

# Degree Works FAQ

These are general questions some pertain to advisor/faculty and some to students.

***Q: What is Degree Works?***

“DEGREE WORKS” is a computerized degree audit program and academic advising tool designed to assist you and advisors in reviewing your degree progress. A Web-based program, DEGREE WORKS re-organizes your transcript chronologically and categorically, easily identifying courses you have completed and what courses you still need in order to fulfill your degree requirements.

***Q: What are the benefits of using Degree Works?***

DEGREE WORKS will help you:

- Determine what requirements you need to fulfill in order to complete your degree.
- View individual course grades, cumulative grade-point average (GPA), and major average.
- Determine which courses you have taken or transferred, and which ones count as electives.
- View transfer credits, waivers, and exemptions applied toward degree.
- See how your coursework could be applied toward another major, minor, or concentration using the What If option.
- Estimate how many quarters it will take you to graduate.
- Learn the prerequisites and co-requisites for courses by clicking on the course numbers.

***Q: When will Degree Works be available to the campus?***

Degree Works is now available to all advisors and faculty. We plan to make it available to students Fall 2014.

***Q: Who will be able to use Degree Works?***

Advisors and students both will be able to use the system as an advising tool to better follow the student's progress and determine which requirements are still needed.

***Q: How do I access Degree Works?***

Through your Webster account. See the Advisor/Faculty User Tutorial at [www.eou.edu/registrar/Degree Works/](http://www.eou.edu/registrar/Degree%20Works/)

***Q: When can I use my Degree Works audit?***

Use your DEGREE WORKS Audit when:

1. Reviewing your progress with an academic or major advisor.
2. Creating a list of questions to discuss with your advisor.

3. Identifying courses that need to be completed.
4. Selecting courses that meet your degree requirements.
5. Determining a projected graduation date.
6. Choosing a major.
7. Deciding whether to add a minor.

***Q: Is Degree Works the same as my transcript?***

No, Degree Works is an unofficial audit of your coursework, as well as an outline of requirements still needed to complete your program of study.

***Q: Can I register for classes in Degree Works?***

No, Degree Works is a snapshot of courses in-progress, planned, and in your academic history. Registration and drop/add, are still handled through already-established procedures.

***Q: Can I change a major through Degree Works?***

No, contact the Advising office for information on changing your major by email: [advising@eou.edu](mailto:advising@eou.edu), or phone: 541-962-3378

***Q: Does the Degree Works audit show all my courses even if I have taken them elsewhere?***

Yes, all courses transferred in from other colleges, taken in the military, on permit or in study abroad should show on your degree audit. Certain courses may not be applied to your major if you have exceeded the allowable number of credits under the residency requirement. However, we are in a transition to articulate all transfer courses. If you have courses listed in the "Electives" section as TRAN or TRLD please contact the Registrar's office to review your courses and complete an articulation.

***Q: Why isn't my transfer work meeting a requirement?***

There could be two reasons. First, the course did not meet either the minimum number of credits and/or minimum grade requirement for use in your program of study. Second, all requirements have been met and this course is simply not needed.

***Q: Why is Degree Works not displaying my concentration?***

Degree Works will not display your concentration until you have declared it and your advisor or the Advising office has updated your Banner records.

***Q: What is the What If feature?***

The What If function allows you to hypothetically change your major, minor, or concentration. The What If audit will show you what coursework is required for the new major, minor, or concentration, what courses you have taken that satisfy requirements, and what courses are still left for you to take.

***Q: Can my advisor see my What If scenario?***

Since What If scenarios are not stored on Degree Works, your advisor can only see your results if the two of you work through a What If procedure together.

***Q: Why is the system only available to students who are using catalogs published since Fall 2006?***

We have very, very few students still using earlier catalogs. The majority of our current students matriculated in or after the Fall 2006 quarter, and most of those students who started earlier than this date have moved up to newer catalogs and requirements. If you are a student who is currently using an earlier catalog, please be assured that we will continue to help you track your progress and apply for graduation.

You might also want to talk to your advisor about the implications of moving up to a newer catalog. If you choose to do so, you will be able to begin using this system.

