

### **My MU Plan FAQ – Student**

Q1: Who do I contact when one of my courses is not pulling correctly in My MU Plan?

A1: Please contact the Office of the Registrar by sending an email to: [mymuplan@marymount.edu](mailto:mymuplan@marymount.edu). Please include your full name and student ID number in the subject line and provide all relevant information pertaining to the issue (for example, course number and program requirement).

Q2: How can I communicate with my advisor about my plan? How can I see my advisor's comments?

A2: Students can submit notes and view their advisor's notes in My MU Plan under the Plan & Schedule menu on the Advisor tab. Students may also email their advisor with any questions or schedule an appointment to meet with their advisor.

Q3: Am I required to create a plan in order to register for classes?

Q3a/b: Am I required to submit a plan to my advisor for review in order to register for classes?

A3: Yes, all students must create a plan by adding courses to their timeline in order to register for classes.

A3a: **Undergraduate Students:** Yes! All undergraduate students are required to submit their plan to their advisor for approval in order to be able to register each semester (Exception: Summer schedules do not require you to submit your plan to your advisor in order to register for classes in the summer).

A3b: **Graduate Students:** No. Graduate students are not required to submit plans to their advisors for review in order to register for classes, but are highly encouraged to do so.

Q4: The "Degree Plan needs a current advisor review before you may register" warning appears at the top of my screen when I log in to My MU Plan. What does this mean?

A4: The warning indicates that you must submit your course plan to your advisor for review before you can register for classes. You must submit your plan each semester (except summer) even if you planned out all of your courses last semester and do not have any changes.

Q5: My course substitution is not showing up in My Progress. Who do I contact?

A5: Please contact your advisor and fill out the Course Substitution and Transfer form, which must be signed by your advisor and Associate or Assistant Dean.

Q6: My advisor told me I did not have to take a course or I could take a different course instead.

A6: You will need to complete a Course Substitution and Transfer form, which must be signed by your Associate or Assistant Dean.

Q7: I am trying to repeat a course but My MU Plan will not let me register for the course.

A7: To register for a repeated course you must have an Add/Drop form signed by your Associate or Assistant Dean. Please also see the Minimum Grade and Course Repeat Policy in the catalog to determine eligibility for repeating a course.

Q8: How do I read the Progress bars in My MU Plan to confirm I will be able to graduate on time?

A8: The Progress tab in My MU Plan has three progress bars: Progress, Total Credits and Total Credits from Marymount University.

- 1) The Progress bar gradually fills up when individual requirements are completed and appears in dark green. This bar is designed to give you a general overview of your progress through your degree program, but will not show complete until all requirements are met.
- 2) The Total Credits bar shows the minimum number of credits needed to receive a degree from Marymount. For example, all undergraduate programs require at least 120 hours; graduate programs vary by program. The total credits are calculated based on your completed credit hours (shown in dark green), your "in progress" hours (courses you are currently registered for), and the hours you have planned (yellow).

**Note: The credits for in-progress courses that are repeats will count the credits twice in the total credits bar until the repeated course is completed. For example, a student receives a passing grade in a 3 credit course (ex.: a C- in a science course), but the grade does not meet the minimum grade requirement in the major or Liberal Arts Core requirement (ex.: the science major requires a grade of C or better). In this example the total credits bar may show as 120 of 120 credits complete, yet one course is being repeated and the student will need an additional 3 hours in order to graduate. Please make sure you have 120 unique hours (not including remedial courses) if you plan to retake any courses.**

- 3) The Total Credits from Marymount bar shows the number of credits taken at Marymount University. Students must complete a minimum number of credits at Marymount in order to receive a Marymount degree (see Marymount Residency requirements).

**In order to graduate you must meet the minimum credits requirements in both the Total Credits bar and the Total Credits from Marymount bar.**