

Student/Parent FAQs:

Creighton University Registrar's Office and COVID-19

Will I/my student be able to register for Summer and Fall courses?

- Yes, registration will be conducted as planned starting March 26, 2020. The registration schedule is posted at <http://www.creighton.edu/registrar/registration/>.
- Students must contact their advisor to consult on advising questions and receive their registration PIN and appointment time.

What if I/my students need an override for Summer or Fall?

- Students must still contact the appropriate department for override permission. For information see <http://www.creighton.edu/registrar/registration/overridesandexceptions/>.
- When contacting departments for overrides, students should send them the following information:
 - Name
 - NET ID
 - Type of Override needed (Pre-req/co-req, closed class, instructor or department consent, Class restriction, maximum hours exceeded, time conflict)
 - Class(es) for which you are requesting the override
- Departments that provide online overrides will notify the student of the decision. Students may then register for the course.
- Departments that utilize the override form MUST email the permission directly to Registrar@creighton.edu (copying the student).
- For the Summer/Fall registration, we will accept emails directly from department contacts in lieu of a signed/stamped Override form.

How do I withdraw from a class during Creighton's coronavirus precautions?

- You must complete a **Change of Registration Request** form for your College. Forms online at <http://www.creighton.edu/registrar/registration/changingyourschedule/>
- Complete the form and send it to your advisor or Dean's Office, as noted on your form.
- Your advisor or Dean's office will process the form and **directly forward it to** Registrar@creighton.edu. We will not accept forms forwarded by students.
- If you are an undergraduate and wish to withdraw from the University, contact Mary Ann Tietjen, Interim Director of Retention. Any other student must contact their Dean's Office.

How can I/my student tell if transfer or AP credit have been applied?

- Check DegreeWorks on the NEST. Transfer credit is noted next to courses listed on your DegreeWorks evaluation.

- Applying transfer credit to a student's record involves several steps.
 - After the student orders a transcript, it is sent to Enrollment Services for initial processing.
 - The transcript is forwarded to the student's Dean's Office for evaluation.
 - The completed evaluation form is sent to the Registrar's Office for data entry.
- The process takes at least two weeks from the time the transcript has arrived at Creighton.

How can I/my student get an enrollment or degree verification while Creighton observes the coronavirus precautions?

- Email Registrar@creighton.edu with your request. Please include the following details:
 - Name
 - NET ID
 - Type of verification needed
 - Name and address (or email or Fax number) of the organization to which it needs to be submitted
 - If a completed form needs to accompany your verification, please attach it to your email and provide brief instructions.

When will I be able to see my grades?

- Grading involves several steps:
 - Faculty must enter grades. (All grades for ALL courses must be entered.)
 - Registrar's Office conducts final grade processing.
- Grade deadlines are online at <http://www.creighton.edu/registrar/grades/faculty/>.
- Usually, grades are posted approximately one week after the submission deadline. However, delays are possible.
- Check your NEST account periodically for updates: NEST>Student Services>Grades.

How can I/my student order a transcript while Creighton observes the coronavirus precautions?

- Current students place orders through the NEST at Student Services>Student Records>Request Official Transcript.
- Former students place orders directly through the National Student Clearinghouse at <https://tsorder.studentclearinghouse.org/school/welcome>.
 - Please allow 5 business days for processing if:
 - You have an attachment that requires attention.
 - You graduated from Creighton in 1992 or earlier.
 - Your transcript needs to be accompanied by a Certified Copy of your Diploma.

Will Commencement still be held in May?

- Creighton University is monitoring the situation and hopes to announce a decision in the next several weeks.
- Watch <http://www.creighton.edu/commencement/> for updates.
- If you or your family must travel to participate, we recommend purchasing travel insurance or refundable tickets.
- If you need to apply for graduation or have related questions, contact Dana Suntken (DanaSuntken@creighton.edu).

What if I need to speak with someone in the Registrar's Office?

- Please leave a message at 402-280-2702. We will respond to messages in the order in which they are received.