

# FACULTY ADVISING GUIDE

## PREFACE

The Advising Guide has been compiled to meet the following goals

1. To provide current, accurate, and more complete information to advisors;
2. To provide such information in one convenient place;
3. To provide a supplement to the Ferrum College catalog and faculty handbook;
4. To provide up-to-date lists of advising resources and referrals for possible advising problems.

The Guide is intended to be an additional reference for advising, along with the College Catalog, Student and Faculty Handbooks and departmental guides. The Guide should be used as a tool to help address specific advisee needs.

This Advising Guide will be continually updated, expanded and revised. The assistance of advisors and School Deans can make future versions more useful. Suggestions, additions, revisions and changes should be sent to the Director of the PACE (Pathways: Advising Connection, Exploration) Office.

## INTRODUCTION

The role of advising in student retention continues to be paramount in retention literature. A major factor in determining whether a student remains enrolled and successful is the extent to which the student feels a personal connection within the college community. According to the Council for the Advancement of Standards in Higher Education, "academic advising is one of the very few institutional functions that connect all students to the institution." (*The Role of Academic Advising, CAS Standards Contextual Statement*, [www.cas.edu](http://www.cas.edu)). Academic advisors have the opportunity to increase meaningful contact with students and to serve as a link to other necessary campus resources from freshmen year to graduation. The advising relationship can be instrumental in helping students make the transition to college and successfully move through each Gateway and persistence in college.

The goal at Ferrum is to have an advising system that encourages students by identifying their needs and helping them accept their responsibilities in the college experience. Through shared responsibility with the advisor, students should move through each Gateway and develop those expectations for success, plans of action, and awareness of academic policies, procedures, and resources.

Ferrum encourages advisors to approach the advising process as developmental, working holistically with students, encouraging them to examine long-term goals and career possibilities, choices of majors and the reasons for them, and appropriate course selections.

The advisor's role is not just course selection. Instead, it is part of the entire advising process. We encourage student to seek advice on all matters related to their college experience, and expect advisors to be familiar with campus resources so that they can direct students to those services as needed.

## **ADVISING: MISSION STATEMENT**

Student advising offers an opportunity for faculty to help students determine a suitable academic path and realize their educational and professional goals. In this partnership, the faculty members have responsibilities to foster the understanding of critical academic decision-making and choices. Students are expected to be proactively, cooperatively, and responsibly engaged in charting their academic paths. Ultimately the student is responsible for setting and meeting goals and published requirements. By emphasizing the importance of student responsibility and planning, student advising will encourage the exploration, discovery, acknowledgment and pursuits of academic options designed to advance the total college experience of students.

## **EXPECTATIONS FOR ACADEMIC ADVISING**

1. Advising is an essential part of the educational process that helps the student develop meaningful educational plans compatible with career and life goals and also engage in choosing a major, planning for graduate school and degree planning.
2. Advising is a powerful process used to improve the quality of students' educational experience through regular checks and balances. Advisors have many tools available to them on the portal: student schedules and transcripts, program evaluation, retention alerts, student educational plans, Eight-Semester Plans and course rotations, and online registration.
3. Advising is directly related to and integrated into other institutional programs including admissions, orientation, registration, instruction, counseling and career planning.
4. Advisors and students will be adequately prepared, informed, and assessed to ensure a successful advising process.
5. A systematic, ongoing evaluation of the overall advising program by both students and advisors will be conducted regularly through analysis of data and survey.
6. The advising process is the responsibility of both the students and the advisors.

## **RESPONSIBILITIES OF FACULTY ADVISORS**

1. Email advisee list each semester of office hours, location, and expectations (deadlines, reading and responding to e-mail).
2. Provide specific and accurate information, including discussing academic policies and guidelines, approve all designated academic transactions (schedule, drop/add, withdrawal, etc.), and review degree plans and progress toward graduation.
3. Keep abreast of curriculum changes.
4. Establish advising outcomes that include helping students define and develop realistic educational plans, assisting students in planning a program consistent with their interests and abilities and discussing with students what they as advisees are and are not responsible for.
5. Be available to students by scheduling, posting and keeping regular office hours, encouraging meetings with advisees, especially to review mid-semester and semester grades and/or academic alerts, and responding to requests in a timely manner.
6. Inform students of available support services.

7. Refer students when academic or personal problems require intervention by other professionals. This can be accomplished through the retention alert process.
8. Notify School Dean before leaving on sabbatical or not advising during any semester so that advisees can be re-assigned.

## **RESPONSIBILITIES OF STUDENT ADVISEES**

1. Clarify their personal values, abilities, interests, and goals.
2. Become familiar with the catalog, student handbook, and adhere to college policies, procedures and academic requirements.
3. Document schedule change requests via email.
4. Contact advisor for appointments, and be prepared for the advising session.
5. Develop an educational plan, including a degree plan and monitor progress toward graduation.
6. Follow through on actions decided upon during each advising session.
7. Request reassignment to a different advisor if necessary.
8. Accept final responsibility for all decisions you and your advisor have made.

## **NEW STUDENT ADVISING**

During Panther PAWS, new students entering in the fall semester, both freshman and transfer, receive their schedules, which are created based on online questionnaire responses and placement testing. New students have an opportunity to talk with faculty during PAWS, and are instructed to check Panther Portal for schedule changes and updates. Scheduling for students entering in the spring semester is done by the Director of the PACE Office, and schedules are distributed during a Welcome Program the day before spring classes begin.

A small group of carefully selected faculty schedulers are responsible for entering schedules for incoming freshmen each summer. Freshmen are informed at PAWS that the Gateway faculty member will be their academic advisor.

