

Parent FAQs

Do you have individual appointments available for incoming first year students?

- Due to the number of incoming first year students we have, we are not able to accommodate individual appointments. We do offer small, in person group workshops that allow for individual attention. For those students that are not able to attend an on campus workshop, we offer online advising.

How and when can my student choose to complete their advising requirement?

- Students can RSVP for a small, in person group advising session or take the online tutorial and survey available on our advising page beginning **June 1st**. Students who take the online tutorial AND complete the survey at the end have the option of scheduling a 30 minute follow-up phone appointment with an advisor to answer any additional questions related to registration. Due to the number of students completing the tutorial, please allow *at least 24 hours* for the tutorial results to be processed by our office.

How do your in-person summer advising workshops work?

- The first step is to register (RSVP) for an advising workshop, which can be done on the Advising Center's website. The day before the event your student will receive an email in their Chapman email account detailing the schedule as well as the best place to park. Once checked in at the event, students and parents will attend a larger general session where everyone will receive some important information applicable to all majors.
- Once the general session ends, students (only) will be broken down into small groups by their major and department and be taken to computer labs to learn how to search and register for the classes they need. Remember that registration will not take place at these sessions and that registration dates are individual to each student. Your student can view their registration date in their Chapman Student Center in mid – May and registration will take place in July.

Why does my student have a hold on his/her account?

- All new students have an advising hold on their account. Once the advising requirement has been completed the hold will be removed. We highly recommend students complete the advising requirement as soon as possible so that they can have all their registration questions answered well before their assigned registration date.

How do we learn more about the advising process and registration?

- Step by step instructions regarding advising and registration were emailed to first year and transfer student personal email addresses in mid-May. Admission packets with all the information students need were also mailed to the student's address on record in mid-May.

How are Registration dates assigned?

- The Registrar's office assigns all registration dates randomly for incoming students. Registration for first year students occurs in early to mid-July. Registration dates will be assigned in mid-May and your student can view theirs in their Student Center on the my.chapman.edu website. Although this time is set aside for first year registration, students can continue making any changes to their schedule up until the first two weeks of the semester (with the exception of

July 13th when no registration will occur). After the student's first semester, registration dates will be assigned based on earned units.

Will someone register my student for their classes?

- Academic advisors do not register students for their classes. All students are responsible for registering online for each of their classes via my.chapman.edu.

When will my student's AP scores be processed by Chapman?

- College Board typically sends AP scores to Chapman's Registrar office in early July. It's essential that the student request these scores from College Board as soon as possible so that proper credit can be awarded.

What if my student has questions on their day of registration?

- The Academic Advising Center will be operating a Registration Hotline Call Center in July during the weeks of registration. The hotline is available so that your student can call and speak to a peer advisor to get common registration questions answered. The phone number for the Registration Hotline will be posted soon on our advising page and will begin on the first day of new student registration (dates found on our New Students page).

What is the difference between an Academic Advisor and a Program Advisor?

- An academic advisor can help with:
 - GE requirements
 - Program Evaluation interpretation
 - University policies
 - General academic planning
 - How to change/add majors or minors
 - How to transfer outside courses into Chapman
 - Confirming if the student is on track to graduate
 - Serves as the academic advisor for all undeclared students
 - Academic probation and dismissal counseling
- A program advisor can help with:
 - Major-specific and Minor-specific advising – tracks, options, requirements
 - Four year major planning
 - Study abroad – major integration planning
 - Major Course registration issues
 - Information about major course workload
 - Ensuring that the student is progressing properly with their major or minor
 - Post graduate planning