One-Stop Shop – In Person Transactions Only

(Registrar, Bursar/Student Accounts, Financial Aid, SharkCard)

Monday through Thursday 8:30 a.m. – 7:00 p.m.
Friday 8:30 a.m. – 6:00 p.m. • Saturday 9:00 a.m. – Noon
(Horvitz Bldg. Only)

- Class registration
- Enrollment verification
- Financial aid assistance
  - Information regarding status and outstanding/completed requirements
  - Refund status
  - Drop off for forms and student employment documentation
- In-school deferment
- Official transcripts
- Parking decals
- Payments, including for parking citations
- Payment plan assistance
- See a bursar, financial aid, registrar representative
- SharkCard services
- Student account information (general) - including outstanding balance and explanation of holds generated within ESS (such as financial and transcript/diploma holds). Specific questions regarding charges (such as fee and tuition increases) are directed to the respective program office.
- Self-Service information (how to navigate SharkLink, complete the SEA, accept/reduce/decline financial aid award)
- Submit ESS forms (financial aid, registrar, bursar)

Bursar

- Execution of tuition calculation and fee assessment based on program office/executive administrative directives
- Student health insurance billing and waiver process
- Student funds disbursement

Cashier

- Credit Card Refunds
  - Bank deposits and research
  - Billing and processing for:
    - Military scholarships
    - National Health Scholarships

Collections

- Financial holds (01 & Higher)

Student Accounts Receivable

- Financial holds (04 & fee)
- Residential - HEST charge*
- Student account invoice and/or receipts
- Third party payments
- Tuition letters (e.g., OSAP: Ontario Ministry of Ed Fin. Office)

*See Reference page for additional information

Financial Aid

- Cost of Attendance
- Federal and state aid eligibility
  - Degree Applicable Credits*
- Scholarship eligibility
- Student Employment
- SAP

Registrar	Transfer Evaluation Services	
- Degree conferral processing - Diploma printing and mailing - FERPA/Subpoena - Grade notification (automated process) nightly at 5 pm - Enrollment verification forms/letters (staff contact) - Communication with the National Student Clearinghouse on a student's enrollment status - Commencement	- Evaluation of transfer credit for accepted undergraduate students - For questions regarding the status of an evaluation, check Recruiter. If all transcripts are in, contact Undergraduate Admissions. If there is a TES status and review date, contact TES. - Post transfer of credit for examinations CLEP, DSST, NYU, IB, AP, and AICE - Determine course equivalencies - Maintain Transfer Credit System - Assist students with obtaining credit for experiences outside the classroom and post transfer of credit for examinations: CLEP (College-level examination program) DSST (Dantes Subject Standardized tests) NYU Proficiency Examinations IB (International Baccalaureate) AP (Advanced Placement) AICE (Advanced International Certificate in Education) - Determination of NSU course equivalencies - Work with Transfer Articulation Systems - Work with undergraduate advisors, admissions staff, and the athletic department staff	

Undergraduate Academic Advising Center

Monday through Friday 8:30 a.m. – 5:00 p.m.
Tuesday and Wednesday 8:30 a.m. – 6:00 p.m.
Horvitz Administration Building, 2nd Floor

- Academic Holds
- CAPP
- Closed Course Requests
- Curriculum
- Degree Applicable Credits*
- Degree Approvals
- Policy & Procedures*
- Rate Codes*
- Student Action Form (SAR)
- SAP (Academic Plans)

*See Reference page for additional information

Academic Units and Program Offices

The Program Office is the academic unit and/or College contact. For a list of contacts, refer to the appendix.

- Course descriptions
- Course section schedules
- Course syllabi
- Faculty Teaching Assignments
- Program Specific Requirements

Other topics. Academic Advising also communicates with the Colleges to address the following subjects. For the topics below, contact the Academic Chair (**C**) or Program-support staff (**P**).

Capacity overrides **C**	Practicum requests **P**
Catalog (clarification) **C**	Pre requisite overrides **C**
Course cancellation communication **C**	Program planner discrepancies **C**
Course substitutions **C**	Syllabus/book questions **C**
Course Wizard/Schedule discrepancies **C**	
Credit limit increase program **C**	
Curriculum adjustments **C**	
Curriculum questions **C**	
Degree conferral-sign off **P**	
Faculty/Student complaints **C**	
Independent Study requests **P**	
Internship request **P**	

DEGREE APPLICABLE

Federal Regulations mandate that federal Title IV and state financial aid cannot be awarded to students for classes that do not count toward a student's academic program. Students must be enrolled in a minimum number of courses that are required for degree/certificate completion (degree-applicable) as published in the catalog for the year they matriculated. Students who are not enrolled in courses that count toward their degree or certificate programs cannot be awarded federal or state financial aid.

Students should declare their major early and review their CAPP Degree Evaluation in SharkLink. Instructions on generating the CAPP Degree Evaluation are available at www.nova.edu/capp. More information on degree-applicable versus not degree-applicable coursework is also available on ESS CommunityNet at www.nova.edu/esscommunitynet.

POLICIES AND PROCEDURES

As stewards of students, parents, and families, an academic advisor communicates policies and procedures relative to a student's academic career. Advisors provide assistance, direction and guidance with matters such as registration, academic requirements, program specific benchmark requirements, and degree completion and graduation process. In addition, advisors assist students with explaining degree applicable credits, repeated course policy, as well as facilitating problem resolution.

Some additional policies and procedures advisors discuss with students are:

    Academic Standing
    Administrative Grievance Process
    Admissions to Dual Admission Program for Enrolled Students (DAPES)
    Attendance Policy
    Course Credits—Application toward Multiple Requirements
    Curriculum, Advising, and Program Planning (CAPP)
    Dean's List
    Declaring and Changing Majors
    Declaring and Changing Majors, Minors, and Programs
    Declaring and Conferral of Minors
    Degree Conferral

Dropping and Adding Classes

Dual Admission Program Requirements

Enrollment at Other Universities

Grade Forgiveness

Grade Point Average and Quality Points

Graduation Requirements

Graduation—Degrees, Diplomas, and Commencement

Incomplete Grades

Problem Resolution Procedures

Registration

Request for Second Major

Satisfactory Academic Progress (SAP)

Student-Athlete Eligibility

Withdrawal from Classes

Withdrawal from the University and Leaves of Absence

RATE CODES

Some majors extend <u>tuition discount</u> to business partners such as all majors in the College of Business. In those cases, the advisor verifies that the student is eligible for the discount, and a rate code is requested to the program [by Advising] to later be applied to the student's record. In the case of the APS Pre Optometry major, and the Criminal Justice major (Broward County Sheriff's Office), Carmen Sosa will apply the rate code to the eligible student's record.

HOUSING ESTIMATE CHARGE (HEST)

The HEST is a fee assessment applied to a student account based on specific criteria of new incoming students who have less than 49 credit hours and live outside of the Tri-County area. The HEST charge is reversed thru an automated process once a student signs a housing contract and room and board charges are applied to the student account. Questions regarding the validity of the HEST charge is referred to Residential Life.

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