Upper-class transfer students are scheduled either by program faculty or the Director of the PACE Office, and they meet in small groups during PAWS (or the spring Welcome Program). Since transfer scheduling can be complex, students are advised to keep in touch with the PACE Office and are initially assigned to the PACE Director as an advisor. During the initial weeks of each semester, the PACE Director works with transfer students to transition to a major advisor.

Advisors work with freshmen through the Gateway Seminar (GWS 101), a two-credit graded semester-long course. This class meets at least twice per week; advisors and freshmen also meet regularly on an individual basis. Freshman are assigned to their Gateway advisor through census date of second semester (4<sup>th</sup> week of classes). With the assistance of their Gateway advisors, freshmen select or confirm their academic program of study. During the second semester they are transferred to an advisor in their major. Freshman Seminar faculty are directed to submit lists their students with programs to the PACE office so that these changes can occur in a timely manner. Students who remain Undecided are assigned during their second semester to an upper-class advisor who has been specifically chosen to assist them.

## **CHANGE ACADEMIC PROGRAM AND ADVISOR PROCEDURES**

After the freshman year, students can change their advisor at any time. Students who change their academic program must also change to an advisor in that major field. Students are encouraged to confer with the current advisor to effect the change process. Advisors can submit program or advisor change requests on the portal, or e-mail them to [advising@ferrum.edu](mailto:advising@ferrum.edu). Alternatively, advisor and program change request forms are available at the PACE office. It is strongly recommended that students use the program evaluation tool on the portal to explore requirements for different majors of interest, and limit official change requests to once per semester. Students who decide to change their academic program after their first year of enrollment must follow the requirements in the current catalog, not the one that was in effect when they began at Ferrum. When changes have been entered by the PACE Office, confirmation e-mails are sent to the student and advisor(s).

## **ADVISORS LEAVING THE COLLEGE**

Before departing, advisors leaving the college, either temporarily or permanently, should assure that their advisees have new advisors. The primary means of helping students move to new or temporary advisors is to encourage students to choose new advisors and complete Advisor Change Requests or e-mail a list to [advising@ferrum.edu](mailto:advising@ferrum.edu). Faculty who leave unexpectedly should submit a list of their current advisees to the School Dean of their school so they can reassign students to appropriate advisors within the school.

## **ACADEMIC RESOURCES FOR STUDENTS**

Advisors should refer students, particularly those having academic difficulty, to the following campus resources.

The Peer Assisted Learning Program (PAL Program) is comprised of peer tutors and mentors. PAL tutors must have a 3.0 GPA minimum and have completed the course with a B or better to be referred to the program by faculty. PAL tutors attend at least one class (per section assigned) per week and hold two one hour sessions in the evening, in the ARC, each week. Students who wish to schedule an individual tutoring session may contact the PAL directly by e-mail.

The Mathematics Center and Writing Center are located in the reference area of the Stanley Library. Both centers are staffed by Ferrum College faculty. This is a drop-in opportunity for students during the posted hours in a first come, first served format. The Writing Center faculty works with students and their papers across all disciplines, so students should not hesitate to bring a paper other than English to receive help. The Mathematics Center is available to help students in all level of mathematics, from MTH 100 to MTH 420.

Further Information on the PAL Program and the Math and Writing Centers can be accessed from the [Academic Resources Center \(ARC\) website](#) (under Academics from the main Ferrum page).

## RESOURCES AVAILABLE TO ADVISORS ON PANTHER PORTAL

### Web Advisor Options for Faculty Under “My Advisees”

- View Student Transcript  
*All courses, current and completed*
- View Student Schedule  
*Current class details*
- Evaluate Program  
*Shows student progress in satisfying the requirements of an academic program. Can do “what if” planning here.*
- View Student Test Summary  
*Shows any entered Admissions or placement test results*
- Express Register  
*Use this to register advisees if you know course and section numbers*
- Search and Register  
*Search for sections (to get times, locations, open/closed status) and register here.*
- Drop Section  
*Use this to access courses to drop, as well as those selected but not yet registered for.*
- View Student Profile  
*Student contact information, major, status and advisors*
- View Retention Cases  
*See retention alerts for a particular advisee*
- Student Educational Plan  
*Students can plan courses to be taken in future semesters here. Advisors can approve plans prior to registration each semester.*

My Team Sites	My Bookmarks
Ferrum	
Angel Learning	
View Courses & Sections	
Faculty & Staff Directory	
Campus Alert	
Manage My Bookmarks	

Add to my links

Applications	WebAdvisor
Main Menu	
Advisor Information	
My Advisees	
Advisees	
Search for Sections	
Student educational planning	
My To Do List	
Retention Case Reminder Pref	
My Contributions to Cases	
Count of Open Retention Cases	
Closed Retention Cases	
Contribute Retention Info	
Retention Cases for Student	

Action
<div> <div>▼</div> <div> View Student Transcript  View Student Schedule  Evaluate Program  View Student Test Summary  Express Register  Search and Register  Drop Section  View Student Profile  View Retention Cases  Student Educational Plan </div> </div>
<div> <div>▼</div> <div>My Advisees</div> </div>
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### Searching for Sections

Main Menu	My Advisees	Search for Sections																								
Main Menu Registration Search for Sections Register for Sections Register and Drop Sections Manage My Waitlist		Term <input type="text"/> Starting On/After Date <input type="text"/> Ending By Date <input type="text"/> <table border="1"> <thead> <tr> <th>Subjects</th> <th>Course Levels</th> <th>Course Number</th> <th>Section</th> </tr> </thead> <tbody> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr> </tbody> </table> Sections Meeting After <input type="text"/> Sections Ending Before <input type="text"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/> Course Title Keyword(s) <input type="text"/> Location <input type="text"/> Academic Level <input type="text"/> Instructor's Last Name <input type="text"/> <input type="button" value="SUBMIT"/>	Subjects	Course Levels	Course Number	Section	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Use the Search for Sections function on the portal to view open and closed sections and seats available. Choose the Registration option, then enter the term and at least one other piece of information, such as the subject.

