

How to add classes that do not require prereq/full class waivers for Fall/Spring

There are many reasons why a student cannot add or drop a class on their own. It could be because their record is on hold, or they are trying to sign up for two different courses that share the same course title/id # but different sections or that the student needed to sign up for a lab in order to sign up for a lecture, but because they already took the lab previously, the web won't let them drop on their own. It also will not let student's switch out co-requisites on their own.

If a student calls while you're answering the phones and states that they are unable to add or drop on their own. It is **very important** that you ask them what message they get when they try to add or drop the class. If the student states that it tells them that prereqs fail or they don't meet the pre-reqs, then direct them to the department offering the class and tell them they have to obtain a pre-req waiver and bring it to Frazier Hall to be put in the class manually at the Front Desk. If they say "I've signed up for two classes but the computer won't let me sign up for any more" (or something to that affect) then check their record. More than likely it is because they were put in as a Non-degree seeking student at the Undergraduate or Graduate level. If this is the case, inform the student that the reason they are unable to sign up for more classes is because of their non-degree seeking status. (Limit is 8 credits). If they wish to petition to take more credits, they must show proof of a cumulative G.P.A. of 3.00 or higher to the University College advising center. They can get the petition forms at the Front Desk.

If a student has a hold on their record then you need to inform him/her that the person working the Front Desk will only be able to drop courses for the student. We cannot add courses when there is a Hold on the student's record. Check the **Hold** or **HLD1** screen. (see "Understanding the Hold screen")

If the student is admitted and they have not reached their maximum credit limit (17crs per semester for Freshmen, 18crs for Soph-Senior) then instruct them to come to Frazier Hall front desk in order to be manually put in the class/es.

If a student comes to the Front Desk and states that they are unable to add or drop courses on their own, then do the following steps:

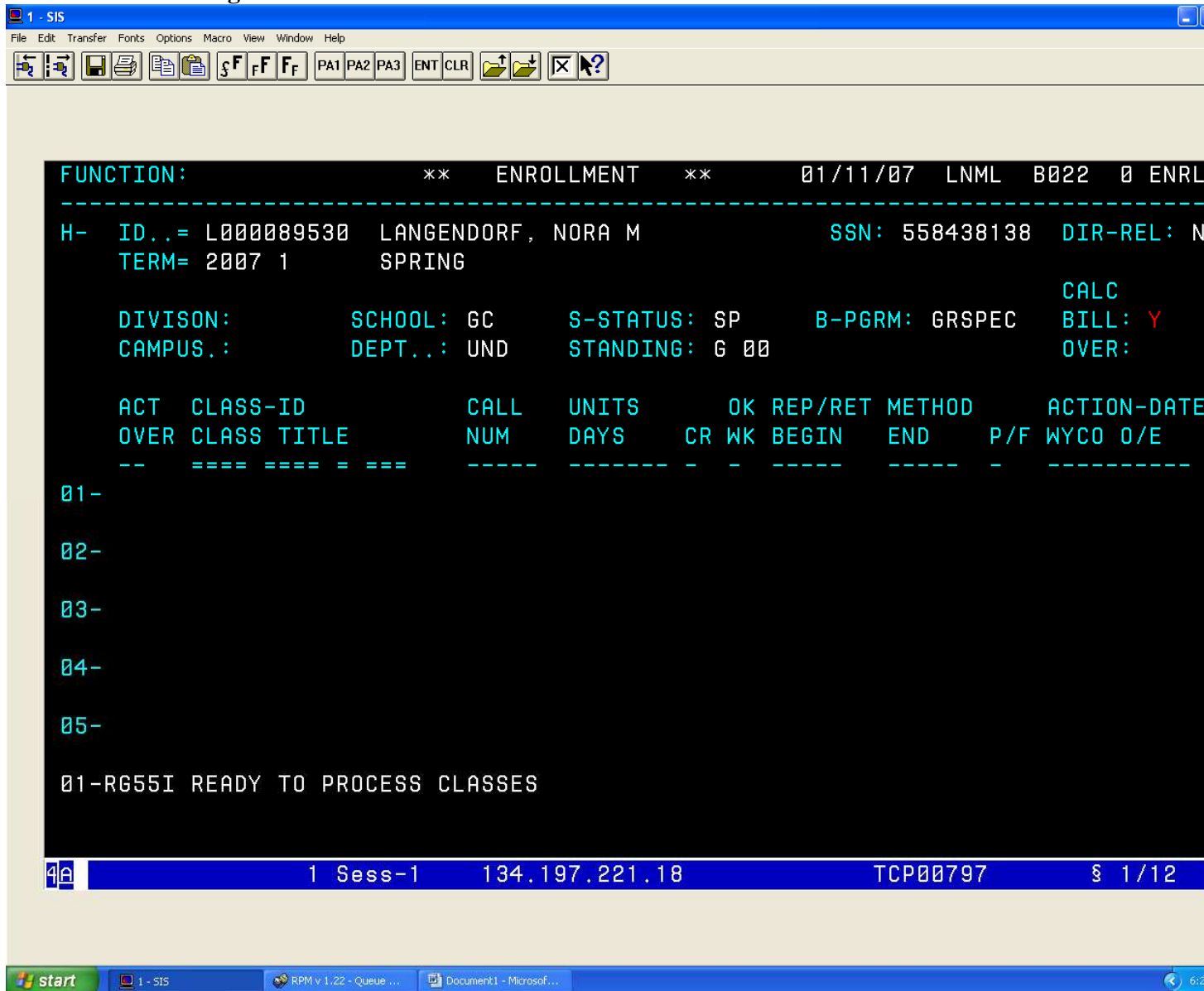
1. Check to see if they are even able to register by typing **rmen** in the Function field.
2. Hit **enter**
3. Type **2** in the Function Field. (make sure the Term you are checking is the current one. Look at the Year and then the term designation 1=Spring, 2=Summer, 3=Fall.)
4. Hit **enter** (if it brings you to the enrollment screen, then you know there are no holds on the record)
5. If there are classes listed on the registration screen (and it looks like there are a lot of them, then do a quick credit count. It may be that the class that they are trying to add will push them over their credit limit. If this is the case, then inform the student that they are either going to need to drop a course in order to add the other course, or they are going to have to get approval from their college for overload. If they do not wish to drop any classes, then give them a Petition Form and instruct them that they need to fill out the top, write the justification, and then have their **Advisor, Department Chair, and Dean** sign off their approval. Once the Petition is signed, the student will need to bring the Overload petition back to Frazier Hall so that we can enter into notes that the student has been approved by the department to take a certain amount of credits over the normal limit. (See adding classes on an Approved Overload Petition for more details for this specific situation).

