

# Undergraduate Students

Academics & Research – Academics & Instruction

**Academic Policy 303-21**  
**Effective: September 20, 2018**

**Authority: University President**  
**Proponent: Academic Senate**

**Summary:** This policy establishes minimum requirements for undergraduate students of Eastern Washington University. It also describes academic standards related to program requirements and satisfactory progress.

**History:** This policy is a compilation and revision of existing university policy. It supersedes UGS 800-120-020 and UGS 800-020, et seq. It was adopted by the Academic Senate on June 11, 2018 and approved by the University President on September 20, 2018.

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## CHAPTER 1 – STUDENT REQUIREMENTS

Eastern Washington University has established minimum standards for undergraduate admission or enrollment. These standards include, but are not limited to, the requirements of this chapter.

### 1-1. Education / Preparation

On the date of admission to the university and/or attendance at any university course, applicants/students must:

- a. be a high school graduate or equivalent; or,
- b. be attending university courses under the provisions of a student enrollment option program such as Running Start or a successor program, or,
- c. be attending University courses that are specifically designed for children or are part of a program or event that is meant for children (i.e. Summer Camps).

EWU may deny admission, enrollment, and/or attendance to any current or prospective student, if, in the judgment of the university, and based on the student's past or current behavior or conduct, the student could create a disruption to normal educational processes or pose a health or safety risk.

## CHAPTER 2 – ADMISSION AND REGISTRATION

### 2-1. Admission

The Office of Admissions assists prospective undergraduate students and their families with the application process.

**Application Information:** Undergraduate applicants are reviewed individually. Each category of undergraduate

applicant—freshmen, transfer, post-baccalaureate, former student, and adult learner, has specific admission requirements. Descriptions of each student category are provided below. Specific admission requirements for each category are published annually in the Graduate and Undergraduate Catalog (Annual Catalog).

### 2-2. Undergraduate Student Categories

a. **Freshman:** A freshman applicant for the purposes of admission is defined as a student who meets at least one of the following criteria:

- is currently in high school;
- is a high school graduate or equivalent without post-high school transferable college credit;
- is a current high school student with Running Start credits, or,
- has earned less than 40 transferable credits.

b. **Transfer:** A transfer student for the purposes of admission is defined as a student who has earned 40 or more transferable credits.

c. **Post-Baccalaureate:** A post-baccalaureate student is defined for purposes of admission as any applicant with an undergraduate degree from a regionally accredited institution who is seeking course work toward a second bachelor's degree, teacher certification or other course work that is not part of any Eastern graduate program.

d. **Former Student:** A former student is defined for purposes of admission as any applicant who was previously admitted and enrolled at Eastern and has been absent from the University for more than four quarters.

e. **Adult Learner:** An adult student for purposes of admission is defined as an applicant 25 years of age or

older who does not otherwise fit into one of the above categories.

### **2-3. Non-matriculated Students**

Students who are attending or seeking to attend courses who are not admitted are not subject to most admission and registration requirements.

a. Non-matriculated students may register for classes for two quarters without being admitted to the University. Enrollment will open for these students two weeks before the first day of classes. Additional enrollment (excluding summer session) requires admission to the university. Summer session enrollment is open to matriculated and non-matriculated students. Non-matriculated students are not eligible to apply for financial aid. Any specific requirements for non-matriculated students will be identified during registration.

b. Running Start Program: Eastern is recognized as a Running Start institution by the Washington Department of Education. Eligible high school students may enroll in EWU courses on a full- or part-time basis to meet high school requirements and earn college-level credit. Students must meet the minimum admission criteria, which may include SAT or ACT scores. Further information is available through the Running Start Coordinator at EWU.

### **2-4. Conditional Admission**

Incoming freshmen with a 3.3 cumulative GPA or higher and who have met College Academic Distribution Requirements (CADRs) are fully qualified for admission. Eastern may also admit a limited number of students with lower GPAs (between 2.0 and 3.3) and/or those who have not satisfied CADR requirements. These conditional admissions are limited to 15% of total incoming freshman admissions. Under this rule, students are conditionally admitted to Eastern and may be required to complete specific courses, programs, or other academic requirements (e.g. summer bridge program, TRiO, etc.) prior to being considered fully admitted.

