SOUTHERN UNIVERSITY AT SHREVEPORT
Office of the Registrar
Frequently Asked Questions (FAQs)

General Information
1. ==**How do I contact the Office of Records and Registration?**==
   Southern University at Shreveport
   Office of Records and Registration
   3050 Martin Luther King Drive
   Shreveport, LA 71107
   318.670.9229 (main number)
   318.670.6344 (fax number)
   registraroffice@susla.edu (email address)

2. ==**What are the hours of operation?**==
   Southern University at Shreveport serves the campus and local communities 8:00 a.m. to 6:00 p.m., Monday through Thursday and 8:00 a.m. to 12:00 p.m. on Fridays.

   The Registrar's Office is located on the first floor of the Leonard C. Barnes Administration building, Room A-02.

   Some services are available online. See the Registrar's Office web page for a list of services that may be available through this media.

Registration
1. ==**How do I register using Banner Web Services?**==

   1. Log on to Banner Web Services.
   2. Click "Class Schedule" to view the courses offered for the semester of interest.
   3. Click on the term for the appropriate semester.
   4. Click "Submit".
   5. Click on the subject of interest. **NOTE:** To review the entire course schedule, select the first subject, hold the shift key and arrow down to select all subjects.
   6. Click "Class Search" to view all courses offered in that specific subject.
   7. Notate the Course Registration Number (CRN) which is the 5-digit number located between the course title and the course prefix/course number/course section.
   8. Click on "Return to Previous" to return to the Class Schedule Search page.
   9. Click on "Reset" to clear the previous "subject" search.
   10. NOTE: The CRN is required for each course for which you intend to register.
   11. After you have a list of all courses for which you intend to register, click on "Exit".
   12. You will be redirected to the page below.
   13. Click "Return to Homepage".
   14. Click on "*Enter Secure Area*".
   15. Enter your credentials
       a. Your User ID is your SUSLA Banner ID # or your social security number
       b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)

c. If you can't remember your PIN, click Forgot PIN? to answer your security question. If this fails, contact the Department of Information Technology at 318.670.9900.
16. Click "*Login*"
17. Click on "*Student Information, Grades & Financial Aid*".
18. Click on "*Registration*". **NOTE:** All first-time freshman and continuing or transfer students with less than 32 credit hours are assigned an alternate PIN which prohibits online self registration. Students must contact the Center for Student Success at 318-670-9282 for advising and registration assistance.
19. Click "Add/Drop Classes".
20. Select the appropriate Session of interest.
21. Click "Submit".
22. Enter CRNs for all courses in the designated area. NOTE: The courses for which you are officially registered will appear under the "Status" section.
23. Click on "Student Services & Financial Aid".
24. Click "Confirm/Finalize Registration".

CONFIRM/FINALIZE REGISTRATION PROCEDURE:
- Click **Student Information, Grade, and Financial Aid**
- Click **Accept/Pay Fees**
- Click **Select Term** and choose the term you are enrolling (ex: "Online2014")
- Click **Submit**
- Scroll to bottom of page
- **Enter PIN** (same as log in), First and Last Name exactly as shown in Banner
- Click **Accept Fees**
- Click **Get Fee Sheet**
- Click the **Print** icon

Once fees have been accepted, you are officially enrolled.

NOTE: If you accept fees and are not able to attend classes, you are responsible for dropping classes before the official census date as listed on the academic calendar.

2. **I receive an error message when I attempt to register. What does the code mean?**

Error Message	Explanation	Student Action
Campus Restriction	Section is restricted to students with a specific campus.	Select a different section.
C (closed section/course)	This status message indicates that the course has reached its capacity and is closed.	If the course has a waitlist, joining the waitlist is the appropriate step. Otherwise, search for other sections of the course.
Closed – X Waitlisted	This message indicates that the number of available seats is zero and there are "X" people on the waitlist.	Either select to be put on the waitlist or select another section.
DUPL CRSE WITH SEC-###	The course is recognized as being a duplicate of a course	Search for a different course to add. If you have dropped a

or DUPLICATE CRN	already on your schedule. The SEC-### indicates the course recognized as duplicate.	course after the start of the semester and wish to add it back to your schedule, you will not be able to add it back via the web. Please complete an Add/Drop request form, secure the appropriate signatures and submit it to the Registrar's Office for processing.
Hold: You may not add or drop classes due to holds on your record.	You currently have a hold on your account preventing registration.	Please select the "View Holds" link to view the holds and get more information regarding the hold and where to go to resolve it.
MAXIMUM HOURS EXCEEDED	You are prevented from registering if you exceed the maximum credit hours allowed (e.g. 18 credit hours).	Complete the Add/Drop request form, secure the appropriate signatures and submit to the Registrar's Office for processing.
NR	Not allowed for registration. Generally associated with registration restrictions on the course, which come from the following: The system is indicating that this course is not available to the student at this time.	Contact the Registrar's Office at registraroffice@susla.edu to check the student status or check the status of the course. The email must include your name, SUSLA ID number, and 5-digit course registration number (CRN).
Open - X Waitlisted	This message indicates a seat or seats have become available, but a waitlist exists. The next person in line has been notified to register.	Since there is a waitlist, you can either select to add your name to the waitlist or select another section.
PREQ-Test Score Error	Course pre-requisites have not been met. Prerequisites may include other courses or test scores.	If the pre-requisite has been met, contact the Registrar's Office at registraroffice@susla.edu to request a review of your academic record. If necessary, include a copy of your unofficial transcript. The email must include your name, SUSLA ID number, and 5-digit course registration number (CRN).
Readmit Term Prohibits Registration	Students not enrolled for the 1 semester must be readmitted before registration is permitted.	Students must complete the admissions application process for the semester in question. If you have attended another institution since your last term of enrollment at SUSLA, an official transcript may be required.