6. If, when you do the following steps, it does not bring you to the enrollment screen, then you know there is a hold on the student's record. If you look at the bottom of the rmn screen, it will usually tell you what type of hold it is.
- a. SAST = type sast in the Function field and it will tell you if the student is on University Suspension. If there is a 'Y' then see instructions for giving students advise as to how to be reinstated.
 - b. Financial Hold= type abal in the Function Field. If there is a balance showing from a previous term, then instruct the student to pay for the charges on-line or at the Cashier's Office. If they dispute the charges, give them a Fee Appeal form and tell them where they need to submit the appeal and supporting documents.
 1. Medical Appeals go to Karen Calder.
 2. All other Fee Appeals go to the Cashier's Office unless they are disputing a Summer Term charge. These appeals need to go to the Summer Term Office.
 - c. Registration Hold = type hold in the Function field. (See "Understanding the Hold Screen).
7. Once you've established that the student is able to register and is not in danger of exceeding their credit limit, then you can proceed to check to see if the class they wish to be put in is open. Ask the student for either the call # or the class title, id# and section # Example: ENG 102-003 (eng (English is the class title. 102 is the id# and -003 is the section #). If the student cannot provide either the call number or the section number for the class they wish to be placed in, then give the student a line-pass and tell then they need to look up the information on the class schedule on the computers located next to the Front Desk. If the line is empty, it is your discretion as to whether you want to look up the student's information on QCLS.
8. If the student has the call #, then type call in the Function screen and hit enter.
If the class that shows up in the top line is correct, then type csum in the function field and hit enter. (It is important to check that you are in the right term when looking up classes in either call or csum).

On the CSUM screen it will tell you whether the class is open or full. If the class is open, then try to enter the student on RMEN 2.

RMEN
Enter
2
Enter

Look at the following enrollment screen:



If the screen has classes already listed on it, then type in blank in the Function field and hit enter. This will clear out the screen. If the screen is already blank, then type in reg in the Function field.

Tab over to the 01- line and type in a under ACT OVER. If you have the call number, then place the cursor under CALL NUM and type in the 5-digit call number. If you do not have the call number but do have the class title/id/section number, then place that information under the appropriate column. Hit enter. Place the cursor back to the Function field by hitting the “Home” key and type in go and then tab down underneath the a you added under the ACT OVER column. Change the N to a Y underneath the a and hit enter. If by hitting enter it takes you back to the rmen screen, then you have successfully put the student in the class. If it does not take you back to the RMEN screen, then read the error messages located at the bottom of the enrollment screen. These messages will tell you if the prereqs fail, or if there is a time-conflict in the student’s schedule. Whatever the error message is, you need to inform the student that you cannot put the student in the class and give them both the reasons why and how they can remedy the situation.

If you were able to put the student in the class, then you need to show proof that the student requested you to put them in the class. The way to show proof is by printing out a copy of the transaction on the TRCL screen.

Trcl

Enter

Make sure you are in the correct term.

Scroll through the different screens by hitting the enter key until you find the class that you just added. The easy way to know is to look under the UNITS U-TYPE column. If it says WWW1, then the student added the class over the web. Go past these classes until you see the one with your initials on it. Hit the print icon and have the student sign the printout. This covers you incase the student later tries to say that they never asked to be placed in the class. You can point to the print out with their signature to prove that they asked you to put them into that particular class. You'll want to do the same if the student was unable to drop a particular course. Place the signed printout in the Add/Drop box.

Print out a new copy of the student's class schedule by:

Type stim in the Function Field. Hit Enter

Make sure you are in the correct Term.

Click on the Print Icon

This seems like a lot of steps and things to think about. But, when you've had enough practice, you can fly through these steps in a matter of seconds.