### **2-5. General Education Diploma**

Eastern will accept the General Education Diploma (GED) in lieu of high school graduation. Applicants who have completed the General Education Diploma must have achieved a minimum score of 50 with no score lower than 45 in any subject area.

### **2-6. Home School Students**

Home school applicants must present evidence of the completion of the CADRs or their equivalents or a GED as proof of high school completion.

### **2-7. Student Athletes**

Student athletes must meet the NCAA Clearinghouse requirements to be athletically eligible.

### **2-8. Applicants with Running Start Credits**

Applicants with Running Start credits who are still in high school must meet all freshmen admission criteria and have a cumulative college GPA of 2.0 or better. Applicants to Eastern who have enrolled in another college or university after high school graduation must meet all transfer admission criteria.

### **2-9. International Student Admission**

An international student is defined as a student who is in the U.S. or planning to enter the U.S. for academic purposes. These students will be in F-1, J-1, or other eligible immigration status. Eastern Washington University will determine the appropriate entry level (freshman or transfer) based on the applicant's academic records.

### **2-10. English Language Requirements**

a. International Students who have English as their second language and who have not completed a transferable English Composition course (with a minimum 2.0 grade) must submit one of the following official test results:

- (1) Test of English as a Foreign Language (TOEFL) score of at least 525 (paper based), 195 (computer based), or 71 (IBT), or
- (2) International English Language Testing System (IELTS) score of at least 6.

b. Applicants who do not meet these English language admissions requirements may be admitted to the University with the condition that they successfully complete a program of study with Eastern's English Language Institute (ELI).

c. Students who complete secondary education in schools where English is the primary language of instruction meet the English language admissions requirement.

### **2-11. Transfer Agreements**

Students may transfer associate degrees designed for academic transfer earned from regionally accredited public colleges and universities anywhere in the United States. Determination of associate degree eligibility for those who are not under current direct transfer agreements, occur on an individual basis at the time of application. Approved degree types will meet our lower division general education core requirements, a total of 90 quarter-credits, junior standing and are eligible for reverse transfer at Eastern Washington University.

### **2-12. Transfer of General Education Requirements**

Students transferring to Eastern Washington University from a Washington public baccalaureate institution who have official documentation certifying completion of all the lower division general education requirements from the sending institution have satisfied Eastern's general education core requirements and university competencies and proficiencies.

**2-13. Registration**

Requirements for class registration may vary between classes and between students.

**CHAPTER 3 – TRANSFER CREDIT****3-1. General**

Transfer credit is generally awarded for courses completed at regionally accredited two-year or four-year institutions. When determining transferable credit, Eastern adheres to the standards and practices of the American Association of Collegiate Registrars and Admissions Officers.

**3-2. Policy and Transfer Credit Limits**

a. Eastern Washington University will accept, at admission, no more than 90 lower-division credits in transfer toward a bachelor's degree.

b. After a student has been admitted to a university major, additional lower-division credit may be allowed when:

- (1) the additional credit will advance the student toward degree completion and
- (2) the smallest unit responsible for the student's degree approves a petition filed by the student to allow more than 90 lower-division credits.

c. No more than 135 credits (lower- or upper-division) may be accepted in transfer for a bachelor's degree. Transfer credit shall be accepted for upper-division credit only when earned at a regionally accredited four-year, degree-granting institution as upper-division credit.

**3-3. Advanced Placement**

Credit for minimum scores on Advanced Placement examinations given by the College Board will be awarded upon receipt of official score reports. Acceptability of credits toward major requirements or general education requirements is determined by the appropriate department.

**3-4. College in the High School Credits**

Applicants with credits earned through College in the High School programs in Washington State must meet freshmen admission criteria. College in the High School courses will be accepted as transferable college credit if they are from a regionally accredited college or university and are consistent with Eastern's general transfer policy.

**3-5. Running Start**

In general, college credits earned by students through Running Start in the State of Washington are treated as transfer credits, as they are recorded on the official transcript of the college where the work was completed.

**3-6. College-Level Examination Program (CLEP)**

Eastern Washington University will award credit for CLEP tests. Acceptability of credits toward major requirements or general education requirements is determined by the appropriate department.

**3-7. Experiential Credit**

EWU will award credit for experiential learning limited to the standards established by Northwest Commission on Colleges and Universities (NWCCU).

