# THE CATHOLIC UNIVERSITY OF AMERICA

Office of Enrollment Services

# Registration Troubleshooting

## Today's Agenda

- Registration Holds
- Enrollment Errors...and how to resolve them
- Consortium Enrollment
- Viewing Enrollment Transactions



- Service Indicators (aka "holds") may be assigned to students in Cardinal Students
- Two key things to note about Service Indicators:
  - ▶ Not all Service Indicators are "holds"
  - ▶ Not all "holds" prevent registration

Let's not put students into a panic! Take the time to actually <u>review</u> Service Indicators before advising a student that they can't register.

- Not all Service Indicators are "holds"
  - Positive service indicators are not holds and are informational only  $\star$ 
    - Common positive indicators include:
      - ▶ REL: Education Records Release form on File ("FERPA release")
      - > PAY: enrolled in monthly payment plan option
      - ▶ ESR: account requires review before refund can be processed
  - ▶ Students can only see negative service indicators, which we call "holds" ⊘
- Not all negative service indicators ("holds") prevent registration
  - ▶ EST is a <u>very</u> common hold that only prevents receipt of transcript/diploma
    - Assigned to students with past-due balances of less than \$300
  - Other common holds that don't impact registration:
    - LIB: Library hold
    - ▶ FA1: Provisional Admit Hold



- ► To determine the impact of a hold:
  - ▶ 1. Select the hold icon in Cardinal Students.

Cardinal,Sta	cy Lynn N.		ID:	2202982	0	<b>k</b> 📮
student center	general info	admissions	transfer credit	academics	finances	financial aid

> 2. Select the hyperlinked code for the hold you wish to view.

С	ardinal,S	Stacy Lynn N.				22029	82		. <u> </u>	
D	isplay:	Effect	Negative •	Institu	tion	The Catholic Univ o	f America	▼	<u>Refresh</u>	4
•	+ Add S	Service Indicator	[							
s	ervice l	ndicator Sumn	nary			Personalize	Find View A	📲 ا 🖳 🛛	First 🚺 1-2 of	2 🗈 Last
ſ	<u>Code</u>	<u>Code</u> <u>Description</u>	Reason Description	Institution	Start Tern	m <u>Start Term</u> Description	End Term	End Term Description	Start Date	End Date
	<u>DN</u>	Academic Dean/Chair Hold	Academic Dean's Hold	CRDNL	1158	Fall 2015	1158	Fall 2015	08/28/2015	08/29/201
E	ESR	Enrollment Services- No Refund	Refund may not be processed	CRDNL	0000	Begin Term			02/23/2016	



- ▶ To determine the impact of a hold:
  - ▶ 3. Scroll to the bottom of the hold details page to view the hold's impact.



- Enrollment Services holds on outstanding balances are assigned after add/drop
  - Students with holds once registration opens for subsequent semester still owe an outstanding balance from the <u>current</u> or <u>prior</u> semester
- Payment plans and pending financial aid are already taken into account when holds are assigned.
  - If student with payment plan or financial aid has a hold it's because the payment plan and/or pending financial aid doesn't fully cover the balance
    - Any portion of a balance not covered by payment plan or pending financial aid is subject to financial penalties/holds
- All NEW students will have a hold from the Enrollment Services office even before they ever have a balance
  - This hold ensures that the student accepts the Statement of Financial Responsibility before they have access to enrollment
  - No need to refer students to Enrollment Services once they accept the SFR in Cardinal Students (via the Student Account tile), the hold will automatically remove

# Questions?

#### **Enrollment Errors**

- Identifying the error is key to assisting the student.
  - Use this section of the presentation (which is also posted on our website!) to identify common errors and how to help resolve them.
  - Use the Error Message FAQ at <u>http://enrollmentservices.cua.edu/res/docs/Error-Message-FAQ.pdf</u>
    - ▶ FAQ has additional (less common) error messages not addressed in this presentation.
  - Please take the time to review the error so that you are assisting or referring the student appropriately
    - Students often get referred to Enrollment Services for assistance with any enrollment error; in reality, Enrollment Services is the "resolving office" for only a small number of these cases
    - The vast majority of enrollment errors are due to issues managed by the academic department or academic dean's office where the class if offered

#### Enrollment Error: Term Activation

**Error**: Student can see class search results but can't select ("click on") results.

View My Classes	TRS 200 Introduct ★ Add t ▶ Court ▼ Class	0 ion to the o favorite se Infor s Select	Old Testament courses mation				S	In hov earc	this /erir ch re	example, ng over the esults will not
Class Search and Enroll     Drop Classes	Select a o	class opti Status	on 🚺 Session	Class	Meeting Dates	Days and Times	e	to	the	next step
☑ Update Classes ➡ Swap Classes	1	Open	Session ON1:1st 7 Week Session	LEC - Section 01 - Class 1760	05/11/2020 - 06/27/2020	To be announced	ONLINE	Bradley Gregory	Open Seats 10 of 10	
Browse Course Catalog	2	Open	Session ON2:2nd 7 Week Session	LEC - Section 03 - Class 1766	06/29/2020 - 08/15/2020	To be announced	ONLINE	Bradley Gregory	Open Seats 10 of 10	
Buy My Books	3	Open	Session ON2:2nd 7 Week Session	LEC - Section 04 - Class 1772	06/29/2020 - 08/15/2020	To be announced	ONLINE	Bradley Gregory	Open Seats 10 of 10	