***Q: I think my audit is incorrect. What should I do?***

Please ask for help from your advisor or the Registrar's Office immediately! While we have done everything we could to make sure that your worksheet is correct, it would have been impossible for us to predict every unique situation or problem. We want to work with you to correct any issues as soon as possible. The first step is to clarify what information you believe is wrong. These are the most common problems and solutions:

1. **My major is wrong and/or my concentration doesn't appear on my worksheet.** If this is the case, you need to contact your adviser and update your major and concentration information. Once the information is changed in Banner, your correct information should appear on your worksheet.
2. **The requirements for my major are wrong.** Look at the catalog term that appears on each of the blue bars that separate the sections of your worksheet. This is the catalog that we believe you're using to complete your requirements. If you're actually using older or newer requirements, contact your adviser to update your catalog information. Once the changes are entered, the correct information will appear on your worksheet.
3. **My transfer courses don't appear in the right place.** If you're concerned about a course that should be used for the General Education Core, contact the Registrar's Office at [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu) (you need use your EOU e-mail address so we can securely respond back to you by e-mail) or stop by our office in Inlow Hall 105. If it's a course that should be used in your major, concentration, or minor contact your advisor. He or she will help you file a petition to update this information or request an exception as needed.
4. **My advisor or department chair gave me permission to substitute a course, but it's not showing on my audit.** Talk with your advisor. Since departments approve student's program substitutions, most changes related to your major have not been sent to the Registrar's Office. We're working with the department offices to collect these exceptions and record them in our system. We'll gladly make the change as soon as we receive permission to do so from your advisor and department chair.

If none of these problems describes your situation, or if you need additional help

identifying what's wrong, contact the Registrar's Office at [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu) (send this from your EOU e-mail address so we can securely respond back to you by e-mail) or stop by our office in Inlow Hall 105. Because some issues will require some research and possibly some reprogramming, please understand that we may not be able to correct your issue immediately. We do promise, though, that we will address it as quickly as possible and that we'll contact you by e-mail as soon as we're done.

***Q: My graduation application has been accepted, but Degree Works says that I haven't completed all my requirements. Does this mean that I won't be able to graduate?***

First, don't panic. If you have done everything you said that you would do when you submitted your graduation application, and if you have followed through on any requirements we told you that you still needed to complete, you should still be on track for graduation. Contact the Registrar's Office at [graduation@eou.edu](mailto:graduation@eou.edu) (you need to send this from your EOU e-mail address so we can respond back to you by e-mail) or stop by our office in Inlow Hall 105, and we will work with you and your department to get the information we need to update your worksheet.

***Q: How is my degree evaluation different from my transcript?***

Your degree evaluation is a tool to provide you with academic information related to your degree progress. It displays courses required and completed in your degree program. Your transcript is your official university record and provides a chronological list of courses completed and other academic information. Your official transcript must be requested from the Registrar's Office.

***Q: How does Degree Works decide where to place courses that I've completed?***

Degree Works looks at your program holistically, and places each course using a "best fit" scenario. We've also programmed priorities so that courses will be used in some areas before they will be used in others. This process will not always be perfect, particularly when multiple possibilities exist, so if you have a course that does not appear in the area in which you wanted to use it, please contact your advisor or the Registrar's Office for assistance.

***Q: Degree Works placed one of my courses in two different places. Is that okay?***

In most cases, yes. Degree Works is programmed to recognize that some courses can fulfill more than one requirement. Be sure to look through requirements for your major in the University Catalog to make sure that this duplicate placement is appropriate. If you have any questions, contact your advisor or the Registrar's Office at [degreeworks@eou.edu](mailto:degreeworks@eou.edu).

***Q: What should I do if Degree Works placed a course in one section, and I want to use it in another?***

Please contact the Registrar's Office at [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu) or stop by our office in Inlow Hall 105. As long as the course is approved for the other area, we will be glad to move it for you.

***Q: I earned an Associate's Degree before I came to Eastern Oregon University. How does this appear on my worksheet?***

In most cases, your classes were coded during the Admissions process so they would be placed in the correct place on your worksheet. If you have earned an AAOT or equivalent transfer degree those are recorded in Banner and your audit should show "Gen Ed Complete by Transfer Degree." If your worksheet does not look like you expected it to, please contact us at [degreeworks@eou.edu](mailto:degreeworks@eou.edu) from your EOU e-mail and we'll review your records.

