

NC STATE Design

Common Advisor FAQs

Please peruse and bookmark the [Mypack Portal User Guide](#). It is created for [advisors](#), [faculty](#), [staff](#), and [students](#)!

Reminder: Assigned faculty advisors must meet with their students each semester prior to their enrollment window opening to remove their academic “advising” hold on MyPack Portal!

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I. Important Dates on the Calendar

[Academic Calendar](#) for Spring 2022 & Fall 2022
[Enrollment Calendar](#)

January 14/August 26 - Last day to add a course without permission

- The last day students can add a course on MyPack Portal without the permission of an instructor. Students must contact the instructor directly for permission to enroll and be added into the course through their department's Undergraduate/Graduate Program Coordinator.
- If students are being enrolled in a course past the course cap - technically, personnel are not allowed to enroll students into the course until AFTER this day as this date is when the waitlist is cleared. However, COD tends not to follow this rule since Design students take priority in enrollment.

January 24/September 2 - Census Date/Official Enrollment Date

- Last day for students to add a course with the permission of an instructor.
- Last day for students to drop a course without a W grade. Drops after this date will result in a W grade showing on the transcript.
- Last day to change a course from credit to audit.
- Last day for graduate students to have a Reduced Course Load form submitted to the Graduate School and OIS (for international students) - this is only used during a graduate student's last semester.
- AFTER Census Day, undergraduate students can still drop out of their classes on MyPack Portal UNLESS they drop under 12 credit hours as the system will not allow the student to submit it. S/he will have to submit a [Schedule Revision Form](#) with a [Supplemental Data](#) form.

AFTER Census Day, graduate students must complete the Schedule Revision [form](#) and Schedule Justification [form](#) and have it signed in several sections before submitting it to the Graduate School liaison to ADD a course.

March 7/October 19 - Drop/Revision Deadline

- MyPack Portal closes for student-initiated schedule revisions.
- Graduate and Undergraduate students must submit a [Schedule Revision Form](#) with a [Supplemental Data](#) form after this date.
- Last day to change to credit only at ALL levels.

Example for 2022-2023

- **Schedule of Classes available:** Wednesday, March 9
- **Shopping Cart in Enrollment Wizard opens:** Wednesday, March 9
- **Registration for Fall begins:** Monday, March 28
- **Late Registration*:** Wednesday, July 20. Students not registered for at least 1 class for the respective term by these dates will be assessed a \$100 Late Registration Fee as part of enrollment.
- **Tuition and Fees Due:** See the [Student Services Center website](#).

II. Schedule Revision

Schedule revisions are submitted when there are any changes in a student's schedule or grading option for a course in their schedule AFTER Census Day.

A. After Census Day, students must submit the schedule revision through their MyPack Portal.

Instructions to do so are provided in the following link:

<https://studentservices.ncsu.edu/your-classes/registration/enrollment-wizard/schedule-revision-requests/>

B. If a student is unable to submit one through MyPack Portal, s/he can submit the physical [Schedule Revision](#) form by printing it, acquiring the necessary physical signatures that is associated with their request (under Section 2A./2B/2C, then emailing it to the Registrar's office for processing.

Important Note: Depending on the nature of their request (noted in the boxes of Section 2), students must obtain the signature of the advisor, instructor or department head, and/or College Dean.

Note: The signature of the Graduate School Dean is only required for graduate students. After s/he obtains the Dean's signature, they should send the Schedule Revision form to their Graduate Services Coordinator, Courtney Ray (cray3@ncsu.edu) to send to the Graduate School for the signature and processing.

Please note that students can only submit and get these Schedule Revision requests approved if they meet the one of the three following categories as listed at the bottom on the [Schedule Revision Request](#) page:

1. Medical
2. Psychological
3. Dire Personal or Family Hardship

III. Student Course or Term Withdrawal

Whenever a student chooses to withdraw from a course, the sooner they take action the better. There are deadlines in place and it affects whether the W grade will show on the student transcript or not.

Students have the option to withdraw for the term or for a course.

