



## ***Degree Works Frequently Asked Questions- Advisors***

### **How do I access Degree Works?**

You can access Degree Works from your Portal account under the Advisor tab. The link is labeled *Degree Works Audit and Evaluation*.

### **Which students are in Degree Works?**

DegreeWorks is available to all graduate and undergraduate students.

### **How do I find students in Degree Works?**

If you know the student ID, you can enter the L# in the Student ID field and press enter. You can also click 'Advanced Search' and search for students by name or various search criteria. Once you enter your search criteria, press 'Search'. Once you have the appropriate student(s), press 'Okay' to be taken to the Audits.

### **How current is the information in Degree Works?**

The information in Degree Works is refreshed each night. Any changes made today (e.g., grade changes or classes added/dropped) will be seen in Degree Works tomorrow.

### **I need to see updated information now for a student. Is there a way to grab new information from Banner?**

If you need to see recently updated information prior to the nightly refresh, you may select the 'Process' button.

### **Can students register for courses in Degree Works?**

No. Degree Works is a snapshot of courses in-progress, planned courses, and academic history. This maybe an option in the future.

### **Are grades visible in Degree Works?**

Yes, once grades have been processed at the end of the semester.

### **Can I see a list of all of the classes that students have taken and how many classes they have left to fulfill their requirements?**

Yes, to see a printable list of courses taken at UNA as well as transfer courses, click on the Class History link from the ellipse menu in the right-hand corner. To identify requirements that a student still needs to complete, look for unchecked circles. Degree Works is laid out in block format displaying degree, major, minor, and concentration requirements information.

### **What if a student's program of study is incorrect?**

Degree Works displays information that comes from Banner. If any component of the program of study appear incorrect, please have the student complete a Change of Program form.

**Why isn't my student's information up-to-date?**

There could be several reasons.

- Degree Works may not have refreshed since a change was made (the information is refreshed nightly).
- There could be some paperwork that needs to be completed. For example, if a student has completed transfer courses, it is possible that the university has not received an official transcript or the coursework is pending departmental review.
- A substitution or waiver for a course requirement may not have been processed yet. Please ensure this information has been processed.

**If I have additional questions about DegreeWorks, whom do I contact?**

Contact [degreeworks@una.edu](mailto:degreeworks@una.edu) .

**What if I have issues accessing Degree Works on my computer?**

If your experience technical issues with Degree Works, please contact the UNA Helpdesk at [helpdesk@una.edu](mailto:helpdesk@una.edu). Please note Degree Works works best with Chrome or Firefox web browsers.

**What if a student has a double major/degree/concentration, but only one is listed?**

If a student is seeking a second major or additional concentration, ensure this information is listed in the student information block. If not, please assist the student in updating this information. If a student is seeking a second degree, select the arrow next to the "Degree" block menu drop down box located at the very top of the screen. If the second degree is not listed in the drop down, please assist the student in updating this information.

**The major requirements don't look quite right. What could be wrong?**

Double check the catalog year listed on the Degree block to make sure it matches what requirements the student is following. If a student needs to change catalog years, ensure this is a beneficial option for them and the department chair to submit their approval of a catalog change.

**The major requires a concentration but there are no courses listed in DegreeWorks for this requirement.**

The student may need to officially declare a concentration. Please have the student submit a Change of Program form.

**How do we make a substitution for a course requirement?**

Advisors will need to initiate the substitution request on their Portal account on behalf of the student. Once approved by the Dean's office, the request will be loaded as an exception into Degree Works.

**There are a lot of courses in the General Electives section. Why?**

If a student has changed majors, courses that were once required may no longer be needed by the new major. Students may have taken more elective courses than required by the major. Students may be pursuing a concentration or minor they need to officially declare.

**What do I do with courses in the General Electives section?**

Please review audit closely to see if the General Electives should be applied throughout the audit.

**Is Degree Works the official degree audit?**

This degree audit report is a tool that may be used for assessing progress toward a degree and for planning future course work. Although we endeavor to assure that the information in the degree audit report is accurate, it is not an official transcript of academic record and it is not an official notification of completion of degree or certificate requirements. A student should contact the Registrar's Office for official degree/certificate conferral status or to obtain a copy of your academic transcript. If a student need assistance in interpreting their audit, they are asked to please contact your academic advisor.

**What is the "What If"?**

The What If is a Degree Works feature that allows a student to select a program that they might be interested in pursuing to see how their completed and registered coursework would fulfill the requirements for that possible program.

**What is the GPA Calculator?**

There are three different GPA calculators in Degree Works. The GPA calculators are located in ellipse menu on the right-hand corner. The Graduation Calculator and Advice Calculator help a student to determine how to reach a desired GPA. The Term Calculator helps a student to predict what their will be for the current semester based on the grades they think they will earn in each class.