



College of Adult and Professional Studies

- Frequently Asked Questions -



REGISTRATION

Q: How do I register for classes?

1. Speak with your advisor to figure out the perfect schedule for your next semester.
2. Login to Self-Service via the Eagle website and complete the online pre-registration and registration process. You can find detailed instructions on this process at this [link](#).
3. If you have any questions regarding the registration process please contact our Registrar's office at 425.889.5228 or at registrarsoffice@northwestu.edu.

Q: There is a stop on my account and I cannot register, what do I do?

A: Below you will find a list of holds you may encounter during the registration process and what you need to do to release the hold.

1. **Pre-registration Hold:** you can remove this hold on your own by completing the online pre-registration process.
2. **Advisor Authorization:** if you see this hold and you have met with your advisor, please contact him or her directly and they will release this hold for you.
3. **Financial hold:** please contact the Student Accounts office at studentaccounts@northwestu.edu
4. **Suspension:** this hold indicates that you are on academic and/or financial aid suspension and will need to fill out an appeal and submit it to the CAPS office.
5. **Warning or Probation:** these holds will not prevent registration.

Q: Prerequisites: What do I do if I see this message?

You are unable to register for THEO 3213 Lecture 50 for the following reasons:

Prerequisite *You did not meet the following prerequisites:
(Course THEO 2503 Lecture [not taken] OR
Course THEO 2503 Online Delivery [not taken])*

A: If you see this message when trying to register for a course your *advisor* has recommended, please contact the Registrar's office at either 425.889.5228 or registrarsoffice@northwestu.edu. They will be able to add the course to your schedule for you.

Q: How do I Drop or Withdraw from a class?

A: You can request a class to be dropped from your schedule by the end of day six from the start of class. A dropped class does not appear on your transcript and you are not charged for the class. Drops may have financial aid implications so we suggest that you contact your advisor before you drop a class.

A withdrawal can be requested up to the last class session but no tuition adjustment will occur. A “W” will appear on your transcript, and it will not affect your GPA. The course may be retaken at a later date at your own expense.

To Drop or Withdraw from a class, simply fill out the [Registration Change form](#) and email it to the Registrar’s Office, copying the CAPS office.

**TEXTBOOKS**

Q: How can I find my textbooks?

A: It’s important to order your textbooks to allow time for them to arrive so you can prepare for your first night of class. If you are registered for your classes, you may access this information through the NU intranet: (<http://eagle.northwestu.edu/>), after inputting your login info and clicking on “My Profile” (top right corner of Eagle webpage). Under MY ACADEMICS you can view the courses in which you are enrolled. By clicking the book icon next to each course, you will see the books listed.

If you are not yet registered for your classes, you can access this information by accessing “My Textbooks” (<http://eagle.northwestu.edu/my-textbooks/>). Adult evening students are in the “Kirkland” campus, then type in your class code. Example: UNIV 1003 is the class code for the Foundations for Success class and will show up as UNIV1003/50 on the list. The number 50 is the Section number for your class. If desired, you may purchase or rent your textbooks from another source of your choosing.

Q: When can I purchase my textbooks?

A: You can purchase your course textbooks generally 60 days prior to the class start date. It is important to order your textbooks early to allow time for them arrive so you can prepare for your first night of class.

**ACADEMIC**

Q: Do I have to go to class?

A: Class attendance is critical in the accelerated course model and to understanding the course material. Class attendance benchmarks are necessary to comply with federal financial and regional accreditation

requirements. Students are expected to attend all class sessions. An absence is technically defined as missing any portion of a class, including being late. If you miss a class, the instructor is not required to provide a makeup option for you and you may be required to withdraw from the course. In the case of an unavoidable absence due to an emergency, students are responsible to contact the instructor.

Q: What is the late work policy?

A: You are responsible to meet all deadlines for class assignments. The instructor has the authority to penalize each late assignment by up to 20% of the grade earned. It is up to the instructor whether or not they will accept late work.

