



Richard Bland College

of WILLIAM & MARY

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?

- a. Link: <https://www.rbc.edu/admissions/costs-financial-aid/financial-aid/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.