Frequently Asked Questions Regarding Advising

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Part 1: General RBC Information

1. How can I view the academic calendar?
   a. Link: http://www.rbc.edu/calendar/academic-calendar/

2. When will I receive my student ID?
   a. You are invited to schedule a time to come to campus to have your student ID created.
   b. If you are unable to come to campus before classes begin, then plan to receive a student ID during the first week of classes. Check your email closer to that time for details.

3. When will I receive my residential or commuter parking decal?
   a. There is no cost to park at RBC, though a decal is required.
   b. Parking decals are provided during the first week of classes. Check your email closer to that time for details.
   c. Plan to provide your driver’s license and your car’s registration information when registering for a parking decal.
Part 2: Course registration, descriptions, textbooks

4. How do I start the registration process?
   a. New students can review the “Preparing to Register for Classes” resource found at rbc.edu >>> Academics >>> Student Support >>> Advising. Then, you can reach out to the Department of Student Success (studentsuccess@rbc.edu) with questions or to schedule a meeting with a Learner Mentor.
   b. Continuing students can go through the Course Registration module found in the One Stop Campus Resources site in Canvas.
   c. All holds must be resolved before a student can register.

5. I need to be a full-time student. What does this mean?
   a. Full-time students take at least 12 credit hours (4 classes) per semester.

6. How can I view the course descriptions for the courses I am taking?
   a. Go to www.rbc.edu >>> Info For >>> College Catalog (http://rbc.catalog.acalog.com/) >>> Course Descriptions (found on the right side of the page) >>> select the course for which you are seeking more information (e.g., BIO 101 – General Biology)

7. What does MATH 100 (Developmental Math) mean?
   a. Based on your transcript, you may be placed into MATH 100, which is a developmental course.
      i. MATH 100 will not count towards your cumulative GPA.
      ii. Placement in MATH 100 likely occurs because your intended major/career pathway requires a calculus track.
   b. In order to take MATH 121 (Pre-Calculus I), you will be required to complete MATH 100 with a C or higher.
   c. If you wish to test out of MATH 100, you must take the placement test found in Canvas. Ask the Department of Student Success for details – studentsuccess@rbc.edu.

8. What does English 100 (English ALP) mean?
   a. Based on your transcript, you may be placed into English 100, which is a developmental course designed to assist students with writing and research skills.
      i. English 100 will not count towards your cumulative GPA.
      ii. In order to take English 102 (Rhetoric and Research I) you are required to complete English 100 with a C or higher in combination with English 101.
b. If you wish to test out of English 100, you must take the placement test found in Canvas. Ask the Department of Student Success for details – studentsuccess@rbc.edu.

9. Do I have to take an art, music, or theatre course?
   a. Art 201, Art 202, Art 231, Music 103, Music 123, and Theater 201 fall under the Language and History of Fine Arts category on a student’s degree evaluation and count as college credit.
   b. All students are required to complete a minimum of one of the courses above.

10. Do I have to take ESE 101?
    a. First-year students RBC are encouraged to take this 1-credit course, which focuses on communication strategies, critical thinking, personal wellness, digital literacy, and leadership.
    b. Students that take ESE 101 report gains in their abilities to express themselves, solve problems, and analyze information.
    c. ESE 101 does count as a 1-credit college-level course and will count towards your cumulative GPA.
    d. This course meets once a week for 50 minutes.

11. I would like to take a course over the summer or winter. Who do I contact?
    a. If you are taking the course through Richard Bland College, you can contact your Learner Mentor.
    b. If you are taking the course through another institution, you will need to complete a form for transfer credit to be sure Richard Bland College will accept the course toward your degree requirements. Contact your Learner Mentor for more information.

12. How can I view and/or purchase the required/recommended books I need for my classes?
    a. Link: https://www.rbc.edu/campus-life/bookstore/
Part 3: Schedule view and changes

13. Why are my courses not appearing on Canvas?
   a. Instructors publish course pages the week before the semester starts or during the first week of classes.
   b. We recommend following your official schedule located in Banner. See Question #14 for directions.

14. How can I view my schedule in Banner?
   a. Log in to Banner >>> Student >>> Registration >>> Select Term (enter the term you wish to view) >>> Select Student Detail Schedule or select Week at a Glance.
      i. If you choose the Week at a Glance option, you will need to enter a date that takes place within the term you wish to view in the Go To box. For example, for Spring 2021 type “4/1/20.”

15. What days of the week do I have class?
   M = Monday, T = Tuesday, W = Wednesday, R = Thursday, and F = Friday
   a. MWF = Monday, Wednesday, Friday
   b. MW = Monday, Wednesday
   c. TR = Tuesday and Thursday
   d. F = Friday
   e. See Question #14 for directions on how to view your schedule on Banner.

