

## **IUP Registrar's Office**

### **Frequently Asked Questions – *from the student's perspective***

#### ***What do I do if my grade for a particular class is incorrect?***

You should contact the instructor of the class. If he/she determines that the grade should be changed, the change is initiated on a Grade Change Form signed by the instructor, course department chair, course dean and student's dean. Once the required signatures are in place, the form comes to the Registrar's Office and the change is entered into the grade system. The student will be sent a corrected grade report by the Registrar's Office. Incomplete grades ("I") for which the work has been completed are converted to a grade via the process listed above. The student has until the end of the next regular semester to make up an incomplete grade or the "I" will be changed to an "F."

#### ***What do I do if I forgot my Personal Identification Number (PIN) for scheduling classes?***

You will need to report in person to the Scheduling Center, located in Clark Hall, to have the PIN reset. You will be asked to produce a photo ID card to prove your identification.

#### ***Where can I get my Alternate PIN number?***

Your Alternate PIN number is printed on your registration "Time Appointment Letter", which is given to your academic advisor. Should your Alternate PIN number become "inactive" because you entered the wrong number too many times, you will need to stop at your academic department office to have it reset.

#### ***How do I get registered for a class that is "Restricted" or "Closed"?***

If you are trying to register for a course and the message you receive is that the course is "Restricted -- you are not authorized to schedule this", you will need to contact the academic department offering the course for a restriction override permit. If the academic department decides that you have met the prerequisites, the proper departmental personnel will notify you to register yourself for a particular section of that course. If you try to register for a course that is "Closed", you must follow the same procedure--report to the academic department offering the course to receive permission to register yourself for the closed course.

#### ***How do I withdraw from a class?***

If you wish to withdraw from a course during the semester, you may process this course withdrawal yourself anytime after the end of the official Drop/Add period and up to two-thirds of the way through the semester. You can process the withdrawal yourself by entering the secure area in URSA. Class lists will automatically reflect your withdrawal. There are no forms to complete. (Special note: You will not be able to do a total university withdrawal from the URSA system.)