View Courses and Sections can be accessed under My Bookmarks on the portal to see course schedules without availability information.

## Registering for Classes

[illegible]

Go to My Advisees, and choose a student to register. Use either Search and Register (perform a search like the one in Search for Sections) or Express Register (if course and section numbers are known) to sign up for classes.

## Making Program Changes Through Web Advisor

- ① From the main Web Advisor menu, click on *Advisor Information*, then *Student educational planning*.
- ② Enter the student's name or ID number, choose *Add or Change Program* from the drop-down list, and submit.

The screenshot shows the Ferrum College website. At the top is the college's logo and name. Below is a navigation bar with links: Home, Faculty & Staff Services, Student Services, Campus Community, and Activities. A secondary navigation bar shows 'Ferrum Portal > Faculty & Staff > WebAdvisor'. On the left is a 'Main Menu' with several options. The option 'Student educational planning' is circled in red. To the right of the menu, a message says 'Please select a menu option on the left'.

Main Menu
Advisor Information
My Advisees
Advisees
Search for Records
<b>Student educational planning</b>
My Ret List
Retention Case Reminder Pref
My Contributions to Cases
Count of Open Retention Cases
Closed Retention Cases
Contribute Retention Info
Retention Cases for Student

Please select a menu option on the left

Student educational planning

\* = Required

Student ID or Name 0123456

Action \*

- Add or Change Plan
- Evaluate Program
- Add or Change Program
- View Student Schedule
- View Student Test Summary
- View Student Transcript
- View Student Plan
- View Retention Cases

SUBMIT

- ③ Choose the new academic program from the drop-down list (don't check the box beside the active academic program). Submit.

- ④ a) Choose the current catalog and department, and b) make sure to enter an end date for the old program before submitting.

## Advising Resources on FaCET

[Faculty Commons for Excellence in Teaching](#) (FaCET) is a one-stop site to support the Ferrum faculty in their teaching excellence.

[Eight-Semester Plans](#) and Course Rotations

[Ferrum College Catalog](#)

[Panther Portal/Web Advisor](#) (log-in required)

### Interactive Forms

[Advisor Change Request](#) (link to Advising portal page)

[Academic Program Change Request](#) (link to advising portal page)

[Pre-Approval of Transfer Credit](#) (link to Registrar's Office portal page)

### Printable Forms (.pdf format)

[Advisor Change Request](#)

[Academic Program Change Request](#)

[Student Petition to Add a Course](#)

[Course Substitution Request](#)

[Internship Handbook](#)

[Internship Learning Contract](#)

[Overload Request](#)

[Math Requirements by Major](#)

Use the on-line Advisor Change Request form to send an e-mail to the PACE Office to request a new advisor for a student.

**Advisor Change Request Form**

To be used when a student's major has been changed through Web Advisor and a new advisor needs to be assigned.

Student Name:

Student ID Number:

Ferrum Email:

Current Advisor:

New Major:

If the student would like to work with a particular advisor, please type that faculty member's name in the space below. If the requested advisor has a full load, the student will be assigned to another available advisor in the new major.

Use the on-line Academic Program Change Request Form to e-mail the PACE Office to request program changes that involve minors or more than one major.

**Academic Program Change Request Form**

To be used when a student wants to declare multiple majors or minors, or a major with a minor.

Student Name:

Student ID Number:

Ferrum Email:

Please select the student's major(s) / minor(s) from the lists below.

Major 1:

Major 2:

Major 3:

Minor 1:

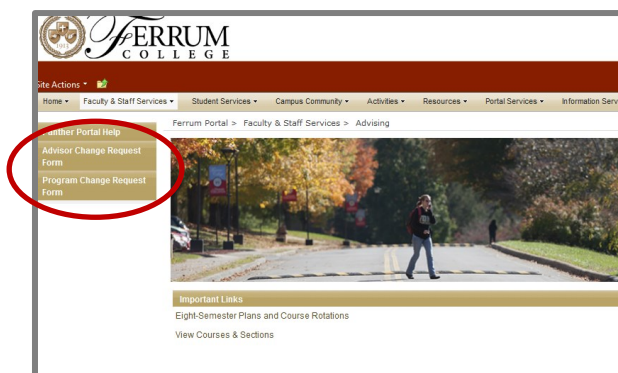
Minor 2:

Minor 3:

When a student's major or academic program of study changes, they will be switched to a new advisor in that field. If the student would like to work with a particular advisor, please type that faculty member's name in the space below. If the requested advisor has a full load, the student will be assigned to another available advisor in the new major.

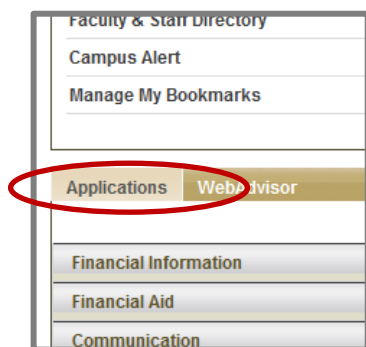
New Advisor Requested:

The Advisor Change Request, and the Academic Program Change Request are menu items on the left side of the advising portal page.