**3-8. International Baccalaureate**

Eastern Washington University will award credit for Higher Level International Baccalaureate exam results of "5" or better. Acceptability of credits toward major requirements, or General Education Core Requirements (GECRs) is determined by the appropriate department.

**3-9. Foreign Educational Credentials**

EWU will accept credit evaluations from any evaluation service that is a member of the National Association of Credential Evaluation Services (NACES). Students must request evaluation through the evaluation service, who will forward the completed evaluation to EWU. EWU will accept such credit consistent with guidelines of the American Association of Collegiate Registrars and Admissions Officers (AACRAO).

**3-10. Military Credits**

Students may earn up to 45 quarter hours of credit for military educational experiences. This includes credits awarded for CLEP/DANTES tests. Note: Any student pursuing a bachelor of arts in Interdisciplinary Studies (Prior Learning Option) will not be awarded more than 90 quarter hours in credit from a combination of military experience and prior learning block credit.

**3-11. Veterans**

College credit may be awarded for military service time. Veterans must submit a copy of their DD Form 214 or equivalent documents.

**CHAPTER 4 – ACADEMIC REQUIREMENTS****4-1. General Education Requirements**

To earn a baccalaureate degree, all students must demonstrate computer literacy as well as competency and proficiency in mathematics and English composition.

a. All students must achieve Computer Literacy clearance at EWU to earn a baccalaureate degree. Computer Literacy competency is demonstrated by successful completion of one of the following:

- both of the CPLA Level I and II challenge examinations.
- completion of CPLA 100, Computer Literacy 1 (1 credit) with a "P" grade and CPLA 101, Computer

Literacy II (1 credit) with a grade of at least 2.0 [CPLA 100 does not count towards earned credit]

- completion of CPLA 120 (5 credits) with a grade of at least 2.0

The following students MUST complete the computer literacy requirement:

- All incoming students without a direct transfer associate degree (DTA) or a previous bachelor's degree.
- All Education majors, even those with a direct transfer associate degree (DTA).
- All students in programs requiring CPLA 100, 101 or 120, including students with a direct transfer associate degree (DTA).
- All students with course requirements having CPLA 100, 101 or CPLA 120, including students with a direct transfer associate degree (DTA). Computer Literacy may be satisfied through successful completion of CPLA 101 or 120 or by passing the computer literacy exam.

#### b. Mathematics Requirement

(1) Placement Exam: Students must complete a mathematics placement exam if they have not completed the equivalent of MATH 104 with a 2.0 or better.

Transfer students must take the mathematics placement test unless they have an approved direct-transfer associate degree or they have completed an intermediate college algebra or higher course with a grade of at least 2.0 (letter grade "C").

**Note:** the mathematics placement test may be taken twice in a calendar year with at least two weeks between test times.

(2) Degree Requirement: Mathematics proficiency is demonstrated by placement into MATH 161 *Calculus I* based on the placement score or by submission of an official transcript showing completion of MATH 161 or its equivalent, at a postsecondary institution with a grade of 2.0 or better (letter grade "C"). Students placed into MATH 105 *Precalculus I* or its equivalent may obtain mathematics proficiency by completing one of the following courses or equivalents with a grade of 2.0 or better: MATH 115; both MATH 105 and 106; both MATH 211 and 212; MATH 200; MATH 301 or MATH 380.

#### c. English Requirement

(1) Placement Exam: English composition placement is based on a student's SAT or ACT test scores if the student has not completed at least one composition course at a college or university.

(2) Degree Requirement: English proficiency is satisfied upon successful completion of ENGL 201

*College Composition: Analysis, Research, and Documentation* or its equivalent.

(3) Students with an approved direct-transfer associate degree have satisfied the English requirement.

#### 4-2. Pre-University Skills Courses

Upon entering the University students must establish their placement in English Composition and Mathematics. Students who are required to complete Pre-University level courses in either of these disciplines must do so prior to earning 45 credits.

Each term the student must enroll in at least one Pre-University level course until all Pre-University requirements are complete. The student may not drop a Pre-University level course once enrolled unless permitted by his or her academic advisor. If a student reaches 45 credits and still has Pre-University requirements unfulfilled, the student will not be allowed to enroll until he or she has established an approved plan to complete all Pre-University requirements approved by the student's advisor.

Students who do not establish placement either by taking a placement exam or through coursework completed prior to attending EWU will be considered under the requirements and restrictions of this policy.

