

Frequently Asked Questions

Q: Why do I need a RWU computer account?

A: You can use your RWU computer account to access your e-mail, the Internet, and myRWU. It allows you to set up your own website, receive and/or submit course work online, or participate in online group discussions for class.

Q: I already have an e-mail address. Why should I use my RWU e-mail account instead?

A: Your e-mail address (username@hawks.rwu.edu) or (username@g.rwu.edu) are the official system of electronic communication between RWU and students. Instructors will use RWU e-mail to forward assignments, answer questions, notify you if a class has been cancelled, etc. Students will be held responsible for any information or action needed that may be communicated via this means. Check your e-mail often or you may miss very important information! If you prefer to use some other e-mail system you should have your RWU mail forwarded. User Services will help you if you have questions as to how to do this.

Q: How can my instructors contact me?

A: There are several ways faculty and staff may attempt to reach you: phone, mail or e-mail, or your student mail box. Be sure to keep your local address and phone number updated in the Registrar's Office and follow the instructions for forwarding e-mail sent to your RWU computer account if you choose not to use it.

Q: What is myRWU?

A: myRWU is one of the most frequently accessed sites on campus. You can log on from the tool bar at the bottom of the RWU home Page at <http://www.rwu.edu/>

In myRWU you can:

- add and drop courses
- check your class schedule, grades, and Grade Point Average
- view open and closed courses
- review your charges and account payments
- check registration holds
- review your home, and local, addresses and much more.

Q: How do students select their classes and when do they register each semester?

A: RWU has mandatory advising for all undergraduate students before each registration period. Students utilize their faculty advisors for assistance in planning and selecting their classes. Students will register during the semester prior to the one which they intend to attend (e.g., registering in the middle of fall semester when planning to attend spring semester).

Q: Can I make changes to my schedule?

A: You can make any changes to your schedule on line via myRWU. Let your faculty advisor help you make any adjustments to your schedule to assure that the registration change will not adversely affect graduation.

Q: Why can't I register for a class that still has open seats in it?

A: The course section probably has "registration restrictions" in effect. Seats may be reserved for students in a particular major or year level or a prerequisite may be required that has not been completed. Check the Course Schedule, University Catalog or myRWU for the course criteria for registration. If you meet the criteria and are still unable to register, please contact the college/school offering the course for assistance.

Q: How can I get into a closed class?

A: Enrollment can fluctuate during registration and Add/Drop periods. Continue to check myRWU and you may be able to register for a previously closed class. You can also visit the department offering the class to see if they may register you with a signed Add/Drop form. Please be aware that the instructor may not be able to accept additional students due to the size of the classroom and/or nature of the curriculum.

Q: Why can't I add a class on myRWU that I previously withdrew from?

A: To our computer system it appears that you are trying to earn credit in the same course twice because of the "W" grade. As a result you must register for the second attempt in-person.

Q: What is the difference between “dropping” and “withdrawing from” a class?

A: A student can drop a class online via myRWU during the first week of a semester. Deadlines are printed in the University’s Academic Calendar. **When a student drops a class during Add/Drop, there is no record kept that will show on an official transcript.** Once the deadline has passed, a student can remove him or herself from a class by **withdrawing. Before withdrawing from a course, students are encouraged to discuss their performance or concerns with their instructor.** A grade of “W” is assigned to that course, and the withdrawal becomes part of the student’s permanent record. Withdrawing from courses can have implications for financial aid and your graduation date.

Q: How difficult is it to change my major?

A: Before you change majors you need to find out why the program you are in is not a good fit for you, what you don’t like about it, and what you enjoy. You can talk to someone in the University Advising Center. It is important to discover what is not right with your current situation and how a different program might benefit your future plans. Investigate some other programs that are of interest to you and talk to an advisor in those departments.

Once you decide to change from one degree program to another, you must apply for admission into the new program. If the new department accepts you into their program, they will give you a Curriculum Declaration form and advise you of the courses you will need to take. Have it signed by the appropriate individuals. It must be returned to the Office of the Registrar for processing.

Q: My parents’ insurance company requires proof that I am a full-time student. How and where do I get this information?

A: You or your parents should submit the insurance form to the Registrar’s Office, first floor of the Administration Building, or request that a Verification of Enrollment be sent. Enrollment verifications are requested for a number of reasons, but generally are needed to support financial aid scholarships and loans, student discounts, dental and health insurance, apartment rentals, and auto loans.

Q: Will my Advanced Placement (AP) scores transfer for credit? When?

A: Generally, an exam score of 3 or higher is necessary to receive credit. However, in some cases a minimum score of 4 is required to obtain credit for specific college courses. The minimum scores are located in a chart in the most current University Catalog. If you did not request that your scores be sent to RWU, you should contact the College Board immediately and have them sent directly to the Registrar’s Office. Their website is: www.collegeboard.com.

Q: How do I find out who my advisor is?

A: Go to the My Profile option when you log on to myRWU and the Student Services Tab. Your advisor will be displayed.

Q: How do I get a copy of my class schedule?

A: Go to the My Class Schedule option when you log on to myRWU.