**<u>Reason</u>**: Student is not term activated

Student must be term activated to even access enrollment for term

#### **Enrollment Error: Term Activation**

- Reasons a student might not be term activated:
  - ► Non-degree/non-certificate student
    - Student must be manually TA every semester upon request of dean
      - Request can be sent via email to <u>cua-enrollmentservices@cua.edu</u>
      - Student can not take more than 9 credits in this status
  - Expected graduation term is past
    - Student can submit graduation application in Cardinal Station to update EGT (if graduating in next year) or can email <u>cua-enrollmentservices@cua.edu</u> (if graduating in more than a year)
  - No enrollment in the current term and not on an approved academic leave
    - Students in this scenario are Administratively Withdrawn ("WADM'd")
      - Must apply for re-admission through admissions office
    - Note: Undergraduate students apply for leave through Dean of Students; Graduate Students apply for leave through Office of Graduate Studies
      - Approved leaves are reflected on the Student Program/Plan page (navigation: Records and Enrollment > Career and Program Information > Student Program/Plan)
        - ▶ If Program/Plan page doesn't show a leave, the student is not on a leave!

#### Enrollment Error: Enrollment Appointment

Error: Student can ONLY add classes to shopping cart; is not given option to enroll. (And selecting Shopping Cart from menu only gives option to delete classes from cart.)

Summer 2020

The Catholic University of America					
1 Review Class Selection Complete	Step 2 of 2: Review and	Submit			Submit
2 Review and Submit Visited	You have selected to add to you BIOL 103 Human Biology: Wh	ır shopping cart at makes us human			
	Class	Session	Meeting Dates	Days and Times	Seats
	LEC - Section L1 - Class 1074	Session ON1:1st 7 Week Session	05/11/2020 - 06/27/2020	To be Announced	Open Seats 17 of 17

Reason: Students can not enroll in advance of their enrollment appointment

#### Enrollment Error: Enrollment Appointment

- Appointments are assigned based on credits earned
- Appointments are assigned two weeks prior to the start of registration and will reflect cumulative credit totals as of the date the appointment is assigned.
  - Transfer credits posted or I grades resolved *after* an enrollment appointment is assigned will not automatically change the existing appointment
    - If these changes occur and qualify student for earlier appointment, email <u>cua-enrollmentservices@cua.edu</u>
  - Exceptions to assigned appointment are sometimes made for graduating seniors who are being given permission to over-elect in their final semester
    - Exceptions must be requested by student's academic dean and sent to <u>cua-enrollmentservices@cua.edu</u>
- Students can review their appointment in Cardinal Students by selecting Manage Classes and then Enrollment Appointment

#### Enrollment Error: Class Not Appearing in Search

Error: Desired class is on the schedule and has available seats but is not visible to students in search results, even when Schedule Print checkbox is checked

#### View Search Results

4 Courses with keyword: en	1	
Open Classes Only 🛞	ENT / Entrepreneurship 🛞	Clear All
		$\uparrow \downarrow$
ENT 118 The Vocation of Business 1 Class Option Available		>
ENT 350 The Church, Entrepreneurs 1 Class Option Available	hip and Value Creation	>
ENT 456 Year-Long Small Business E 1 Class Option Available	xperience Seminar	>
ENT 476 The Spirit of Entrepreneuria 1 Class Option Available	I Capitalism	>

In this example, ENT 372 is scheduled but is not appearing in the list of search results

- **Reason**: Course has a required component that was not scheduled by the department.
- Department needs to either schedule a section for the missing component or email <u>cua-classes@cua.edu</u> to request that component requirement be removed from catalog

#### Enrollment Error: Department Consent

Error: "Department Consent Required. Permission is required to enroll in this course. Contact the academic department for details."

