

Frequently Asked Questions for Transfer Students



For use by the Center for Student Success for Transfer Sessions
For more information visit the Center for Student Success, Room 3001

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Questions about Transfer Credits

1. How do I know what classes transferred over from my previous institution(s), and how many credits I received?

Once the Admissions Office has processed your enrollment, the Office of the Registrar will complete your transfer credit evaluation. Evaluations are only completed using your official transcripts – any outstanding credits for which we do not have an official transcript will not be evaluated until the college receives this information. Your transfer credit evaluation provides you with information about what classes have been transferred over from your previous institution(s) and what the St. Francis College equivalent is for those classes, including the total number of credits that have been brought over. You will receive your transfer credit evaluation when you attend a Transfer Registration and Orientation Session, or meet one-on-one with an academic advisor to register for courses. It is very important that you verify that all of your credit has been transferred through the Office of the Registrar, located in room 2000. If you have more questions about your transfer credit evaluation, you can speak with the college's Transfer Credit Specialist in room 2000.

2. How do I know which of my accepted credits are/are not counting towards my major at St. Francis College?

While we may have accepted all of your credits for transfer, what is applied (or in other words, counting) towards your current degree progress is based on your declared major. For example, if you have declared yourself as a psychology major here at St. Francis, but took business classes at your previous institution, those credits may not be applied to your major since business classes are not a requirement for the psychology major at SFC. However, they may still count as free elective credits.

Once your credits are posted to your SFC record, you can tell which of your credits are applying towards your major by viewing your program evaluation. This document can be printed off of WebAdvisor through your student portal, and shows which areas of your major requirements your transfer credits are fulfilling.

If you feel that a course you transferred in should be applied to your designated major but is currently not (i.e. counting as a free elective), schedule an appointment with your department chairperson to discuss the course. For example, if you are a communications major, and you took a course called "Speech Communication" at your previous institution which is currently counting as a free elective on your credit evaluation, but you feel that the course is the same as the "Fundamentals of Speech" course here at St. Francis, you should speak to your department. Be sure to bring supporting documentation about the course with you, such as the syllabus or course description. Also, when making appointments, be mindful of the add/drop period according to the academic calendar, as all schedule changes must be done before the add/drop period ends. This is why it is so important to review your transfer credit evaluation as soon as you get it!

Keep in mind that just because some of your credits aren't being applied does not mean they are "lost"! If you were to ever change your major at SFC, we would re-evaluate your transfer credits to determine if any current non-applied credits could be applied based on the requirements of your new major.

3. What is the maximum number of credits that I can transfer in?

St. Francis College will accept up to 98 credits for transfer.

4. I took classes at my previous school that I don't see listed on my transfer credit evaluation. Where are they?

There are a couple of reasons why you might not see a course on your transfer credit evaluation:

- We may not have received the final official transcript from your previous institution. Credit can only be given for courses listed on your final transcript. Therefore, if there were any classes that you had still in progress at your previous school when you applied for admission at St. Francis, make sure your school sent in the updated copy of your official transcript listing your grades for the completed courses. Once we have the final official transcript, we can update your evaluation with these courses. Your previous school(s) will not automatically send us an updated transcript. Therefore, it is critical that you take the time to review your transfer credit evaluation to determine if anything is missing.
- We may not have the course description for the course(s) that are missing. Without the course description from your previous institution, we cannot accurately apply your credits to your St. Francis degree. In this case, we may ask that you provide us with the course catalog and/or syllabus from your previous college.
- St. Francis College only grants transfer credit for classes in which you received a grade of "C" or higher at your previous institution. Therefore, any classes that you took and got a grade below a "C" in will not be transferred, and you will not see them on your evaluation. Classes taken on a pass/fail basis do not receive transfer credit. Additionally, please be aware that certain majors (such as the BS_RN Nursing Degree) have higher minimum grade requirements for accepting transfer credits in certain subject areas.

5. Now that my transfer credits have been applied, how can I see what remaining requirements I have left to fulfill for my degree at St. Francis College?

