

## What to e-mail and where to send it!

### ADMISSIONS

E-mail [admissions@ecu.edu](mailto:admissions@ecu.edu) with any of the following:

- Initial residency classification
- Re-admission issues
- High School transcript issues
- Questions on application status

E-mail [transfer@ecu.edu](mailto:transfer@ecu.edu) with any of the following:

- Anything related to transfer admission requirements
- Questions about majors for transfer students
- Questions on transfer application status

E-mail [international@ecu.edu](mailto:international@ecu.edu) with any of the following:

- Anything related to ECU Language Academy
- Anything related to international undergrad admissions requirements
- Anything related to non-immigrant visas
- Questions about majors for international students
- Questions on international application status

### CASHIER'S OFFICE

E-mail [cashier@ecu.edu](mailto:cashier@ecu.edu) with any of the following:

- Questions about bill/charges
- Questions about payment plans

E-mail [tuitionappeals@ecu.edu](mailto:tuitionappeals@ecu.edu) with any of the following:

- TRAC appeals (Tuition Refund Appeals Committee)

### VETERAN AFFAIRS

E-mail [vabenefits@ecu.edu](mailto:vabenefits@ecu.edu) with any of the following:

- VA Benefit eligibility
- VA Benefit certification
- Yellow Ribbon questions
- Joint Services Transcripts questions
- HLTH/KINE 1000 credit via DD214 or NOBE

### DEGREEWORKS

E-mail [degwrks@ecu.edu](mailto:degwrks@ecu.edu) with any of the following:

- Access questions/problems for Degree Works
- Process questions
- Graduation issues

### REGISTRAR'S OFFICE

E-mail [CAS@ecu.edu](mailto:CAS@ecu.edu) with any of the following:

- Exceptions to policies
- Over hour requests – Undergraduates
- Permission to take courses elsewhere
- Residency (Military Waivers & Choice Act)
- RAC appeals (Residency Appeals Committee)
- [rdsinfo@ncresidency.org](mailto:rdsinfo@ncresidency.org) – [www.ncresidency.org](http://www.ncresidency.org)
- SAAC appeals (Student Academic Appellate Committee)
- Term withdrawals from a current semester (except medical and psychological — which go to the Dean of Students Office – [DOS@ecu.edu](mailto:DOS@ecu.edu))

E-mail [catalogs@ecu.edu](mailto:catalogs@ecu.edu) with any of the following:

- Questions about catalogs and curriculum processes
- Questions about Acalog My Portfolio feature

E-mail [crediteval@ecu.edu](mailto:crediteval@ecu.edu) with the following:

- Why didn't student get credit for X class
- When will student's articulation be done
- Questions about transfer equivalencies should first check the Course Equivalencies link in PiratePort/Banner Self Service before e-mailing crediteval
- General Education questions (ex: will XX class count as a FC?)

E-mail [ecutranscripts@ecu.edu](mailto:ecutranscripts@ecu.edu) with any of the following:

- ECU Transcript order inquiries

E-mail [regis@ecu.edu](mailto:regis@ecu.edu) with any of the following:

- Academic Standing errors
- Banner issues (in general)
- Grade replacement issues (including retroactive)
- Registration issues (student has trouble with pin not working, "academic standing prohibits registration" error, reinstatements, etc.)
- Academic history questions
- Course withdrawal requests within deadline on academic calendar
- Term withdrawals if they are retroactive go to SAAC