**Virtual Advising FAQs**

**Appointments:**

***Can virtual advisors schedule or change an appointment with a campus counselor or advisor?*** Unfortunately Virtual Advisors cannot set, cancel or change campus appointments with any office. Contact information can be found at the bottom of the page at this link: <https://www.nvcc.edu/advising/>

**Dual Enrollment:**

***I am a current dual enrollment student (or parent of a dual enrollment student), I need permission to enroll in classes. What do I do?*** Please see the procedures for dual enrollment students outlined at this link: <https://www.nvcc.edu/dual-enrollment/checklist.html> If you are approved you must register for classes in-person at campus Student Services/ Counseling Center. **Virtual Advisors are not able to enroll current dual enrollment students (those still in high school).**

***I am a visiting student currently enrolled at another college or university but I have a dual enrollment hold, GPS hold, < 18 years of age hold or a home school hold that doesn’t apply to me. What do I do***? Please attach an unofficial college transcript to an email sent to academicadvising@nvcc.edu.We will be happy to assist you.

**Financial aid:**

***I am taking courses at NOVA to fulfill prerequisites for another degree plan. What major do I select at NOVA so I can receive financial aid?*** Virtual Advisors do not program place students for the purposes of receiving financial aid. If you are taking classes to fulfill prerequisites please complete the following financial aid form: <https://www.nvcc.edu/forms/pdf/125-384.pdf>

***I am visiting NOVA for a semester and want to use financial aid to pay for my classes. How do I declare a degree plan?*** Virtual advisors are not able to declare degree plans for students who don’t intend to complete a degree at NOVA. You will need to contact your home university financial aid office to ask for a **consortium agreement**. This agreement will allow your home university to award financial aid for courses you are taking at NOVA.

***I am failing Satisfactory Academic Progress (SAP) and need a counselor to sign my academic plan. Who can help?*** Complete the "Understanding Satisfactory Academic Progress (SAP) and the Financial Aid SAP Appeal Process" online counseling session at <https://nova.get-counseling.com/>.  Instructions for logging in and using NOVA’s Financial Aid Counseling Center are available [here](https://www.nvcc.edu/financialaid/_docs/FATV-Using-the-Counseling-Center.pdf).

***I need to check on my financial aid status. What should I do?*** Please contact the financial aid support center. Their contact information (email, live chat and phone) is available here: <https://mysupport.nvcc.edu/sims/helpcenter/common/layout/SelfHelpHome.seam?inst_name=vccs-northernvirginia>

**Holds:**

***I am a visiting student currently enrolled at another college or university but I have a dual enrollment hold, GPS hold, < 18 years of age hold or a home school hold that doesn’t apply to me. What do I do***? Please attach an unofficial college transcript to an email sent to academicadvising@nvcc.edu We will be happy to assist you.

***I am a current dual enrollment student (or parent of a dual enrollment student), I need permission to enroll in classes. What do I do?*** Please see the procedures for dual enrollment students outlined at this link: <https://www.nvcc.edu/dual-enrollment/checklist.html> If you are approved you must register for classes in-person at campus Student Services/ Counseling Center. **Virtual Advisors are not able to enroll current dual enrollment students (those still in high school).**

***I have a Pathway to the Baccalaureate hold.*** Please contact your Pathway counselor or advisor or email Pathway@nvcc.edu for assistance.

***I have non-native English speaker hold (WA6) on my record but I believe this is an error. What should I do?*** If you completed college level English at a U.S. college/university or you completed a standardized test such as the SAT, ACT or TOEFL in the last 5 years, please send an unofficial copy of your transcript/test results to academicadvising@nvcc.edu For more information on placement test exemptions/alternatives, please see this link: <https://www.nvcc.edu/curcatalog/placement.html>

***I am on academic probation, I need permission to enroll in or change my classes. What do I do?*** Please visit your campus counseling center. Contact information can be found at the bottom of the page at this link: <https://www.nvcc.edu/advising/> NOVA Online students (distance learning) can reach a NOVA Online counselor here: <https://www.nvcc.edu/online/contact.html> **Virtual advisors are not able to provide enrollment assistance to students on academic probation.**

***I am on academic suspension. How do I re-enroll?*** Students who wish to appeal academic suspension status should follow the appeal process established by the College. The appeal process is outlined at this link: [https://www.nvcc.edu/curcatalog/policies/standing.html***I***](https://www.nvcc.edu/curcatalog/policies/standing.htmlI)