		Please contact the Admissions Office at admissions@susla.edu for assistance.
SR	Student Restriction is generally associated with a registration restriction on the student and term, which come from the following: • Student status – Inactive student status possible due to filing a graduation application. • Academic standing – Suspensions or dismissals • Holds • Readmit term – Student needs to be readmitted.	Contact the Registrar's Office at registraroffice@susla.edu to determine the issue. The email must include your name, SUSLA ID number, and the student restriction code.
Student Status prohibits registration	This message appears if the student status for the selected term is one that prevents registration. Generally from: • Inactive due to graduation • Academic suspension	Contact the Registrar's Office at registraroffice@susla.edu to determine the issue. The email must include your name, SUSLA ID number, and the student restriction code.
Time Conflict with ####	A registration record already exists for a course meeting at the same time as the new section you have requested.	Select another section.

3. **I wish to attend, but I accidentally deleted my classes. What can I do?**
   Access your account in Banner and re-register for your classes before the official census date for the semester (14th class day for Fall and Spring; 7th class day for Summer).

4. **Do I need to drop my classes if I didn't finalize/confirm my registration (pay for classes)?**
   No. Your classes will be dropped automatically on the official census date (14th class day for Fall and Spring; 7th class day for Summer) for non-payment. You are encouraged to review your registration in Banner to verify that all courses have been dropped.

   If you finalized/confirmed your registration using your Banner Web Services account and it's prior to the census date, you should complete the Official Withdrawal Request process to ensure all classes are dropped, charges are reversed and refunds are processed, if applicable. Visit the Office of Records and Registration to initiate the official withdrawal process.

5. **A course I need to take is full. How can I register for this course?**
   1. You cannot register for a closed course. Registration is closed for a course that has reached its seating capacity. Some courses have additional sections of the same course offered at different times or with different instructors. If there are alternate sections that fit your schedule and remain open, register for one of those.

2. There will be NO OVERRIDES for closed classes. Maximum seating has been capped at the actual classroom capacity and each class has 10 seats reserved on the waitlist.

   a. Waitlisting is a feature in Banner that allows a student to get "in line" for courses that have filled/closed. This automated process notifies students via the SUSLA Student Email, that a seat has opened up and it is now the student's turn to register for the class.

   b. Adding a student to a waitlist is easy. If the class the student is trying to register for is full, and has an open Wait List, the student can log into Banner Web, and select: **Student Information, Grades & Financial Aid>Registration>Add or Drop Classes> Select Term**. Add the CRN and click the Submit Changes button. (as you would for adding any other course). The result produces a Registration Add Error: Example: "Section is full". If the Action field appears to the right, the student may add his/her name to the waitlist and Submit Change. See screen shot below for details.

⬤ Registration Add Errors

Status	Action	CRN	Subj	Crse	Sec	Level	Cred	Grade Mode	Title
Closed - 0 Waitlisted	None ▼ None Wait List	60463	MGMT	200	030	Credit	3.000	Numeric standard	Creative Thinking for Business

Add Classes Worksheet

CRNs

[ ] [ ] [ ] [ ] [ ]

[Submit Changes] [Class Search] [Reset]

In the Action box, click on the drop-down menu, and select "Wait List", and click the **Submit Changes** button. Note: If you leave the action box as **None**, you will **NOT** be added to the Wait List.

3. Always prepare your schedule with alternates for each course that meet at the same time or at times that will not disrupt your entire schedule.

6. **I am registered for one course and need to drop it, but the web does not allow me to do so. How can I drop this course?**

Students cannot drop the last class in which they are enrolled (i.e. drop to zero credit hours) via web registration. Dropping all of your courses constitutes officially withdrawing from school.

If you are replacing the course with another prior to the official census date, try adding the new course first, then dropping the other. If you *are* intending to withdraw from school, you must follow official withdrawal procedures, which includes completing an official withdrawal form housed in the Registrar's Office.

7. **Why have I been charged a late registration fee?**
Late registration fees are applied if you have not registered and finalized registration (accepted fees) before the first day of a class. This is to ensure students register in a timely manner. Late registration service charges are applied automatically and cannot be waived.

If you finalized your registration and need to revise your class schedule after classes have started, late registration fees are not applicable. Please note there is a grace period to revise your class schedule (the first 12 days for Fall and Spring; the first 5 days for Summer). After this time frame, you are no longer able to add courses.

