

## **How and When to See an Advisor in the College**

When you seek help from an academic advisor in the College of Arts and Sciences, it is usually best to schedule an appointment, although we also see students in a walk-in basis in certain circumstances. To schedule an appointment, please visit the 24-hour online appointment scheduler: <http://www.american.edu/cas/advising/undergraduate.cfm> or call 202-885-2453 between the hours of 9am-5pm, Monday-Friday.

**Appointments** are scheduled to last 30 minutes. Your records are pulled in advance which allows advisors to prepare to meet with you.

### **Appointments are recommended for these kinds of issues:**

- Registration planning and clearance
- Choice of major(s)/minor(s)
- Academic program planning
- Plans to study abroad
- Internships and independent studies
- Probation status
- Taking time off from AU
- How to return to AU after an absence
- How to be more academically successful
- Taking summer classes (at AU or another institution)
- Planning for graduation
- Letters of recommendations/references

**Walk-ins** are handled on a first-come/first served basis. Each advisor holds weekly walk-in hours and you should ask your advisor if you are unsure of his/her walk-in schedule. Walk-in hours can also be found online at: <http://www.american.edu/cas/advising/undergraduate.cfm>. For walk-in advising, we can only focus on one particular issue and meetings are limited to 15 minutes. *If a follow up appointment is needed, one will be scheduled at that time.*

### **Walk-in advising is appropriate in these cases:**

- State of crisis or emergency affecting academic progress
- Complete withdrawal from AU
- Late actions concerning registration deadlines
- Forms requiring specific advisor signature
- Registration stops
- Degree audit problems/graduation clearance
- Sharing positive academic news