



Student FAQ's

The George Washington University Online Educational Leadership & Administration Program(s)

Can I truly be part of the University and study online?

Yes! 24/7 access and support surrounds you as a student with The George Washington University. In addition to taking your courses online, various systems of the University are also instantly accessible.

The University provides students access to their student records through the **GWeb** Information System (https://banweb.gwu.edu/BannerApp/ProdCartridge/twbkwbis.P_WWWLogin). Connect to review your personal information such as: address, telephone, schedule, account balance, and grades at any time.

Students are highly encouraged to initiate and utilize the free student email system, **GWMail** (<http://gwired.gwu.edu/sts/support/accounts/netid/>). With GWMail, students have over 6 GB of storage to stay in touch with GW.

Through **myGW** (<https://my.gwu.edu/login>), students can easily and quickly access GW online services in one location—receive only the information and services that you want. Your participation in actively including **myGW** in your experience of The George Washington University is vital as these services will enhance, simplify and allow you to participate more fully in the life of the University. More information about **myGW** can be found at <http://my.gwu.edu/mod/about/>.

Finally, as an online (off-campus) student, you have access to the Gelman Library and its many services. The library services (accessing articles or journals, searching for journals or book titles, even requesting books or articles that may not be available online) have been especially tailored to meet the needs of the off-campus student. (<http://www.gelman.gwu.edu/services/off-campus-student-services>)

Technical support for University systems is available by contacting ithelp@gwu.edu or by calling (202) 994-5530 during the hours of 7am-7pm EST, Monday through Friday.

How do I register for my Educational Leadership & Administration classes?

To assist you in following your official program of study and ensure registration in the correct courses, your registration will be coordinated between you, the University's e-learning partner, and the University. Each term you will confirm your registrations via an email to your e-learning Student Services support personnel.

What is the procedure for dropping a course?

During the registration period, you may drop courses without incurring either academic or financial penalty. Non-attendance does not constitute official withdrawal from a course. Should you desire to drop after the course begins, you **MUST** contact your e-learning Student Services support personnel as well as complete and submit a University Registration Transaction Form. After these steps are completed and the document is received, review and approval by the Dean will determine if any academic penalty will be incurred and refund policies for the online program will prevail for tuition/fees.

Do I take courses each semester?

Once admitted and accepted, you are expected to be continuously enrolled and actively engaged in fulfilling the requirements for your degree each semester of the academic year until such time as the degree is conferred. Failure to register each semester of the academic year (Fall and Spring) will result in your lapse of candidacy with the Graduate School of Education and Human Development. Subsequent readmission is then subject to any new conditions and regulations that have been established by GSEHD and there is no guarantee of readmission. The University and GSEHD do recognize a student may encounter situations that would preclude him or her from actively engaging in coursework. In these times, either registration for *Continuous Enrollment* or *Leave of Absence* may apply.

Continuous Enrollment is available for application and approval by the Dean if you will not be registering for courses in the current semester, but will be fulfilling a program requirement during that time. Program requirements may include comprehensive examinations (Master & EdS students), Praxis exams, previously approved transfer coursework or completing deficiency coursework (GW courses taken in a prior semester for which an 'I' or 'IPG' was received).

Leave of Absence may be applied for if, for personal reasons, you are temporarily unable to continue your program of study. The Dean may be petitioned for a leave of absence for a specific period of time, generally limited to two semesters, during the pursuit of your degree.

If either of these situations apply, you **MUST** contact the University/Program's Student Services staff as soon as possible and complete both an application and Registration Transaction Form. Once these completed documents are received, they will be reviewed and presented for decision to the Dean.

Please contact mbright@gwu.edu for more information.

What is Academic Integrity?

The University community, in order to fulfill its purposes, must establish and maintain guidelines of academic behavior. All members of the community are expected to exhibit honesty and competence in their academic work. As a new, continuing student, please familiarize yourself with The George Washington University's Code at <http://www.2.gwu.edu/~ntegrity/about.html>.

Colonial Central – what is it and why do I need them?

Any student who registers for classes in any semester or session incurs a financial obligation to the University. Payment of tuition and fees is due upon receipt of the Schedule and Invoice or at the time of registration. Except for students on a monthly payment plan, tuition is to be paid in full by the first day of the semester and the University reserves the right to revoke registration if you have failed to make full payment – you will not be permitted to attend class and a hold will be placed on your records. You are responsible for payment in full regardless of the receipt of a printed invoice.

Colonial Central is the University's centralized 'financial hub' that brings together the Student Accounts Office, the University Cashier, and the Student Financial Assistance (Financial Aid) Office all under one centralized and friendly setting. Whether you seek guidance for tuition payment and/or options, invoice errors, financial aid, Veteran's benefits, or refunds, the staff of Colonial Central is your source. Simply log on to <http://www.colonialcentral.gwu.edu/> or call 202-994-9000.

I need official records, whom do I contact?

The University Registrar maintains your official student records. These include your student name of record, address(es), transcripts (official grades), and issuing of your diploma among other items. To contact the Registrar's Office, simply visit their website (<http://www.gwu.edu/~regweb/web-content/index.html>) or call 202-994-4900.

Can I study or complete my degree with GW in a format other than online?

The MA and EdS degree programs are also offered in a face-to-face delivery format at two other off-campus graduate centers. While the MA coursework is the same, the online EdS is the only program to currently offer cognate coursework in the Special Education arena. While 'blending' the coursework (taking courses online at the same time you would attend courses at another GW graduate center) is not available – you can choose to request that your program be moved from the online campus to another GW off-campus graduate center. Currently, the two off-campus graduate centers that offer these advanced degrees are the Hampton Roads Center in Newport News, Virginia and the Alexandria Graduate Center in Alexandria, Virginia. (www.nearyou.gwu.edu)

If you desire to begin the process to move your campus – please contact mbright@gwu.edu for further guidance and assistance.