<ul> <li>Error Messages</li> </ul>						
Message Sequence:	1	Severity:	Error		Last Update DateTime:	01/23/14 2:58:32PM
Department Consent Re	equired.	(14641,38)				
Permission is required t	o enroll i	n this course. Contact the ac	ademic de	partment for detail	S.	
		a a a t ta va a u iva a	l e ie e int			

- <u>Reason</u>: Course is set to require department consent and consent has not been added in Cardinal Students
  - Verbal consent of instructor/department is not sufficient permission must be added via Class Permissions page
  - Permission is entered by the *department offering the course*
  - **DO NOT REFER STUDENTS TO ENROLLMENT SERVICES**

Please make sure your instructors and advisors know that the ACADEMIC DEPARTMENT enters the permission

#### Enrollment Error: Department Consent

To enter class permissions: Records and Enrollment > Term Processing > Class Permissions > Class Permissions

Permission to AddPermission to DropCourse ID:016769Academic Institution:The Catholic Univ of AmericaTerm:Spring 2017Subject Area:TEST	Course Offering Nbr: Undergrad Test Courses	1		navigate to the correct section. Sections don't always appear in order, as shown here.	
Catalog Nbr: 100 Class Section Data	Test Course 2	Find   View Al	First ④ 2 of 3   Last	$\triangleright$	
Session:         1         Regular trademic Session           Class Section:         03	Class Nbr: 27087 Class Type: Enrollmen	Class Status: t Section	Active		
Component: Lecture  Student Specific Permissions	Instructor:			Ensure you are entering permission for the correct	
Defaults     Expiration Date: 05/06/2017				student ID. Don't make assumptions – some	
Closed Class Requisites Not Met	Consent Required Ca	areer Restriction	Permission Time	names are in the system more than once.	
Assign More Permissions: Generate					
Class Permission Data General Info Permission Comments	Per	[ Tind ] 🖾   🔣	First 🐠 1 of 1 🕪 Last		
Seq # Number ID Name	Status	Permission Use Date E	xpiration Date		
1 2202982 Cardinal, Stacy L	ynn N. Not Used	C	5/06/2017 🛐 🛨 🖃		

#### Enrollment Error: Department Consent

- If department consent is no longer needed, department administrators can remove the requirement at any time.
  - To remove: Curriculum Management > Schedule of Classes > Maintain Schedule of Classes > Enrollment Cntrl tab





#### Enrollment Error: Career Restrictions

Error: Permission to enroll in this class is required. This class falls outside the career of study. Contact your academic dean's office to request enrollment permission.

<ul> <li>Error Messages</li> </ul>						
Message Sequence:	1	Severity:	Error	L	ast Update DateTime:	03/17/16 11:08:23AM
Permission to enroll in th	nis class is re	equired. (14641,133)				
This class falls outside of	of the career	of study. Contact your a	cademic de	ean¿s office to reques	t enrollment permission.	
Reason: Stud	ent is a	ttempting to e	enroll i	n a course tl	nat is outside	of courses
designated for	their c	areer.				
Undergradu	late stud	dent enrolling ir	a grac	luate-level co	urse (500+) or	LAW course

- Graduate student enrolling in a LAW course
- Law student in anything other than LAW courses
  - Does not apply to joint degree (law+graduate) students

"Career" = UGRD, GRAD, LAW, CRNA, NOCR

#### **Enrollment Error: Career Restrictions**

- If the academic dean's office approves enrollment outside of career, they need to grant Career Restriction permission on Class Permissions page
- To enter class permissions: Records and Enrollment > Term Processing > Class Permissions > Class Permissions
  - Career Restriction permission is entered on Permission tab in Class Permission Data section at bottom of page

Course ID: Academic Institution	016769	lic Univ of America	Course Off	fering Nbr:	1		
Term: Subject Area: Catalog Nbr:	Spring 201 TEST 100	7	Undergrad Test Course Test Course	es e 2			
Class Section Data					Find   View	All First 🕚 2	of 3 🕑 Last
Session: 1 Class Section: 0 Component: L	I Regular A 03 .ecture	cademic Session	Class Nbr: Class Type: Instructor:	27087 Enrollme	Class Statu nt Section	us: Active	
Student Specific	c Permissions						
<ul> <li>Student Specific</li> <li>Defaults</li> <li>Expiration Date:</li> <li>Permission Vali</li> <li>Closed Class</li> </ul>	: 05/06/2017 id For:	Requisites Not Met	Consent Requi	red (	Career Restriction	Permission Ti	me Period
Student Specific Defaults Expiration Date: Permission Vali Closed Class	: 05/06/2017 id For: ss R	Requisites Not Met	Consent Requir	red C	Career Restriction	Permission Tir	me Period
Student Specific Defaults Expiration Date: Permission Vali Closed Clas Class Permission Class Permission General Info	c Permissions : 05/06/2017 id For: issions: in Data Permission	Cequisites Not Met Generate Omments TTT	Consent Requi	red C	Career Restriction	Permission Tir	me Period
Student Specific  Defaults  Expiration Date: Permission Vali Closed Class Class Permission Class Permission General Info Seq # Number	c Permissions : 05/06/2017 id For: as R issions: D Data Permission ID	Cenerate	Consent Requi	red C Personaliz Status	Career Restriction	Permission Ti	me Period

#### **Enrollment Error: Career Restrictions**

Closed

Class

Select the Permission tab in the Class Permission Data section of the Class Permissions page to access additional permission types, including Career Restriction

