND MY CAYUGA COMMUNITY COLLEGE EMAIL ADDRESS?**

The information is located in your MyCayuga account under Student Services (click on email account information).

### **WHAT DO I DO IF I FORGOT MY MYCAYUGA LOGIN AND/OR PASSWORD?**

Please contact the Help Desk. 315-294-8568 or [helpdesk@cayuga-cc.edu](mailto:helpdesk@cayuga-cc.edu)