

## DEGREE AUDIT FREQUENTLY ASKED QUESTIONS

### Audits:

- **Who can use u.achieve?**
  - U.Achieve will be utilized by all faculty and staff for Undergraduate students entering Fall 2018 and Graduate students entering Summer 2017.
- **What do I need to access u.achieve?**
  - U.Achieve is only accessible by visiting the Ramapo College Intranet Website.
- **How frequently is my information updated in u.achieve?**
  - U.Achieve is a real time system. As soon as the student makes change(s) to his/her schedule it will be reflected on the student's audit. Additional time, will be needed to process Exceptions. An [Exception](#) may require additional approvals before it is processed.
- **"I can't find this student. Do they need to be added to the degree audit system?"**
  - Confirm that you are entering the correct spelling of the student's name or the correct student ID number. If everything is correct, contact the Office of the Registrar.
- **"When I run an audit, I get an audit, but when I open it, an error displays in red lettering."**
  - Contact the Office of the Registrar.

### Interpreting the Audit:

- **"How do I decide which catalog year option to select for a student's what-if audit?"**
  - The catalog year is based upon when the student was admitted to Ramapo College. Students admitted after Fall 2018 for Undergraduates and Summer 2017 for Graduate students will use the U.Achieve system. Students enrolled at Ramapo prior to these terms will utilize the CAPP degree system.
- **"How do I open all sections to see my full audit?"**
  - Click  **Open All Sections** located at the top of the page. This will open all requirements and subrequirements.
- **"In my major it states, Required Concentration See Advisor for Options." What does that mean?**
  - Some majors require student to select a specific area or areas of study. If you are enrolled in this given major, you will need to decide what your concentration will be before an audit can be generated. The audit may change depending upon the concentration you select.
- **What is a residency requirement? Do I have to live on campus for this to be complete?**
  - A residency requirement requires a minimum of 50% of your major and/or minor to complete at Ramapo College. This requirement does not include transfer courses or 0 credit courses taken at Ramapo College
- **Credits/Course isn't falling where it should."**
  - If the course entered does not match the course needed exactly, but has been approved as the same course a Course Substitution may be utilized to make the courses equivalent. If there is another situation, contact the Office of the Registrar.

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- **Why do some requirements have different colors and marking next to them?**
  - U.Achieve uses pictorial symbols to demonstrate a student's progress.
    -  - Complete Green Box Black Check Mark—A Requirement or sub-requirement has been completed.
    -  - Unfulfilled Red Box Black X-A requirement or sub-requirement has not been completed
    -  - In Progress Blue Box with three black ellipsis marks means the requirement or sub-requirement is in the process of being completed.

### Graphs/Charts

- **What are these graphs and charts on the degree audit?**
  - The graphs and charts on the audit are a visual representation of your degree progression at Ramapo College.
- **My graphs did not print! How come?**
  - Graphs and charts do not print for a student's audit.

### Exceptions:

- Please contact the Office of the Registrar for all questions concerning exceptions and exception processes.

### Questions???

- **Who do I contact if I have an issue with u.achieve?**

Issues with U.Achieve can be directed to the following departments:

  - **Advisement and Course Planning:**  
Center for Student Success  
Location: D-207  
Phone: 201-684-7441  
Email: [success@ramapo.edu](mailto:success@ramapo.edu)
  - Or  
Assigned Major Adviser
  - **Course/Program related questions:**  
[Office of the Registrar](#)  
Location: D-224  
Phone: 201-684-7695  
Email: [reg@ramapo.edu](mailto:reg@ramapo.edu)
  - **Catalog Requirements**  
Consult the Ramapo College Catalog on the web
  - **Technical Requirement:**  
Informational Technology Helpdesk  
Location: E-115  
Email: [helpdesk@ramapo.edu](mailto:helpdesk@ramapo.edu)