Degree Works Tips & FAQs

- **I cannot view the degree audit or the audit does not load properly/completely. What can I do?**

  Let us start by checking your Internet browser. The degree audit system works best using Mozilla Firefox. If you are unable to use Firefox and Google Chrome is your preferred browser, please make sure your PC is operating on Chrome 44.0.2403.155 or a newer version.

- **Too many community college transfer credits are being applied to the degree audit.**

  The degree audit system restricts the number of community college transfer credits that may be applied towards a degree based on the "CCTR" course attribute being attached to the coursework in Banner. Please review the student's transfer course information by running a transfer articulation report* (i.e., ZSAR2023 or ZSAR2027) or visiting SHATRNS. Only one-half of the credit hours required for a degree may be transferred from a community college (see pages 25-26 of the 2015-2016 Bulletin).

  Please, enter in CCTR or any other attribute code to view student transfer courses with the specified attribute in Excel.

- **A course that should be applied to a requirement in the audit is going to "Insufficient and Excluded Repeat Courses".**

  Have you checked to see if there is a repeat indicator on the course? When a student repeats a course, the higher grade is included while the lower score is included in the GPA. If an "RA" is next to the course on the student's transcript that means the course is only being included in the student's GPA. This is the reason the course is being sent to the "Insufficient and Excluded Repeat Courses" portion of the degree audit. Repeat indicators are attached to courses in Banner via a script. If you feel the repeat indicator was attached to the course in error, please contact the Records area of the Registrar's Office.

- **An honors course is not being applied to the corresponding requirement in the Honors block.**

  Please contact the Registrar's Office to confirm the course has the appropriate Honors course

attribute (e.g., HONR, HNSM) in Banner. If the course has the Honors attribute and the degree audit is still not working as expected, please contact the Degree Works team at degreeworks@southalabama.edu.

- A student has been classified as second degree, but the audit is not performing as expected.

  While the student may be listed with the "2nd Bachelor's" Student Type in Banner, the student must also have the corresponding second-degree student attribute (i.e. SDEG, USA2) for the degree audit system to recognize the student as second degree seeking. Please confirm the student has the appropriate attribute in SGASADD. If not, please contact the Registrar's Office. If the student does have the attribute and the audit is still not functioning as expected please contact the Degree Works team.

- I need a course in the "Not Counted" portion of the degree audit to apply to a degree requirement. What can I do?

  The student has likely exceeded the maximum number of community college transfer credits allowed to apply towards his/her degree. In order to make the course you want to use available, the "FOTL" (Force Over-the- Limit) course attribute will need to be added to the excess CCTR courses. Please provide the Registrar's Office with a list of the courses that need the "FOTL" attribute, making sure the total number of "FOTL" credits will match the number of CCTR credits that are above the maximum allowed for the degree. In addition to the course number(s), please include the term the course was completed and the institution where the course was completed (if the student has attended multiple institutions). Please note, the "FOTL" attribute will apply to the entire course and cannot be used to send a portion of the credits to the Not Counted area of the audit.

- The degree audit does not match the student's program of study/catalog year; a course is displayed as in- progress even though the grade has been entered, etc.

  If a change has been made to the student's program of study, catalog year, grade, etc. in Banner today, the change will automatically appear in the degree audit system tomorrow after the nightly refresh. If the change must be seen immediately in the degree audit system, the primary academic advisor(s) in the student's college can manually refresh the student's Banner data in Degree Works and then click "Process New" to refresh the audit.

- The degree audit displays two different catalog terms (e.g., the Gen Ed block displays the 2014-2015 catalog while the major displays the 2013-2014 catalog).

  Have you checked the student's SGASTDN record in Banner? If so, you may have noticed the different Field of Study types have different catalog years listed. This is the information feeding into the degree audit. Please contact degreeworks@southalabama.edu with the correct information. Once the student's Banner record has been updated, the Degree Works team will manually refresh the student's Banner data in the audit system and process a new audit so the changes appear immediately.

- If you believe, a substitution or other exception needs to be made to the student's degree audit, please contact the Degree Works representative for your college/school.
    - Pat Capps Covey College of Allied Health Professions: Dr. Julio Turrens (Karen LaSarge serves as proxy)
    - College of Arts & Sciences: Dr. Crystal Thomas
    - Mitchell College of Business: Cindy Nobles
    - College of Education: Kathy Beck
    - College of Engineering: Brenda Poole
    - College of Nursing: Kristyn Seawell
    - School of Computing: Vickie Speed
    - School of Continuing Education: Melanie McLain