8. **How many credit hours are needed to be a sophomore?**
Once students earn 32 credits, they are considered a sophomore.

9. **How many credit hours do I need to be considered a full-time student?**
Although students must be registered for a minimum of 12 credit hours (Fall and Spring) to be considered full-time, 15 credit hours each semester will help complete degree requirements in a timelier manner.

Students enrolled in six (6) credit hours during any summer term are considered to have full-time status.

10. **Why can't I drop or add a course on the web?**
The most common reason for this is that you are trying to make registration changes after the official census date. Online registration is disabled after the first 12 days of the Fall and Spring semester and the first 5 days for the Summer. Students are strongly encouraged to make the necessary schedule adjustments during this time.
After the first 14 days of class, students are not allowed to add any classes to their schedule and are assessed a fee to drop any class. An Add/Drop form must be submitted with the appropriate signatures to drop a class after the official census date. You may access this form at www.susla.edu on the Registrar Office page.

11. **How do I officially withdraw from all of my classes?**
To withdraw, visit the Registrar's Office to retrieve the official withdrawal form and secure the appropriate signatures from: Retention Coordinator, Jaguar Courtyard Staff, Business Office representative, VA Certifying Official, Vice Chancellor for Academic Affairs, Financial Aid office, and the Registrar. Upon securing the appropriate signatures, the form must be submitted to the Registrar's Office for processing before the last date to withdraw as listed on the academic calendar. Please note official withdrawals result in a "W" grade for each course.

12. **How do I officially enroll for the semester?**
    1. Register in at least one course;
    2. Finalize/Confirm registration (pay for classes), either in full or at least the first payment installment; and
    3. Clear any holds against your registration.

13. **Where can I obtain a copy of my class schedule?**
    1. Log on to Banner Web Services.

2. Click on "*Enter Secure Area*".
3. Enter your credentials
4. Your User ID is your SUSLA Banner ID # or your social security number
5. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
6. If you can't remember your PIN, click Forgot PIN? to answer your security
    1. question. If this fails, contact the Department of Information Technology at 318.670.9900.
7. Click "*Login*"
8. Click on "*Student Information, Grades & Financial Aid*".
9. Click on *"Registration"*.
10. Select the term
11. Click on *"Student Detail Schedule"*.

14. **How can I make a payment on my student account/pay my bill?**
To pay in person, visit the cashier window on the first floor in the Leonard C. Barnes Administration building.

To pay by phone, call 318-670-9305 or pay online through your BANNER account. You will need a major credit card, the student's name, ID number and an active email address to receive the receipt notification.

15. **My registration is blocked. How do I remove the hold on my account?**
Contact the office that placed the hold on your account (e.g., Admissions, Business and Finance, Registrar Office etc.). Log on to BANNER to determine which office placed the hold.

16. **Where can I check if a class still has openings?**
Access the BANNER Online Course Schedule .

17. **My classification is wrong. How can I correct it?**
Send your request to the Registrar Office at registraroffice@susla.edu. The staff will first check the system to make sure all of your credits have been posted. Please include your name, SUSLA ID number and contact information.

18. **How can I see what classes are being offered before I register?**

The Schedule of Classes is available via Banner Web Services (Self-Service Banner) online only (Fall, Spring, and Summer) and can be accessed by completing the following steps:

1. Visit www.susla.edu.
2. Click on *Technology* (on the blue banner above the pictures).
3. Click on *Banner* in the left margin.
4. Click on *Class Schedule*.
5. Enter the term of interest (Fall 2018, Spring 2019, Summer 2019, etc.).
6. Click on *Submit*.
7. You must select at least one subject. To review the entire course schedule, select the first subject, hold the shift key and arrow down to select all subjects. Next click "Class Search".

Cancellation and Withdrawals

1. **I'm officially enrolled, but unable to attend classes this semester. What do I do?**
   If it's before the first day of class, you should cancel your registration via Banner Web or by notifying the Registrar's Office in writing at registraroffice@susla.edu.

   If classes have already started, you need to officially withdraw from the University. To withdraw, visit the Office of the Registrar to retrieve the official withdrawal form and secure the appropriate signatures from the following: Retention Coordinator, Jaguar Courtyard Staff, University Police Office Staff, Academic and Student Affairs Office Staff, VA Certifying Official, and the Financial Aid Office Staff. Upon securing the appropriate signatures, return the form to the Office of the Registrar for processing. Please note official withdrawals result in a "W" grade for each course.

2. **I have not registered but I keep receiving bills. What do I do?**
   Please contact the Student Accounts Office to inquire about the bill. The office number is 318-670-9319.

3. **I've been attending classes and have an emergency that will prevent me from completing the semester. What do I do?**

   1. A student who finds it necessary to withdraw from the University should begin the process by securing the proper form from the Registrar's Office. Please note the deadline date is listed in the Academic Calendar. A student is not officially withdrawn from the University until the request is approved by all departments listed on the withdrawal form, returned and processed by the Registrar's Office.