1. Dropping a Course
 - a. Drop **on or before** Census Day, it will not appear on transcript
 - b. Drop **on** Drop/Revision Deadline, it will appear as a W grade.
 - i. Only students meeting the extenuating circumstances and received the Dean's approval can avoid the W grades from being posted.
 - c. **After** Drop/Revision Deadline, submit [schedule revision form](#)
2. [Term Withdrawal](#) on MyPack Portal - student can fail to meet [SAP](#).
 - a. [Graduate or Undergraduate Term Withdrawal](#) (Student Services)
 - i. When students withdraw after Census Day, they receive a "W" grade and it counts towards their SAP. After the first day but before Census, RR will make a note of "term withdrawal." Policy [here](#).
 - ii. Undergraduates are limited to **16 hours** of W during their undergraduate career. HOWEVER, a full-term withdrawal does NOT count toward the 16 hours. [Refunds](#) (Student Services)
 - b. [Withdrawal Process](#) & Timeline
 - i. If the student is withdrawing from all courses BEFORE the Drop/Revision deadline AND wishes to NOT receive a W grade for the course - s/he must meet the [extenuating circumstances](#) criteria and receive approval from the Dean (signature on the [Schedule Revision form](#)). The [Supplemental Data form](#) must be completed as well.
 - ii. If the student is withdrawing from all courses AFTER the University deadline to drop a course with a W (after week 8), they must have extenuating circumstances and provide documentation. That documentation is required to be uploaded on MyPack Portal.
 - iii. The self-service current term withdrawal request deadline is 30 days AFTER the TERM ENDS and it is considered a retroactive withdrawal and initiates at the Counseling Center.
 - iv. If a term withdrawal is denied, the student may appeal to the Term Withdrawal Appeals Committee.

IV. Grade Change and Exclusion Policy

Instructions on how to change a grade through MyPack Portal
<https://sis.emas.ncsu.edu/faculty/faculty-center/#change>

University Policy

Refer to the “5. Correction of Error in Grading” to learn grades can be revised within a calendar year after the date final grades were submitted. A Grade Change Report form is required for submission, along with the signature of the department head and dean of the college for approval.

Students have the option to change a course to provide a S/U (pass/fail) option over a letter grade. Review the university’s policy [here](#).

However, please refer to the student’s [program’s curriculum requirements](#) before advising them to change a course grading option to S/U. In many cases, a course will be required to be completed with a C- or higher for credit.

Incomplete Grade Policy

Students must complete their course material assignments by the end of the next semester in which the student is enrolled (provided that period is no longer than 12 months from the end of the semester or summer session in which the “IN” was received).

Please visit the [handbook](#) policy, section “G. Incompletes” or [here](#) for further details.

To submit an IN grade change, an instructor must submit an IN grade through MyPack Portal. There is no deadline for this. The Drop/Revision deadline does not apply. Records and Registration can back-date this if needed or have the instructor submit a Grade Change form to change a W (if the student dropped it by accident) grade to an IN for the student.

[Incomplete Grade Extension Form](#) (on Records and Registration [Forms](#) page) - This is permissible if the instructor approves on special circumstances. As a reminder, this is an agreement between the instructor and student beyond the semester taught. This means advisors should reach out to the Department Head for permission if a PhD or graduate student is teaching the course as he/she will have to be the one supporting the student instead.

Spring Deadline of April 11, 2022 (Spring 2022).

Grade Exclusion Policy

Students have the option to apply for a Grade Exclusion to a course where a grade of a C- or below was earned. Undergrad have **two exclusions of a course grade (with a max total of 8 hours for the two) available** to them during their time in their **undergrad program as long as they have not A2G.**

- a. If possible, have a discussion with your advisee prior to application of a GE, especially if they have passed the course or if the course grade might count toward another major if they switch. Important info about the use of the grade exclusion appears on the pop-up screen where the student chooses the course(s) to exclude.
- b. GE can be processed through MyPack Portal. Instructions are shown [here](#). For students who don't have access, *they can fill out the [Grade Exclusion form](#) and turn it in to RR at Harris Hall.*
- c. *Once a student applies for graduation, they CANNOT apply for this!*

V. Auditing Policy

University Policy - <https://policies.ncsu.edu/regulation/reg-02-20-04/>

Course Audit Fee - <https://studentservices.ncsu.edu/your-money/tuition-and-fees/audits/>

To audit a course, a student must fill out the audit form and submit it to Records and Registration - [Undergraduate Audit Form](#) / [Graduate Audit Form](#)

VI. Performing a Degree Audit

<https://sis.emas.ncsu.edu/advisors/degree-audit/>

Advisors perform a degree audit to see how far the student has progressed through their undergraduate/graduate curriculum.

VII. [Repeating Courses \(Policy\)](#)

Undergraduates may repeat a course for credit once without permission if the previous attempt was completed with a D+ or lower. Students must have permission from the Dean of the College to attempt a course more than twice.