Courses to which this policy applies are: MTHD 103, MTHD 104 and ENGL 100.

#### 4-3. Core Requirements

EWU has designed the General Education Curriculum for the purpose of preparing students with the skills, habits of mind and breadth of subject matter that characterize an educated person.

All students without an approved Direct Transfer Agreement (DTA) degree must complete eight general education core requirements (GECRs) totaling at least 36 credits. A requirement can be completed by a single approved course of no fewer than 3 credits.

The three core disciplines are:

- Humanities and Fine Arts
- Social Sciences
- Natural Sciences.

Students must complete two GECR courses from one core discipline and three GECR courses from each of the other two core disciplines for a total of eight GECR courses.

#### 4-4. Additional Graduation Requirements

These requirements apply to all undergraduate students who do not have baccalaureate degrees. The requirements may be satisfied through appropriate courses at Eastern or transferable equivalents.

a. Cultural and Gender Diversity: Students must complete at a minimum of 4 credits in coursework related

to cultural and gender diversity. Courses must be selected from a list of courses that are identified as satisfying this requirement. The list of courses is published in the Annual Catalog.

b. International Studies: Students must complete at a minimum of 4 credits in coursework related to International Studies. Courses must be selected from a list of courses that are identified as satisfying this requirement. The list of courses is published in the Annual Catalog.

c. Foreign Language: Students must complete two years of a single language in high school or one year of a single language in college. American Sign Language (ASL) courses can be used to satisfy the foreign language requirement.

d. Senior Capstone: All students must complete ITGS 400, Interdisciplinary Senior Capstone. For some majors, students may fulfill this requirement by completing a departmental capstone/thesis course.

#### 4-5. Degree Program Requirements

Each academic program at the University has specific requirements related to curriculum, course levels, credits, exams, thesis and similar items. However, all undergraduate students must complete the following basic degree requirements:

- 180 minimum credits
- 60 upper-division credits
- 45 credits in residence
- 15 upper-division credits in major

Existing articulation agreements may supersede these basic requirements.

Exceptions to these basic requirements may be granted (section 4-8).

More detailed program requirements are outlined in the annual catalog.

#### 4-6. Majors and Minors

##### a. Major/Minor Requirements:

Minors are a distinct set of undergraduate courses that have been approved and designated in the catalog. A minor or certificate is required for graduation with any major program of less than 60 credits. Minors or certificates that are required for graduation must contain at least 15 credits that are not part of the major requirements. (The minor or certificate cannot be fully embedded in the major requirements.) Minors that are an option for graduation may be embedded in the major requirements and recorded on official university transcripts. Minors may be recorded on a transcript only when completed as part of a degree program.

##### b. Declaring a Major and Minor:

All undergraduates must declare a major by the time they have completed 90 credits. Students who transfer with 90 credits or more must declare a major before registration.

##### c. Second Major Policy:

Students may be awarded more than one major of the same degree type (BA, BS, BAB, BAE, BM, and BFA). At least 30 credits in any major must be different from those in any other major.

#### 4-7. Second Degrees

a. Students may be awarded more than one undergraduate degree at Eastern Washington University.

- (1) In all cases at least 225 credits are required to earn a second degree. Each subsequent degree requires an additional 45 credits.
- (2) At least 45 credits that are different from those that are included in the first degree and are part of an approved program are required to earn two degrees.
- (3) If fewer than 225 credits are completed, a second major rather than a second degree will be recorded on the university transcript, provided that the credits earned comply with program requirements for that major.
- (4) The student must have the approval of each department chair or program director confirming that all degree requirements have been satisfied.
- (5) If students complete more than one undergraduate degree concurrently, a minor is not required to accompany a major of less than 60 credits.

b. Transfer post-baccalaureate students can receive a bachelor's degree from EWU that is of the same type (BA, BS, BAE, etc.) as awarded at the transfer institution, provided EWU's major requirements are completed. The major/minor area of emphasis must be different from that awarded at the transfer institution. General education and graduation requirements are waived for a student possessing a baccalaureate degree from a regionally accredited institution who wishes to obtain an additional undergraduate degree from Eastern.

