Undergraduate Computer Science FAQ

If your questions are not answered by the document, please contact the appropriate person/department.

CONTACT INFO

Name	Email/Chat	Phone	Hours of Operation
Computer Science Front Desk	ComputerScience@ucdenver.edu https://discord.gg/j6cUwUKhm4	303-315-1408	Monday to Thursday: 9:00 a.m. – 4:30 p.m. Friday: 9:00 a.m. – 4:00 p.m.
Registrar's Office	Registrar@ucdenver.edu	303-315-5969	Monday to Friday: 9:00 a.m. – 3:00 p.m.
Admissions	Admissions@ucdenver.edu	303-315-2601	Monday to Friday: 8:00 a.m. – 5:00 p.m.
Bursar's Office	Bursar@ucdenver.edu	303-315-1805	Monday to Friday: 8:00 a.m. – 5:00 p.m.
Financial Aid	FinancialAid@ucdenver.edu	303-315-5969	Monday to Friday: 9:00 a.m. – 3:00 p.m.

Q **I need to talk to my advisor; how do I get in contact with them?**

A You can schedule an appointment with your advisor on Navigate. If you are having trouble scheduling an appointment, you can contact the Computer Science Front Desk.

Q **How do I contact the Computer Science Front Desk?**

A You can contact the front desk by emailing computerscience@ucdenver.edu. Please give us 48 hours to reply to you before you follow up with another email. We also have a Discord chat that you can connect to someone at our front desk.

NEW STUDENTS

Q **If I transfer in MATH 1401 – Calculus 1, do I still need to take the ALEKS Placement test?**

A No, you do not need to take the ALEKS Placement test.

Q **Why do I have a College Advising hold and what is mandatory advising?**

A All Computer Science students are required to meet with their advisors every semester before they choose their classes for mandatory advising. If you haven't met your assigned academic advisor, you can schedule an appointment through Navigate.

Q **What is Canvas and how do I access it?**

A Canvas is an online platform where your courses will be hosted. Faculty will share assignments, discussions, grades, etc. through this platform and you will interact with your instructor and other students. You can find tutorials at https://vimeo.com/showcase/6861074

REGISTRATION

Q **Why can't I register for my classes?**
A If you are trying to access your UCDAccess from home, connect to the Virtual Desktop. Also, check for different holds that you may have that could prevent you from registering. If you are using the Virtual Desktop and have no holds, then contact your assigned Academic Advisor for help.

Q **I can't access my UCDAccess/Canvas/Webmail account from home, how can I log into my account?**
A Utilize the Virtual Desktop to access your school account from home. You can find instructions for the Virtual Desktop at this link.

Q **How do I register for my classes?**
A There is a video that walks you through step-by-step how to register for your classes. You can get written instructions and the video at this link.

Q **Is my class remote or in-person?**
A You can check on the class format of the course while you register for the class. The description of each class format is included below. However, the first two weeks of courses (Jan. 18th to Jan. 28th) will be taught remotely. Your instructor will send you more information about how the class will be held before you start.

	In-Person	Hybrid	Remote	Online
	Primarily on-campus at pre-scheduled meeting times.	*Mix of pre-scheduled, on-campus meetings and flexible-schedule online learning components. May include pre-scheduled virtual meetings.*	*Virtually on Zoom with pre-scheduled meeting times. Other online learning materials provided. No on-campus component.*	*Online learning materials with a flexible schedule. Class takes place entirely online. No on-campus components.*
Meeting Location	On-campus	Zoom & on-campus	Zoom & Canvas	Canvas
Time	Scheduled class sessions	Scheduled class sessions	Scheduled class sessions	No scheduled meeting times
Class Delivery	Lecture, discussion, activities in-person, on-campus	Lecture, discussion, activities in-person and via Zoom	Lecture, discussion, activities in Zoom	Online modules with text, video, discussion, activities occurring virtually
Assignments & Activities	Delivered and completed in-person and/or via Canvas	Delivered and completed in-person and/or via Zoom and Canvas	Delivered and completed via Zoom and/or Canvas	Delivered and completed using Canvas
Interaction	Direct interaction occurs synchronously in classroom	Direct interaction can occur virtually or in-person (see instructor)	Direct interaction occurs synchronously in virtual environment	Class takes place entirely online

Q **The class is full, what do I do?**

    A If the class is full, you can waitlist a course. Wait-listing for a course doesn't guarantee that you will be in the class. If another student drops that course, you will be notified if you can register for the class. The last day to waitlist a class is January 23rd.

Q **How do I add/drop a class?**

    A You can drop or add a class to your UCDAccess account. Please keep the following dates in mind if you do change your schedule after classes have started.

- January 24th – Last day to drop without a $100 late fee
- January 24th – Instructor approval may be needed to add a class
- February 2nd – Last day to add your classes through your UCDAccess account and add a class with instructor approval

HOLDS

Q **What is the ASM and Academic Warning hold?**

    A The Academic Success Module (ASM) and Academic Warning hold are placed on a student's account when their cumulative GPA falls below 2.0. The hold will prevent students from registering for classes. To remove the hold, you need to successfully complete the ASM found in your Canvas Dashboard. You also need to raise your cumulative GPA above 2.0. You can contact your Academic Advisor to help you find resources to support you.

Q **I have a Balance Hold, what do I do to remove it?**

A Contact the [Bursar's Office](#) to pay off the balance so you can remove the hold. You can call them at 303-315-1800.

Q **I have an immunization hold, what does that mean?**

A Colorado State law requires students enrolled in one or more credit hours at CU Denver to comply with the State's immunization policy. This is a one-time requirement that is typically seen during your first semester of school. You can contact the Auraria Immunizations Office at 303-615-9997 to help you complete your form and remove your hold. For more information, you can visit [Auraria Health Center](#).

HEALTH-RELATED ISSUES

Q **I got exposed to/tested positive for COVID, what do I do?**

A If you were exposed or tested positive for COVID, then follow the [CDC](#) guidelines on isolation. You will need to do a [self-report](#) for CU Denver to determine if/when you can return to campus.

Q **Do I need to get my COVID vaccine?**

A All students are required to get a COVID-19 vaccine or file an exemption on the basis of medical, religious, or personal reasons. To fulfill this requirement, you will need [to self-disclose](#) your vaccination status.

Q **Where can I get my vaccine and/or booster?**

A You can schedule an appointment at the [Auraria Health Center](#) to receive your vaccine or booster.

Q **I am/My friend is struggling with my mental health, what can I do?**

A If you are personally struggling with your mental health, don't hesitate to reach out to our [Counseling Center](#). They can provide you with resources within and outside CU Denver.

A If you know another CU Denver student who is struggling, please submit a [CARE report](#) so our CARE Team can follow up with them. Our CARE Team is there to help students navigate through life's challenges and create plans to keep students safe and successful.