We are committed to ensuring that you have a quality academic experience during these challenging times. If you are having any issues with your courses, please contact Provost Leanne Neilson at neilson@callutheran.edu.

Registration Information
Have you registered for your next semester or term yet? Self-Service Student Planning and WebAdvisor are available for registration 24/7. If you need assistance with registration please reach out to your advisor or contact Academic Services at academicservices@callutheran.edu.

- Summer registration is open for all programs (15-week semesters, 11-week terms, and 8-week terms).
- Fall registration is open for the 15-week semesters, which includes the Traditional Undergraduate Students and 15-week Graduate programs.

Pass/No Credit (P/NC) Grade for Courses
For the spring semester/term we are allowing all students – in traditional undergraduate, Bachelor’s Degree for Professionals, and graduate programs – to receive a pass/no credit (P/NC) grade for any course. The policy applies to all courses, including those that satisfy Core 21 and major/minor requirements. Veterans, students considering graduate school, and those participating in employment reimbursement programs need to look into whether a P/NC grade will have a negative impact. Students who would like to change one or more courses to the P/NC grading option must fill out a P/NC form available on the Academic Services website and submit it no later than May 10.

Assistance with Blackboard and/or Zoom for classes
- Students needing technical support using Blackboard and/or Zoom should reach out to ITS and create a ticket at helpdesk@callutheran.edu or call (805) 493-3698.

Pearson Library
- To access the most current information about the library and its resources, including access to electronic textbooks and course reserves, visit here.
- Pearson Library continues to provide access to information, research consultations, and academic resources for the Cal Lutheran Community.
  - Print books will be made available through document delivery requests
  - All our databases remain available 24/7
  - Resources not accessible through the Pearson Library collections may be requested through Interlibrary Loan; however, these requests are limited to article and chapter requests.
  - Items currently checked out from the library can either be returned to the two outdoor library book returns (near chapel parking and next to library entrance), or request the items to be renewed.
  - For any library questions or needs, contact clulibrary@callutheran.edu.

Registrar and Student Success Services
- Student Success Counselors continue to serve students by virtual means. If you have academic-related questions, we recommend you send an email with your inquiry opposed to leaving a voice message. All student-counselor meetings will be via Zoom, Google, email or phone. Visit www.callutheran.edu/appointments to schedule a meeting. Bachelor’s Degree for Professionals students, contact your academic counselor in the Professionals program for
academic-related questions, counseling appointments, submitting forms, etc. (If you are not sure who your counselor is please call 805.493.3543.)

- All student academic records will be updated regularly. This includes processing academic-related forms such as add/drops, major/minor declarations, course substitutions, transfer approval forms, and transfer work. Many forms are available online at www.callutheran.edu/forms; paper forms will need to be submitted via email to Academic Services or your Student Success Counselor.
- Official transcript requests will be sent electronically or by U.S. mail. At this time, pick-up transcripts have been suspended. Visit www.callutheran.edu/transcripts to request a transcript.

Disability Support Services (DSS)
- DSS will be serving students via phone, email and Zoom. If you are scheduled for a DSS phone meeting, the number will appear as a private or unknown caller.
- Students with specific accommodation questions or concerns should feel free to contact DSS at dss@callutheran.edu. Decisions for modifications will be made on a case-by-case basis as it may depend on the individual class formats.
- DSS will continue to provide approved accommodations for students with disabilities. There may need to be some modifications to those accommodations to make them appropriate for virtual classes.
- Testing accommodations can be set up by individual faculty within BlackBoard with extended test time, etc., and we can help navigate these services. Notetaking services will continue as usual.

Writing Center
- The Writing Center will maintain all writing and presentation consultation services during regular hours M-F 10:00am-7:00pm and Sun 2:00-6:00pm, both synchronously and asynchronously. Schedule your appointments online.
- The writing workshop series for international graduate students transitioned to virtual format; Webinars via Zoom Recordings will be available on our website. These will continue, as originally scheduled, through the end of the semester.
- Writing resources are available to students, faculty, and staff on our website which includes writing analysis and support, citation styles, and professional development. Contact us at writingcenter@callutheran.edu or Assistant Director, Rona Koe (rlkoe@callutheran.edu) and Dr. Scott Chiu (chchiu@callutheran.edu) for any questions.

Math Center
- Starting Sunday 3/29, the Math Center will be offering tutoring via zoom during the hours of:
  - Sunday 2:00-3:45pm and 7:00-9:45pm
  - Mon-Thurs 4:00pm-9:45pm
- Tutoring can be accessed through the Math Center webpage at www.callutheran.edu/mathcenter.

Office of Education Abroad: Center for Global Engagement
- The OEA staff team remains available, however, not for walk-in traffic. Check the online resources or contact us at studyabroad@callutheran.edu or (805)493-3750.
- Frequently asked Q&A regarding Covid 19 are posted on the OEA Covid 19 Updates page. The team will continue to add content as questions are identified.
• All programs (independent, short-term, semester) have been cancelled for Spring and Summer 2020.
• Fall 2020 study abroad/away programs are scheduled to proceed as planned. In case there is need to change plans, Fall 2020 students have the option to register for the Fall 2020 semester during the upcoming course registration process.

Office of International Students and Scholars: Center for Global Engagement
• The OISS team remains available and can be contacted at international@callutheran.edu or (805)493-3750.
• Online appointments are available for scheduling using the online appointment request form with OISS.
• Frequently asked Q&A regarding Covid 19 are posted on the OISS Covid 19 Updates page. The team will continue to add content as questions are identified.
• Approval was received by the US government to allow F-1 students to complete the Spring 2020 semester/term with online/virtual education. International students must remain enrolled in their classes to meet full-time enrollment expectations and complete the course to keep their immigration status.
• International students are eligible to complete the semester/term and remain in status as an F-1 student while continuing their classes using the virtual format, even if they decide to leave the United States for the present semester/term.