Unless a student applies a grade exclusion, the grades for all course attempts are included in the calculated GPA.

There is *no limit* to retaking the U/W grade, but after the 2nd attempt it is highly unlikely financial aid would cover it. In addition, attempting the course a third time or beyond will require a schedule revision form to be completed (requires Dean's Office approval).

Tell students to try to register on their end first before advising them to fill out the form because sometimes the way the system counts is a bit wonky.

Students cannot "replace" their grade. It'll still show on their transcript but it'll update their GPA calculation.

VIII. Overload Credit Policy

Undergraduate Students

Fall and Spring semester maximum load = **21 credits** (need **12** to be full-time).

Summer = **2 courses + 1 Physical Education course**

To override, undergrads **>19 credits** must obtain approval from an academic advisor and college dean.

[COD students generally take 15-16 credits/semester to be on track but they can take 12-18 credits/semester.](#)

Freshmen (first semester) and continuing students should carry no more than 16 credits/semester if they carry <2.0 GPA or indices <2.0.

During the summer session, undergraduate students must complete a Schedule Revision form to exceed maximum hours allowed.

During the fall/spring semester, undergraduate students must complete the [Course Load Waiver \(SS Form\)](#) page) to enroll in more than 18 hours. If s/he wishes to enroll in more than 21 hours, then s/he must complete a [Schedule Revision Form](#) through MyPack Portal via Enrollment Wizard.

Graduate Students

Fall and Summer semester maximum load = **15 credits** (full-time, not holding assistantships; need 9 credits to be full-time)

Summer = **6 credits** (need **9** to be full-time).

Graduate students can take up to 15 credit hours a semester. Students who wish to enroll in more than 15 hours must complete a Schedule Revision Form through MyPack Portal's Enrollment Wizard as noted on the [Graduate School Handbook](#) to exceed maximum hours, regardless of the semester.

IX. General Readmission

Any undergrad and Agricultural Institute student who fails to enroll for any Fall or Spring semester must apply for readmission to continue their degree program ([policy](#)).

\$60 non-refundable readmission fee to Dept of Registration and Records.

Application Dates for readmission are listed [here](#).

For example, if a Design student withdrew from the Fall semester and wished to return for Spring semester then she only needs to submit a readmission application and RDS form (no need to reapply and submit a portfolio as she was already been accepted into the Design program. Do not repeat the process). Along with paying a \$60 readmission fee.

X. Grade Exclusion Policy

Students have the option to apply for a Grade Exclusion to a course where a grade of a C- or below was earned.

Undergraduate students have **two exclusions of a course grade (with a max total of 8 hours for the two) available** to them during their time in their **undergrad program as long as they have not applied to graduate.**

- a. If possible, have a discussion with your advisee prior to application of a GE, especially if they have passed the course or if the course grade might count toward another major if they switch. Important info about the use of the grade exclusion appears on the pop-up screen where the student chooses the course(s) to exclude.
- b. GE can be processed through MyPack Portal. For students who don't have access, *they can fill out the [Grade Exclusion form](#) and turn it in to RR at Harris Hall.*
- c. *Once a student applies for graduation, they CANNOT apply for this!*

XI. Major or Minor Change/Add

<https://studentservices.ncsu.edu/your-degree/coda-home/>

*Note: **Art and Design, Industrial Design and Graphic Design minors** are offered to our Design students (Architecture, Art & Design, Graphic Design, Industrial Design, and Design Studies major students) exclusively.*

Please do not share this information openly since it's reserved for our students and we have limited seat availability in these classes. It would be frustrating for students to want these minors but unable to get into these classes.

Also keep in mind, students cannot have a minor of their major (ex. Graphic Design major and minor). In addition, Design Studies CANNOT minor in Art & Design since the curriculum is too similar. However, Architecture students CAN have a minor in Landscape Architecture.