16. When can I change my schedule?
   a. Schedule adjustments can take place before a semester begins or during the first of classes.
      i. New students contact a Learner Mentor if they want to add a course to their schedule.
      ii. Continuing students can add a course by logging in to Banner >>> Student >>> Registration >>> Add or Drop Classes >>> Select the semester for which you are registering >>> Enter your Alternate Pin >> Use the Add Classes Worksheet to input the Course Reference Numbers >>> Submit Changes. Email your Learner Mentor after you drop a course AND review your Degree Evaluation to be sure you are on track to graduate.

17. How can I drop a class without adding any courses?
   a. All students must contact their Learner Mentor to drop a course after the semester begins.
   b. New students contact a Learner Mentor if they want to drop a course before the semester begins.
c. Continuing students can drop a course before the semester begins by logging in to Banner >>> Student >>> Registration >>> Add or Drop Classes >>> Select the semester for which you are changing your schedule >>> Enter your Alternate Pin >> Use the Action drop-down to select which courses you wish to drop >>> Submit Changes. Email your Learner Mentor after you drop a course AND review your Degree Evaluation to be sure you are on track to graduate.

d. Refer to Question #4 if you wish to add a course to your schedule.

Part 4: Transferring in credit and requesting an RBC transcript

18. How do I send my Advanced Placement (AP) scores to Richard Bland College?
   a. If you received AP credit for any subjects, you can submit a request to College Board to have your scores sent to Richard Bland College.
   b. No credit be considered until RBC receives and evaluates your scores to determine if college credit will be awarded.

19. How do I send my transcripts for Dual Enrollment (DE) courses that I passed that were not through Richard Bland College?
   a. You must request that the academic institution through which you took Dual Enrollment (DE) courses send your official transcript to Richard Bland College.
   b. Once Richard Bland College receives and evaluates your official transcript, credit will be awarded for courses meeting RBC’s requirements.

20. How do I request an official transcript from Richard Bland College?
   a. You can order a transcript online. Complete information is found at https://www.rbc.edu/admissions/administrative-offices/records-registration-office/request-a-transcript/.
Part 5: Campus contacts

21. How do I contact the Office of Student Financial Aid regarding my FAFSA or anything related to my financial aid that I can expect to receive during the academic year?
   a. Email: financialaid@rbc.edu
   b. Phone: 804-862-6100 ext. 6206

22. How do I contact the Cashier’s Office with questions about paying my bill or how much balance I have remaining after my financial aid has been credited to my account?
   a. Email: cashieroffice@rbc.edu
   b. Phone: 804-862-6100 ext. 8100

23. How can I contact the Office of Residence Life if I have questions regarding housing for the upcoming term?
   a. Email: residencelife@rbc.edu
   b. Phone: 804-862-6161

Part 6: Student employment, scholarships, FAFSA verification process

24. What are the student employment opportunities at RBC?
   a. Link: https://www.rbc.edu/employment/student-employment/
   b. You should contact the specific department regarding the position in which you are interested to see if it is still available.

25. Does RBC offer any scholarships?

26. Who can I speak with to receive help with the FAFSA Verification Process?
   a. Refer to Question #22 for contact information related to the Office of Financial Aid.
   b. For general instructions for completing the verification process go to https://www.rbc.edu/admissions/costs-financial-aid/complete-verification/.
Part 7: Account holds

27. How do I find out if I have a hold on my account?
   a. Log in to Banner >>> Student >>> Student Records >>> View Holds. See the list of
      hold types and who to contact below:

Hold Types and Who to Contact

- **AH = Admissions Hold** - Your official high school transcripts or transcripts from another
  college or university may be missing. Contact the Office of Admissions at 804-862-6249 or
  apply@rbc.edu.
- **AR = Accounts Receivable Hold** - Contact the Cashier's Office at 804-862-6100 ext. 8100
  or cashieroffice@rbc.edu.
- **CD = Chromebook Damaged/Lost** - Contact Statesman Technical Assistance at 804-862-
  6401 or stac@rbc.edu.
- **JD = Judicial Hold** - Contact conduct@rbc.edu or 804-862-6100 ext. 9041 for more
  information.
- **LH = Library Hold** - Contact library@rbc.edu or 804-862-6100 ext. 6226 for more
  information.
- **RH = Registrar's Hold** - Contact recordshelp@rbc.edu for more information.
- **RL = Residence Life Hold** - This often means you're missing immunization records.
  Contact the Office of Residence Life at 804-862-6161 or residencelife@rbc.edu for more
  information.