#### 4-8. Active Catalog Rule

The catalog in effect at the time the student is first admitted will be used to determine the general education requirements. The catalog in effect at the time the student declares a major or minor will be used to determine the program requirements. This catalog may only be changed to a newer catalog with the approval of the department chair or program director by resubmitting the major declaration form. In no case can the catalog used for the major or the minor be more than six years old. A student whose major or minor catalog has expired will be required to submit a new major declaration form; the major and

minor will be updated to the catalog in effect at the time of the resubmission.

#### 4-9. Exceptions and Appeals

Exceptions to academic regulations are considered by an Academic Appeals Board that consists of faculty and student representatives. The Academic Appeals Board will consider petitions of the following undergraduate requirements:

- general education (chapters 2 & 4)
- university graduation (§4-4)
- 60 upper-division credits (§4-5)
- 45 credits in residence (§4-5)
- 15 upper division residence credits in major (§4-5)
- foreign language (§4-4)

Appeal actions shall be coordinated through the graduation evaluator in the Records and Registration Office. Appeals must be made sufficiently in advance of graduation so that program planning can be done according to the decision of the board to approve, deny or reconsider the petition.

The Academic Appeals Board does not consider cases that apply to majors or minors or professional certification. The appropriate department chair or program director should be contacted regarding these matters.

Grade appeals shall be handled in accordance with Academic Policy 303-24, Grades and Grade Appeals.

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## CHAPTER 5 – ADVISING

### 5-1. Advising

a. Academic advising and a registration authorization are required for all students until sophomore status (earned 45 quarter credits).

b. Departmental Advising. Undergraduates who have declared a major will be assigned a program advisor. All undergraduates are required to declare a major by the time they have completed 90 quarter credits.

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## CHAPTER 6 – SATISFACTORY PROGRESS

All students must achieve and maintain required standards for grades, GPA, and cumulative GPA. Minimum standards are dependent on the student's status and academic program.

### 6-1. Academic Standards

All undergraduate students are held to the following academic standards and policies:

a. At the end of each quarter, undergraduate students who do not attain a cumulative GPA of 2.0 shall be placed on academic probation for the next quarter of enrollment.

b. Undergraduate students on academic probation who attain a quarterly GPA of 2.0 or higher but whose cumulative GPA is still below the minimum 2.0 will remain on academic probation.

c. Undergraduate students on academic probation who attain a cumulative 2.0 GPA are automatically removed from probation.

d. Undergraduate students on academic probation whose cumulative GPA remains below 2.0 and whose quarterly GPA is below 2.0 will be dismissed from the University.

e. All first-time Eastern Washington University undergraduate students will be subject to dismissal after two consecutive quarters of probation.

f. Continuing Eastern Washington University undergraduate students are subject to dismissal after one quarter of probation.

g. To re-enroll after being academically dismissed, students with undeclared majors must request reinstatement through the General Undergraduate Academic Advising office. Students with declared majors shall submit a petition for reinstatement to their major department.

h. A dismissed undergraduate student is not eligible to enroll for the following academic quarter (fall, winter or spring) and is required to remain out of school for at least one academic quarter after a first dismissal or one academic year after a second dismissal.

i. To be eligible for reinstatement, dismissed undergraduate students must demonstrate an improved academic performance or readiness for academic success at the college level.

j. Summer Session Policy: A dismissed undergraduate student may enroll for summer session. To be eligible to continue in the fall, the student must complete at least 10 graded credits during summer session with a minimum 2.0 GPA for that quarter.

### 6-2. Pass/No Credit Courses

Students may choose the pass/no credit grading option in certain courses during the registration process. Regulations for pass/no credit grading are as follows:

a. At the time of registration, students must designate the courses for which they wish to receive a pass/no credit grade. They may change this designation by the regular change of registration procedure through the seventh week of the quarter.

b. Courses required for the following categories may not be taken pass/no credit:

- (1) Major and minor requirements (except as approved by the Undergraduate Affairs Council), including courses substituted for major courses
- (2) Required supporting courses (courses required for the major or minor but not taught by the major or minor department)
- (3) Professional education requirements
- (4) Writing, mathematics and computer competency and proficiency requirements
- (5) General, education core requirements
- (6) University Graduation requirements

c. The minimum level of performance required to receive a grade of “P” is a 2.0. Students should be aware that performance equal to a grade between 0.7 and 1.9 will not result in a passing mark.

d. The “P” or “NC” grade will be entered on the transcript. Students receiving the “P” grade will receive credits toward graduation. Neither the “P” nor the “NC” grade will be included in computing GPAs.

