Commencement and Graduation FAQs

What is the difference between graduation and Commencement?
Graduation refers to the process of applying for completion of your degree/certificate program with the Registrar. Commencement refers to the actual ceremony.

Diplomas
When will my diploma be ready?
Diplomas are ready about three months after your degree has been conferred. You will be notified by email as soon as it is ready for pickup. Notifications will be sent to the email listed as your preferred email in CUNYFirst so make sure it is updated!

How will I receive my diploma?
Diplomas will be available for pick up three months after your degree has been conferred. If you would like diplomas mailed, you can make arrangements with Jay Express by calling 646-781-5081, visiting in person or emailing Jayexpress@jjay.cuny.edu.

I graduated in 2014 (or earlier). How do I get my diploma?
You can pick up your diploma at Jay Express or make mailing arrangements with them by calling 646-781-5081, visiting in person, or emailing Jayexpress@jjay.cuny.edu.

What name will appear on my diploma?
The name on your diploma will be what appears on your CUNYFirst record. Any name change must be officially changed at Jay Express. For updates, please visit or contact Jay Express at Jayexpress@jjay.cuny.edu or call 646-781-5081. Updates must be done before the end of the semester in which you are expected to finish. Requests made after the diploma is printed will incur a $30.00 fee.

MarchingOrder
What is MarchingOrder?
MarchingOrder is a software that personalizes the Commencement ceremony experience. When you walk across the stage, your name and major will be displayed on a large television screen. Aside from displaying your name on the screen during the ceremony.

I am not able to register for MarchingOrder. Why is that?
Currently, MarchingOrder is open to the classes of 2020, 2021 and Summer or Fall 2021 graduates and Winter 2022 graduates. Spring 2022 graduates will be invited to MarchingOrder in early May. If you are taking 2 courses or less and graduating in the summer, you will be invited to MarchingOrder only if you enrolled for your summer course(s) and applied for graduation before May 1st.

For any other questions about graduation and commencement, please email us at: graduation@jjay.cuny.edu last updated: April 29, 2022
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**Note:** you only get this email to your preferred CUNYFirst email address, after you have applied for graduation, AND been certified by the registrar’s office to participate in the commencement ceremony.

**How do I register for MarchingOrder?**
To register for MarchingOrder follow the link you were emailed, or register as a new user at https://jjay.marchingorder.com/#/. You will be prompted to log in with the email listed as your preferred CUNYFirst email.

**Is there a deadline to RSVP for the Commencement Ceremony?**
Yes, you have to RSVP no later than May 4th!

**Commencement Ceremony Tickets**

**How many tickets do I get and how do I get them?**
Commencement ceremony tickets will be distributed through Ticketmaster in mid-May. You first have to register with MarchingOrder in order to claim up to three (3) guest tickets.

**What if I want more than three (3) guest tickets?**
Good news, we are able to provide students with five (5) guest tickets!

**Do children need tickets for the ceremony?**
Children four (4) years old and younger do not need a ticket. They will have to sit on the lap of a ticketed adult. Five (5) years and older will need a ticket.

**Commencement**

**When is Commencement?**
The Commencement ceremony will take place **May 31, 2022** at the USTA Billie Jean National Tennis Center at 10:30 am or 3:30 pm. The ceremony you attend depends on your major. To find out which ceremony to attend, please look up your degree program at: http://www.jjay.cuny.edu/commencement-ceremony-information

**I have more than one major. Which ceremony do I participate in?**
Your ceremony is chosen based on your primary major. If your primary major is forensic psychology, and your second major is dispute resolution, you will participate in the ceremony with forensic psychology.

**Tip:** Your primary major is the major you applied to graduation for.

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Can I participate in the Commencement ceremony?
To participate in the ceremony, you must first apply for graduation before the deadline of each term. If you have issues registering for graduation, please visit or contact the registrar's office at 212-663-7867, or email them at registrar@jjay.cuny.edu to confirm your eligibility.

I don't meet the requirements to participate in the Commencement ceremony. Can I appeal it?
To be eligible to walk at Commencement and appear in the Commencement program, a student must have applied for graduation on CUNYFirst. Students whose degree requirements will be completed by the end of the summer session may attend Commencement if all of the following conditions are met at the time the Office of the Registrar certifies the graduation list:

- At the end of the spring semester, the student will have no more than two courses remaining to complete their degree requirements
- The student has registered for and paid for the required course(s) during the summer session immediately following Commencement
  The student has a minimum overall GPA of 2.00 and a minimum GPA in their major of 2.00
- Students who are prospective summer graduates will be listed as such in the Commencement program.

Students who have not met all of the requirements above cannot walk at the Commencement or appear in the Commencement program.

This policy is not appealable.

What is the vaccination and mask mandate at the venue?
Effective Monday 3/7/22, individuals will no longer be required to show proof of vaccination to enter the USTA Billie Jean King National Tennis Center. Additionally, face masks will no longer be required, but face masks may still be worn based on personal preference. As COVID continues to evolve, our health and safety protocols may be subject to change. We will update graduates via email in the event of any changes.

I need accessibility services on the day of Commencement.
If you are a John Jay student in need of accessibility services, please contact Nadia Griffith-Allen at 212-237-8119 or ngriffith@jjay.cuny.edu ASAP. USTA Billie Jean National Tennis Center will provide accessibility accommodations upon arrival on May 31, 2022. More information and details will become available as we get closer to May 31, 2022. Please check back as we get closer to the

For any other questions about graduation and commencement, please email us at: graduation@jjay.cuny.edu
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Am I eligible to apply for graduation (program completion)?
To determine eligibility for graduation (program completion), please contact the registrar's office at 212-663-7867, visit or email registrar@jjay.cuny.edu.

I have one or two more classes left in the summer term. Can I still participate in the commencement ceremony?
If you have 2 courses or less left to complete your program, you may be eligible to participate in the Spring commencement ceremony. The requirements are to be enrolled for your final summer course(s) then applied for graduation before May 1, 2022.

If you have more than two courses to finish your program, you are not eligible to participate in the spring 2022 ceremony and will be scheduled to participate next year.

Honors Information
When/how will I receive my honors cords?
Honors cords will be distributed at Grad Salute on Wednesday, May 11, 2022. For more information on Grad Salute and other commencement week events, please visit https://www.jjay.cuny.edu/commencement-events

How will I know that I am graduating with honors?
You should be receiving an email from the Registrar’s Office informing your eligibility. You will also be able to confirm and pick up cords during Grad Salute on May 11, 2022.

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