

Frequently Asked Questions for Current Students

Note: For program-specific questions, please contact your advisor.

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ONLINE COURSE ACCESS

1. **Where do I go to access my online course?**
 - a. To access your online course, go to <https://blackboard.albany.edu>.
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TECHNICAL SUPPORT

1. **Who do I contact for Blackboard and MyUAlbany technical support?**
 - a. For technical support, contact Information Technology Services at <http://www.albany.edu/its/>. You can also reach them at (518) 442-4000.
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MY ADVISOR INFORMATION

1. **How can I find out who my advisor is?**
 - a. Your advisor's name and contact information is listed in your initial acceptance letter sent out by the university.
 - b. In MyUAlbany, click on the "Academics" tab. Under "Enrollment Tools", select "My Class Schedule". Next, click on the "My Academics" tab. Last, click on "View my advisors".
 - c. If you still cannot locate your advisor, contact Barbara Brunner at bbrunner@albany.edu.
2. **When should I contact my advisor?**
 - a. You should first contact your advisor when you receive your acceptance letter.
 - b. You should contact your advisor prior to the beginning of a new semester for advisement and to request your advisor verification number (AVN).

3. How should I prepare for a meeting with my advisor?

- a. Review your planning sheet and courses you've taken.
- b. Review courses offered for the upcoming semester and choose course you want to take as well as backup courses.
- c. Think of any questions you might need to ask your advisor.

Note: If emailing your advisor, you may want to provide a copy of your planning sheet in addition to the courses you are planning to take and any questions you might have.

4. What should I expect of my advisor in an advisement meeting?

During your advisement session, you can expect your advisor to discuss with you which courses you suggest are appropriate for the upcoming semester. In some instances, your advisor may recommend different course selections. Your advisor cannot advise you on initial or professional certification (see below for this information). Essentially, your advisor will review and approve course you propose for the upcoming semester and issue you your AVN.

5. Should I expect my advisor to contact me?

No. You are responsible for initiating the advisement process prior to each term by contacting your advisor.

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ADVISEMENT PROCEDURES

1. Contact your advisor for your advisor verification number (AVN).

- a. Each semester, you will contact your advisor for advisement on what courses you will take for the upcoming semester. During this time, your advisor will provide you with an advisor verification number which you will need to register. Advisement may occur in person, via Skype, or via email. Contact your advisor to set up a meeting.

2. Contact etapcpn@albany.edu for the course permission number (CPN).

- a. After you have contacted your advisor and received your AVN, you will contact etapcpn@albany.edu for the course permission number. You need to supply the following information to advisement: **(1) ETAP Course Number** (i.e., ETAP 524); **(2) the Class Number** (you can locate this in the schedule of classes); **(3) the Semester you're requesting the class for.**

Note: If you are taking a course outside of the department, you need to contact that department for specifics to see if a CPN is required to register.

3. How to register once you have both your AVN and CPN(s).

- a. In order to input your AVN, go to MyUAlbany. Click on the "Academics Tab". Under "Steps to Enroll", click on "Enter My AVN".

- b. In order to input your CPN, go to MyUAlbany. Click on the “Academics Tab”. Under “Steps to Enroll”, click on “Enroll, Add, or Drop Classes”.

4. Additional information on how to register.

- a. For additional information on how to enroll in a course, go to MyUAlbany. Click on the “Academics Tab”. Under “Steps to Enroll”, click on “Enrollment Instructions”.

5. Common problems students have.

- a. Attempting to register before registration opens.
- b. Attempting to use a CPN for the wrong class number (section)
- c. Not having obtained an AVN prior to attempting to enroll.

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REGISTRATION PROCEDURES

1. When can I register for classes?

- a. You can see when you can register for course by viewing the academic calendar found here: http://www.albany.edu/registrar/academic_calendar.php.

2. Where do I get course permission numbers for ETAP courses?

- a. Degree students should email ETAP advisement after receiving an Advisor Verification Number (AVN) from their advisor at etapcpn@albany.edu or call (518) 442-5090.
- b. Non-degree students should contact ETAP advisement for an Advisor Verification Number (AVN) at etapcpn@albany.edu or call (518) 442-5090.

Note: If you are taking a course outside of the department, you need to contact that department for specifics to see if a CPN is required to register.

3. Where can I find the schedule of classes?

- a. You can find the schedule of classes here: <http://www.albany.edu/registrar/schedule-of-classes.php>. When registering for summer courses see <http://www.albany.edu/summer/> for session dates.

4. I am an international student. How many online courses can I take per semester?

- a. As an international student on an F1 or J1 visa, you are required to take 4 courses per semester. Of those 4 courses, only one can be an online course. For more information, contact International Student and Scholar Services at <http://www.albany.edu/iss> or call (518) 591-8172.

5. I want to register for a course outside of the department. Do I need a permission number?

- a. You need to contact the individual department to see if you need permission numbers to register for their courses. In the schedule, it will usually indicate that permission of instructor is needed to register if you need a CPN.