   2. If the need to withdraw is due to extenuating circumstances beyond the student's control, the student may request an Incomplete ("I") grade from each instructor by submitting the *Request for an Incomplete ("I") Grade*. The grade of "I" (incomplete) is given only when the student's work is satisfactory but, for reasons beyond the control of the student, has not been completed by the end of the semester. It is not granted in lieu of an "F" (failing), or to give the student opportunities or more time to improve a grade if such opportunities have not also been made available to all students in the same class. It is the responsibility of the student to confer with the instructor of the course and to complete the prescribed requirements of the course on or before the designated date shown for final examinations in the university calendar.

      The student is responsible for making satisfactory arrangements with the faculty member for completion of course requirements.
      An Incomplete grade must be removed by the faculty member by the end of the first six weeks of the following semester. If the faculty member fails to resolve the Incomplete grade within the specified deadline, the University Registrar will assign the permanent grade of "F".
   3. If the student fails to officially withdraw from the university or make arrangements to receive incomplete grades for the semester, he/she will receive the grade earned in each class.

NOTE: Financial aid students who receive all Fs due to non-attendance or suspension will be considered "unofficial withdrawals" for the semester. If the student does not take a final exam or complete more than 67% of the course load, he/she may owe money to SUSLA and the Title IV federal aid program(s).

Grades and Grading

1. **Why is there a "W" on my transcript and what does that mean?**
   A "W" grade reflects an official (voluntary or involuntary) withdrawal from a course. A "W" will appear on your transcript when you withdraw from a class after the official census date which coincides with the end of the 100% tuition refund period (first 14 days of class). Although a "W" grade does not affect your GPA, it can impact your eligibility to receive federal financial aid.

   A "W" cannot be removed from your academic record.

2. **If I retake a class in which I received a "W" and earn a letter grade, will the "W" be removed?**
   No. The "W" will remain on your transcript; the course will simply appear again on your transcript in the semester that it was taken with the grade you earned. Courses that are repeated at SUSLA have an "E" (excluded) or "I" (included) noted on the official transcript via Banner Web Services (Self-Service Banner).

3. **Who do I contact about the status of a grade change?**
   You are encouraged to first contact the instructor for the class to ensure the *Change of Grade F*orm was submitted for approval.

   Once the approved form has been submitted to the Registrar's Office, the grade will be changed on your permanent academic record.

   Please access the unofficial transcript in your Banner Web Services (Self-Service Banner) account to view the update.

4. **What is an Incomplete ("I" grade) and how do I get one?**
   An Incomplete ("I") is a temporary grade notation that indicates that you have not completed the work for a course before the semester ended. It is only given because of extenuating circumstances that prevented you from completing your coursework. It is not granted in lieu of an "F" (failing), or to give the student opportunities or more time to improve a grade if such opportunities have not also been made available to all students in the same class. In order to receive an "I", you must request that your instructor assign the grade to you, with an agreement that you will complete the unfinished coursework within the designated time frame.

   The *Request for an Incomplete Grade ("I")* form, with the instructor's signature, is required and it must be submitted <u>at the time</u> final grades for the semester are due to the Registrar's Office. The form is located on the Registrar's Office webpage on the Registrar's Office Forms link.

The standard window for replacing an incomplete grade starts at the end of the semester in which the "I" grade was received and closes six weeks into the consecutive full semester. If the work is not completed within the designated time frame, the grade in the course automatically becomes an "F". The grade of "I" (Incomplete) shall be neutral in the calculation of the grade point average. A grade of incomplete must be changed to a permanent grade by the instructor within the time limit specified by submitting the Grade Change Form to the Registrar's Office.

Delinquent Grade Change Forms will not be processed without the approval of the Vice Chancellor for Academic and Student Affairs. If the *Request for an Incomplete Grade ("I")* form is not submitted as required, the "I" grade will be automatically converted to an "F".

5. **How can I have an Incomplete ("I" grade) changed to a letter grade?**
    Once the work is completed and graded, the instructor must submit an approved *Change of Grade Form*, with supporting documentation, to the Registrar's Office for processing.

6. **Does the university mail grades?**
    No. If you require an official copy of your grade report, you are encouraged to order your official transcript online by completing the steps below:
    1. Visit www.susla.edu.
    2. Click on *Technology* (on the blue banner above the pictures)
    3. Click on *Banner* in the left margin
    4. Click on "*Enter Secure Area*".
    5. Enter your credentials
        a. Your User ID is your SUSLA Banner ID # or your social security number
        b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
        c. If you can't remember your PIN, click Forgot PIN? to answer your security question. If this fails, contact the Department of Information Technology at 318.670.9900.
    6. Click "*Login*"
    7. Click on "*Student Information, Grades & Financial Aid*".
    8. Click on "*Student Records/Grades*".
    9. Click on "*Request Printed/Official Transcript*".
    10. Look up the College Code for the institution to which the transcript will be released.
    11. Enter the information for the person or organization to whom the transcript will be released.
    12. Complete this screen to specifically indicate the number of copies and delivery method.
    13. Verify that the information entered is correct and submit the request.
    14. Enter your payment information and click "*Continue Checkout*".