***Q: Are there requirements for graduation that Degree Works doesn't check?***

While Degree Works has been designed to check almost everything that you must complete to qualify for graduation, there may be additional requirements for your major that must be completed as well. You should use Degree Works *in conjunction* with the University Catalog and with any information that your major department provides to ensure that you remain on track for graduation. If you have questions about any additional requirements for your major, talk with your advisor during your next advising appointment.

***Q: My degree progress bar says that I'm 90% complete, but I'm only a sophomore. What's wrong?***

The degree progress bar is a tool that takes the total number of check boxes on your audit, and calculates a percentage based on the number of boxes that are checked. Therefore, if you're a pre-major or are missing a major concentration emphasis area, you may have fewer boxes on your audit that need to be checked. As this information is added to your audit, your degree progress bar will reflect your progress more accurately.

***Q: Everything on my worksheet is checked, but the degree progress bar only says that I'm 97% done. What's wrong?***

The degree progress bar will not show 100% completion until you finish all of your in-progress courses and earn acceptable grades in them.

***Q: The worksheet says that I have non-degree applicable courses. What does this mean?***

The following courses and limits do not apply to the 180 total credits required for completion of a Bachelor's degree:

- MATH 040, 070, 095
- Maximum of 120 lower division transfer credits
- Maximum of 12 credits in each - PES, Intact, Music
- Maximum of 36 credits of S graded courses
- Maximum of 45 credits in 209/309/409

***Q: I petitioned to waive/substitute a course. How will that course appear on Degree Works?***

Your petition will be recorded after it is approved by your advisor, department chair, and, if necessary, dean. The course you completed will fulfill the requirement, and, in most cases, an additional line will appear under it that explains why the exception was entered. If you have a petition related to a transfer course, we will often make an adjustment to the course equivalency to ensure that it appears in the correct spot on your audit. In those cases, there may not be an explanation related to the change on your worksheet, but the course will be moved to the correct location.

***Q: I want to change my major. How can I see what would be required if I made this change?***

You can use the “what-if” tab to do an audit using criteria you select. Please note, though, that what-if audits are unofficial and do not guarantee that you will be able to major in the area you select. If you decide you'd like to change your major, you should visit the department office for your intended major for additional information or contact the advising office to make the change.

***Q: How do I check to see if I'm eligible for a minor?***

Use the “what-if” tab. After choosing a major program, continue through the concentration select to the minor selection area. Enter the minor you're interested in earning, and run an audit. You can do the same thing if you're checking for another major, or thinking about changing your degree program.

***Q: My major requires me to complete a concentration, but it didn't appear on the audit. What's wrong?***

Either you haven't declared your concentration yet, or you ran a "what-if" without adding a concentration. If you need to declare your concentration, stop by your department office for assistance. You may also need to check the academic year.

***Q: I'm getting two degrees (a BMUS and a BA, a BA and BS, etc). Only one appears on the worksheet. How can I check the requirements for my other program of study?***

Look at the degree information next to your name at the top of the screen. You'll notice that the degree box has a drop-down arrow. Use this to select your second program.

***Q: I've seen the @ symbol in several places on my worksheet. What does this mean?***

This is a wild card in Degree Works. If the @ sign appears with course numbers after it (*i.e.*, @ 400), it means that you can take a 400 level course from any subject area. If it appears after a subject prefix (*i.e.*, PSY @), it means that you can take any Psychology course.

***Q: I'm a “pre” major. How can I be sure that I'm keeping up with all of my degree requirements?***

For the programs that have a pre-major for students preparing for admission to their programs (Pre-Med, Pre-Vet, Nursing, etc), Degree Works will only review

your General Education Core and some program entrance requirements. You should work closely with your advisor for requirements.

***Q: What is a Catalog Year?***

The catalog year determines which catalog/degree requirements students follow to obtain a degree. Students may update the catalog year to a more current year by contacting their advisor.

***Q: How often is the data extracted from Banner into Degree Works?***

Degree Works data is refreshed nightly from the Banner Student Information System. Any modifications made to student data in Banner (i.e. registration, change of major, change of grades, etc.) will be reflected in Degree Works within 24-48 hours.