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TRANSFER OF CREDIT AND ADVANCED STANDING CREDIT

1. How many credits can I transfer in from another school?

- a. You can transfer up to 6 credit hours from a different school pending your advisor's approval and providing you earned a "B" or better in the course. You will need to complete the transfer of credit form located here: http://www.albany.edu/Transfer_Credit_Fill_in.docx. Please read the second page of the form in its entirety for the requirements and to ensure you are submitting the required materials.
- b. After completing the form and gathering necessary materials, email the completed packet to your advisor.

2. I already have one Master's degree. Can I transfer credits from that degree into the program?

- a. Yes, you can complete an advanced standing form and transfer up to 9 credit hours into the program provided they are reasonable substitutes for courses offered by the department. You must use the "Advanced Standing Credit in a Doctoral Program or Second Master's Degree" form to apply for advanced standing: http://www.albany.edu/graduate/assets/Advanced_Standing_Application_fill_in.docx. Do not use the "Transfer of Credit Request" form for this. Please refer to this page, http://www.albany.edu/graduatebulletin/requirements_resident_study_second_masters.htm for detailed information on advanced standing.

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GRADUATION AND APPLYING FOR GRADUATION

1. What do I need to do in order to graduate?

- a. In order to graduate, you need to complete the appropriate planning sheet(s), submit that (those) to Barb Brunner (bbrunner@albany.edu), and apply for graduation. You can download your planning sheet(s) here: http://www.albany.edu/etap/planning_sheets_mock.php.

2. When can I apply for graduation?

- a. You can see the deadline for applying for graduation by viewing the academic calendar found here: http://www.albany.edu/registrar/academic_calendar.php.

3. How do I apply for graduation?

- a. In order to apply for graduation, log onto MyUAlbany. Next, click on the Academics tab. In the right column, scroll down until you see "Graduation". You should see a link that says "Apply for Graduation". You can also apply for graduation on the Graduate Education tab under "Application and Graduation Information" in the left-hand column. Apply for graduation after you have sent your completed planning sheet(s) to Barb Brunner (bbrunner@albany.edu).

4. How do I apply for graduation from a certificate program such as the Certificate of Online Learning and Teaching (COLT) or the Certificate of Graduate Study in English as a Foreign Language?

- a. In order to apply for the COLT or the EFL certificate, log onto MyUAlbany. Next, click on the Graduate Education tab. Then, select "Supplemental Degree Application" under "Application and Graduation Information" in the left-hand column.

5. How do I find out about commencement?

- a. You can find that information here: <http://www.albany.edu/commencement/>

6. How do I know if I've met my degree requirements?

- a. You can find that information here:
http://www.albany.edu/commencement/graduation_requirements.php

7. When will I receive my diploma?

- a. You can find that information here: <http://www.albany.edu/registrar/degree-application.php>

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APPLYING FOR CERTIFICATION

The information below is for general reference only. Contact Pathways into Education Center (PIE) at (518) 442-4988 or Heidi Audino at haudino@albany.edu for specific information.

Unfortunately, the University at Albany cannot advise you on what coursework to take to satisfy NYSED requirements for an additional certification in Childhood Education. If you have not already done so, you would need to apply to NYSED for an evaluation of your transcripts. They would evaluate what you have done and then inform you of what additional coursework and/or exams you need in order to be eligible for this certification. You would then need to match up coursework to meet their requirements. Additional information on this can be found at <http://www.highered.nysed.gov/tcert/certificate/transeval.html>.

For a list of courses being offered, go to <http://www.albany.edu/registrar/schedule-of-classes.php> and select the term you are interested in. For individual course descriptions, go to the individual department' websites. These can all be accessed through www.albany.edu/education.

The School of Education offers two programs which are NYSED approved programs leading to your Professional Certification.

The first program is the MS ETP program. This is a 30-32 credit program which can be completed mostly online, yet may require some on campus coursework. Admission requirements and application deadlines can be found at <http://www.albany.edu/graduate/educational-theory-and-practice-ms-degree.php>.

The second program is the MS Literacy. There are three tracks which can be pursued, one being Literacy, grades 5-12. Upon completion of this program, you would be eligible for an additional certification in Literacy. Admission requirements and application deadlines can be found at <http://www.albany.edu/graduate/literacy-ms-degree.php>.

There are additional programs which are considered “related Master’s”. (See <http://www.highered.nysed.gov/tcert/certificate/relatedmasters.html> for information on what constitutes a related Master’s.) The MS CDIT program is one of these programs. Application deadlines and admission requirements can be found at <http://www.albany.edu/graduate/curriculum-instructional-technology-ms-degree.php>.

The MS in Curriculum Development and Instructional Technology (CDIT) is not a NYSED approved program leading to Professional Certification. Yet, it is considered a Related Master’s Degree per NYSED. Information on this can be found at <http://www.highered.nysed.gov/tcert/certificate/relatedmasters.html>. To apply for your Professional Certification using this program, you must apply and pay the State Ed application fee on TEACH through the **CERTIFICATE PROGRESSION** Pathway. You will **not** have a Program Code. You must also request to have an official, final UAlbany transcript sent to NYSED. If you took graduate courses at another institution, you may be required to send those transcripts also.

We do not offer any programs nor coursework that would lead to a grades 5-6 extension.
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APPLYING FOR MEDICAL WITHDRAWAL

[Request for Medical Withdrawal Form](#)

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