In conjunction with your transfer credit evaluation, you should also view your Program Evaluation, accessible through the college's WebAdvisor system. Your Program Evaluation will show you the list of classes required for your major, and track your progress as you complete these requirements. Courses that you have received transfer credit for will appear on your Program Evaluation, in addition to the courses you take at St. Francis, so you can see what requirements you have left once your transfer credits have been applied. Requirements that are met through your transfer credit will be marked with the designation "TF" on your Program Evaluation. Only credits that we have

received from your final official transcript from your previous institution will appear on your Program Evaluation.

6. Is my GPA from my previous school carried over to St. Francis College when I transfer in?

No, your GPA is only calculated based on the courses you take at St. Francis College. However, we will only accept credits for transfer from your previous institution if you received a grade of “C” or higher in the course.

7. Who can I contact with additional questions about my transfer credits?

Please feel free to contact the college’s Transfer Credit Specialist in the Office of the Registrar, room 2000 or at 718-489-5316. Additionally, you can speak with an academic advisor in the Center for Student Success in room 3001 or at 718-489-3443.

Questions about Your First Semester Schedule

1. How and when do I receive my class schedule after being accepted?

After the Admissions Office has processed your enrollment, you will be invited to schedule a time to attend a Transfer Registration and Orientation Session. Upon reserving your spot for a session we will ask that you provide us with your class schedule preferences, such as day/time preferences, credit load preferences, etc. Then, an academic advisor who is an expert in the area of transfer credits will work to create a “pre-registration” for you based on your major, a comprehensive review of your incoming transfer credits, and your preferences. This pre-registered schedule allows us to save you seats in classes you need your first semester, will be given to you when you attend your Transfer Registration and Orientation Session. After receiving and reviewing your pre-registered courses, you will have the opportunity to ask questions about your schedule and work with academic advisors to make any desired changes.

Students who are accepted into the college right before the start of the semester OR who cannot make a Transfer Registration and Orientation Session due to extenuating circumstances will schedule a time to meet with an academic advisor one-on-one to receive their course schedule and discuss their transfer credits. However, if possible, the college strongly encourages all students to make an effort to attend a Transfer Registration and Orientation Session. Not all components of these sessions can be covered in a one-on-one meeting, so students who do not attend may be responsible for obtaining certain information on their own.

2. I am scheduled for a class that I think I already took at my previous school. What should I do?

If you are scheduled for a class that you feel is the same as a class you have already taken at a previous institution, please let us know ASAP! Schedule changes must be made during add/drop semester periods (see the academic calendar for dates), so do not wait to make us aware of any concerns you have! In order to help us re-evaluate your courses and make any needed changes to your schedule, please provide us with as much information on the course as you can (i.e. course description from the college catalog, course syllabus, etc.) While we do our best to determine the exact content of your transferred courses and what the SFC equivalent is, only you can determine if a course you have taken is the same as a course you are currently scheduled for. Again, that is why it is extremely important to review your transfer credit evaluation as soon as you get it and make us aware of any questions or concerns you have regarding your credits and/or classes so we can help you to address them.

Questions about Advisement and Registration (after your first semester)

1. What is the advisement process at St. Francis College?

At St. Francis College, advisement is mandatory every semester, for every student. This means that before registering for classes, students must with their academic advisor to go over their proposed schedule for the next semester. All students have a “Registration Advisement” hold on their account, which their academic advisor must remove for you to be able to register for classes (for more about holds, see question #7 in this section). The advisement period generally begins a month before students are able to actually register for classes, to give you plenty of time to meet with your advisor and plan your class schedule (you should check the official academic calendar for specific semester dates). Advisement provides you with an opportunity to form a close working relationship with a member of the college, and is also a great time to discuss your degree progress and voice any questions or concerns.

2. How do I know who my academic advisor is?

If you are a declared major, you will need to see a faculty advisor in your major department. You can check who your assigned faculty advisor is by logging into WebAdvisor and clicking the “Email My Advisor” link under the student menu. Additionally, a list of faculty advisors for each department is available in the Center for Student Success, room 3001 and the Office of the Registrar, room 2000.

If you are currently undeclared, you will meet with an academic advisor in the Center for Student Success, room 3001.

3. How can I schedule an appointment with my academic advisor?

During the advisement period, most advisors will have a sign-up sheet in their office where students can make appointments with them. Students can also easily email their advisors to schedule an appointment by clicking on the “Email My Advisor” link through the student menu on WebAdvisor. Additionally, a list of faculty advisors and their contact information is available in the Center for Student Success, room 3001.