## I-Assistant Tools

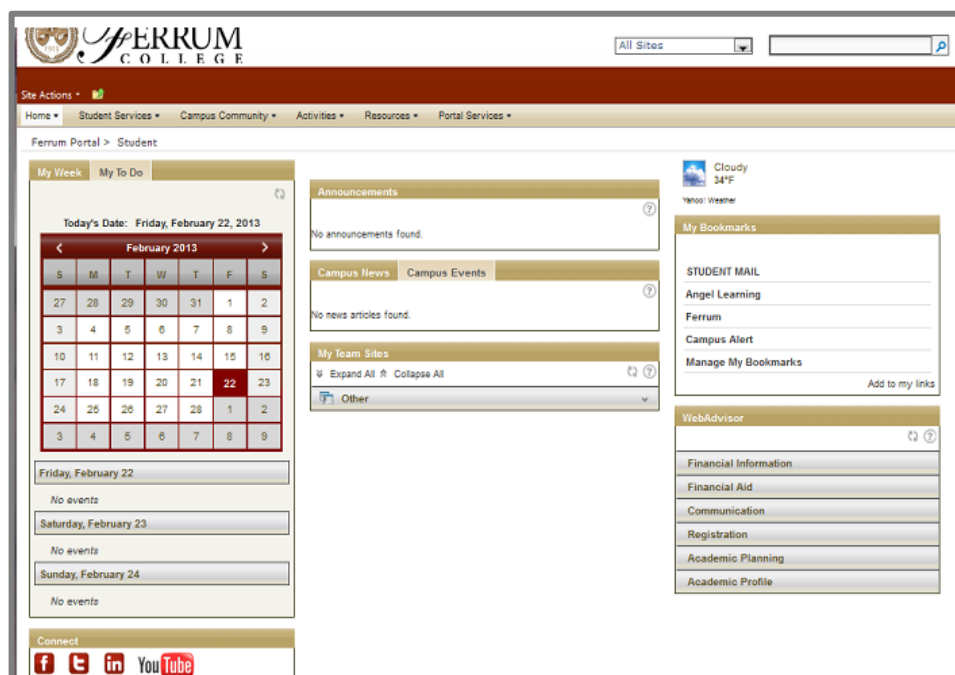
To access I-Assistant, click on Applications (net to the Web Advisor tab). To access I-Assistant, click on Applications (net to the Web Advisor tab).



Clicking on *Advisor Access*, then *My Advisees* allows advisors to view students' grades, use the gpa calculation tool, and e-mail their entire advising list.



## Student Portal View



After the freshman year, students can use the academic planning function on the portal and register for classes themselves. Advisors must approve student plans before registration. Upon advisor approval, students can register from their plan worksheets.

**Plan Courses**  
[View Worksheet](#)  
Review your planned courses.

**Course Planning Wizard**  
This wizard uses your program evaluation to help plan the courses you need to complete your program.

**Create/Add to Worksheet**  
Create a worksheet or add to an existing worksheet by searching the catalog using your own criteria.

**Modify Worksheet**  
Remove courses, change the terms or credits of courses on your worksheet, or make notes.

**Program Evaluation**  
Get a report evaluating the progress you've made towards completing your program requirements, or evaluate program you are considering.

**Register**  
Register for selected courses on your Course Worksheet.

**E-Mail Advisor(s)**  
Request feedback from your advisor(s).

**Advisor-approved Ed Plan**  
View the Student Educational Plan approved by your advisor.

Students should begin the planning process by choosing [Create/Add to Worksheet](#) on their Academic Planning screen.

See also, [Steps for Creating an Academic Plan on Panther Portal](#) and [Student Educational Planning and Registration on Panther Portal](#), posted on the Registrar's Office portal page.

## ADVISOR TIPS

1. Advisors should periodically check the academic program, catalog year, and anticipated graduation date for each of their advisees. Any changes that need to be made to these should be e-mailed to [advising@ferrum.edu](mailto:advising@ferrum.edu) to be entered by the PACE Office.
2. Prior to each registration period and at the beginning of each semester, advisors should e-mail their advisees to notify them of office hours and availability for approving academic plans, answering scheduling questions, and making schedule changes. An e-mail can be sent to all advisees in [I-Assistant](#), under Advising Access and My Advisees.
3. After the freshman year, students have access to the academic planning functions of the portal and can register themselves. Students are asked to meet with advisors and have their plans and schedules approved prior to their registration date. Registration dates are announced each semester by the Registrar's Office, and are opened according to class year.
4. Registration for over 19 credits in a single semester is considered an overload. The student should be aware that there is an additional charge (subject to change with each Catalog) per credit hour above 19 credits (excluding E-term classes).
5. Full-time status requires 12 hours in each regular term. E-term hours must be in addition to the 12 hours in the spring semester. Students that go into overload status due to e-term are not charged overload fees.
6. ADD/Drop Period: Students have the first week to add classes. Students have the first four weeks (two weeks for ½ semester courses) to drop classes without penalty. Watch closely before dropping: 1) must stay full-time (at least 12 hours) and 2) pay careful attention that students are taking enough credits to be successful on the satisfactory academic progress chart. If a student drops after the fourth week of classes with a WP/WF grade, and happen to fall below 12 hours – since the course is “graded” they are still considered as full-time status and the financial aid is not impacted. A drop after the 10th week (5th week for ½ semester classes) will result in an “F” grade.
7. If a student insists on adding a “closed” course, they can submit a [Student Petition to Add a Course](#). This printable form is available on FaCET, and must be signed by the student, advisor, instructor, and School Dean.
8. Follow the [Catalog](#) for the year the student entered or forward. Students cannot pick a major from one catalog and follow the core or minor requirements from a different catalog. Students who change their program of study must meet the requirements in the current year's catalog. This means that students who decide to change their academic program after their first year of enrollment will no longer be able to follow the catalog that was in effect when they began at Ferrum.
9. Any deviations from the catalog (ex. Major course not offered for several years and a replacement becomes necessary) require a written substitution letter. A [Course Substitution Request](#) form is available on FaCET, and is initiated by the academic advisor. The Program Coordinator (of the course being substituted), and the School Dean must approve substitutions.
10. Use caution in registering freshmen for a 300-400 level course even if there are no prerequisites! A freshman most likely is not prepared and has not had the proper foundation work for the rigor of an upper level course.
11. Math Recommendations: It is important to know a student's major requirements especially when recommending the appropriate Math. Recommended sequences (placement tests determine the beginning level):
  - MTH 100 → MTH 105 or 107 (if major has no Math specifications)
  - MTH 100 → MTH 111 or 103 → MTH 112 → MTH 206 or 208 (if major requires Pre-calculus I & II)
  - MTH 100 → MTH 107 → MTH 206 or 208 (if major doesn't require MTH 111, Pre-calculus)
  - MTH 100 → MTH 111 → MTH 112 → MTH 211 or 203 (if major requires Calculus)See also, [Math Requirements by Major](#).
12. “C” or higher is required in ENG 102 before progressing to ENG Literature or any Writing Intensive Courses.
13. Writing Intensive component requires 1) an ADDITIONAL ENG LIT (the first English literature meets core requirements) AND a 300 level WI with a C or higher OR 2) two 300 level WI courses with a C or higher. All WI courses must be taken at Ferrum College and are listed in the catalog and marked on student transcripts. NSM 307, 497, 498 are now all 2 credits each and taking all three courses satisfies both the Speaking and Writing Intensive Requirements.

