

Degree Works Student Frequently Asked Questions

If I have a question about how things appear in Degree Works, who do I contact?

Reach out to your advisor if anything in Degree Works is unclear to you – including questions about why courses are not appearing or counting towards a specific requirement. Your advisor is listed in the top informational section of Degree Works.

Can I use Degree Works to register for classes?

No, Degree Works does not let you register for classes – to register for classes use Schedule Hero.

My advisor approved a curriculum modification for a class that is a prerequisite for another class. Why do I get a “prerequisite and test score error” when trying to register?

Curriculum modifications only apply to Degree Works, not the registration system. You can ask the instructor if they are willing to give you a prerequisite override to allow you to register for the class.

How do I know which classes are counting toward the Minimum 300+ level semester hours requirement for undergrads?

Every class that you have taken and received credit for, and which has a class number of 300 or higher, will count towards the requirement for 300+ level credit hours. This is true whether it is a UNCG class or a transfer class, and whether it is counting in one of your degree requirement sections (General Education, Major, etc.) or is listed under Electives. This does not include classes listed under Insufficient. Keep in mind that when it comes to transfer classes, the class number that matters is the UNCG class number, not the class number from the previous institution. A class that transfers with the number 3XX or 4XX will count toward this 300+ level requirement.

How do I know which classes are counting toward the Minimum semester hours required for degree?

Every class you have taken and received credit for will count toward the Minimum semester hours that are needed to graduate. This is true whether it is a UNCG class or a transfer class, and whether it is counting in one of your degree requirement sections (General Education, Major, etc.) or is listed under Electives. This does not include classes listed under Insufficient. The hours from each class count only once – so even if you use the same class to meet a requirement in your Major and also in your Minor section of Degree Works, for example, the semester hours are only counted once.

I tried to change my Major (Minor, Concentration, etc.) but it hasn't changed on Degree Works. What should I do?

When your curriculum change has been processed, you should receive an email updating you. In the meantime, you can check the status of your request by going back to the [UNCG curriculum change form](#). If your request is denied, that means your curriculum has not been changed and will not change on your Degree Works either. If you receive an email telling you that your curriculum *has* changed but that change is still not showing in your Degree Works, you should contact your advisor for more information.

I'm a dual degree student, how do I see requirements for a specific program?

Students pursuing more than one degree (e.g. a Bachelor of Science in Economics and Bachelor of Arts in English) across different colleges will need to use the degree dropdown box to switch between their two degrees to see how classwork might apply to respective requirements. This box is next to the student's name field.

Can I see a list of all the courses I have taken?

Yes, click on the three vertical dots in the top right corner – Class History link.

When will my grades for this semester show?

Once grades are processed and listed on your academic transcript in UNCGenie, Degree Works will dynamically update the information.

Will classes listed under Insufficient on Degree Works show on my transcript?

Yes, classes listed under Insufficient in Degree Works will still show on your transcript. They will be listed under the semester on your transcript when you took the class along with all the other classes you took that semester.

How can I see my transfer classes on Degree Works?

When you submit your official transcript to UNCG to be evaluated for transfer credit, the Transfer Articulation team will determine which classes can be transferred to UNCG and how they should transfer. This includes AP and test scores. Once this process is complete, you will receive an email confirmation. You will receive an email even if none of your classes qualify to transfer to UNCG. Once you are notified that your transfer credits have been processed, you should be able to see the classes on your Degree Works. The classes may count toward requirements in your Major, Minor, etc. - or you may instead find them counting toward your Electives. If you have questions about why or how certain classes have transferred, you can contact tranced@uncg.edu for assistance.

I am retaking a class this semester for a higher grade. Why is the class not counting toward my program requirements?

When a class is retaken, the highest-grade instance will apply toward degree requirements. The in-progress class will show in the “Insufficient” section until the grade has been assigned/end-of-term process. Credit hours will be counted only once.

- Exception: some classes have been designated by the academic department as repeatable for credit – examples include music performance and ensembles, independent research, and variable topics. Check the course description in the [University Catalog](#) for repeat notations.
- Undergraduate courses with course content considered equivalent to other similar courses are treated as repeated classes and only one of the courses will count toward the degree.
- Repeated classes will show a (R) in the “Repeated” column on the worksheet.

I applied to graduate but it's not showing on my Degree Works, what should I do?

When students apply to graduate, it can take some time for this to register on their Degree Works. Students can check if they have an active graduation application by logging into UNCGenie. Undergraduates should contact Degree Clearance (graduate@uncg.edu) and Grad Students should contact the Grad School (grsenrol@uncg.edu) to confirm whether or not they have successfully applied to graduate.

Do I automatically graduate if everything in Degree Works is checked off?

Not necessarily. If you have applied to graduate and have paid all outstanding balances and account holds, then the degree clearance process would go smoothly. However, there are some students who are required to complete non-course requirements (like submitting a thesis, receiving a licensure, or passing a qualifying exam) which may not be shown in Degree Works. If those students have met those requirements, along with completing a graduation application and satisfying their account balances and holds, then they will be awarded their degree after the clearance process is completed.

As a Graduate Student, now that I am using Degree Works, does my department still have to submit a Plan of Study for the degree clearance process?

No. Your Degree Works audit will be utilized instead. If there are any sections that do not have the green checkmarks, then we will be notifying your advisor and/or department regarding the incompletes.