Class Permi	ssion Data		Persona	alize   Find   🗖	🔣 🛛 First 🕚 1	of 1 🕑 Last
General Info	Permission	Comments 💷				
Seq # Number	ID	Name	Status	Permission Use Date	Expiration Date	
1	2202982	Cardinal,Stacy Lynn N.	Not Used		05/06/2017	+ -
_	Ļ					
Class Perm	nission Data		Persona	alize   Find   🗖	🔜 🛛 First 🕚 1	of 1 🕑 Last
General Info	Permission	Comments 💷				

Important note: An undergraduate student taking a graduate level course (500+) will be graded according to the graduate grading scale

Met

Requisites Not Consent

Required

✓

Career

Restriction

Permission Time Period

+

-

▶ No C+, C- or D grades

2202982

Q

ID

Seg # Number

Error: This class requires permission to enroll. This class is scheduled in a session where permission is now required to enroll.

▼ Error Messages					
Message Sequence:	1	Severity:	Error	Last Update DateTime:	03/17/16 11:09:56AM
This class requires pern	nission to enr	oll. (14641,214)			
This class is scheduled	in a session	where permission in nov	v required to enro	oll.	

- **<u>Reason</u>**: The add/drop date for this course has passed.
  - If department offering course wishes to allow a student to enroll after the add/drop date for a course, they need to contact their academic dean's office
    - ▶ If academic dean approves late enrollment, s/he will contact appropriate vice-provost
    - If vice-provost approves late enrollment, s/he will notify academic dean's office which will either grant student permission in Cardinal Students or work with Enrollment Services, depending on the class

Failure to resolve a registration hold until after add/drop is not a sufficient reason to approve late enrollment! Students with financial holds should not be permitted to attend classes without being registered.

- For late enrollment in non-dynamically dated courses, dean's office needs to grant Permission Time Period permission on Class Permissions page
- To enter class permissions: Records and Enrollment > Term Processing > Class Permissions > Class Permissions
  - Career Restriction permission is entered on Permission tab in Class Permission Data section at bottom of page

Course ID: Academic Institution:	016769 The Catho	olic Univ of America	Course Off	ering Nbr	: 1		
Term: Subject Area:	Spring 20 TEST	17	Undergrad Test Course	es			
Class Section Date	100		lest Course	e Z	er star		
Class Section Data	Devides	Andresis Consist	Class Nhri	27007	Find   View A	All First 🔍 2	of 3 🤍 Last
Class Section: 0	Regular	Academic Session	Class NDI.	27007	Class Statu:	s. Active	
Component:	osturo		Instructor:	LIIOIIII	ent Section		
Student Specific  Defaults  Expiration Date:	05/06/2017						
Student Specific  Closed Class	05/06/2017 d For:	Requisites Not Met	Consent Requi	red	Career Restriction	Permission Tir	ne Period
Student Specific Defaults Expiration Date: Permission Valie Closed Clas	05/06/2017 d For:	7 📑 Requisites Not Met	Consent Requir	red	Career Restriction	Permission Tir	ne Period
Student Specific  Cosed Clas  Assign More Permi  Class Permiser  General Info	bolicity of the second	Requisites Not Met	Consent Requir	red Personaliz	Career Restriction	Permission Tir	ne Period
Student Specific  Coperation Date: Permission Valie Closed Clas Closed Clas General Info Seg # Number	D5/06/2017 d For: is issions: In Data Permission	Requisites Not Met	Consent Requi	red Personaliz Status	Career Restriction	Permission Tir	ne Period

Select the Permission tab in the Class Permission Data section of the Class Permissions page to access additional permission types, including *Permission Time Period* 

Clas	s Permiss	ion Data			Personalize   Find   🖾   🔜 🛛 First 🕚 1 of 1 🕑 L						
Gen	eral Info	Permission	Comme	ents 💷							
Seq #	Number	ID		Name	Status	Permission Use Date	Expiration Date				
1		2202982	Q	Cardinal,Stacy Lynn N.	Not Used		05/06/2017 🛐	[	+	-	
		Ļ									
Cla	ss Permis	sion Data			Persona	lize   Find   💷	First 4	1 of 1		ast	

						1 1		
Ger	neral Info	Permission Commen	ts 💷				$\frown$	
Seq #	Number	ID	Closed Class	Requisites Not Met	Consent Required	Career Restriction	Permission Time Period	
1		2202982						-

- For late enrollment in dynamically dated courses or for late swaps, approval from vice-provost should be emailed to <u>cua-enrollmentservices@cua.edu</u> for processing
  - Permission Time Period permission does not override deadlines in the cases.

Not sure what the add/drop date is for a dynamically dated course? 

