FREQUENTLY ASKED QUESTIONS

Q: **How do I submit a Transcript request for ERAS via Duke Hub?**

A: Transcript requests for **ERAS** must be made through your DukeHub account, https://dukehub.duke.edu/. This functionality may be found under the "**Academics**" tab on the Dashboard. Upon receipt of the transcripts, the Office of Student Affairs will upload the transcripts to ERAS. They should be sent to medreg@dm.duke.edu for uploading to ERAs.

Q: **How do I communicate with the Office of the Registrar?**

A: You can email the Registrar's Office at medreg@dm.duke.edu or call at 919-684-2304

Q: **How do I request a transcript?**

A: You may submit your request online via your DukeHub, https://dukehub.duke.edu/. Go to the Dashboard and select "Academics". Then choose "Request Transcript". You will be directed to the Parchment Storefront. Transcripts are typically processed within one business day

Q: **How do I request verification of my enrollment?**

A: You may submit your request online via your DukeHub account under Forms and Requests. Students may also complete the Certification/Verification form which may be found on the SoM Registrar's website, https://medschool.duke.edu/education/health-professions-education-programs/student-services/office-registrar/student-services, under "Forms". Typically processed in 1 business day

Q: **I have received notification from my former institution or current loan servicer(s) that my loans are now due. How do I continue to have them deferred?**

A: If your former institution provided you with a form, submit it to the School of Medicine Office of Student Records and Registration. It can be emailed to medreg@dm.duke.edu or sent by mail to DUMC Box 3878, Durham, NC 27710. The form will be completed on your behalf and forwarded to the institution or lender as of the first day of classes for the given semester. If no form was provided, you may request verification of enrollment with anticipated graduation/completion date to be sent to the institution or lender (see above).   We do report all enrollments via the National Student Clearinghouse at a minimum of 4 times per semester. This enrollment information may replace the need for a form to be completed.

Q: **How do I make a change to my schedule if it is after online registration and/or the online drop/add period has closed?**

A: **If the online registration/drop/add period has closed, students must complete an electronic DocuSign drop/add request form to make changes to their schedule.   A link to the electronic DocuSign forms may be found on the SoM Registrar's website, https://medschool.duke.edu/education/health-professions-education-programs/student-services/office-registrar/student-services, under "Second Year MD Students" or "Fourth Year MD Students".**

Please use the form for the applicable year. If you are a third year student that needs to drop, please use the form found under "Fourth year MD Students."

Q: **My name has changed. How do I have this reflected on my student records?**
A: Complete the Request for Name Change Form in the SoM Office of Student Records and Registration. Attach a photocopy of the legal documentation that changes the name (ssn card, court order, or passport).
You can download the form from their website, https://medschool.duke.edu/education/student-services/office-registrar/student-services-and-resources under **FORMS.**
Typically processed in 1 business day

** Please note that at the time of graduation, the name submitted for the diploma and/or certificate must match that of the student record.

Q: **How do I register for my courses?**
A: Students are notified when online registration windows will be open. Online registration is completed using DukeHub.

Q: **Where may I obtain a copy of my immunizations?**
A: You may obtain this information from the Student Health Center, located in the new Duke Student Wellness Center at 305 Towerview, next to Penn Pavilion. Telephone 919-681-9355

Q: **How do I get added to a different listserv if my graduation year changes?**
A: Contact the MedEd IT helpdesk, MedEdIT Helpdesk https://medschool.duke.edu/education/health-professions-education-programs/student-services/mededit

Q: **I want to take an approved course for more or less credits than it is listed. May I do this?**
A: No, courses must be taken for the number of credits/hours approved by the Curriculum Committee/

Q: **Does the School of Medicine Office of Student Records and Registration use waitlists?**
A: No, we do not use waitlists.

Q: **Who do I contact with questions about completing the Duke Study Away Application?**
A: Contact the Office of Student Affairs, medstudaff@dm.duke.edu 919-684-5901

Q: **Who do I contact if I need a replacement ID Badge?**
A: Medical Center Card Office, Phone: 919-684-2273; Email: dukecard@duke.edu. If you receive a new card, please provide the Office of Student Affairs with the card number so they can re-set your badge access.

Other related sites for DUSOM students:

SOM Office of Financial Aid and Student Financial Planning
919-684-6649; finaid-som@dm.duke.edu

Student Health Center : 919-681-9355
http://www.studentaffairs.duke.edu/studenthealth

Duke Card Office:
919-684-2273; dukecard@duke.edu (contact for replacement ID Badges)

Duke Clinical Risk Management: 919-684-3277

Duke Student Medical Insurance: 919-684-1000 or insurance@studentaffairs.duke.edu

Bursar: https://finance.duke.edu/bursar: 919-384-3531; bursar@duke.edu

OESO and Duke LMS – Compliance and Safety Training
www.safety.duke.edu   Contact Kamara Carpenter in the Office of Student Affairs for
        questions. (Kamara.carpenter@duke.edu)

OIT Help-Desk / 919-684-2200 for NetID/password assistance

MedEd IT Helpdesk: 919-668-6212 or https://medschool.duke.edu/education/health-
        professions-education-programs/student-services/mededit

School of Medicine – Office of Student Affairs
4th Floor Seely Mudd Building
Email: medstudaff@dm.duke.edu

Office of the Registrar
Phone: 919-684-2304
Email: medreg@dm.duke.edu
Website: https://medschool.duke.edu/education/health-professions-education-
programs/student-services/office-registrar/student-services