

# FAQ For Parents

- **Can the office help me over the phone or email?**
  - [EKU Admissions staff](#) is available via email-[admissions@eku.edu](mailto:admissions@eku.edu), phone-859-622-2106, or text-859-544-2070.
- **Will this affect the timing of admission notification?**
  - No. As of today, this does not change our timeline for decision notification from our office.
- **My student's visit was cancelled, is another date available?**
  - Our campus visit program extends into the summer and those visits are available for registration now. You can visit this [link](#) to find a new day to register or contact us via email-[visits@eku.edu](mailto:visits@eku.edu), phone-859-622-2106, or text-859-544-2070 to let us know you would like to reschedule. You can also view our virtual tour on the [visits webpage](#).
- **Is orientation cancelled?**
  - No, at this time Orientation will continue as scheduled.
- **Can I or my student come on campus if I need help?**
  - Although our office is not closed, we are not offering tours or visits at this time. We do have staff that can help you. You don't have to come to campus to get help. You can reach us via email-[admissions@eku.edu](mailto:admissions@eku.edu), phone-859-622-2106, or text-859-544-2070.

# FAQ For Students

- **Can the office help me over the phone or email?**
  - EKU Admissions staff is available via email-[admissions@eku.edu](mailto:admissions@eku.edu), phone-859-622-2106, or text-859-544-2070.
- **Will this affect the timing of admission notification?**
  - No. As of today, this does not change our timeline for decision notification from our office.
- **My visit was cancelled, is another date available?**
  - Our campus visit program extends into the summer and those visits are available for registration now. You can visit this [link](#) to find a new day to register or contact us via email-[visits@eku.edu](mailto:visits@eku.edu), phone-859-622-2106, or text-859-544-2070 to let us know you would like to reschedule. You can also view our virtual tour on the [visits webpage](#).
- **Is orientation cancelled?**
  - No, at this time Orientation will continue as scheduled. You can find all orientation related information [here](#).
- **I need more information regarding orientation**

- You can find all orientation related information [here](#) or contact us and let us via email-[orientation@eku.edu](mailto:orientation@eku.edu) , phone-859-622-2106, or text-859-544-2070.
- **Am I allowed to come on campus if I need help?**
  - Although our office is not closed, we are not offering tours or visits at this time. We do have staff that can help you. You don't have to come to campus to get help. You can reach us via email-[admissions@eku.edu](mailto:admissions@eku.edu), phone-859-622-2106, or text-859-544-2070.
- **Have deadlines changed?**
  - Currently, we have no changes to admissions deadlines.
- **I am having issues getting my transcripts, what can I do?**
  - Contact our office with your concerns or problems. We are being flexible and working closely with students and other institutions to ensure we have the documents we need without creating additional stress.
- **My school is closed, can you accept unofficial transcripts?**
  - We can accept unofficial transcripts to make preliminary decisions. Continued enrollment at ECU is contingent upon receipt of a final official transcript.
- **If I cannot come to a campus visit, what are my other options?**
  - While we are not currently accepting visitors on campus, you can watch our [virtual tour](#) or [find your counselor](#) and contact them with any questions you have about becoming a #futurecoloneel! More announcements to come about alternative visit options. You can also contact our office via email-[admissions@eku.edu](mailto:admissions@eku.edu), phone-859-622-2106, or text-859-544-2070.
- **Are applications still being processed?**
  - Yes. At this time, all admissions functions except for on-campus programming (i.e. major events and campus visits) are continuing as normal. You can check your status at any time by logging into [your student portal](#).
- **How can I check my application status?**
  - You can check your status at any time by logging into [your student portal](#).