4. What do I need to do in preparation for my advisement appointment?

Students are expected to come prepared to their advisement appointment with a printed copy of their Program Evaluation from WebAdvisor and a preliminary list of the courses they plan to take for the following semester (for more information on your Program Evaluation and how to know what classes to take, see question #5 in this section). Together, you and your advisor will then go over your proposed schedule of courses and work to make any needed changes to ensure you remain on track towards attaining your degree.

5. How do I know what classes I need to register for?

In preparing for advisement and registration, students should run their program evaluation off of WebAdvisor by clicking the “Program Evaluation” link under the Student Menu. Your program evaluation lists all the requirements you need to complete for your declared major(s) (and minor, if applicable). Any course that lists “1 course needed” next to it is a requirement that you are missing, and therefore an option for a class you can take next semester. The program evaluation also shows you important information such as how many total credits you have, your cumulative GPA, and what classes you have taken and/or gotten transfer credit for already, including the grade received in that class.

6. I have read my program evaluation and know what classes I need, but how do I find which of these classes are actually being offered for the semester and at what times?

All course offerings for the upcoming semester are posted online through the school’s WebAdvisor system. The schedule of May Intersession, Summer session, and Fall semester courses are generally posted in March. The schedule of Spring semester and January Intersession courses are generally posted in October. Students should check the academic calendar for exact dates. Students who need help navigating WebAdvisor and searching for classes can make an appointment with an academic advisor in the Center for Student Success, room 3001, for help. Students can also seek assistance in the Office of the Registrar, room 2000.

7. How and when can I register for classes, and is there a deadline to register?

All course registration at St. Francis College takes place online through the school’s WebAdvisor system, unless you are registering for a course that you need special permission to take (see question #12 in this section). Registration for the Fall semester usually begins in April, and registration for the Spring semester begins in November. Students should check the academic calendar for exact dates. Students are assigned a specific registration date and time by the Registrar’s Office, which is sent to you via your St. Francis College TerrierMail email. You should check your TerrierMail often for updates about registration.

Students are encouraged to register as soon as they can based on their assigned registration date, since courses tend to fill up the closer it gets to the start of classes. However, you can register up through the first week of classes for that semester. Additionally, the first week of each semester is St Francis’ add/drop period, which allows you to make changes to your schedule with no penalty. After add/drop period ends, no new classes can be added, and any dropped classes will be considered a withdrawal and recorded as a “W” on a student’s transcript. Students should check the academic calendar for specific semester dates.

8. How many credits can I take in a semester?

Flat rate tuition covers 12 to 18 credits per semester. Most students take around 5 classes per semester, however, this number can vary depending on the requirements for your major, and/or your own personal preferences and academic plan. This is why it is important to meet with your academic advisor each semester so that they can help you remain on track to graduate, and you can discuss the best path to obtaining a degree for your personal situation and goals. For information on taking more than 18 credits a semester, see question #9 under the “Academic Policies and Procedures” section.

9. I have a hold on my account and I can't register, what does that mean?

A hold is any outstanding requirement that you need to take care of before you can register. There are a number of different types of holds. Some examples of holds you may see are:

- Registration Advisement (RA) Hold– If you have this hold, it means you haven't yet met with your academic advisor. Make an appointment with them ASAP.
- Student Accounts Hold (SA) – If you have this hold, it means you have an outstanding financial obligation. You should contact Student Financial Services for information on how to have this taken care of.
- College/University Transcript Hold (CT) – If you have this hold, it means your final college/university transcript has not been received. You should have your OFFICIAL transcript sent to the Registrar's Office.
- Immunization/Meningitis Hold (MR) – If you have this hold, your immunization records have not been received by the college. Have your records send to the Registrar's Office, room 2000.
- GPA Hold (GA) – If you have this hold, it is because your GPA has fallen below a 2.0 and you are on academic probation. Schedule an appointment with an academic advisor in room 3001.
- Athletic Hold (AL) – If you have this hold, it is because you are a student athlete. You must meet with the college's Athletics Academic Advisor in room 3001.

You can check to see what holds you have any time by logging onto WebAdvisor, and clicking the link for “Holds on my Account” under the student menu. It is important to get your holds resolved ASAP so that they do not affect your registration.

