

Advisor FAQ

Q: When should I meet with my advisees?

A: Advisors are expected to meet with students prior to registration so that students are able to sign up for classes in a timely manner. Advising dates can be located on the [Colonel's Compass](#).

Q: How will I know how many advisees I have and who they are?

A: Advisors can access a list of their assigned advisees by logging in to [myEKU](#) and locating the 'Advisor' card. The 'Advisor' card has many resources, including 'Advisor Roster & RAC' and 'Advising 360 & The Loop'. Within Advising 360 you can click 'Advisees' to view a list of your assigned advisees, access their Degree Works, view and enter Notes, review retention information in The Loop, and much more.

Q: How can I access RAC numbers for my assigned advisees?

A: Advisors can access a list of their assigned advisees by logging in to [myEKU](#) and locating the 'Advisor' card. Within Advising 360 you can click 'Advisees' to view a list of your assigned advisees and their RAC number(s).

Faculty Advisors may not have access to a student RAC if the student is not specifically assigned to you. You may gain access to the RAC number by contacting your Department Chair. Additionally, RAC numbers are only available to a student's primary major advisor. Supplemental and secondary advisors will not have access to RAC numbers.

Q: What if I cannot see a RAC number for one of my advisees?

A: RAC numbers will no longer populate after being used the first time. Students should not have to enter their RAC more than one time per term. There is no RAC number for Winter term.

Q: What if my advisee chooses to change their major or add a minor?

A: If one of your advisees has indicated to you that they would like to change their major or add a minor, it can be difficult for students to know who to contact in order to complete the process. Students wishing to make a change must complete a [Major Change Form](#) (also accessible in myEKU on the 'Big E Central' card under 'Student Records'). Students changing their major must meet with an advisor in their desired program for course advising.

Once the student has completed the form and it has been processed, the advisor change will be processed. In times that students are changing their major close to registration opening, the person they are meeting with to change their major can provide a RAC number. Each Department Chair has access to RAC numbers or contact University Advising at (859) 622-2276 for assistance.

You can easily refer students to a program in another college when you enter a Note in Advising 360. In the Note you can opt to 'Add Student Referral', then select 'College/Campus Advisor'. Next, select the college that the student is interested in changing to and be sure to include a note about the student's intended program. This will send a notification to an advisor in that college.

Q: How can I get information about a student's academic progress?

A: Advisors may access information on a student's academic progress from viewing the 4th week progress reports and midterm grades in Advising 360. Within your list of advisees in Advising 360 you can click 'View in Loop' next to the student. Here you can access 4th week progress reports, midterm grades, email all instructors for the student, and more.

You also have the option of downloading an excel file with progress reports and midterm grades for your advisees or for students in your courses. To access this report just select 'Advisee Courseload and Grades' on the Advisor card in myEKU.

Q: How can I access DegreeWorks?

A: Advisors can access a list of their assigned advisees by logging in to [myEKU](#) and locating the 'Advisor' card. Within Advising 360 you can click 'Advisees' to view a list of your assigned advisees and access their Degree Works audits.

If you are a new advisor and have not yet completed training for Degree Works, please contact the Registrar's Office 859-622-2320. Additional support for DegreeWorks is located in Advising 360.

Q: What is the recommended number of credit hours a student should register for by semester?

A: It is recommended that a student register for 15 credit hours in the Fall and Spring semesters in order to stay on track for graduation. A student must be enrolled in at least 12 credit hours to be considered a full time student.

Students may request overload permission to take more than 18 credit hours (21 hours is the maximum request) by exception. Faculty advisors can contact the office of their Department Chair or Associate Dean to seek overload permission on behalf of their advisees.

Q: How can I submit a request for an exception or override?

A: Exceptions are currently initiated by the advisor and entered through DegreeWorks.

For capacity overrides, prerequisite overrides, and second or subsequent repeat overrides, students will need to complete the [override request form](#).

Q: How do I find out when a student can register?

A: Advising and registration dates can be found on the [Colonel's Compass](#).

Q: How can I store notes of my advising session on a student?

A: Notes that may be relevant for other faculty and staff interacting with the student should be entered in The Loop. Notes, classes discussed, and RAC numbers can be stored in [DegreeWorks](#) in the "Planner" section to be viewed by the student.

Q: What academic/ tutoring resources are available to students?

A: There are several academic and tutoring resources available to students in many places all around campus. The [EKU Tutoring Portal](#) is a central hub where students can find academic support and schedule one-on-one appointments based on their needs.

Q: What can I do if I am concerned about a student?

A: If you have concerns about a student regarding academic success, attendance, financial aid, and other academic matters, complete a [Student Support Referral Form](#). This information will go to the Senior Director of Student Success and the Director of the Student Success Center for follow up.

In cases where the student is a danger to her/himself or others, please contact the [EKU Police Department](#) immediately (phone: 859-622-1111). Please note that the [SAIT form](#) should be used to report students who appear to be troubled or troubling to elicit a response from University officials before the student's behavior reaches a crisis level.