

OAS&A – FAQs for Students

1. When will classes resume?
 - a. As Fr. John noted in his [message on March 18th](#), online learning will continue throughout the end of the spring 2020 semester.
2. When will I receive my midsemester assessments?
 - a. The deadline for faculty to submit midsemester assessments is now Monday, March 23rd. Students can expect to receive them a couple of days after the deadline.
3. Are course registration dates going to be adjusted?
 - a. Course registration has been delayed by a week. The new registration dates are as follows:
 - i. Class of 2021 will register March 31st
 - ii. Class of 2022 will register April 2nd
 - iii. Class of 2023 will register April 6th
 - iv. Registration closes April 8th
 - v. Fall 2020 Add/drop and Summer 2020 registration begins April 20th
4. When will I receive my PIN for registration?
 - a. You will still receive your PIN from your primary advisor. Contact your advisor to set up an appointment to go over course selection and receive your PIN.
 - i. Advising for Classes of 2021 and 2022 will take place between March 17th – April 2nd.
 - ii. Advising for Classes of 2023 will take place during the week of March 23rd – April 4th.
5. Who is my primary advisor?
 - a. Your primary advisor is the faculty member assigned from within your major. You can confirm who your advisor is by looking at the top of your audit, or through myHill, navigating to [Students > Academics > My profile](#) (in upper left corner). Your advisor is listed within your profile page.
6. Can I drop a class still?
 - a. There is a difference between “dropping” a course or “withdrawing” from a course. The deadline to drop a course, which would remove a course completely from your transcript, was at the end of the regular add/drop period, January 23, 2020.
 - b. The deadline to withdraw from a class has been extended until the last day of classes, April 29th. A course withdrawal remains on your transcript with a notation of a W.
7. How do I withdraw from a course?
 - a. Use the [online Course Withdrawal Form](#) to submit your intention to withdraw. You must also receive email approval from your professor, and forward your professor’s approval to the Office of Academic Service & Advising via academicservices@stonehill.edu
8. How many credits do I need to be full time?
 - a. Full-time students must be enrolled in at least 12 credits.
9. What if I need to withdraw from a class, and that would drop me below 12 credits?
 - a. This might be an option but it also potentially could have ramifications, including a significant impact on billing. Please contact your counselor in Student Financial Assistance (508-565-1088, finaid@stonehill.edu) before initiating a drop down to part-time status. Students who intend to drop below 12 credits will also need to [schedule an appointment](#) with Zach Brown, Director of Academic Services & Advising for approval before the withdrawal will be processed. You can access our online withdrawal form [here](#).
10. I have a question about course selection, who can I ask?
 - a. Try contacting your primary faculty advisor for help with course registration, suggestions on which classes to take, and help with academic planning. The Office of Academic Services & Advising is also open and available as a resource. To schedule a virtual appointment, please use the following [link](#).

11. I have a hold on my account and can't register. How do I resolve my hold remotely?
 - a. Depending on what kind of hold is on your account, you will need to contact the appropriate office directly. To confirm the type of hold, please review your 'Student Profile' on myHill: [Students>Academics Resources>Student Information>My Profile](#).
12. How do I make an appointment with an advisor in Academic Services & Advising?
 - a. [Use this link to schedule an appointment](#), which will be held via phone or video conferencing.
13. I'm having difficulty managing my schedule or my current academic workload with the new online format for classes. What do I do?
 - a. First, express your concerns directly with your professors. It is certainly a challenging time for everyone, and professors should be open to helping. You may also [schedule an appointment](#) with an advisor in Academic Services & Advising to discuss your situation in more depth. Also, check out the [CWAA page](#) for help on subject specific tutoring.
14. I don't have reliable access to the internet or technology from home. What are my options for continuing my classes?
 - a. There are a number of internet access resources being offered by service providers during this time to aid remote learning. [Refer to this list](#) provided by the Department of Information Technology for more information.
15. Who can I talk to about a Mid-Semester Assessment?
 - a. First, express your concerns directly with your professor. It is certainly a challenging time for everyone, and professors should be open to helping. You may also [schedule an appointment](#) with an advisor in Academic Services & Advising to discuss your situation in more depth.
16. Can I switch one of my current classes to be Pass/Fail now?
 - a. The deadline to declare a course pass/fail was January 30, 2020. As of now, the College has no plans to transition to a pass/fail format for the Spring 2020 semester.
17. Can I change my primary advisor?
 - a. You may use the [Change of Advisor Request Form](#) to submit a request for a change. Advisor changes will be processed after course registration, so you should still contact your advisor as currently listed on your audit.
18. I'm having trouble connecting to my class or using a specific online platform. Can I get help?
 - a. The Department of Information Technology is available to students and all members of the Stonehill community for support. You can contact them a number of ways to request assistance: (508) 565-1111 or service-desk@stonehill.edu. Their hours follow a typical business day (EST), Monday - Thursday: 7:30am to 5:00pm and Friday: 7:30am - 4:30pm. They also have a [knowledge base for technology support](#) that may address some of your concerns here.