Common Minors Among our Design Students by Major

| | |
|----------------|---|
| Architecture | Landscape Architecture Environmental Science Horticultural Science Outdoor Leadership Accounting Business Administration Business Entrepreneurship Art and Design Art Studies History Psychology Sociology Women Gender Sexual Studies Music Music Composition Emphasis |
| Art and Design | Arts Entrepreneurship Business Entrepreneurship Business Administration Outdoor Leadership Biological Sciences Coaching Education Sociology Computer Programming Creative Writing Film Studies English French German Studies Psychology Philosophy Political Science Textile Technology |
| Design Studies | Anthropology Horticulture Science English History Japan Studies Arts Entrepreneurship Business Administration Business Entrepreneurship |

Nonprofit Studies
Textile Technology
Computer Programming
Graphic Communications
Creative Writing
Environmental Science
Landscape Architecture (NON-ARC Majors)
Film Studies
Japanese
Spanish
Italian Studies
Social Work
Psychology

Graphic Design

Africana Studies
Anthropology
Art Studies
Art and Design
International Studies
Design Studies
Religious Studies
Arts Entrepreneurship
Business Administration
Business Entrepreneurship
Graphic Communications
Computer Programming
Environmental Education
Environmental Science
French
Japanese
Music Liberal Arts Emphasis
Music Performance Emphasis
Psychology

Industrial Design

Cognitive Science
Environmental Science
Business Entrepreneurship
Geology
Graphic Communications
Graphic Design
International Studies
Music Performance Emphasis
Music

XII. Student of Concern

If you have a student exhibiting concerning behavior, there are several ways to approach this:

1. Let them know you are concerned with an email checking in on him/her/them. An example prompt (which you're free to edit however you'd like) is provided [here](#).
2. If you know they are under emotional distress, offer to personally walk them over to the [Counseling Center](#) or share their contact information with them and follow up soon afterwards.
 - a. It would be helpful to familiarize yourself with the Counseling Center's [services](#) and [processes](#) before doing this so you can understand the process and/or advocate for this resource.
 - b. Please note the [hours](#) on their website as it has been affected by COVID.
 - i. For after-hour mental health emergencies, please contact them at the number located in the blue box at the top of the [Getting Started](#) page.
 - c. If you are concerned about whether your student has visited the Counseling Center, you may follow up with him/her but if there is no response or update to this, it would be best to submit a CARES report.
3. Submit a [CARES report/referral](#)
 - a. What is [CARES](#)?
 - b. [What happens](#) after submitting a report?
 - i. [FAQ](#) page
4. Refer students to contact Jenny Tiet, Academic Advisor, at Brooks 225 or jtiet@ncsu.edu to share their concerns and learn more about the resources available on campus. You are welcome to contact Jenny directly to ask her to reach out to the student as well.
5. Did the student share some information with you? You can refer them directly to these available on-campus resources too:
 - a. Food Insecurity: [Feed the Pack](#) (students need to complete the [Patron Information Form](#) before visiting) or [Pack Essentials](#)
 - b. Financial Insecurity: [Student Emergency Funds](#) ([apply for Pack Essentials](#)) or other [Financial Resources](#)
 - c. Legal Advice: [Student Legal Services](#) (free legal aid for all NCSU students; including notaries for students/staff/faculty)
 - d. Complaint about the University or wishes for immediate resources: [Student Ombuds Services](#)
6. If the student isn't willing to share their details but you understand they need help, you can send them directly to [Student Ombuds Services](#).

XIII. Readmission

1. Any undergrad and Agricultural Institute student who fails to enroll for any Fall or Spring semester must [apply for readmission](#) to continue their degree program ([policy](#)).

Note: Student must pay a \$60 non-refundable readmission fee to Dept of Registration and Records.

2. Application Dates for readmission are listed [here](#).

For example, if a Design student withdrew Fall semester and wished to return Spring semester then she only needs to submit a readmission application and RDS form (no need to reapply and submit a portfolio - already been accepted into the Design program. Do not repeat the process). Along with paying a \$60 readmission fee.

XIV. Service Animals and Emotional Support Animals

Service Animals are allowed to accompany their handlers everywhere, with some exceptions. Individuals who travel with a service animal are not required to register or provide proof of a disability.

ESAs are restricted to housing areas only and must be registered with DRO.

Visit DRO's [Animals on Campus](#) page for detailed information.

XV. Study Abroad

[Study Abroad Resources for Academic Advisors](#)

Our College of Design Study Abroad Liaison: Lindsay Hughes, lhughes6@ncsu.edu

1. What are the [benefits of studying abroad](#)?
2. Check out Programs by Area of Study to narrow program options
3. Encourage students to visit our website (including [funding info](#)) OR come to a [Study Abroad 101](#) session.
 - a. [How to Apply](#) (for students)
 - b. Inquiry about student transcripts? Contact [Stephanie Weisfield](#) as she processes students' transcripts from their study abroad experiences.

