Student Advising
Frequently Asked Questions

What is the General Education Program and why do I need to take these courses?

The General Education Program at UMass Lowell fosters active learning by asking students to think critically, communicate effectively and embrace cultural diversity.

Courses within the program are designed to provide students with a foundation that prepares them for continued work within their major and minor fields, as well as endowing them with the intellectual habits that will enable them to become lifelong learners. (UML General Education Website)

If I get a C-, D+ D or F can I delete or grade substitute it?

Yes you can! You may delete or substitute up to 15 credits if you receive a C-, D+, D or F in a course. If you transferred in 60+ credits you can delete or substitute up to 7 credits. In order to substitute a grade, you must register for the same course. To delete a grade, you must submit a grade deletion form to the Registrar’s Office.

What is an iSiS Advisement Report and how do I find it in iSiS?

An Advisement Report is the data analysis that indicates whether a student has completed all of the requirements for graduation or if outstanding requirements must still be satisfied.

As a student progresses toward graduation, the advisement audit engine analyzes all career, program, plan and subplan information, coursework taken, grades earned, restrictions, and pre-conditions or conditions completed (successfully and unsuccessfully).

Advisors and students are able to click directly from the Academic Advisement Report into the search engine and find classes being offered that will meet requirements. The report runs live, so advisors and students have access to the most up-to-date information possible. (UML iSiS website: www.isis.uml.edu)


Where do I get help if I have questions on how to use iSiS?

You can come to the Centers for Learning on north campus – Southwick 308 or the Centers for Learning on south campus – Oleary Library 3rd floor. You can also contact the HELP Desk at 978-934-HELP.
How do I reset my iSiS password or email password?

You can call UML’s Help Desk: 978-934-HELP (4357) and they can do it over the phone or you can go to Olsen Hall (north campus) 1st floor and someone will assist you.

How do I find out who my faculty advisor is in iSiS?

Your faculty advisor is there to assist you with decision-making and direction in regards to your academic and future professional career. It is a good idea to meet with them at least once per semester to discuss your degree progress as they are often able to spot potential pitfalls you could run into before they occur.

Navigate into iSiS ‘advisee student center’. On the right side of page it will list ‘Program Advisors.’ (iSiS website: www.isis.uml.edu)

If I need help with my classes, what should I do?

First you should speak with the faculty person teaching the course to see if he/she has any suggestions of why you may be having trouble.

You can also get assistance from the Centers for Learning Tutoring Center. We are located in Southwick Hall 3rd floor- north, O’Leary Library 3rd floor – south, Fox Hall 1st

floor and the Inn and Conference Center 2nd floor. We also have Online Tutoring in the evenings. Check our website for schedules at www.uml.edu/class.

What if it is not content help I need in a subject but more a brush up on study skills and Time Management? Where would I go to meet with someone who could help me?

You are more than welcome to make an appointment with a professional advisor from the Advising Center within the Centers for Learning. Call and make an appointment at 978-934-2936.

What does it mean to be ‘undeclared’ and is it a major? When must I declare a major?

Being undeclared is a ‘status’ not a major. Often students are undeclared because they haven’t decided on a major yet or their GPA is not adequate for the major they are interested in. A student must declare a major between 45-60 credits.

How do I declare a major/minor?

You must file a Declaration of Major form with the Registrar’s Office once you have decided on a major/plan. You must declare a major/plan by the end of your sophomore year, or by the time you achieve 60 credits. If you are considering a plan that follows a highly structured curriculum, you should declare that plan as soon as possible. The Declaration of Major form can be found on the Registrar’s Office website. http://www.uml.edu/registrar/

Can I withdraw from a class?

Yes, if you are studying as hard as you can; if you have talked with your instructor; if you have tried tutoring, and it still seems that you will fail the course, then you can withdraw and receive a “grade” of W. This will not affect your GPA, but it means you do not earn any credits for that class. If it is required for your major, you will have to take it again. The last day to withdraw from a any semester is the 50th day of class. The specific date for each semester is in the Academic calendar.

Why would I go to the Centers for Learning professional advisor and not my faculty advisor?

Often students will come to see a professional advisor in the Centers because they are unsure of the major they are in or are conflicted between one of two majors. Also students will see the Centers advisor because they have questions on policy and deadlines at UML. Faculty advisors and Centers for Learning advisors work very closely to ensure students are getting correct information.
Where do I go if I am thinking of Studying Abroad during an upcoming semester?

If students are interested in Studying Abroad they should contact the Centers for Learning at 978-934-2936 and an appointment.

Where do I go if I am interested in joining the UMass Lowell’s Honors Program?

The Honors Program offers students many academic and social opportunities at UML. For more information they should call 978-934-3924. http://www.uml.edu/honors/

Can I take Summer School classes?

Yes. If you have earned fewer than 60 credits at UMass Lowell, you can take classes at a community college or at a 4-year school. When you have earned more than 60 credits, you MUST take the courses at a 4-year school. If you take the classes at UML, the grades will become part of your UML GPA. If you take courses at another school, you will receive transfer credit as long as you earn a “C” or better in the course, but the grades do not affect your GPA. BEFORE you take any course off-campus, you should have it approved to be sure that it will be accepted for graduation credit at UML.

Can I take a Winter Intersession class?

Yes, BUT... Winter Intersession classes are VERY intense. The session only lasts about 3 weeks; classes meet 3 hours a day 6 (yes, SIX) days a week!! Every class day covers what would normally be done in a full week during the semester. You need to be prepared to be in class 3 hrs. a day, and do homework for 5 to 6 hours a day! Not all schools offer Winter Intersession, but UML does. Remember, if you have earned fewer than 60 credits at UML, you can take classes at a community college. When you have earned more than 60 credits, you MUST take the courses at a 4-year school. If you take the classes at UML, the grades will become part of your UML GPA. If you take courses at another school, you will receive transfer credit as long a you earn a “C” or better in the course, but the grades do not affect your GPA. You should have any course you plan to take off-campus approved BEFORE you take the course to be sure that it will be accepted for graduation credit at UML.