14. ENG 102, Comp & Research II, is required before COM 201, Public Speaking.
15. The Speaking intensive requirement can be met by completion of COM 201, ENG 433, EPD 498, HUM 333, SPA 302, THA 222, THA 333, THA 346, THA 414 (when offered as Musical Theatre Song & Character Analysis), NSM 307 & 498, or ENG 398 & 498, with a grade of "C" or higher.
16. E-term requirement- All students must pass one e-term prior to graduation. Registration for an E-term course is during spring registration. Students MUST be registered for 12 hours for the spring semester, excluding the E-term course. The deadlines for adding/dropping e-term courses are the same as normal spring courses. If a student doesn't drop an e-term course prior to the fourth week of the spring semester, the student will be obligated for any fees associated with the course.
17. Teacher Education Program (minor) requirements: Acceptance into the program, 2.8 GPA in major, 3.0 GPA in Teacher Education Minor, 2.5 GPA overall, and passed all testing requirements.
18. Students must earn a total of 30 hours at the 300-400 level – not all majors require 30 hours at the 300-400 level and students have to take additional hours to meet the requirement (ex. Psychology, Sciences). Also make sure students meet the total of 121 required credits.
19. Internships require a 2.0 Major and Cumulative GPA and traditionally Junior status. The student should review the internship process information in the [Internship Handbook](#) which is accessible to students through i-Assistant and on the Registrar's Office portal page. Faculty can find a link to both the Internship Handbook and the Internship Learning Contract on FaCET. Students should initiate the Request for Eligibility with their Academic Advisor. After approval from the Program Coordinator and School Dean, the student will meet with the Faculty Internship Supervisor to discuss details. The Faculty Internship Supervisor will enter the Learning Contract elements of: hours to be worked, credits, placement, goals, objectives, evaluation tools and attach a syllabus. The student will obtain the needed signatures on the [Learning Contract](#) and will be enrolled in the internship course once the signed document is returned. Please note: \*\*A student must not be permitted to complete an internship during the summer and register for the course during a different term to avoid fees.
20. Students seeking to transfer coursework back to Ferrum should send official transcripts to the Registrar's Office if they have already taken classes elsewhere. If they are planning on taking future coursework, such as summer school or online courses, they need to complete a Transfer Pre-Approval Form with the Registrar's Office (can be submitted on the portal). The Registrar's Office will verify the equivalency of transfer coursework prior to the student taking courses at another institution.
21. Ferrum accepts College Level Examinations (CLEP) with a score of 50 or higher, Advanced Placement (AP) scores of a 3 or higher, and International Baccalaureate (IB) credit with a score of 5 or higher. AP and IB Credit is awarded based on the ACE recommendations.
22. Students must complete their last semester of academic work at Ferrum College, with the exception that they may transfer back up to nine credits. A student cannot participate in graduation exercises if they are lacking more than one class. Exceptions to this must be requested of the Academic Standards Committee by e-mailing [academicstandards@ferrum.edu](mailto:academicstandards@ferrum.edu).
23. It is essential to be familiar with the Standards of Academic Progress Chart (below). Make certain advisees are familiar with the standards of academic progress. If a student is repeating a "D" or higher, do not count those hours twice.