***Q: What should I do if my Degree Works Audit says I still need a course that I know I completed or do not need to take?***

Contact your adviser or send an e-mail to [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu) indicating you have a Degree Audit issue.

***Q: Can the Online Audit help me decide what courses(s) I should take next quarter?***

The audit will show you the courses you need. To learn more about the courses and confirm if you have met the prerequisites click on the course prefix/number to see a description and the prerequisites for the course.

***Q: Am I able to change my catalog year to meet a different set of requirements?***

Students may either chose to be audited under their original catalog requirements or the requirements of a more recent catalog. No other catalog years may be used. Students may use the *What If* feature to determine which catalog year requirements are most beneficial.

***Q: When I run a What If audit, my petitions do not show up. Does this mean that they no longer apply?***

Although approved petitions may not show up in a *What If* audit, they still count toward your degree program. All approved petitions will be manually applied to the degree program for which they were approved at the time of your graduation, regardless of which catalog you choose to graduate under.

***Q: Will my petitions still apply after I change my major?***

Petitions apply only to the degree and major for which they were approved. If you change your major or degree, a new petition will need to be submitted and approved.

***Q: How does a previously earned degree affect my plan?***

If you have a baccalaureate degree on record, your audit should show that all General Education Requirements have been satisfied by a previous degree. The pre-major/major, concentration and/or minor requirements will display as usual.

***Q: How do I use Degree Works to plan my course schedule?***

Requirements with an open, red box at the left are unfulfilled requirements. To the right of each requirement, you'll see a course or a list of courses that you can complete to fulfill each degree requirement. Review your unmet requirements and choose the courses you would like to take. See Student Planner PowerPoint at [www.eou.edu/registrar/degreeworks/](http://www.eou.edu/registrar/degreeworks/)

***Q: Are in-progress courses applied to my audit?***

Courses you are currently taking or have registered for in a future quarter are included in your degree audit. These courses are applied into the requirement block(s) where they meet a specific requirement with a grade of IP for *In-progress*. You will also see them grouped in a separate section titled *In-progress* near the bottom of the Audit. Please be aware that the total credit counts listed near the top of your audit include in-progress credits.

***Q: Who can see my Degree Works audit?***

You can access your Degree Works audit through your Webster account online. Staff advisors, faculty advisors, college Deans, and selected staff in the Registrar, Admissions and Enrollment Management offices will also have access to your audit.

***Q: What if I want to pursue multiple degrees and receive separate diplomas for each?***

Students must submit a *separate* Applications for Graduation, for each degree they wish to earn. Students must complete 36 credits beyond the total credits required for each degree. For example, if your first degree requires that you complete 180 credits, you must complete 216 total credits to earn your second degree. Please note that the 36 credit requirement is not viewable within your Degree Works audit. However, you will still be responsible for fulfilling this requirement.

***Q: What if my program requires advisor approved electives?***

While you may see courses filling into advisor approved elective slots within your audit, the Registrar's Office must receive written approval from your advisor before this requirement will be complete. We encourage advisors to use the *Note* feature in Degree Works to convey a student's advisor approved electives. Once the note has been added by the appropriate advisor and Registrar's Office has been notified, we can apply the approved course(s) and manually complete the requirement.

***Q: Do I automatically graduate if everything is checked off?***

No. To graduate, you must submit an application for graduation. The Registrar's Office will verify all degree requirements and if successfully completed your degree will be posted.

***Q: My advisor/instructor/friend told me that a class would work to meet a requirement, but Degree Works is not pulling it into that area. What do I do?***

In order for students to graduate from EOU, they must meet the requirements of their major program as stated in the EOU catalog. If an advisor or instructor tells a student that a particular course would work instead of what is written in the catalog, the student needs to work with their department to make sure any necessary petitions have been submitted and approved. Students should utilize their Degree Works audit to verify that all of their requirements are complete and to track petitions. If a petition is not noted in Degree Works, it will not be considered when the Registrar's Office completes the final audit.