Select the calendar icon to the left of the class in search results or on Student Center page

▼ SSS 570	D - Di	versity In Muli	ticultural Society					
Academic Calendar	Class	Section	Days & Times	Room	Instructor	Meeting Dates	Status	
<b>B</b>	1 <u>759</u>	<u>D1-LEC</u> Dyn Date	ТВА	ONLINE	Alexis A. Robinsor	08/29/2016 - 10/22/2016	•	-
Academic Calendar	Class	Section	Days & Times	Room	Instructor	Meeting Dates	Status	
<b>1</b>	<u>3760</u>	D2-LEC Dyn Date	SSS 5	70D Sect	Sarah Moore	nsity In Multicultu	ral Soc	
Academic Calendar Class Section			Class Start Date: 08/29/2016		End Date: 10/22/2016		/2016	
20	<u>3761</u>	<u>D3-LEC</u> Dyn Date	Drop/ Add:		09/04/2016 L	ast date to add clas on or before this dat our transcript.	ss. If the class is d te it will not appear	on
nember, DD c op (and withdr	ourse awal)	es have deadlines	Drop with Pen	alty:	10/08/2016 I v V	If the class is dropped on or before this of will appear on your transcript with the gr W.		s da gra
er from full se e can be befo dlines for n <u>on</u> -	r from full semester courses. can be before or after the lines for non-DD courses ng on the dates/length of the course.			Drop with Greater Penalty:		If the class is dropped on or before t will appear on your transcript with th F.		s da gra
ing on the dat course				Last Date to Drop:		You are not allowed to drop after this date you must drop you need to contact your advisor.		
								-

## Enrollment Error: Requisites Not Met

<u>Error</u>: Unable to add this class – requisites not met.

▼ Error Messages					
Message Sequence:	1	Severity:	Error	Last Update DateTime:	01/23/14 1:28:19PM
Unable to add this class	s - requisites have not be	een met. (146	41,18)		
MDIA 201 or depart	ment consent				
Beegen: The	agurag bag	o roqui	aita in tha	octolog or compostor	a a b a d u l a a n

- <u>Reason</u>: The course has a requisite in the catalog or semester schedule and the student does not meet the requisite requirements.
  - Requisites typically require that a student has previously taken a specific course or courses (prerequisite) but can also require:
    - ▶ that a student hasn't previously taken a specific course
    - concurrent enrollment in another course
    - specific class standing (e.g., open only to seniors)
    - membership in a specific student group (e.g., open only to Honors Programs students)
    - minimum GPA
    - minimum number of credits
    - ▶ specific program, plan, or sub-plan

Requisites can also require any combination of these things!

#### Enrollment Error: Requisites Not Met

- If department offering course wishes to allow student to register despite not meeting requisite, they need to grant *Requisites Not Met* permission on Class Permissions page
- To enter class permissions: Records and Enrollment > Term Processing > Class Permissions > Class Permissions
  - Career Restriction permission is entered on Permission tab in Class Permission Data

Course ID:	040700		Course Off	Indian Miles	4		
A and and a location in	U10/09		Course On	ening NDI:	1		
Academic Institution	i: The Cat	nolic Univ of America					
Term:	Spring 2	2017	Undergrad				
Subject Area:	TEST		Test Course	es			
Catalog Nbr:	100		Test Course	e 2			
Class Section Data					Find   View A	All First 🕚 2	of 3 🕑 Last
Session:	1 Regula	ar Academic Session	Class Nbr:	27087	Class Status	Active	
Class Section: (	03		Class Type:	Enrollme	ent Section		
Component:	octuro		Instructor				
o o inpononia i	Locidio		monuoton				
Student Specifie	c Permissior	ns					
Defaults							
Defaults     Expiration Date	. 05/06/201	17 1					
Defaults     Expiration Date	05/06/201	17 🗾					
Defaults     Expiration Date     Permission Val     Closed Class	: 05/06/201 id For:	17 🗒	Consent Requir	red (	Career Postriction	Permission Tr	ne Period
Defaults     Expiration Date     Permission Val     Closed Class	: 05/06/201 id For: ss	Requisites Not Met	Consent Requir	red (	Career Restriction	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clas	: 05/06/201 id For: ss	Requisites Not Met	Consent Requir	red (	Career Restriction	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clas	: 05/06/201 id For: ss	17 🕅 Requisites Not Met	Consent Requir	red (	Career Restriction	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clas	: 05/06/201 id For: ss	17 🕅 Requisites Not Met	Consent Requir	red (	Career Restriction	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clar      Assign More Perm     Class Permission	: 05/06/201 id For: ss iissions:	17 🛐 Requisites Not Met	Consent Requir	red (	Career Restriction	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clar     Class Permission     Class Permission     General Info	id For: ss issions: on Data Permission	17 J	Consent Requir	red (	Career Restriction	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clar     Class Permission     General Info	: 05/06/201 id For: ss issions: on Data Permission	17 (i) Requisites Not Met Generate	Consent Requir	red (	e   Find   7   E	Permission Tir	ne Period
Defaults     Expiration Date     Permission Val     Closed Clas     Class Permission     General Info     Seq # Number	: 05/06/201 id For: ss issions: on Data Permission	Requisites Not Met	Consent Requir	red ( Personaliz Status	e   Find   🖅   🏬	Permission Tir	ne Period