NOTE: Once the payment has been submitted and processed, you will receive an automatic email confirmation.

Once our office receives your request and proof of payment, the request will be processed in 3-5 business days.

Unofficial transcripts are available via Banner Web Services (Self-Service Banner). **Sign into your** Banner account with your User ID and PIN and complete the following steps:

1. Click *Student Information, Grades, & Financial Aid*.
2. Click on *Student Records/Grades*.
3. Click on *Academic Transcript*.

7. How do I appeal a grade?
The grade appeal process must be initiated by the student with the instructor within six weeks after the grade is awarded. After six weeks, a student forfeits the right to appeal.

If this attempt does not prove satisfactory, the aggrieved student may take the matter to the division chair and subsequently (within six months following the completion of the course in question), to the Vice Chancellor for Academic Affairs for resolution. The appeal should be in writing, and should contain all pertinent facts including copies of papers, grades, and the like. The decision of the Vice Chancellor for Academic Affairs is final.

No grade will be changed after twelve (12) months following the completion of the course in question. This provides ample time to have a grade formally and successfully appealed. Students must appeal in writing to the Vice Chancellor for Academic and Student Affairs within six (6) months following the completion of the course.

Grade appeals should not be made frivolously.

Student Records

1. **I need to verify that I'm enrolled in school. Where do I go?**
Official written verification of your enrollment or registration status can be obtained by completing the *Student Data Request* form found under the Student Initiated Forms link on the Registrar's Office web page at http://www.susla.edu/registrars-forms.

For further information, email the Registrar's Office at registraroffice@susla.edu or call 318-670-9229.

2. **How do I restrict information from my record (directory information) from being released?**
It is the policy of Southern University at Shreveport, in accordance with the Family Educational Rights and Privacy Act (FERPA), to withhold personally identifiable information contained in our students' educational records unless the student has consented to disclosure. Directory information may be disclosed to the public upon request.

Students have the right to restrict release of information by completing and submitting the FERPA Student Release Form to the Registrar's Office.

Details are located in the FERPA Annual Notification of Rights under FERPA available on our Registrar's Office web page at http://www.susla.edu/registrars-forms.

3. **Where do I go to have my name changed on official College records?**
The *Change of Name or Address* form available under the Student Initiated Forms link on the Registrar's Office web page at http://www.susla.edu/page/registrars-forms. You will need to provide copies of official identification with your name change request. Submit this completed form with all appropriate documentation to the Office of the Registrar.

4. **How do I change my address on official College records?**
The *Change of Name or Address* form available under the Student Initiated Forms link on the Registrar's Office web page at http://www.susla.edu/page/registrars-forms. Be sure to complete the current address information and the new address information.

Students have the ability to can change e-mail addresses and phone numbers via your Banner Web Services (Self-Service Banner) page.

5. **How do I change or declare a major?**
Changes or declarations of majors can be completed online by accessing the *Change of Major* form located under the Student Initiated Forms link at http://www.susla.edu/registrars-forms. Complete the form by including the current program and new program advisor's signature. Once all required signatures are obtain, return the form to the Registrar Office for processing. An email confirmation will be sent to your SUSLA email account.

Changing of major will be processed up to the 14th day of class during the Fall & Spring Semesters and the 7th day of class during the Summer Sessions.

6. **What do I need to do to transfer credits from another institution?**
After enrollment at Southern University at Shreveport as a regular matriculated student, permission must be obtained before taking a course at another institution for the purpose of meeting degree or general education requirements at Southern University at Shreveport.

Affected students should consult with their major field advisor and division chair and submit the appropriate application form to the Vice Chancellor for Academic Affairs for approval and filed with the Registrar's Office. Courses taken without prior approval may not be transferable to Southern University Shreveport.

The Transfer Credit Request form, located at http://www.susla.edu/registrars-forms, is designed for use by continuing students to secure approval **prior** to taking courses at another institution. Students must attach a copy of the course description(s) from the institution for transfer credit and submit the completed form, with all required signatures, to the Registrar's Office for processing.

7. **What is Southern University at Shreveport's policy on release and disclosure of student records?**
Southern University at Shreveport complies fully with regulations of section 438 privacy rights of students and parents of the General Education Provision Act, which insures the students access to their educational records maintained by the university and which prohibits the release of personally identifiable information except as specified by law.

Release of information on any student ordinarily will be made only on the written request or authorization of the student. For more information go to http://www.susla.edu/registrars-forms to access the Family Education Rights and Privacy Act (FERPA) Annual Notification of Rights under FERPA and the Student Release form.

Graduation and Commencement

1. **How do I apply for graduation?**
   An annual *Commencement Guide* is published by the Registrar's Office and released to all students via email, as well as posted to the Registrar's Office Forms page. The Commencement Guide contains all matters related to graduation, to include the graduation application, check-out form, graduate measurement form and much more.
   Students are strongly encouraged to maintain an active SUSLA email account during enrollment.

