

## Student Success FAQs

### Student Success Coaches

#### **How will I know who my Student Success Coach is?**

You will receive an email from your Student Success Coach shortly after you deposit providing next steps to begin registration. Please check your Saint Leo email account.

#### **What is the role of my Student Success Coach as it relates to the first semester registration process?**

Once a student deposits, s/he will receive an email explaining next steps, including scheduling an appointment with the assigned SSC to complete registration for the first semester. *Please note that before a student can register for classes, s/he must sign the Registration Agreement.* The Success Coach and the student will then create the first semester schedule. The schedule will be sent to the student's Saint Leo email account and is accessible in eLion. If you have any questions about your schedule, or how to access it, please contact your Student Success Coach.

#### **Do student success coaches register Transfer students?**

Registration for incoming Transfer students is done by your degree program office. You will receive an email explaining the process after you deposit. If you do not receive an email within 14 days of depositing, please contact [student.success@saintleo.edu](mailto:student.success@saintleo.edu).

#### **I have not heard from my Student Success Coach. Why is that?**

Every student that deposits receives an email within 48 hours with information on how to get ready for the upcoming semester. If you have still not heard anything, the following could be why:

- 1) You have not submitted your deposit to the university. To do so, visit <https://www.saintleo.edu/campus>
- 2) You are not checking your Saint Leo email account. All communication from the university will go to this email address once you deposit.

#### **I received the initial email from my Success Coach, but have not received any more emails. Why is that?**

If you have not received any communication from your Success Coach since the email you received when you paid your deposit the following could apply:

- 1) Your Success Coach is waiting for you to complete your Placement Exams. Please visit <https://www.saintleo.edu/placement-testing> for instructions on how to complete these exams.
- 2) Your Success Coach is waiting for you to sign your Registration Agreement. If you are experiencing technical difficulties completing this document please contact T13, the university's technology services, at [helpdesk@saintleo.edu](mailto:helpdesk@saintleo.edu) please contact student.success

After you complete both of these tasks, please allow 5-7 business days for your Success Coach to get your placement exam results and create your schedule. If you have not heard anything within that timeframe, please contact your Success Coach.

### First Semester Registration

#### **How do I submit my official high school transcript, AP, IP, IB or Dual Enrollment credits to Saint Leo University?**

Please visit the Admissions website at <https://www.saintleo.edu/incoming-freshmen-admissions> for specific information on how to submit official transcripts and other documents.

**What should I do if I my schedule does not contain classes for my selected major?** This could mean two things: we have the wrong major on file for you or based on your major, the majority of the classes on your schedule are University Exploration courses. All Saint Leo students are required to complete UE courses throughout their program of study. You can learn more about this requirement here: <https://www.saintleo.edu/about-university-explorations>.

#### **I registered for classes. When should I get my textbook?**

The email sent to your Saint Leo account containing your first semester courses also includes information on how to purchase textbooks. Please note that the bookstore website may not allow you to purchase textbooks for fall classes until Mid-July.

### Placement Exams

The Placement Exam website also has FAQs! Please visit <https://www.saintleo.edu/online-placement-testing-registration-faqs>.

#### **How do I complete Placement Exams online?**

For step-by-step instructions on how to access placement exams including how to schedule an appointment with ProctorU, our third-party proctoring partner, please visit <https://www.saintleo.edu/placement-testing>.

**When should I complete Placement Exams?** You should complete Placement Exams no later than 2 weeks after you pay your deposit to Saint Leo University. Please note that your Student Success Coach will not register you in courses for the upcoming semester until Placement Exams are completed or waived.

**Do you have to take the placement exam if you are a transfer student with an AA degree?** Students transferring into Saint Leo University with an AA degree are exempt from Placement Exams. Please submit your official transcripts to the Admissions office as soon as possible so that your Success Coach can exempt you from these exams.

#### **Do I need to take math and English placement exams if I am transferring credits for one of the subjects?**

Your transcript will need to be evaluated in order to be waived from placement exams. Reach out to your Student Success Coach to get the specific requirements for Placement Exams based on your transfer credits.

#### **Will my Student Success Coach go over my placement exams with me or provide me with the scores?**

Your Student Success Coach will use your placement exam scores to place you in English and math course. If you have questions related to your course placement, your Success Coach can assist.

#### **How long after I complete my placement exams should I expect to hear from my Student Success Coach?**

Please note that you have to complete your placement exams and sign your registration agreement before your Success Coach can register you for classes. Please allow 5-7 business days for your Success Coach to get your placement exam results and create your schedule. If you have not heard anything within that timeframe, please contact your Success Coach.

**Do you have to take all placement exams the same day?** Yes. Please set aside up to 2 hours to complete placement exams before scheduling your appointment and logging in to complete them.

**Is there a study guide for the placement exams?**

No. The placement exam website outlines the areas students are tested on here: <https://www.saintleo.edu/placement-exam-information>.

Preparing to start your first semester

**I plan to participate in ROTC while at Saint Leo. How do I get started?**

Please notify your Student Success of your plans to participate in ROTC.

**I would like to request accommodations for a disability. Where do I start?**

The office of Accessibility Services is dedicated to ensuring equal access for students with disabilities at Saint Leo University. To get started, visit <https://www.saintleo.edu/accessibility-services>.

**How do I sign up for New Student Orientation?**

For information about NSO, visit <https://www.saintleo.edu/nso>.

**What else do I need to complete before the start of my first semester?**

To ensure you complete all of the tasks necessary to start your semester off right, visit <https://www.saintleo.edu/student-success-campus-new-lions>.

**I will be living on campus but have not begun the housing process. What do I do?**

Please visit <https://www.saintleo.edu/residence-life> for information on Residence Life at Saint Leo University.

Degree Programs and Courses

**Can I finish my BS in Biology: Biomedical before the 4 years, by taking additional credits and studying summers?**

Students are permitted to take up to 18 credit hours each semester. This, along with course offerings each semester, will determine how quickly you complete your degree. Many Biology classes require a lab and are only offered during the Spring and Fall Semesters. It would be difficult to do in less than four years.

**Do I have to take the religion courses?**

Yes, the General Education Requirement at Saint Leo University currently requires 2 classes in the Spiritual Life category.

**If I select a major on my Saint Leo University application and wish to switch it prior to the start of the semester, can I do that?**

Yes, students always have the option to explore other majors and career paths. Students can reach out to their Success Coach to discuss and complete a major change.

**I am currently an Undecided/Undeclared major. How can I get information degree programs?**

The best way to explore majors is by visiting the Saint Leo website for program descriptions: <https://www.saintleo.edu/find-your-program>. Some courses may have exploratory courses so if you see something that interests you, reach out to your Student Success Coach.

**What are University Exploration Courses?**

University Explorations is the university's general education program. Through a topical focus, University Explorations courses demonstrate the relevance of the liberal arts and sciences to today's world, cultivating in students essential skills in critical thinking and decision-making, effective communication, problem solving, analysis, and creativity. The curriculum consists of 42 credit hours comprised of 12 credit hours from Foundation Courses and 30 credit hours over five categories in the liberal arts and sciences. For more information on University Explorations, visit <https://www.saintleo.edu/about-university-explorations>.

**How do I know which College my major is in?**

To learn more about major programs and minors visit [http://saintleo.catalog.acalog.com/content.php?catoid=26&navoid=3636#Majors\\_Minors\\_Specializations](http://saintleo.catalog.acalog.com/content.php?catoid=26&navoid=3636#Majors_Minors_Specializations).