10. Do you offer summer classes, and how do I register for them?

Summer classes are offered in three, 4-week sessions: June, July, and August. During June and July, students can take up to 6 credits in each session. During August, students can take up to 3 credits. Students generally register for summer classes at the same time as Fall classes, however, classes can be added up until the first day of the Summer session. Students should check the academic calendar for exact dates. Registration for summer classes takes place online via WebAdvisor. Students should keep in mind that financial aid generally does not cover the cost of summer classes. Students should discuss their payment options with Student Financial Services, located in room 2000.

11. What are Intersession classes, and how do I register for them?

During January and May, St. Francis College offers Intersession classes. These are 10-day long “mini-mesters” where students can take 1 class, up to 3 credits. Students generally register for January Intersession when registering for their Spring semester, and register for May Intersession when registering for their Fall semester. Registration takes place online via WebAdvisor. Students should keep in mind that financial aid generally does not cover the cost of intersession classes. Students should discuss their payment options with Student Financial Services, located in room 2000.

12. What happens if a class I need to register for is closed?

When building your schedule, we try to encourage you to be as flexible as possible with what sections of a course you are available to take so you can continue making progress towards your degree. However, if a course is closed and no other options are available, you can speak with the department chairperson of the course to see if you can be given permission to be signed into the course. Permission is granted based on if there is physical space in the classroom to accommodate extra students, as well as department chair and professor approval.

Questions about Academic Policies and Procedures

1. How do I declare or change my major and/or minor?

To officially declare or change a major or minor, students should fill out a major declaration form available in the Office of the Registrar, room 2000. Some majors require departmental approval, in which case students should make an appointment with the chairperson to discuss the major.

2. What does it mean to “withdraw” from a course?

After the add/drop period ends in the beginning of each semester (students should check the academic calendar for exact dates), any classes dropped from a student’s schedule are considered withdrawals. Students who withdraw from a class will receive the mark of a “W” on their transcript. Students are encouraged to discuss a withdrawal with their professor and an academic advisor to see if there are any other possible options for remaining in the class. Having a significant number of withdrawals on your transcript may reflect poorly and affect future graduate school and/or job prospects. Additionally, students should speak with Student Financial Services before withdrawing from a course to determine if a withdrawal will affect their financial aid. All medical withdrawals must be signed by the Dean of Students in room 3307.

3. What does it mean if I am considered “academically at risk”?

All students who have a GPA below a 2.0 are considered academically at risk and placed on academic probation. Students on probation are required to participate in the college’s “Removing Obstacles to Success” program through the advisement office to help learn skills needed for improved academic success. They are also required to reduce their course load to 12 credits per semester, to better focus on their classes until their GPA is improved. Additionally, students with a GPA below 2.0 may have to meet with an academic advisor to discuss their progress. Students who are on academic probation for two consecutive semesters may be considered for academic dismissal from the college.

4. What is a grade substitution, and how can I get one?

As part of the college’s “Forgiveness Policy”, grade substitutions allow an academic dean to replace an existing F grade in a student’s GPA with another course. For example, if a student received an “F” in PHI 1114, but subsequently received an “A” grade in PHI 1101, a grade substitution may be issued since these courses fulfill the same requirement even though they are different courses. Grade substitutions may only be made for failed courses in which a student receives an “F” grade. “D” grades may not be substituted.

5. Can I take a class at another school?

Permission to take courses off campus, CLEP, or foreign language proficiency exams must be granted by an academic dean. If the course is a major related course, permission must also be given first by the department chairperson for the course, before speaking with a dean. Students should refer to the St. Francis College catalog for more information.

6. What happens if I take a semester off from school? Do I have to reapply for admission to St. Francis?

Students who take a semester off from school must complete a readmission application from the Office of the Registrar in room 2000 upon their return to St. Francis. Once the readmission application is processed, students will be allowed to meet with an academic advisor to register for classes.

7. Do you have an option for Independent Study and/or Field Experience?

Independent Study and Field Experience must be approved by the department chairperson, project mentor, and then an academic dean. Students can only take up to 6 credits in Independent Study and 6 credits in Field Experience.

8. Can I take more than 18 credits in one semester?

Students must be granted permission to take above 18 credits in one term. Department chairs can sign off on up to 19 credits. Any student wishing to take more than 19 credits must get approval from an academic dean.