2. **What is a degree audit?**
   A degree audit enables the degree auditor in the Registrar's Office to monitor the academic progress of a student toward degree completion and the courses needed to meet their major and university requirements.

3. **How do I obtain a degree plan?**
   Contact the Academic Advisor for your declared major or see the Chairperson for your Department or Dean for your Division.

   A degree plan cannot substitute for meeting personally with your advisor, but it can be a valuable tool for both of you when you do meet.

4. **How do I show proof of graduation before degrees are officially approved and posted to the transcript?**
   Prior to the conferral of degrees during the commencement exercise, degree completers are able to request a *Letter of Completion* by emailing your request to registraroffice@susla.edu. The request must include your name, SUSLA Banner ID or last four-digits of your social security number.

5. **When is commencement?**
   Southern University at Shreveport hosts a commencement exercise in May of every year. The date is published on the annual Academic Calendar.

6. **I just graduated. When and how do I get my diploma?**
   Candidates who complete degree requirements, to include payment of graduation fees, by the specified deadline will be able to retrieve diplomas immediately following the commencement ceremony.

   For those who do not participate in commencement, diplomas will be mailed to the address stated on the *Application for Graduation*.

Transcripts
1. **How do I order an official transcript?**

You are encouraged to order your official transcript online by completing the steps below:

1. Visit www.susla.edu.
2. Click on *Technology* (on the blue banner above the pictures)
3. Click on *Banner* in the left margin
4. Click on "*Enter Secure Area*".
5. Enter your credentials
   a. Your User ID is your SUSLA Banner ID # or your social security number
   b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
   c. If you can't remember your PIN, click Forgot PIN? to answer your security question. If this fails, contact the Department of Information Technology at 318.670.9900.
6. Click "*Login*"
7. Click on "*Student Information, Grades & Financial Aid*".
8. Click on "*Student Records/Grades*".
9. Click on "*Request Printed/Official Transcript*".
10. Look up the College Code for the institution to which the transcript will be released.
11. Enter the information for the person or organization to whom the transcript will be released.
12. Complete this screen to specifically indicate the number of copies, delivery time and delivery method. NOTE: Delivery time includes Hold for grades, Hold for Degree, or As soon as possible. Delivery methods include standard mail, walk-in/pickup, or e-Scrip (electronic).
13. Verify that the information entered is correct and submit the request.
14. Enter your payment information and click "*Continue Checkout*".

NOTE: Once the payment has been submitted and processed, you will receive an automatic email confirmation.

Once our office receives your request and proof of payment, the request will be processed in 3-5 business days.

Unofficial transcripts are available via Banner Web Services (Self-Service Banner). **Sign into your** Banner account with your User ID and PIN and complete the following steps:

1. Click *Student Information, Grades, & Financial Aid*.
2. Click on *Student Records/Grades.*
3. Click on *Academic Transcript.*

If you will be picking up your requested transcripts in our office, you must provide photo identification. If the student requires another party to pick up held transcripts, this must be indicated in writing to the Registrar's Office via email (registraroffice@susla.edu).

2. **Can I request a transcript before my final grades or degree is posted to my academic record?**
When you complete the online transcript request process, you are able to select hold for grade, hold for degree or as soon as possible for the print transcript option.

3. How long does it take for official transcript orders to be processed?
Transcript requests are processed in the order in which they are received. Please allow approximately 3 – 5 business days to process from the date we receive the request and proof of payment, provided there are no holds blocking the release of the transcript.

During the peak periods of registration and graduation, transcript requests may take longer to process.

4. What is the difference between an official transcript and an unofficial transcript?
An unofficial transcript is available in the student's Banner Web Services account for view and/or print. There is no fee for an unofficial transcript.
An official transcript is printed on special watermarked, security paper with the seal of the college and the signature of the Registrar. An official transcript does not copy or fax. There is a $7.00 fee for official transcripts.

5. Will my transcript include all my SUSLA coursework?
Yes. Any ordered transcript will include all coursework completed at Southern University at Shreveport, as well as transfer credits posted to your academic record from other institutions. If there is a discrepancy with your academic record, please email registraroffice@susla.edu. Please include your name, SUSLA ID number, a detailed description of your concern and your contact information.

6. Will my transcript include copies of the transcripts from institutions I previously attended?
No. Accepted transfer credits will be indicated on your SUSLA transcript, but Southern University at Shreveport does not have the authority to release copies of transcripts from other institutions. Per federal regulations (FERPA), transcripts from other institutions, although in the custody of Southern University at Shreveport, remain the property of those institutions.

7. How will transfer credits appear on my transcript?
Transfer credits will appear before the institution coursework is listed. Information regarding a student's previous institution(s) attended and the total number of credit hours accepted from each institution is listed on the transcript. The transcript will also show a total number of transfer hours and transfer GPA.

8. Can my transcripts be released if I have holds?
No, Transcripts cannot be released until the holds are removed or the department responsible for placing the hold gives written consent to release the transcript.

9. Will my transcript request be processed before the Registrar's Office receives my payment?
No. Requests for official transcripts will be held until payment is received. Proof of payment must be provided to the Registrar's Office.