#### Enrollment Error: Requisites Not Met

Select the Permission tab in the Class Permission Data section of the Class Permissions page to access additional permission types, including *Requisites Not Met* 

Clas	s Permissi	on Data				Persona	lize   Find   🗖		First 🕚 1	of 1 🕚	Last
Gen	eral Info	Permission	Comme	nts 💷							_
Seq #	Number	ID		Name		Status	Permission Use Date	Expirat	ion Date		
1		2202982	Q	Cardinal,Stac	y Lynn N.	Not Used		05/06/	2017 🛐	+	-
_		ł									
Cla	ss Permiss	sion Data				Persona	lize   Find   🗖		First 🕚 1	of 1 🕑	Last
Ge	neral Info	Permissio	n Comm	ents 💷							
Seq #	* Number	ID		Closed Class	Requisites Met	Not Conse Requir	nt Career red Restrict	ion 7	ermission ime Period		
		2202002	0								

Note: This permission type does NOT override requisites for reserve seating

#### **Enrollment Error: Reserve Seating**

Error: You are unable to enroll in this class at this time. The remaining seats in this section are reserved and you do not meet the reserve capacity requirements. Contact the academic department for details.

<ul> <li>Error Messages</li> </ul>		
Message Sequence: 1	Severity: Error	Last Update DateTime: 01/12/16 3:03:25PM
You are unable to enroll in this cla	ass at this time. (14641,213)	
The remaining seats in this section department for details.	on are reserved and you do not meet the re	serve capacity requirements. Contact the academic

- <u>Reason</u>: Seats in this course have been reserved for a specific population of student and this student does not meet the criteria for the remaining seats.
  - Any of the same criteria used for catalog requisites can be used for reserved seating but typically seats are reserved for students with a specific class standing or academic plan.
- There is no override for reserve seating -- the department offering the course must either remove or reduce the reserve seating to enable enrollment of students who do not meet criteria
  - Reserve seating should be limited to classes where the need is absolute

#### Enrollment Error: Reserve Seating

- Reserve seating requirements don't display in class search results but are visible via Maintain Schedule of Classes page
  - navigation: Curriculum Management > Schedule of Classes > Maintain Schedule of Classes > Reserve Cap tab

	Meetings	Enrollme	ent Cntrl	Reserve Cap	Notes	E <u>x</u> am	LMS Data	Textboo	ok <u>G</u> L Inte	rface	
Course ID:		001527		(	Course Offe	ering Nbr:	1				
Academic Ins	stitution:	The Catholi	Univ of A	America		-					
Term:		Spring 2017		l	Undergrad						
Subject Area:		DR		I	Drama						
Catalog Nbr:		102		1	Intro Alexan	dr Tech					
Class Section	ns						Find   \	/iew All	First 🕚	1 of 2	Las
Session:		1		Reg	ular Acaden	nic Session	Class NI	or: 1787	7		
Class Sect	tion:	01	Con	nponent: Lect	ure		Event ID	: 00008	33407		
Associated	d Class:	1	Uni	t <del>s: 3.00</del>							
Deserver									0		
Reserve Ca	pacity						Find   Vie	ew All	First 🧐 1	of 1 🖤	Last
*Reserve Ca	pacity Capacity Se	equence:	1	Enrollment Tota	l: 1		Find   Vie	ew All	First 🖤 1	of 1 🖤	Last
*Reserve Ca *Reserve C	pacity Capacity Se Capacity R	equence:	1 It Group	Enrollment Tota	l: 1 Pe	ersonalize	Find   Vie	ew All	First 🖤 1 st 🕢 1-2 of	of 1 🖤 [ 2 🕑 L	Last E =
*Reserve Ca *Reserve C Reserve C *Start Date	pacity Capacity Se Capacity R *Re Gro	equence:	1 t Group	Enrollment Tota	l: 1 Pe	ersonalize	Find   Vie	ew All Fir Car	First 1 1 st 3 1-2 of DEnrl	of 1 🖤 2 🕑 L	Last
*Reserve Ca *Reserve C *Start Date 12/05/2016	pacity Capacity Se Capacity R *Re Gro 10 10 10	equence:	1 <b>t Group</b> Drama o	Enrollment Total	l: 1 Pe	ersonalize	Find   Vie	ew All Fir Car	First I 1 st I 1-2 of DEnri	of 1 🕑 2 🕑 L +	Last



Error: Unable to add this class – term maximum exceeded. Adding this class would exceed the maximum number of units or courses allowed for this term.

Error Messages					
Message Sequence:	1	Severity:	Error	Last Update DateTime:	11/09/15 7:00:44AM
Unable to add this class	- term maximum exceed	ded. (14641,3	30)		
Adding this class would	exceed the maximum nu	mber of unit	s or courses allowed for this te	erm.	