9. What happens if I decide to no longer attend St. Francis College?

Students who plan on fully withdrawing from the college must meet with an academic dean, who must sign off on the withdrawal. Students who do not fill out the necessary withdrawal paperwork before the start of the semester and simply do not show up for their classes will still be considered a registered student, and are liable for all financial obligations related to tuition payment. Any F or X grades earned in a course as a result of a failure to properly withdraw from classes will remain on a student's St. Francis College transcript.

Questions about Additional Resources at the College

1. Do you offer tutoring services at St. Francis College?

Yes! St. Francis College's Academic Enhancement Center is located in room 3002. The Academic Enhancement Center provides peer and professional tutoring services across all academic disciplines, free of charge! Students can sign up for appointments as needed, or schedule standing appointments. The Academic Enhancement Center also has writing tutors available for help on papers. Students can schedule appointments in person, or call the Academic Enhancement Center at 718-489-5226.

2. Who can I speak with if I am having trouble keeping up in my classes?

Here at St. Francis, we have a number of resources available to help students reach their fullest potential. Each semester, the Center for Student Success hosts "Removing Obstacles to Success" (ROS) workshops, aimed at helping students learn strategies for success. While the topics for the workshop vary each semester based on students' expressed interests and needs, past topics have included: Study Skills, Time Management, and Major and Career Exploration. Additionally, academic advisors in room 3001 are available to meet one-on-one with students to discuss individual obstacles and strategies for improvement. The college also offers online academic workshops available 24/7 on a variety of topics such as test anxiety, time management, and note-taking strategies. These online workshops can be accessed at www.studentlingo.com/sfcsupport.

3. Who can I speak to if I am having trouble deciding on my major and need advice?

Deciding on your college major is a big decision! Students who are undecided are encouraged to try a few classes in a major(s) that they are interested in, to obtain a better understanding of that major and what it entails. These courses can count as your free electives later on if you decide to go in a different direction. Additionally, academic advisors in the Center for Student Success, room 3001, are available to meet one-on-one with students to discuss their interests and possible majors, and counsel them on their options for achieving their academic and professional goals. Students who are undecided are also encouraged to speak with the Career Services Center on the 2nd floor of the college about the different career and professional paths associated with potential majors. For more information on career services, see question #7 in this section.

4. What do I do if I have a disability that I need accommodations for?

Students needing accommodations should register through the Dean of Students Office in room 3307. Students should contact her to set up a meeting to discuss any needed accommodations. Students should be prepared to provide additional documentation regarding their need for accommodations, such as a psychoeducational evaluation, IEP, etc.

5. How can I get involved in student life and other activities on campus?

Getting involved on campus is a great way to enhance your student experience and make a difference! Here at SFC we have a wide range of student clubs, professional organizations, honor societies, intermural sports, and even fraternities and sororities! If you'd like more information on these organizations and how to join, please contact the Student Activities Office in room 2303.

6. I have experienced an emergency that will require me to miss classes. What should I do?

All students who are experiencing a medical, family, personal, or other type of emergency situation that may impact their class attendance should speak with the Dean of Students, located in room 3307, as soon as possible. Students should be prepared to provide additional documentation about their situation to the dean.

7. Do you have career services on campus, and what services do they provide?

Our Career Services Center is located on the 2nd floor, off the Volpe Lounge. The Career Services Center provides a wide range of services to students, from resume editing, mock interviews, and job/internship search assistance, as well as online resources such as Optimal Resume and career assessments. Career Services also can help you find information on graduate programs if your plans after St. Francis include continuing your education. Additionally, multiple times a year the Career Services Center hosts career fairs and graduate school fairs, which are a great time to network and make connections while you gather information on your future plans!

8. Who can I talk to if I am feeling stressed, anxious, or depressed?

The Wellness Center is located in room 2310. Students can make appointments or stop by to speak with a counselor in a safe, supportive, and confidential environment about anything going on in their lives.

9. I forgot my SFC login for my email and the web portal. What do I do?

Students experiencing any technical difficulties with logging into or using their student email, WebAdvisor, Canvas, or any other aspect of the SFC online portal should speak with the Student Technology Help Desk in room 4211. They can also email their questions to helpdesk@sfc.edu.