After this many semesters									
1	2	3	4	5	6	7	8	9	10
A student must have earned this many semester hours									
9	19	30	42	55	68	81	94	107	121
With at least this cumulative G.P.A.									
1.40	1.60	1.80	1.90	2.00	2.00	2.00	2.000	2.000	2.000

24. Students placed on Warning, Probation, or Suspension should be advised to use the “Improve Academic Standing” link for repeat course recommendations. The only way a student may improve their standing is to repeat courses that they were unsuccessful in at Ferrum.
25. Students on academic Warning or Probation must be registered in a CSK class the semester they are on academic Warning or Probation. Credit for CSK classes does not count toward graduation. Students may not drop this CSK course.
26. Students desiring to appeal an Academic Suspension by following the directions in their letter of suspension. The link will be available to any student with an “S” suspension status prior to the appeal deadline.
27. Advising questions should be directed to the appropriate School Dean or Program Coordinator or to Betsy Smith, [bsmith@ferrum.edu](mailto:bsmith@ferrum.edu), x4270.
28. If you have error messages when using the portal or Web Advisor, please cut/paste your message and submit a Help Desk Support Request through I-Assistant.

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## **FREQUENTLY ASKED QUESTIONS FOR STUDENTS From the Office of the Registrar**

*Included in the annual [Guide for New Ferrum Students](#)*

**Q: Who will complete my course planning and insure that I have taken all the appropriate classes?**

A: As indicated in the college catalog, ultimately the student is responsible for setting and meeting goals and published requirements. Information regarding advising, graduation requirements, academic progress, and degree requirements are found in the catalog, [www.ferrum.edu/academics/catalog](http://www.ferrum.edu/academics/catalog), under Academic Policies.

**Q: How do I receive important announcements while at Ferrum?**

A: Students should read the announcements on the Panther Portal as well as emails labeled Campus Mail. Campus mails and portal alerts come from offices across campus and is our most effective way of communicating with all students. These emails include information regarding exams, registration, housing, payments, end of semester info, plus much more.

**THEY ARE IMPORTANT! PLEASE READ CAMPUS EMAILS CAREFULLY,  
TAKE ACTION IF NECESSARY AND KEEP IMPORTANT REMINDERS.**

**Q: How do I figure out when classes will be offered in the future?**

A: On the Panther Portal, click on Student Services, click on the Academics link, and from the quick links on the left select Course Rotations and Eight-Semester Plans or [www.ferrum.edu/academics/coursework](http://www.ferrum.edu/academics/coursework). Select a subject. A helpful Excel file will appear with a schedule of courses and which semesters they are offered. Students should view this list thoroughly when scheduling courses to satisfy their major so that they can stay on track and graduate as projected. Students may also consult with Program Coordinators if there are specific questions or concerns regarding course offerings.

**Q: How do I map out my courses for my college career at Ferrum College?**

For appropriate course planning, using the Panther Portal, click on Academic Planning, Plan Courses, Create/add to Worksheet. Upper-class students should create an Academic Worksheet and thoroughly review the Program Evaluation in consultation with their academic advisor. It will be important to review and update the Academic Worksheet each semester so that you can then “Register” from your Worksheet with accurate information. Academic planning functions on the portal are not available to students until they attain sophomore status.

**Q: What courses are required to meet my program of study and the liberal arts core?**

A: The catalog lists many exciting foundation courses that meet basic requirements for Math, English, History, etc., along with classes that meet major and minor requirements, [www.ferrum.edu/academics/catalog](http://www.ferrum.edu/academics/catalog). Upper-class students can review the information provided in the Program Evaluation option on the Panther Portal (click on Academic Profile, click on Program Evaluation, choose your active program or you may use the “what if I changed my program of study?” and select a program of interest from the drop-down menu. Freshman students should consult with their academic advisors to explore program and course options.

**Q: How do I check my schedule of classes?**

A: Log on to: <https://portal.ferrum.edu>, click on Panther Portal and enter ID# and password. Click on Academic Profile and then click on My Schedule.

**Q: Who do I see to change my schedule?**

A: For freshmen-level students, schedule changes need to be submitted online by your academic advisor. It is recommended that you do this in person by seeing your advisor in his or her office. If you make e-mail requests of schedule changes to your advisor, be sure to follow up and retain emails for documentation purposes. Upper-class students can make schedule changes themselves through Panther Portal. You may add a course to your schedule during the first week of

classes. You may drop a class during the first four weeks without penalty (course will be totally removed from schedule) as long as you maintain a minimum of 12 credit hours (which is full-time status). Between the fourth and tenth week, you may drop a class with a WP grade (withdrawal passing – does not impact GPA) or a WF grade (withdrawal failing – calculated as an “F” in GPA).

**Q: What if I have lost my password and/or user ID to Panther Portal? What if I need help with my laptop?**

A: For both issues, visit the Computer Services Help Desk downstairs in the Stanley Library or contact them at x4357.

**Q: What kinds of things can I find on Panther Portal?**

A: Panther Portal gives you immediate access to crucial information such as your schedule of classes, grades and cumulative GPA, financial aid award, student account balance, transcript request link, student petition forms and other documents.

**Q: How do I get a document to verify my enrollment?**

A: Some companies will accept a Panther Portal copy of your schedule. If it is requested that you have a signed document to verify enrollment, please fill out the enrollment verification form on Panther Portal (click on Academic profile, then click on Enrollment Verification request.) We can verify full-time and part-time enrollment after the first day of classes for the semester; 12 credit hours are required for full-time status.

**Q: How do I get credits transferred from other colleges to Ferrum?**

A: After grades have been posted (at the other college), request an official copy of your transcript to be sent to Ferrum College ATTN: Registrar’s Office, P.O. Box 1000, Ferrum, VA 24088 so that your credits may be evaluated. The Registrar’s Office enters all transferable credit on your record. If the course is an acceptable equivalent, the Ferrum course number is entered. If there is a course believed to be equivalent but not entered by the Registrar’s Office, the student must submit a course description and syllabus to the appropriate Program Coordinator. If the course is approved as an equivalent, the student should complete the student section of the Course Substitution form found on the Portal (Student Services and click on Registrar for the form). After completion of the student section, the form should be taken to their academic advisor.