Once transcripts are received at the Study Abroad Office, they are uploaded into OnBase then [college coordinators](#) within the department will evaluate and work with Records and Registration

to post the credits. You can find more info about the process on our [Credit Abroad page](#) under "Upon Return."

XVI. Tools for Enrolling

Enrollment Window

Enrollment access dates are listed on the **Enrollment Calendar** on the Student Services Center website. You can also view Enrollment Access Dates and times for all of your students advisees in a list within MyPack Portal:

MyPack Portal > Student Information System homepage > Advising tile > 'Advisor Center' folder > 'My Advisees' tab > select 'Detailed Advisee List' at the bottom of the list > Check 'Enrollment Date' as a display field for the report

Eight Semester Display

This SAMPLE layout provides SUGGESTIONS on what classes to take each semester. Design courses are relatively set in stone and often sequential; however...

- Architecture students: The first Architecture plan listed on the site below is the one year program (Bachelor of Architecture). All incoming students receiving this information should follow the 4 year degree program of the Bachelor of Environmental Design in Architecture (BEDA).

Eight Semester Display: <https://oucc.dasa.ncsu.edu/design-dn/>

General Education Program (GEP) courses

GEP courses (such as Humanities, Natural Science, Health & Fitness, etc.) are required courses that provide students with an opportunity to experience diverse and integrative disciplinary perspectives. The subjects for GEP courses vary, so you should choose GEP courses with subjects that are of interest to you! When viewing the eight semester display you will see GEP courses listed during certain semesters. Remember, the eight semester display is a suggestion of when to take courses. GEP courses are flexible and most can be taken at any time before graduation.

GEP Courses:

<https://oucc.dasa.ncsu.edu/general-education-program-gep/gep-course-lists-2/> and also on your degree audit.

Degree Audit

This is a listing of all the classes/subject areas that must be complete in order for you to graduate. The degree audit shows you all of your course options (click "Requirement Details" where applicable to see a listing of courses), shows you what courses you have and have not

met requirements for, and which courses you are currently enrolled in. Every student has a personal degree audit within MyPACK.

Registering for Classes

Detailed information on the MyPack system and Enrollment Wizard, please visit:

<https://studentservices.ncsu.edu/your-classes/registration/>

Helpful videos from Donna Burton at AAPS:

[Enrollment Basics](#)

[Creating a Detailed Advisee List](#)

[Holds on Registration](#)

XVII. Financial Aid

As you begin helping your students prepare to register for the upcoming term, we would like to remind you that financial aid eligibility is determined by a student's enrolled course load, and only courses that meet degree requirements are included in that calculation.

This can include majors or minors, but does **not** include certificates. Non-degree coursework does **not** count toward federal or state financial aid eligibility.

The **degree audit** has tools in place that allow students and advisors to better plan a path to graduation and see how current and future courses will apply to their degree and meet financial aid eligibility requirements. Information on moves, waivers, and custom requirements is available on the [MyPack Portal User Guide](#).

If you have any questions about what this means for students, please see our [website](#) for frequently asked questions and important information.

Please refer students to their [financial aid advisor](#) (assigned by last names) for any financial aid questions.

XVIII. International Student Registration

The SEVP guidance easing the restrictions on on-line enrollment for F-1 students is set to sunset this Spring. While the government may yet issue some flexibility for next year, we are

urging students to plan their summer and fall enrollments with the expectation that they will be under the normal enrollment requirements. Those [requirements](#) are explained in detail on our webpage, and are summarized below.

Longstanding prior enrollment requirements state that in addition to being full-time, no more than the equivalent of one class or 3 credits per session of on-line/distance ed courses may count towards the "full course of study" requirement.

Online or distance ed is defined as any course that "does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class."

Additional considerations for Summer:

Graduating in summer: would require that course to be 'in-person'. Research credits have been defined as 'in-person'.

Starting in summer: Must enroll full-time (1 credit) so at least one course must be in-person.

To further advise students, OIS will be hosting a [virtual town hall meeting via zoom webinar](#) on Thursday March 10th, 2022 at 10:00am (Raleigh time) to address questions related to Summer and Fall enrollment requirements for F-1 and J-1 international students given that guidelines relating to enrollment due to the COVID-19 emergency are currently scheduled to end at the end of this semester. With Spring Break and the summer vacation quickly approaching we will also discuss common travel questions. [Registration is required](#).

Please use [this google form](#) to pre-submit a question or concern by 5:00pm Tuesday, March 8th, 2022 and we will try to address as many as possible. Questions can also be submitted via the Q&A function during the meeting.