

Undergraduate Computer Science FAQ

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

Table of Contents

1. [Contact Information](#)
2. [Important Links](#)
3. [Advising](#)
4. [New Students](#)
5. [Registration](#)
6. [Holds](#)
7. [Health-Related Issues](#)

CONTACT INFO

| Name | Email/Chat | Phone | Hours of Operation |
|-----------------------------|---|--------------|--|
| Computer Science Front Desk | ComputerScience@ucdenver.edu https://discord.gg/j6cUwUKhm4 | 303-315-1408 | Mon. to Thur.: 9:00 am – 4:30pm Fri: 9:00 am – 4:00 pm |
| Registrar's Office | Registrar@ucdenver.edu | 303-315-5969 | Mon. to Fri.: 9:00 am – 3:00 pm |
| Admissions | Admissions@ucdenver.edu | 303-315-2601 | Mon. to Fri.: 8:00 am – 5:00 pm |
| Bursar's Office | Bursar@ucdenver.edu | 303-315-1805 | Mon. to Fri.: 8:00 am – 5:00 pm |
| Financial Aid | FinancialAid@ucdenver.edu | 303-315-5969 | Mon. to Fri.: 9:00 am – 3:00 pm |
| Auraria Health Center | N/A | 303-615-9999 | Mon. to Thur.: 8:00 am – 5:00 pm Fri.: 8:00 am to 3:00 pm |

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.

IMPORTANT LINKS

[Navigate](#)

[CU Denver Scholarships](#)

[CEDC Scholarships](#)

[Math Placement/ALEKS](#)

Below are other links that you can find in your UCDAccess Page (in red highlight)

The screenshot displays the UCDAccess page interface. At the top left, there is a 'University Dates & Deadlines' banner with a mobile phone icon showing '5:00' and 'Adding Classes at Open 3:00'. The banner text includes 'Census | February 2nd, 5pm' and 'Finalize Your Schedule now!'. To the right, there is a 'View and Pay Your Bill' tile showing '\$0' and a 'View/Pay My Bill' link. Further right is a 'Make an Appointment' tile with a red border and a speech bubble icon. Below these is a 'Student Center' navigation menu for 'Anna's Student Center' with icons for Academics, Admissions, Advisor, Class Search, Student Account, Financial Aid, Register for Classes (add/drop) (highlighted in red), Profile, Tasks - Holds, and Tasks - To-Do Items. To the right of the navigation menu is a 'Student Schedule' tile with the text: 'Your schedule and course information will display here after you have registered for courses in Student Center.' At the bottom, there are four tiles: 'Quick Links' (with 'Degree Audit' and 'CU Denver Calendars' highlighted in red), 'Student Resources' (with 'ALEKS Math Placement' highlighted in red), 'Apply for Scholarships' (with a ribbon icon), and 'CU Resources' (with the CU logo).




ADVISING

Q What is mandatory advising?

A Mandatory advising is when you are required to meet with your advisor every semester to check on your academic progress. Some examples of topics that you may talk about course selection, academic struggles, school resources, and internships.

Q What is a Degree Audit?

A Your Degree Audit is a tool that keeps track of your academic progress as you complete your degree requirements. You should be running your degree audit at least once a semester when you meet with your advisor. Red means “incomplete”, blue is “in-progress”, and green is “completed”.

- >  CU DENVER CORE: MATHEMATICS
- >  CU DENVER CORE: ARTS
- >  CU DENVER CORE: HUMANITIES

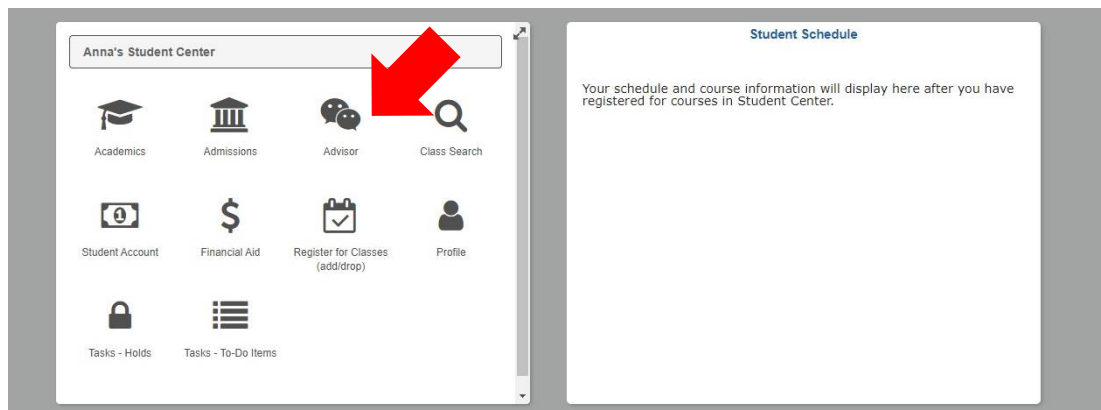
Q I need to talk to my advisor; how do I get in contact with them?