**Q: How do I request an official transcript of my grades from Ferrum College and are there any fees involved?**

A: You may request an official copy of your transcript on Panther Portal. Click on Academic Profile and then select Transcript Requests. There is a \$5 fee per transcript. Information is on the transcript request form regarding payment of the fee. Transcripts are mailed on Tuesdays and Thursdays of each week except during peak times such as the beginning/ending of the semester. **Please allow adequate time for deadlines.**

**Q: Does the Registrar’s Office fax official copies of my transcript?**

A: No. However, an unofficial copy may be faxed. Official copies can only be mailed in sealed envelopes. The same request process and fees apply for both official and unofficial copies.

**Q: Where can I find all the important dates for the academic year?**

A: An Academic Calendar may be found on the following link, [www.ferrum.edu/academics/registrar’s\\_office](http://www.ferrum.edu/academics/registrar%27s_office) (click on View Academic Calendar under the section “Calendars and Schedule”. The Academic Calendar is also available on the Panther Portal.

**Q: Where do I find the Ferrum College Catalog?**

A: You may view both the current and prior catalogs in full at [www.ferrum.edu/academics/catalog](http://www.ferrum.edu/academics/catalog). In general, you should follow the catalog year in which you enrolled. You may not use multiple catalogs. In our ongoing effort to be environmentally friendly, we do not print copies for students.

**Q: What are “majors”, “minors” and “programs”, and how do I declare them?**

A: A major is a concentrated area of study. A minor is a group of related courses designed to complement your major. Some majors require minors and some do not. For a list of available majors/minors and the specific requirements, please refer to the Ferrum College Catalog, [www.ferrum.edu/academics/catalog](http://www.ferrum.edu/academics/catalog). Your program is the Bachelor degree you are receiving that includes your major(s) and any minors. You may declare your major(s) or minor(s) by contacting your academic advisor. Advisors can submit program change requests through Panther Portal, or e-mail them to [advising@ferrum.edu](mailto:advising@ferrum.edu). Program change request forms are also available at the PACE office.

**Q: Will I always follow the same academic catalog?**

No, if you make updates to your Program/Major/Minor in the future, your catalog year will automatically be updated to the current catalog for the current academic year.

**Q: My permanent home address has changed. What should I do to let Ferrum College know?**

A: Departments across campus need your most recent contact information on file so that we may contact you regarding important information. To change your address in our system, please use the Change of Address form on the Panther Portal (select Student Services and view the drop down box for Registrar).

**Q: What are the different “Schools” at Ferrum College, and who are the School Deans?**

A:	1.	School of Arts and Humanities	Office: Britt Hall 201
		Dean: Dr. John W. Bruton	<a href="mailto:jbruton@ferrum.edu">jbruton@ferrum.edu</a>
	2.	School of Natural Sciences and Mathematics	Office: Garber Hall 302
		Dean: Dr. Jason Powell	<a href="mailto:jpowell@ferrum.edu">jpowell@ferrum.edu</a>
	3.	School of Social Sciences	Office: Roberts Hall 12
		Dean: Dr. Kevin Reilly	<a href="mailto:kpreilly@ferrum.edu">kpreilly@ferrum.edu</a>

These individuals may be contacted for ongoing issues with advisors or professors within the school. Of course, this would only be necessary if the student was not able to resolve concerns with the individual advisor or professor.

**Q: What features can I find on the “Ferrum College Office of the Registrar” webpage?**

**A:** The website for the Registrar’s Office is [www.ferrum.edu/academics/registrar\\_office](http://www.ferrum.edu/academics/registrar_office) (additionally most info is also available on Panther Portal under Student Services). This website contains many helpful links, services, and information. There is a link to the catalog, graduation information, the exam schedule, the academic calendar, the list of core requirements, a list of transferable courses from Virginia community colleges, a Pre-Approval of Transfer Credit form, Check-in procedures, the Degree Plan form, and many other helpful student tools.

**Q: What do I do if I’ve received a retention alert?**

**A:** Retention alerts will be sent by professors if they have concerns about your potential for success in their courses. The retention alert system is designed as a tool for students to get feedback from faculty that they can use to take steps to improve their performance in class and make sure they are on track as the semester progresses. You should respond to an alert by contacting your professor and/or academic advisor to follow up. You can also visit with an academic counselor in the Academic Resources Center to find out how we can help.

**Q: What are the Academic Buildings codes that are displayed on my schedule?**

AV - Auditorium, Stanley Library	GBK - Grousbeck Music Center	RICH - Richeson Hall
BEC - Beckham Hall	GRB - Garber Hall	RO - Roberts Hall
BRI - Blue Ridge Institute	GYM - Swartz Gymnasium	SCH- Schoolfield Hall
BRIT- Britt Hall	HNC - Hank Norton Center	VGN - Vaughn Chapel
EB - East Bassett	HSE - Pottery House	
FCTR - Fitness Center	LIB - Stanley Library	

**Q: Where do I go for fax services?**

**A:** See the front desk at the Career and Leadership Center (Lower Franklin Hall).

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## IMPORTANT LINKS FOR ADVISORS

[FaCET](#)

[Ferrum College Catalog](#)

[Eight-Semester Plans](#) and Course Sequences

[Academic Engagement and Success](#)

[The PACE Office](#)

[Advising Portal Page](#) *log-in required*

[Registrar’s Office](#)

[Registrar Portal Page](#) *log-in required*

[Academic Resources Center](#)

[Career Services](#)

[Student Affairs](#)

[Faculty & Staff Directory](#)

Faculty advisors are encouraged to use the Retention Alert process on the portal to notify appropriate staff of students of concern or those who may benefit from their services.