- Reason: The addition of this class would put the student above their maximum allowable number of credits
  - The default maximum allowable credits differs based on school and level (UGRD vs GRAD)
  - Maximum allowable credit defaults are typically lower in the summer for UGRD programs

#### Undergraduate Default Limits

	Fa	all/Spring	Su	mmer
School/Career	Max Units	Max No GPA Units	Max Total Units	Max No GPA Units
Architecture & Planning	19	6	13	6
Arts & Sciences	17	6	14	6
(except below majors)				
Arts & Sciences	21	6	14	6
Biology, Physics, Math, and Chemistry Majors				
Busch School of Business	17	6	14	6
Dual Degree	17	6	14	6
Engineering	19	6	8	6
Joint Degree	21	6	19	6
MSPS	15	6	15	6
Rome School	17	6	17	6
(except below majors)				
Rome School	21	6	17	6
Music Majors & Acting BFA				
Conway School of Nursing	17	6	14	6
School of Philosophy	19	6	19	6
TRS	17	6	14	6
NCSSS	17	6	17	6

#### Graduate Default Limits

	Fa	all/Spring	Summer			
School/Career	Max Units	Max No GPA	Max Total	Max No GPA		
		Units	Units	Units		
Architecture & Planning	18	6	18	6		
Arts & Sciences	21	21	19	19		
Arts & Sciences	19	6	19	6		
Fully Online Programs						
Busch School of Business	21	21	19	19		
Engineering	19	6	8	6		
Joint Degree	19	6	19	6		
MSPS	21	21	19	19		
Rome School	15	6	19	6		
Conway School of Nursing	19	6	19	6		
School of Philosophy	19	15	19	6		
School of Canon Law	19	12	19	12		
TRS	15	12	15	6		
NCSSS	19	6	19	6		



- Approval for enrollment over the default maximum is handled by student's academic dean's office
  - Authorized users in dean's office can change maximum allowable values on the Term Activation page
    - Navigation: Records and Enrollment > Student Term Information > Term Activate a Student > Enrollment Limit Tab

Term Activation Enrollment Limit	Student Session	Terms In <u>R</u> esidence	Term Control Dates	External Study	
Cardinal, Stacy Lynn N.		2202982	* 쿠		
			Find View All	First 🕚 1 of 2	Last
Academic Career:	Graduate				
			Find View All	First 🕚 1 of 22	Last
Academic Institution:	The Catholic Univ	of America		1.41	+ -
Term:	Spr 2017 Ser	mester Che	CK THIS DOX A	nd then	
Primary Academic Program:	Arts & Sciences GF	ente	r new values		
Academic Group of Advisor:	ARTSC				
*Approved Academic Load:	Full-Time				
Override Unit Limits:					
Max Total Units:		Max Audit Units:			
Max No GPA Units:		Max Wait List Units:			
Min Total Units:		Max Total Courses:			



#### Enrollment Error: Closed Class

#### Error: Class XXXX is full....

Error	Last Update DateTime 10/26/21 9:40:49AM	
4640,6)		
enrollment limit for the class has been	reached, and there is no room on the Wait List.	
Error	Last Update Date Time 10/26/21 9:43:25AM	
nrollment limit for the specified class	has been reached.	
ie request.		
	The message the	
	student receives	
	depends on the	
een reached	wait list status	
	Error 4640,6) enrollment limit for the class has been Error enrollment limit for the specified class he request.	Error       Last Update DateTime 10/26/21 9:40:49AM         4640,6)       enrollment limit for the class has been reached, and there is no room on the Wait List.         Error       Last Update DateTime 10/26/21 9:43:25AM         enrollment limit for the specified class has been reached.       The message the student receives depends on the wait list status

#### Enrollment Error: Closed Class

▶ There is no override for closed classes.

Step 2 of 4: Review Class Selection

You have selected

TEST 100 Test Course 2 Option Status Wait List

- ▶ CUA disabled the *Closed Class* permission type years ago due to misuse.
- If departments wants to increase class cap they should email use the Class Change Request form at <u>http://enrollmentservices.cua.edu/Forms/Forms.cfm</u>.
- If wait list seats are available, student is able to enroll self onto wait list the same way they would enroll in an open class. They can also do a Swap Classes transaction to add themselves to the waitlist (more on next slide).
  - ▶ Waitlist status is clearly visible to students when they initiate enrollment
  - Students will also clearly see their position on the waitlist

Class cap increases are subject to room caps (which are dictated by fire code)

Class	Session	Meeting Dates	Days and Times	Seats
LEC - Section 01 - Class 1002	Regular Academic Session	08/30/2021 - 10/23/2021	Monday Wednesday 11:10AM to 12:00PM	Waitlist Available Places 1 of 1
DIS - Section 31 - Class 5806	Regular Academic Session	08/30/2021 - 12/18/2021	Friday 11:10AM to 12:00PM	Open Seats 20 of 20

