

# Helpful Hints When Students Have Problems

## Registering for Classes

*OR, Why it is Not Always About Colleague . . .*

**DRAFT**

When students come to you with problems related to enrolling in your classes, here are some suggestions for assisting them and questions you might ask:

- Does the student meet the pre-requisite for your class?
- Is the student trying to use an add code which cannot be used until the first day of class?
- Is the student trying to use an add code that is expired?
- Does your class time conflict with the class time of another class in which he/she is already registered?
- Has this student repeated this class the maximum number of times?
- Has the student previously passed this same class and, therefore, need to petition for repetition?
- Does the student owe the college money from the previous semester – in which case enrollment will be blocked until that is settled?

### **Things that have not changed with Colleague:**

- The Friday before full semester-length and 1<sup>st</sup> 8-week classes start, sometime in the morning, A&R prints the first day rosters and wait lists. Immediately before this they permanently turn off the wait lists. Therefore, after the first day rosters are printed on Friday morning, students cannot add themselves to a wait list.
  - If students are already on the wait list, they should attend the first class meeting or contact instructor to see if they will be giving out add codes.
  - If students are not on the wait list, they should attend the first class meeting or contact instructor to see if they will be giving out add codes.
- A general rule of thumb may be to ask the student to try to register again, a couple of hours later, if these questions do not answer the problem.

**Drop for Non-Payment Implementation has been implemented.** If a student believes they did add the class but do not show on your class roster, ask if they paid for the class. If they were registered prior to a week before the start of the semester and did not pay, they would have been dropped for Non-Payment the Saturday night, 8 days before the start of the semester. They must re-register, if there are still seats available, and pay their fees. This is not as a result of Colleague implementation, but rather one of compliance.

Indeed, College implementation has been challenging and we have worked closely with IS to trouble shoot problems as they arise. Summer 2009 will be the first semester where we are repeating a Colleague semester and we anticipate all things continuing to improve. Please continue to forward questions to the Dean of Division I or II after considering some of the other student-related possibilities as to why a student cannot register for your class.