10. Can transcripts be faxed or emailed?
No. The Registrar's Offices does NOT fax or email transcripts.

11. What should I do if credits did not transfer correctly?

Email the Office of the Registrar at registraroffice@susla.edu and request a review of your academic record. The request must include your full name, SUSLA Banner ID number, a description of the discrepancy and contact information.

12. For questions about transcripts, can I contact the Registrar's Office by e-mail?

Yes. For transcript questions, email a message to registraroffice@susla.edu. Be sure to include your SUSLA ID number (if known) in all communications. If your SUSLA ID number is unknown, please include the last four digits of your social security number.

Veterans, U. S. Service members and their dependents

1. I'm a U.S. veteran or service member. Where do I go to apply for benefits?

Visit the Office of the Registrar in the Leonard C. Barnes building. The VA Certifying Official is the point of contact for all matters relating to educational benefits for veterans, U.S. service members, and their dependents.

VA-related forms are located on the Registrar's Office webpage and may be accessed by completing the following steps:

1. Visit www.susla.edu.
2. Click on *Offices and Services* (on the blue banner above the pictures).
3. Click on *Registrar's Office* (in the left margin).
4. Click on *Registrar's Office Forms* (in the left margin).

For more information, please contact the VA Certifying Official at registraroffice@susla.edu.

2. Can I receive college credit for my military training?

Any military training you received that may qualify for college credit is evaluated by the FSU Office of Admissions. While credits earned for military-related training do not factor into the admissions process, the academic dean for the program you major in may accept some or all of that credit and apply it toward your degree requirements. Provide the Admissions office with your official military transcripts, which may be ordered through this website, along with a copy of your DD214 (military discharge document).

3. What documents do I need to submit to the Registrar's Office to receive my VA educational benefits?

Detailed information is available here. Contact the Registrar's Office at registraroffice@susla.edu with any questions.

4. How many months of VA educational benefits (or entitlement) do I have left?

You can access your remaining entitlements by going to the VA eBenefits page and working through these steps:

1. Login to your existing account or register for an account (be sure to write down your username and password)
2. When a security warning pops up while navigating through the site, follow these steps:
   a. Choose "I understand the risk"

b. Choose "Add Exception"
c. Confirm security exemption
3. At the "Create your DS logon today" section, answer the questions, then begin "Basic Registration Lev. 1"
4. Once your registration has been completed, upgrade your account and go through Remote Proofing
5. When proofing has been completed, go to eBenefits and click Manage Benefits, then Education
6. At that point, Chapter 33 Post 9/11 recipients should be able to view and print your Post 9/11 GI Bill Enrollment Info, which will serve as your Certificate of Eligibility (COE).

Should you have trouble completing steps 5-6, try logging out and logging back in.

5. Do I need to reapply for my VA educational benefits every semester?
After your initial registration for educational benefits has been completed, you will only need to resubmit an SUSLA Veterans Certification Request Form each semester. However, Chapter 33 (Post 9/11 G.I. Bill) recipients will also need to submit, each semester, an updated Certificate of Eligibility (COE) or a screenshot of the eBenefits webpage that shows remaining entitlements.

6. Will VA educational benefits cover the cost of remedial or developmental courses?
Most VA educational benefit programs (or "chapters") cover the cost of remedial or deficiency courses, but only if a placement test indicates that you need to take that type of course, or if the course is required as a prerequisite for another course in your major.

7. What happens if I change my schedule after I submit my SUSLA Veterans Certification Request Form?
You must submit another SUSLA Veterans Certification Request Form that reflects the updated schedule for review to (1) ensure the replacement course(s) are applicable to your major (VA educational benefits only cover courses that fulfill the degree requirements for your major), and (2) avoid any overpayment situations.

8. What is the deadline for submitting my SUSLA Veterans Certification Request Form?
You have up to one year after the start of a semester to submit your form. However, if you wish to receive federal and state educational benefits, or have the VA pay for your tuition (the latter applies only to those who qualify for Chapter 33 and Chapter 31 educational benefits), the sooner you submit your form the better.

9. If I fail a class, will I have to pay anything back to the VA?
No, you do not have to pay the VA back if you do not pass a course. You may repeat a course if it is required for your degree program and the VA will pay for it a second time. However, if you drop or withdraw from a class after the deadline for doing so, you will have to pay the VA back if you received money for that course.

10. How do I drop or withdraw from a class, and will doing so affect my VA educational benefits?

If you need to drop or withdraw from a course, consult the Academic Calendar for deadline dates. Note that there are two types of grades you can get from dropping a course – punitive and non-punitive. If you drop a class or withdraw from all classes before the official census date (14th class day for Fall and Spring; 7th class day for Summer), you are assigned a non-punitive grade, which will not affect your GPA and that the VA treats as having a neutral affect on your transcript. If dropping a class changes your attendance status (for example, if you are then classified as a non-fulltime student), the VA will require repayment of any money you received for attendance in that class unless you have mitigating circumstances. If you feel you have a valid reason for dropping the class or withdrawing from a class, you can write to the VA and ask that you be allowed to maintain your prevailing rate of pay, up to the last date of attendance in the course(s).