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 Who is my advisor?

A For newer students, you can find your advisor based on your last name. For continuing students, you may still have faculty or Christy Ridd as your advisor. You can find your assigned advisor in the UCDAccess (picture below).

- A-K is assigned to Anna Phan
- L-Z is assigned to Claire Kopp



NEW STUDENTS

Q What is ALEKS?

- A ALEKS is a math placement test that determines which math course you should start in. Depending on the score you receive, you will start in that math course. Talk to your advisor about your math course, as this could change your degree plan.

| Course # | Course Name | ALEKS Score Range | Prior coursework requisite(alternative to assessment) |
|-----------|----------------------|-------------------|--|
| MATH 1110 | College Algebra | 46 or higher | NA |
| MATH 1120 | College Trigonometry | 61 or higher | MATH 1109 or MATH 1110 with a C- or higher |
| MATH 1130 | Pre-calculus | 61 or higher | NA |
| MATH 1401 | Calculus I | 76 or higher | MATH 1109 or MATH 1110 and MATH 1120 with a C- or higher or MATH 1130 with a C- or higher or MATH 1401 |

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 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>

Q When is the deadline for...?

- A You can find deadlines for adding a course, dropping a course, doing grade forgiveness, etc. on the Academic Calendar.

Q (For international students), what do I need to do to get a visa to start school?

- A As an in-person program, you are required to have a visa to take classes at CU Denver. If you don't know where to start, you can connect with the International Student & Scholar Services ([ISSS](#)).

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 or VPN. Check for different holds that you may have that could prevent you from registering. If you cannot register after that, contact the CSE Front Desk.

Q I can't access my UCDAccess/Canvas/Webmail account from home, how can I log into my account?

A Utilize the Virtual Desktop or VPN 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 the class format of the course while you register for the class. The description of each class format is included below.

| | In-Person | Hybrid | Remote | Online |
|-------------------------------------|--|---|--|--|
| | <i>Primarily on-campus at pre-scheduled meeting times.</i> | <i>Mix of pre-scheduled, on-campus meetings and flexible-schedule online learning components. May include pre-scheduled virtual meetings.</i> | <i>Virtually on Zoom with pre-scheduled meeting times. Other online learning materials provided. No on-campus component.</i> | <i>Online learning materials with a flexible schedule. Class takes place entirely online. No on-campus components.</i> |
| 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, the first person on the waitlist will be moved into the course.

- A If you are wait listing for another section of the same course, make sure the “Drop ___ class if enrolled” function is checked when registering. If you do not indicate the class you want dropped if your first choice becomes available, you will not automatically enroll in your desired section.

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.
- August 28th – Last day to waitlist a course
 - August 29th – Last day to drop without a \$100 late fee
 - August 29th – Instructor approval may be needed to add a class
 - September 7th – Last day to add your classes through your UCDAccess account and add a class with instructor approval

Q When can I register for my courses?

- A Registration for classes is based on the number of credits that you have completed in your degree. You can find this date in your UCDAccess or checking the number of credits in your Degree Audit. Dates will vary each semester.

| UNDERGRADUATE STUDENTS |
|---|
| 125+ Credits & Special Groups: Thursday, April 7, 2022 |
| 105-124 Credits: Friday, April 8, 2022 |
| 90-104 Credits: Monday, April 11, 2022 |
| 75-89 Credits: Tuesday, April 12, 2022 |
| 60-74 Credits: Wednesday, April 13, 2022 |
| 30-59 Credits: Thursday, April 14, 2022 |
| 00-29 Credits: Friday, April 15, 2022 |

HOLDS

Q What is a Hold?

A A hold is an indicator about your account. Sometimes a hold can prevent you from registering for your courses until you complete a task (i.e. College Advising hold, Bursar's Hold, etc.)

Q Why do I have a College Advising hold?

A All Computer Science and Cybersecurity students are required to meet with their advisors every semester before they choose their classes for the following semester. This hold will be placed on your account every semester.

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. Contact your Academic Advisor to create a plan to ensure that you are successful.

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.