Q. How do I request an incomplete in a class? And what is in an incomplete?

A: To obtain an Incomplete, you need to email your instructor before the end of the class including the reason why. Reasons include illness or emergency but not if you have done little or no work for the course. You need to complete your late assignments by the end of the fourth week of the following course session (whether or not you are enrolled in the session). Instructors will post a grade of "I/Grade Default" on your transcript. At the conclusion of the four week period, the grade will be updated by the instructor or convert to the current grade reported by the instructor.

Q: Can I take an online class?

A: As an adult evening student, you may take online classes. Any decision regarding what class to take should be as a result of a conversation with your advisor. There may be overlapping dates that you may want to consider while deciding on your schedule; online classes are 7 weeks long and adult evening classes are 5 weeks long.

Q: Where do I go for help with an assignment?

A: Math Tutoring: Assistance is available to students attending math classes via [Smarthinking](#), an online tutoring resource. Access is through your course website (Discovery or NU Online) by clicking on the link and then logging in with your NU email address and password.

Writing Tutoring: First Floor of Hurst Library (Hours: Monday-Thursday 2:30-6:30pm. For Adult Evening students only.)

On-site tutoring:

- On-site tutor access at <http://capswritingcenter.wikispaces.com/home>
- Individual 30 minute sessions
- Drop-in OK – Scheduled students have PRIORITY status

Online tutoring

- Monday-Thursday - Please allow **48 business hours** for your paper to be read and sent back to you
- To submit papers, please email as an attachment in Word document format to onlinewritingcenter@northwestu.edu
- Will not operate as an editing or proof reading service

Library: Access via Eagle at the top of the webpage. (Available Services: Study Rooms, Printing & Copying, Computers & Wireless, Book Loan, Textbook Checkout for 24 hours for select classes, Interlibrary loan, Databases) (425-889-5266).

Q: When do I apply for graduation?

A: You will want to apply for graduation a year before you are anticipating completing your degree or have 30 credits left. You can work with your advisor if you have any questions about the application or graduation audit process.



TECHNOLOGY

Q: How do I forward my email?

A: Forwarding your NU Email to your Primary email account is highly encouraged because all NU communications will be through the email provided to you by the University. You can find instructions on forwarding your email [here](#).

Q: What is the difference between Discovery and NU Online?

A: Discovery is the learning online platform for all live CAPS classes whereas NU Online is utilized for online courses. They look different and operate a bit differently from each other, designed to meet the needs of live and online courses. We have tutorials available for you to acquaint yourself with the two learning platforms. Discovery sites are available for students to view 30 days before the first class session. NU Online courses are available 7 days before the start of the online class.

Q: When will I be able to access my course?

A: In general Discovery courses are viewable 30 days prior to the class start date. NU Online courses are viewable 1 week prior to the class start date.



ADVISING

Q: What can my advisor do for me?

A: Your advisor serves as your academic guide throughout your time here at NU. He/she will help you select courses that help progress you towards the completion of your desired degree. Our advisors have years of experience in their field of expertise so they can provide amazing life/career guidance and act as your mentor throughout your program. Whenever you have a question, concern, or just need someone to talk to, your advisor is the perfect place to start.



ADDITIONAL QUESTIONS

General questions should be directed to your academic advisor

Registration questions (Prerequisite Overrides, Add/Drop/Withdraw from a Course, Transcripts, Apply for Graduation, Cannot Register, VA Benefits) registrarsoffice@northwestu.edu (425-889-5228)

Course content questions should be directed to your instructor

Financial Aid (FAFSA, Tuition Cost) aepfinaid@northwestu.edu

Student Accounts (Billing Questions, Payment Options) studentaccounts@northwestu.edu

Technology Issues (Cannot Log in, Email Problems ([Password Info](#)), Self-Service Issues, Eagle Website Issues, Discovery Assignment Submission Problems, My Profile Website, My Textbooks) (425-889-5310)

Academic Success (Testing, Tutoring, Career, Disability Accommodations, Academic Resources)

A full list of CAPS Department contact info can be found [here](#).