***Q: I just submitted an Academic Petition, Change of Major form, Change of Grade form, or added/dropped a class. How long will it take to show up in Degree Works?***

Our system is refreshed on a nightly basis, so any changes made to your account should appear in Degree Works the day after they are processed. *Please note that it may take days or weeks before we receive a document. Only documents that we have received and processed will be updated overnight.*

***Q: I see an approved petition in Degree Works, but it is not applied within my audit. Why not?***

A petition may appear at the bottom of your degree audit but not within your actual audit for a few reasons:

1. The petition was approved for a different degree. A petition approved for a BS in Anthropology, for example, cannot be applied to BA in Anthropology or a BS in Biological Sciences. Petitions are approved for one degree and major only.
2. A Degree Works error has removed the petition from your audit. If this appears to be the case, please email [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu) from your EOU Webmail account with your full name and student ID number.

***Q: What is the Planner feature?***

The Planner is a tool for you to arrange course requirements into future quarter blocks. You and your advisor may find this helpful as you forecast your academic career. It is recommended that you create an active plan and keep it up-to-date, as this information may be used by university administrators to determine the demand for various courses in future terms. See Student Planner PowerPoint at [www.eou.edu/registrar/degreeworks/](http://www.eou.edu/registrar/degreeworks/)

***Q: Will putting courses in my planner change the way my audit looks?***

No. Nothing entered on the Planner will affect your actual audit. You can, however, see how the courses you have entered in your planner will apply in your audit by checking the boxes next to the quarter blocks that you wish to include (check all of the boxes to see how your audit will look if you complete your entire plan) and then clicking on Run a New Audit. In the audit on the left-

hand side of the screen, you will see how the planned courses applied to the various major/minor/concentration requirements.

***Q: Will my plans be saved?***

Yes. Degree Works will allow you to save all plans you create; however, only one plan may be marked as active.

***Q: Will my advisor be able to see my plan(s)?***

Yes. Your advisor can see your plan(s) and participate with you in the planning process. There is a Notes feature, as well, for your advisor to keep additional information. Only one plan at a time may be kept as an active plan. Your advisor will lock the plan that you expect to follow as your active plan and only your advisor can make changes.

***Q: If I put a course in my planner, am I automatically registered for that course in that future quarter?***

No. Your planner is for planning purposes only.

***Q: Is the course I planned guaranteed for that future quarter?***

No. Your planner is for planning purposes only. Please see the appropriate schedule of classes for availability of courses. If you discover that a course you had planned is not being offered, please contact your advisor.

***Q: Can I print my plan?***

Yes. There is a print button at the top of the planner.

***Q: What does Cumulative Calculator show?***

The Cumulative Calculator option on the GPA Calc tab will show what average you will need in your remaining credits to graduate with your desired GPA.

***Q: What does the Desired GPA Calculator show?***

The Desired GPA Calculator option on the GPA Calc tab will show various credit and grade scenarios in order for you to achieve your desired cumulative GPA..

***Q: Is the calculated GPA guaranteed?***

No. This is an estimate only.

***Q: How does Degree Works handle repeated courses?***

Degree Works adheres to EOU's repeat policies when producing a degree audit. Per the policy, the most recent occurrence of a particular course will be used to evaluate degree completion. Previous attempts will be excluded.

***Q: How does Degree Works determine which set of degree requirements to use?***

Degree Works uses a student's Catalog Year to determine the set of degree requirements to use when producing a degree audit.

***Q: Why am I receiving an error when I run a What If scenario?***

The "What If" tool requires that you make a selection in the "Major" field. Failure to select a major will result in error.

***Q: Why isn't the advisor showing when I run a What If scenario?***

Advisors do not display when a major different from student's current major is chosen within the What If tool.

***Q: Do I put courses that I've already completed on the Planner?***

No. The Planner is only intended for future classes, not classes which you've completed or in which you're currently enrolled.

***Q: Do all degree requirements have to be accounted for in the plan?***

No. You can use the Planner to map out as much or as little of your degree plan as you'd like.

***Q: I am already a junior. Is it too late for me to use the planner?***

No, you can start using the Planner at any time. It doesn't matter if you're a freshman planning your next four years of study, or a senior with one semester left. The features of the Planner will still help you ensure that you've identified all of the courses you need to complete for your degree.

***Q: I'm undeclared. Do I have to wait to use the planner until I declare a major?***

No, but it is recommended.

