

Application Hub FAQ

Applications

1. What is the Application Hub?

The Application Hub is the replacement for the Application Manager and Transcript Manager. It is a central location from which you can manage your applications and high school transcript requests.

2. What can I do in the Application Hub?

The following actions are available from the Application Hub:

- a. Start an application
- b. Resume an application
- c. View a completed application
- d. Work on any tasks associated with an application
- e. Request an electronic NC high school transcript be sent
- f. View a NC high school transcript request associated with an application

3. How do I start an application?

- a. Select the button immediately to the right of the “Start an Application” paragraph. A window will appear which contains a list of all campuses whose applications are available. You may enter an appropriate term to search for your desired campus, or you may directly navigate the list.
- b. Once you have found the campus, select the application you want to start from the drop down list to the right of the campus name.
- c. Once you have selected the application for the campus, click the “Apply” button immediately to the right of the selected application name.

4. How do I resume an application?

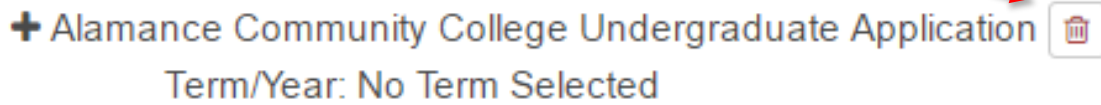
- a. Navigate down the Application Hub page until you see the campus associated with your desired application. The Application Hub will display a list of campuses for which you have started and/or completed an application.
- b. Click the “+” symbol to the left of the campus name to expand the associated section.
- c. In the “Task” column, find the task called “Application”.
- d. In the same row as this task, click the “Resume” button in the “Action” column.

5. What are all these tasks for the campus?

Each campus can specify any number of tasks to be associated with an application. The campus may have provided brief instructions for any given task, and if instructions are available, a help icon will appear to the right of the “Action” column for that task. For more information on a task, please contact the campus directly.

6. I started an application, but no longer plan on completing it. How do I remove it?

- a. Navigate down the Application Hub page until you see the campus associated with your desired application. The Application Hub will display a list of campuses for which you have started and/or completed an application.
- b. Click the icon directly to the right of the application to remove.



7. Can I remove an application I already submitted?

No, submitted applications cannot be removed.

8. How does the Progress Bar calculate completion?

The progress bar percentage is calculated based on the completion of each task assigned by individual campuses as it relates to all tasks needed when applying to college (at that particular time). The current transcript counts as being complete – the progress bar does not use the final transcript that gets automatically released in June in the calculation of progress.

Some examples are as follows:

1. If a campus has 2 tasks, 1 for the application and 1 for transcripts:

- a. If the application has been submitted and the **current** transcript has been sent successfully, then the progress bar will be at 100%:

The screenshot shows the Alamance Community College application progress bar. The progress bar is green and labeled '100%'. Below it, a table lists tasks:

Task	Due Date	Completed Date	Action
Transcript Request			View Activity
Application	1/25/2017	10/17/2016	View

The last saved date is 10/17/2016.

- b. If the application has been submitted, but the transcript (current) has not been sent, the progress bar will be 50%:

NC Community College Systems Office

NC Community College System Admissions Application
Term/Year: Spring 2016

50%
Last Saved Date: 10/13/2016

Task	Due Date	Completed Date	Action
Transcript Request			Request Transcript
Application		10/13/2016	View

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c. If the application has not been submitted, but the transcript (current) has been sent successfully, the progress bar will be 50%:

Winston-Salem State University

Winston Salem State University Graduate Application
Term/Year: No Term Selected

50%
Last Saved Date: 10/5/2016

Task	Due Date	Completed Date	Action
Transcript Request			View Activity
Application			Start

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9. How do I view previously submitted applications?

To view previously submitted applications, before the switchover to the new system, use the link “Historical CFNC Applications prior to August 19, 2016.”

Electronic Transcripts

10. How do I request a transcript?

Note: There are two ways to request an electronic NC high school transcript be sent to an NC college/university, (1) when submitting an online admission application using the checkbox on the submission page, and/or (2) directly from the Application Hub. The steps below refer to requesting an electronic NC high school transcript directly from the Application Hub.

- Select the button immediately to the left of the “Request a Transcript” paragraph. You will be taken to a page that will ask you to verify certain information within your profile and update it if need be. Once you have verified and saved any changes, you may select up to 5 applications to send your transcript to at a time.
- Once you select the application (s), a blue box will appear with the applications you have chosen. Select “Request my Transcript” to finish your transcript request.
- You can either request more transcripts or return to the Application Hub when finished.

11. How does a transcript become complete?

If you are:

- a. A Currently enrolled student: the successful completion of your current high school transcript will mark the task as complete.
- b. Not a currently enrolled student: the successful completion of your Final high school transcript will consider the task as complete.

12. How do I view previously submitted high school transcripts?

To view any previously submitted high school transcripts to an institution, you will need to start an application within the new Application Hub. Once you have started an application, return to the Application Hub and beside of the transcript task, select “View Activity” button.

13. What is the "Cancel Request" button for?

The "Cancel Request" button allows you to cancel any final electronic transcript requests that are in a Pending status. If you are not planning to attend this college or university and you no longer wish to have your electronic high school transcript sent to them, you may cancel the request and your final electronic transcript will not automatically be sent to the campus. If you cancel and need to send a final e-transcript at a later time, you may make another request from the Application Hub.

You may cancel final pending requests up to 2 days within the date it is scheduled to be released at the end of the school year.