## SCHOOL DEANS

- School of Arts and Humanities  
Dean: Dr. John W. Bruton; [jbruton@ferrum.edu](mailto:jbruton@ferrum.edu), Office: Britt Hall 201, ext. 4321
- School of Natural Sciences and Mathematics  
Dean: Dr. Jason Powell; [jpowell@ferrum.edu](mailto:jpowell@ferrum.edu), Office: Garber Hall 302, est. 4370
- School of Social Sciences  
Dean: Dr. Kevin Reilly; [kpreilly@ferrum.edu](mailto:kpreilly@ferrum.edu), Office: Roberts Hall 12, ext. 3514

## ACADEMIC PROGRAM COORDINATORS

### School of Arts and Humanities

Art	Jeff Dalton	<a href="mailto:jeffdalton@ferrum.edu">jeffdalton@ferrum.edu</a>
English (Includes Prof. Communication)	Katherine Grimes	<a href="mailto:kgrimes@ferrum.edu">kgrimes@ferrum.edu</a>
History	Milt Rowan	<a href="mailto:mrowan@ferrum.edu">mrowan@ferrum.edu</a>
Music*	Susan Spataro	<a href="mailto:sspataro@ferrum.edu">sspataro@ferrum.edu</a>
Media and Communications	Karl Roeper	<a href="mailto:kroeper@ferrum.edu">kroeper@ferrum.edu</a>
Philosophy	Gary Angel	<a href="mailto:gangel@ferrum.edu">gangel@ferrum.edu</a>
Religion	David Howell	<a href="mailto:dhowell@ferrum.edu">dhowell@ferrum.edu</a>
Russian*	Rachel Stauffer	<a href="mailto:rstauffer@ferrum.edu">rstauffer@ferrum.edu</a>
Social Studies	Milt Rowan	<a href="mailto:mrowan@ferrum.edu">mrowan@ferrum.edu</a>
Spanish	Patricia S. Suppes	<a href="mailto:psuppes@ferrum.edu">psuppes@ferrum.edu</a>
Theatre Arts	Wayne Bowman	<a href="mailto:wbowman@ferrum.edu">wbowman@ferrum.edu</a>

### School of Natural Sciences and Mathematics

Agricultural Sciences	Bob Pohlad	<a href="mailto:bpohlad@ferrum.edu">bpohlad@ferrum.edu</a>
Biology	Michaela Gazdik	<a href="mailto:mgazdik@ferrum.edu">mgazdik@ferrum.edu</a>
Chemistry	Natalia Smelkova	<a href="mailto:nsmelkova@ferrum.edu">nsmelkova@ferrum.edu</a>
Environmental Studies	Delia Heck	<a href="mailto:dheck@ferrum.edu">dheck@ferrum.edu</a>
Environmental Science	Glen Stevens	<a href="mailto:gstevens@ferrum.edu">gstevens@ferrum.edu</a>
Forensic Science*	Katie Goff	<a href="mailto:kgoff@ferrum.edu">kgoff@ferrum.edu</a>
Health Sciences	Chris Aylesworth	<a href="mailto:caylesworth@ferrum.edu">caylesworth@ferrum.edu</a>
Mathematical Science	Bryan Faulkner	<a href="mailto:bfaulkner@ferrum.edu">bfaulkner@ferrum.edu</a>
Pre-Professional Science	Chris Aylesworth	<a href="mailto:caylesworth@ferrum.edu">caylesworth@ferrum.edu</a>

### School of Social Sciences

Accounting	Christine Stinson	<a href="mailto:cstinson@ferrum.edu">cstinson@ferrum.edu</a>
Business Administration (Including Economics*)	Michele Naff	<a href="mailto:mnaff@ferrum.edu">mnaff@ferrum.edu</a>
Computer Information Systems	Samuel Olatunbosun	<a href="mailto:solatunbosun@ferrum.edu">solatunbosun@ferrum.edu</a>
Criminal Justice	William Osborne, Jr.	<a href="mailto:wosborne@ferrum.edu">wosborne@ferrum.edu</a>
International Studies	Sandra Via	<a href="mailto:svia@ferrum.edu">svia@ferrum.edu</a>
Recreation Leadership	Chris Mayer	<a href="mailto:cmayer@ferrum.edu">cmayer@ferrum.edu</a>
Political Science and DJCE	Edmond Hally	<a href="mailto:ehally@ferrum.edu">ehally@ferrum.edu</a>
Physical Education & Health	Shannon Hardwicke	<a href="mailto:shardwicke@ferrum.edu">shardwicke@ferrum.edu</a>

Professional Studies*	David Sulzen (Director)	<a href="mailto:dsulzen@ferrum.edu">dsulzen@ferrum.edu</a>
Psychology	Sharon Stein	<a href="mailto:sstein@ferrum.edu">sstein@ferrum.edu</a>
Social Work (including Sociology*)	Jennie West	<a href="mailto:jwest@ferrum.edu">jwest@ferrum.edu</a>
Teacher Education*	Mary Ann Norman (Director)	<a href="mailto:manorman@ferrum.edu">manorman@ferrum.edu</a>

Disciplines marked with an \* do not offer major programs (only minors or course clusters).

Check [FaCET](#) for updated listings of School Deans and Program Coordinators.

### **The PACE (Pathways: Advising, Connection, Exploration) Office**

Lower Level, Stanley Library Room 109  
540-365-4270 • [advising@ferrum.edu](mailto:advising@ferrum.edu)