***Q: If a course has prerequisites, will the Planner notify me if I place it in my plan out of sequence?***

No. You will want to review your plan with your advisor to ensure that you have courses in the proper sequence. You can also review the course descriptions in the catalog for prerequisite information for each of your courses.

You can access catalog course descriptions in one of two ways. You can click the link for any needed courses that are listed in your Degree Works worksheet, and a new window will open with course descriptions that fulfill that requirement.

***Q: Who has access to the plans I create through the Planner?***

Your advisor, as well as faculty members and administrators who have access to Degree Works, will be able to access your plans.

***Q: Will my advisor make my plan for me?***

No. In most cases, students will make plans and share them with their advisors. Your advisor will be a resource for you if you have questions, and you will want to ask your advisor to review any plan you create.

***Q: How can I share my plan with my advisor to make sure that it's correct?***

Your advisor can log in to Degree Works and review your plan online. You can also print your plan by using the print link in the upper-right hand corner of the planner and take a copy of your plan to your advising appointment.

***Q: Can I make more than one plan?***

Yes, but you can only mark one plan as active.

Because the University will gather information from these plans to help us with course scheduling, we want to be sure that we do not gather multiple sets of data from the same person. Therefore, if you create more than one plan, please check the active button for the plan that best describes your degree completion plans.

***Q: How often should I update my Planner?***

At a minimum, you should review and update your planner every quarter before you meet with your advisor. You should also update your plan when you drop a course, receive an unsatisfactory grade in a course, or make any other changes that affect your degree progress. Once a quarter ends and your grades are placed on your records, you'll no longer be able to update information for that term. The information for that term will appear at the bottom of your plan as completed coursework.

***Q: When I view my worksheet on the Worksheet Tab, my planned courses are no longer listed.***

That's supposed to happen. Your worksheet shows you the courses you have already completed or are registered in. Your planned courses will only appear when you are in the Planner section of Degree Works, after you have generated a worksheet using the "Process New" button.

***Q: I currently keep my own notes on my advisees. What are the benefits of switching to this new system?***

With Advising Notes, any notes you enter become a part of a student's record, and any faculty or administrative staff member who has access to Degree Works can view those notes. This allows any individual working with a student – including future advisors – to have a more complete understanding of the student's advising history. This also helps us work together to hold students accountable for following-through on advise they were given. In addition, because Degree Works is a secure, web-based product, you can easily access your advising notes from any internet connection.

***Q: Will students be able to see the notes I enter?***

You can choose. If you click the "Not Available to Student" box that appears over the note entry box, the student will not be able to see the note. If you do not check this box, the student will see your note at the end of his or her worksheet. There may be times when you might split your entry into two notes, part that the student can view and part that the student cannot. However, any faculty or administrative staff

member with access to Degree Works will be able to view all the notes on a student's record.

***Q: I need to record more specific information on a student. Can I enter notes without using the drop-down menu?***

Not at this time. These advising notes are designed to be general in nature, and to record the basic content of an advising session. To ensure consistency, entries are limited to standardized selections from the drop-down menu. For detailed or particularly sensitive information, we recommend that you continue to keep written notes and store them in a secure location.

***Q: How did you decide what notes to include in the drop-down menu?***

The drop down list is mostly standard topics. While we realize that these topics will not cover every advising situation, we believe they include the most common topics. We have added a few for specific use. If you have a suggestion for an item that is not listed, please send an email to [registrar@EOU.edu](mailto:registrar@EOU.edu).

***Q: I often have advising discussions with students who aren't my assigned advisees. Can I add notes to any student's record?***

Yes, and we encourage you to do so.

***Q: Where can I get more information about how to use Degree Works?***

If you have questions or suggestions after reviewing that material, please email the Registrar's Office at [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu), or stop by our office in Inlow Hall 105.

***Q: Who should I contact if I still have questions?***

Your first point of contact should be your academic advisor. If you still have questions after that meeting, contact the Registrar's Office at [Degreeworks@eou.edu](mailto:Degreeworks@eou.edu) (send this from your EOU e-mail address so we can securely respond back to you by email) or stop by our office in Inlow Hall 105.

Updated: April 23, 2013