**6-3. Fresh Start Academic Forgiveness**

a. Undergraduate students may make a one-time petition to have up to two consecutive terms removed from the calculation of their credits and GPA. The course work must have been completed at least five calendar years prior to this petition.

b. Forgiven courses cannot be used to satisfy any academic requirements.

c. To be eligible, a student must have completed 24 consecutive credits post-return to EWU, maintained a GPA of 2.5 or higher and have indicated a pre-major or be declared in a major.

d. Fresh Start Academic Forgiveness may not be revoked.

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**CHAPTER 7 – ACADEMIC HONORS**

**7-1. Deans’ Honor List**

Undergraduate and post-baccalaureate students who complete at least 12 graded credits in a given quarter with a 3.50 GPA or higher will be placed on the quarterly Deans’ Honor List for academic excellence. The honor is also recorded on their University transcript.

**7-2. Honors at Graduation**

Graduating seniors who achieve academic honors will be formally recognized during commencement, on University transcripts, and on their diploma. Baccalaureate honors are awarded only to recipients of a first baccalaureate degree, post-baccalaureate students are not eligible.

These honors are earned by those students who have completed no fewer than 90 credits at this institution; 60 credits must be for courses in which grade points are awarded. Honors are calculated only on college-level credits earned at this institution. The following designations apply:

Graduating seniors with a GPA between		
3.9 – 4.0 Summa cum laude	3.7 – 3.89 Magna cum laude	3.5 – 3.69 Cum laude

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**CHAPTER 8 – COMMENCEMENT**

**8-1. Policy on Participation in Commencement**

Undergraduate students who are seniors, having earned at least 135 credits, and who have submitted a program approved major/minor form to graduate during the current academic year, or the summer term immediately following June commencement, will be included in the June commencement announcement and invited to be recognized in the ceremony.

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**CHAPTER 9 – FINAL EXAM SCHEDULING**

a. Final examinations are scheduled for specific dates and times at the end of each quarter. The examination schedule is published in the University’s Quarterly Announcement. Final comprehensive examinations should not be given during the regular 10-week schedule.

b. Students shall not be granted special examinations for any reason other than a family emergency or other bona fide hardship. Course instructors are the final authority in such circumstances.

c. Students that have two final examinations scheduled concurrently by the university must contact one or all instructors involved and ask them to resolve the situation and find a suitable solution.

**CHAPTER 10 – TRANSFER ADVISING**

Transfer students may be advised either by faculty or professional advisors or both. It is the responsibility of the academic Deans or his/her designee to determine who will advise transfer students in each college. The Vice Provost for Undergraduate Education and the academic Deans will be responsible for the implementation of this policy.

Transfer students fall into several categories, including, but not limited to:

- Those with and without a two-year Washington Direct Transfer Degree, who have selected, or not selected a major

- Transfers from four year universities, with or without a major, and with or without having completing general education requirements
- Former EWU students returning, former Running Start students who are now matriculated to EWU who have or have not completed general education requirements, or who do or do not have a major

The Vice Provost for Undergraduate Education and the academic Deans will coordinate delivery of transfer advising as follows:

Training on general education, graduation requirements	General Undergraduate Academic Advising
Transcript evaluations	Admissions and/or Records and Registration
Math Placement	Math Department
English Placement	English Department

Type of Transfer Student	Office Responsible for Advising
Two-year, four-year, former EWU and former Running Start students with an identified major.	Academic department or college advisor
Two-year, four-year, former EWU and former Running Start students without an identified major.	General Undergraduate Academic Advising
Any other transfer student not categorized above	General Undergraduate Academic Advising with referral to appropriate academic program

Communication between student service offices and college and departmental advisors is critical to successful transfer advising as is communication with transfer students about their advising needs. All advisors who work with transfer students are expected to know the communication and process flow from application to admission to help ensure advising is provided as described above.

Effective advising of transfer students requires a minimum level of information, which will be provided as follows:

Information to college or departmental advisors	Party responsible for information
Notification of transfer students who have been referred to advisors	Enrollment Services
Notification of changes in transfer policy which will affect transfer advising	Undergraduate Studies
Training for all transfer advisors on technical advising tools including EagleNet, Banner and SOAR	Office of Information Technology and General Undergraduate Academic Advising