***I have a WAD (financial self-sufficiency) hold. What do I do?*** This hold must be addressed with student services on campus or via NOVA online. Proof of financial self-sufficiency (your tax info showing you fully support yourself) plus this form: <http://www.nvcc.edu/forms/pdf/125-099.pdf>) must be submitted or you will re-file your instate tuition application with parent information (taxes, etc). **Virtual advisors are unable to change student tuition rates.**

**Placement test:**

***Do I have to take the English placement test?*** Students are required to demonstrate a specified level of English proficiency in order to enroll in most College credit courses. Placement test alternatives are detailed at this link: <https://www.nvcc.edu/curcatalog/placement.html>

***I have non-native English speaker hold (WA6) on my record but I believe this is an error. What should I do?*** If you completed college level English at a U.S. college/university or you completed a standardized test such as the SAT, ACT or TOEFL in the last 5 years, please send an unofficial copy of your transcript/test results to academicadvising@nvcc.edu For more information on placement test exemptions/alternatives, please see this link: <https://www.nvcc.edu/curcatalog/placement.html>

**Transfer**

***I need the College Report for my Common Application. Who completes this for me***? The campus registrar completes the enrollment verification form for students that need this report. The form is accessed here: <https://www.nvcc.edu/forms/pdf/125-094.pdf>. Registrars require a few days to complete the request so please allow time when making this request.

***How do I know what is needed to meet Guaranteed Admissions Agreements***? Guaranteed Admissions agreements are different for each university. Please read the agreement available here: <https://www.nvcc.edu/apps/1/transfersearch/gaasearch.aspx> For detailed transfer planning please plan to meet with your faculty advisor.

***How will my credits transfer to NOVA?*** Transferring credits to NOVA allows previous academic study, examination, or career experience to be evaluated for possible college credits. Only students who have declared a major and registered for at least one credit at NOVA may request evaluation of transfer credits or credit for prior learning. NOVA accepts credits for which a student has earned a grade of "C" or better. You may see the complete process required for an official transfer credit evaluation and how credits have previously transferred to NOVA via our TES database at this link: <https://www.nvcc.edu/cro/transfercredit.html>

**Tuition (in-state)**

***I am currently listed as an Out-of-State student but I should be eligible for In-state tuition. How do I correct this***? Students who have been legally domiciled in Virginia for at least one year prior to the first day of classes for a term are eligible to pay tuition at the in-state rate. Domicile means the present, fixed home of an individual who returns following temporary absences and at which he/she intends to stay indefinitely. Domicile is NOT the same thing as residence. With certain exceptions[[1]](https://www.nvcc.edu/tuition/in-state.html#exceptions) students under the age of 24 are rebuttably presumed to have their parents’ or legal guardians’ domicile. You may appeal your tuition rate through an appeal for domicile reclassification. A link to this process is here: <https://www.nvcc.edu/tuition/appeal.html> Additional concerns please contact campus student services (admissions and records): <https://www.nvcc.edu/student-services/> **Virtual advisors are unable to change student tuition rates.**

***I have a WAD (financial self-sufficiency) hold. What do I do?*** This hold must be addressed with student services on campus or via NOVA online. Proof of financial self-sufficiency (your tax info showing you fully support yourself) plus this form: <http://www.nvcc.edu/forms/pdf/125-099.pdf>) must be submitted or you will re-file your instate tuition application with parent information (taxes, etc). **Virtual advisors are unable to change student tuition rates.**

**Visiting Students:**

***I am a visiting or incoming transfer student, how do I obtain permission to take a course with prerequisite(s) I have already completed?*** If you completed prerequisites at a college within the Virginia Community College System we can assist you in student advising live chat. Otherwise, please send a copy of your college transcripts to academicadvising@nvcc.edu . Include your 7 digit NOVA student ID number and the section of the course(s) you would like to take in your email. You will receive a response within 24 hours.

***I am visiting NOVA for a semester and want to use financial aid to pay for my classes. How do I declare a degree plan?*** Virtual advisors are not able to declare degree plans for students who don’t intend to complete a degree at NOVA. You will need to contact your home university financial aid office to ask for a **consortium agreement**. This agreement will allow your home university to award financial aid for courses you are taking at NOVA.

***I am a visiting student currently enrolled at another college or university but I have a dual enrollment hold, GPS hold, < 18 years of age hold or a home school hold that doesn’t apply to me. What do I do***? Please attach an unofficial college transcript to an email sent to academicadvising@nvcc.edu.We will be happy to assist you.