

Advising Question #1

I want to change my major. How do I make this happen? How do I add a minor or declare a double major?

Answer: To make changes to your major, minor, or faculty advisor, you will need to submit the [Academic Change Request form](#), available online through [JU eFORMS](#), when you login to [My JU Portal](#).

Advising Question #2

Where do I find out what courses I will need for my major in order to graduate?

Answer: When you login to [My JU Portal](#), you will see your degree requirements under Degree Audit. You can also navigate to the Academic Advising website, and see all the major [Guide Sheets](#). The Degree Audit and Degree Guide Sheets list the JU core requirements, major requirements, and electives.

Advising Question #3

I would prefer a different faculty advisor in my major. Can I change to a different faculty advisor? If so how do I change my faculty advisor?

Answer: First, it is a good idea to ask the faculty advisor you want to change to, if he/she will agree to be your faculty advisor. To make changes to your faculty advisor, you will need to submit the [Academic Change Request form](#), available online through [JU eFORMS](#), when you login to [My JU Portal](#).

Advising Question #4

I received my mid-term grades. I am disappointed with my grades. What are my options at this time half-way through the semester?

Answer: First it is a good idea to meet with the instructor to ask him/her what he/she recommends you to do to increase your grade. In addition to meeting with your instructor, connect with the Academic Support Center (ASC) to see if you can schedule a tutor or get other academic assistance.

Advising Question #5

In a few weeks it will be time to register for the next semester. How do I know when I can start registering? What steps do I need to take now to be ready?

Answer: You will be emailed at your @Jacksonville.edu email the day and time you can start registering. Check your Jacksonville.edu email often. Also, you will want to connect with your faculty advisor, once the course schedule is posted online, for suggestions on courses for the next semester. Next, look at what classes are offered and start creating your semester schedule to get ready for your registration window to open.

Advising Question #6

I hear from a friend of mine who is getting ready to graduate, that he didn't need to take anything related to Experiential Learning/ECHO (Research, Internship, Study Abroad, and Service Learning). What's up with that?

Answer: Graduation requirements often change from academic year to academic year. You will need to follow the graduation requirements for your Catalog Year. The Catalog Year you began/started taking classes at JU is your contract with the University for your graduation requirements.

Advising Question #7

I am a transfer student. I took courses at my Community College back home, but don't see the credit(s) on my transcript. Why Not?

Answer: Check with the Registrar's Office to see if they received the official transcript from the other school you attended. If not, you must request that the official transcript be sent to Jacksonville University; it will not be sent automatically. In general, Jacksonville University transfers most courses with grades of C or better from a regionally accredited college/university.

Advising Question #8

I really haven't decided what to major in yet. Who can I contact to help me select a major?

Answer: As soon as possible, connect with the Career Resource Center on the Jacksonville University campus. There you will discover resources and tools that guide you to careers that you have an interest in. You can also talk with an instructor of a class you liked that you have taken, or are currently taking, and seek insight into what careers are available in that subject's field.

Advising Question #9

I received a poor grade in a previous semester and I want to re-take the course to get a better grade and increase my GPA. What steps do I need to take? Can I use the Grade Substitution more than once?

Answer: If you took the course at Jacksonville University, you may repeat the same course at Jacksonville University and use the [JU eFORMS](#) to request that the new grade count towards your cumulative GPA and the old grade not to count. However, the older grade will still show on your transcript. The Grade Substitution Request Form must be completed and submitted to the Registrars' Office before the end of the 100% drop period for the term when the course is repeated. Grade Substitution may be used twice during an undergraduate career at JU.

Advising Question #10

I want to take a course during the summer at my Community College closer to home. How do I know if the course will equal a course I need at Jacksonville University to graduate?

Answer: Before you register for a class at the Community College, check first with your faculty advisor or with the Academic Advising Center staff, or go to the [Transfer Credit Equivalency](#) site to determine whether the class you have in mind will be equivalent to a Jacksonville University course. If so, a [JU eFORMS](#) must be completed and submitted with course description attachments. So start early!

Advising Question #11

How do I find out who my faculty advisor is? Why is it important for me to have contact with my faculty advisor?

Answer: During your first semester at Jacksonville University, you received an email to your Jacksonville.edu email address notifying you who your faculty advisor is.

Included in the email was contact information about how reach out to your faculty advisor. Also, you can see your faculty advisor listed under Profile when you login to [My JU Portal](#). Your faculty advisor can provide you with valuable information regarding course selection, progress towards your degree program, and career opportunities.

Advising Question #12

I am unable to register because Student Planning Self-Service is saying I have a hold on my account. What do I do now?

Answer: When you login to [My JU Portal](#), you can see any holds on your account by looking at Registration Holds. These holds can include an Advisor hold or a Balance Due hold. An Advisor hold must be removed by an Academic Advisor. All freshmen with 0-28 credit hours completed, including transfers, must see their Faculty Advisor in order to have the hold removed. The Controller's Office must be contacted regarding any Balance Due holds. Any other holds will indicate the office responsible to remove them.

Advising Question #13

I am trying to register for a class but Student Planning Self-Service is saying I can't. Student Planning Self-Service is saying the class is closed. My faculty advisor said that I need to register for that class. How can I get in this closed class?

Answer: Student Planning Self-Service will not allow you to register for a class that is closed. In order get into a closed class, contact the instructor who is teaching the closed class. The instructor must approve in writing using the Permissions to Enroll in a Closed Class JU E-FORM, or in an email to you, that you can enroll into the closed class.

Advising Question #14

I am trying to register for a class but Student Planning Self-Service is saying I can't. Student Planning Self-Service is saying that I don't have the pre-requisite. My faculty advisor said that I need to register for that class. Do I really need the pre-requisite?

Answer: Student Planning Self-Service will not allow you to register for a class that needs a pre-requisite that hasn't been met. Not having met the pre-requisite means you may not have the information to be knowledgeable and successful in the next course. It is not always wise to get into a class where the pre-requisite hasn't been met. However, if you feel you have the knowledge to move on to the course, contact the instructor who is teaching the class. The instructor must approve in writing using the Permissions to Enroll in a Class without the Pre-Requisite form, or in an email to you, that you can enroll into the class without having the pre-requisite. If you receive approval to enroll in the class by submitting the [JU eFORMS](#) to the instructor, or copy of the email from the instructor to the Registrar's Office.

Advising Question #15

How many credits does it take to graduate at Jacksonville University? Can it be any 120 credit hours?

Answer: It takes 120 credits of specific core requirements, major requirements, and electives in order to graduate from Jacksonville University. Check your Degree Audit and Degree Guide Sheet for the specifics.

Advising Question #16

Is there a minimum GPA that I must have in order to graduate at Jacksonville University?

Answer: In order to graduate from Jacksonville University, a student must earn a cumulative GPA of 2.0 or higher. Some majors may require that the GPA for the major to be higher than a 2.0 to meet the graduation requirement in the major area. Check your Degree Audit and [Academic Catalog](#) for specific requirements.