

What to email and Where to send it!

ADMISSIONS

E-mail 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 with any of the following:

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

VETERAN AFFAIRS

E-mail 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 with any of the following:

- Access questions/problems for DegreeWorks or Sharepoint
- Process questions
- Graduation issues

SHAREPOINT

Send any of the following through the Sharepoint site:

- Substitutions
- Exceptions
- Data Issues (courses not pulling correctly, credits required wrong, missing requirements)

CASHIER'S OFFICE

E-mail cashier@ecu.edu with any of the following:

- Questions about bill/charges
- Questions about payment plans

E-mail tuitionappeals@ecu.edu with any of the following:

- TRAC appeals (Tuition Refund Appeals Committee)

REGISTRAR'S OFFICE

E-mail 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 – 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)

E-mail 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 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 with any of the following:

- ECU Transcript order inquiries

E-mail 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