**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/](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/](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/](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.
  o After the student orders a transcript, it is sent to Enrollment Services for initial processing.
  o The transcript is forwarded to the student’s Dean’s Office for evaluation.
  o 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:
  o Name
  o NET ID
  o Type of verification needed
  o Name and address (or email or Fax number) of the organization to which it needs to be submitted
  o 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:
  o Faculty must enter grades. (All grades for ALL courses must be entered.)
  o 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.
  o 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.
- 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](mailto: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.