11. How do I get a copy of my DD214?
Request a copy through this website and note that the Member 4 copy, which shows the character of your discharge, is preferred for most educational purposes. **After obtaining your DD214, be sure to keep this document in a safe place.** Also note that it is not advisable to register for your DD214 through a county courthouse since doing so makes the process a public record, which could then lead to identity theft.

12. When do I start to receive my VA educational benefits?
The VA will process your benefits as quickly as possible but this can take several weeks from the first time you apply. Once you are in the VA system, though – and if you submit your SUSLA Veterans Certification Request Form before the start of each semester – your benefits should be provided to you continuously (with any monthly stipends paid at the end of each month during a semester).

13. What if I'm called to active duty?
SUSLA recognizes and appreciates the important contributions made by active duty, Reserve, and National Guard members. In order to accommodate these students and their dependents, University Policy provides direction to faculty and staff on offering these students the following options to accommodate unexpected training/drill, deployment, or change-of-station orders.

Any student called to active military duty that has completed at least ¾ of the semester and is in good academic standing with the institution has the following options:
- Receive course grades for the current semester for each enrolled course with the grade earned at the date he or she was called into active duty.
- Receive incompletes for all courses if approved by instructors.
- Withdraw from all current semester courses.

Steps to follow when leaving the University for Active Military Duty
- Provide a copy of military orders to the Registrar's Office. If one chooses to complete the semester courses via an incomplete and if time permits, please follow the appropriate procedures for course completion. If the professor approves an incomplete grade, the student and professor should complete an Incomplete Grade Form, which is available in the Registrar's Office. The incomplete grade form must be initiated by the instructor, and the reason stated for the incomplete grade(s), as follows: ―called to Active Military Duty.

- In the event that the military obligation does not permit adequate time to finalize grades or withdrawal, please contact the Registrar's Office. They will act on the student's behalf to inform the appropriate persons and/or departments of call to active military duty, and assist to finalize grades or withdrawal. Any grading options and planning for course completion, as agreed upon by instructors, will be documented. The student will be asked to advise the Registrar's Office whether he wishes to accept the grading option available.
- If administrative drops or a withdrawal are to be processed, the Academic Advisor should initiate them. Reasons for withdrawal/administrative drop should clearly state ─called to Active Military Duty.

Departments to contact in the event of call to Active Military Duty.
- Registrar's Office - to communicate military call up, overall assistance, and issues related to VA benefits.
- Academic Advisor – inform Advisor of military call up.
- Financial Aid Office - if receiving financial aid.

The selected option may depend on the student's individual situation, the time remaining in the academic semester, and the course completion agreements. Contact the Registrar's Office to discuss military call up status and to answer any questions regarding the above procedures/options.

Miscellaneous
1. **Why do I need a SUSLA ID?**
   The SUSLA ID card is the official identification card for Southern University at Shreveport students, staff, and faculty.

   The card is used for accessing entry into the dormitories, SUSLA events & functions, and to obtain a parking permit. The SUSLA ID Card must be presented to receive service in the Registrar's Office.

   You can have your photo taken and obtain your card at the Information and Technology department located on the first floor in the Leonard C Barnes Building.

   Students are assessed a fee for the replacement of a lost or damaged cards.

2. **When I try to log in to Banner, it tells me my user ID and password are invalid.**
   When you enter your credentials,
   a. Your User ID is your SUSLA ID number or your social security number
   b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
   c. If you can't remember your PIN, enter your User ID and click Forgot PIN? to answer your security question. If this fails, contact the Department of Information Technology at 318.670.9900.

3. **I need proof that I'm a student so I can have my loans deferred. Who can help me?**
   Official written verification of your enrollment or registration status can be obtained by completing the *Student Data Request* form found under the Student Initiated Forms link on the Registrar's Office web page at http://www.susla.edu/registrars-forms.

For further information, email the Registrar's Office at registraroffice@susla.edu or call 318-670-9229.

4. Where can I get a description of a particular course?
Official descriptions of courses offered at SUSLA can be obtained by visiting our website at www.susla.edu and clicking on Academics, Academic Catalog and Course Description.

5. How can I obtain a copy of the Southern University at Shreveport's Academic Catalog?
The Southern University at Shreveport Academic Catalog is available online. Please follow the following direction for access:

1. Visit www.susla.edu.
2. Click on *Academics* (on the blue banner above the pictures).
3. Click on *Academic Catalog* (in the left margin).

6. What is the academic calendar at Southern University at Shreveport?
The Academic Calendar provides a timeline for deadlines, breaks, class start and end dates, final exam periods etc. The current year calendar is the most detailed and is available at http://www.susla.edu/Academic-Calendar.

7. I have a question I do not see listed here. Who can I contact for assistance?
You may contact the Registrar's Office at registraroffice@susla.edu, 318-670-9229 (office) or 318-670-6344 (fax). If your request cannot be processed by our office, we will forward it to the appropriate department.