#### How Waitlists Work

- Students can add themselves to the waitlist in two ways:
  - Using Class Search and Enroll
    - Student "enrolls" onto the waitlist the same way they would enroll into any other class
  - Using Swap Classes
    - Student selects a class in their schedule that they would like the waitlisted class to replace should seats in the waitlisted class become open
- When seats in a waitlisted class become available:
  - An automated process runs hourly that attempts to move waitlisted students into the open seats. The process will attempt to enroll students in the order of their waitlist position.
    - If student used Swap Classes option to add themself to the waitlist, they will be enrolled into the new class and the "swap from" class will be dropped.
    - If student used Class Search and Enroll option to add themself to the waitlist, they will be enrolled if:
      - > the student has not enrolled in another course with the same or overlapping meeting time
      - > the addition of the course will not put student over maximum allowable number of credits



#### Enrollment Error: Closed Class

Academic department offering course can enable/disable wait list via Enrollment Cntrl tab on Maintain Schedule of Classes page (disabling will not remove students already on wait list)

Basic Data Meetings	Enrollment Cntrl	<u>R</u> eserve Cap <u>N</u> otes E <u>x</u> a	am <u>L</u> MS Data <u>l</u> extbook	<u>G</u> L Interface	
Course ID: Academic Institution: Term: Subject Area: Catalog Nbr:	004001 The Catholic Univ of Ame Spring 2016 MIS 431	Course Offering Ni erica Undergrad Metro: Computer/Me Database Managem	br: 1 gt Info Sys nent Sys	Department can view students on wait list v Class Roster page (ju	v via ust
Enrollment Control			<u>Find</u> View All	change Enrollment	
Session: Class Section: Associated Class:	DD 01 Component: 70 Units:	Dynamic Date Session : Lecture 3.00	Class Nbr: 3299 Event ID: 000080413	Status from <i>Enrolled</i> <i>Waiting</i> )	to
*Class Status:	Active	▼	Cancel Class		
Class Type:	Enrollment	Enrollment Status:	Closed		
*Add Consent:	No Consent	<ul> <li>Requested Room Capa</li> </ul>	city: 15 Total		
*Drop Consent:	No Consent	<ul> <li>Enrollment Capacity:</li> </ul>	7 7		
1st Auto Enroll Section	n:	Wait List Capacity:	5 1		
2nd Auto Enroll Section	on:	Minimum Enrollment N	br:		
Resection to Section:					
Auto Enroll from V	Wait List	Cancel if Student Enrolled			
L					

#### Enrollment Error: Closed [Bound] Class

Error: The combined section class XXXX is full. The enrollment limit for the combined section has been reached. Resubmit the request with the wait list options specified or choose another class.

▼ Error Messages			
Message Sequence: 1	Severity:	Error	Last Update DateTime: 12/02/15 11:05:33PM
The combined section class	s 4487 is full. (14641,163)		
The enrollment limit for the o class.	combined section has been reach	ed. Resubr	nit the request with the wait list options specified or choose another

- **Reason**: There are still seats available in this section BUT the section is bound with another section(s) and the <u>combined</u> cab has been reached.
  - Example: ANTH 230-01 is combined with ANTH 630-01. The combined cap is set at 20 because that's the maximum number of students the department wants in the class; however, since they have no preference as to the mix of undergraduate and graduate students, the individual sections both have a cap of 20. The combined cap is what controls enrollment so once it's reached enrollment will stop.
- Options for dealing with this error are same as for other closed classes: department can increase the bound cap or student can add self to wait list (if there is one.)

## Enrollment Error: Time Conflict

Error: You cannot add this class due to a time conflict with class XXXX. Select another class.

Error Messages				
Message Sequence:	1 Severity:	Error	Last Update DateTime:	07/14/15 12:06:09PM
You cannot add this class	due to a time conflict with class 15	82. (14641,17)		
Select another class.				

- Reason: This class meets at the same time or has a meeting time that overlaps with another class in which the student is already enrolled.
- There is no override that enables this enrollment, as it would leave student short on contact hours. (Permission Time Period is for enrollment after add/drop. It is not an override for time conflicts.)

#### **Consortium Enrollment**

- CUA belongs to two consortiums that allow cross-enrollment across institutions:
  - Consortium of Universities of the Washington Metropolitan Area
    - Does not apply to students in Canon Law, Law, MSPS, fully-online programs or non-degree students)
  - Washington Theological Consortium
    - > Applies only to graduate students in School of Theology & Religious Studie
- Students cross-enroll at these institutions by completing paperwork that is submitted to the Office of Enrollment Services.

## Students intending to cross-enroll SHOULD NOT enroll directly at the other institution.

- Cross-enrolled students pay tuition and fees to CUA at CUA rates.
- Cross-enrolled students do NOT transfer courses back to CUA. Courses taken through cross-registration are considered to be taken in residence.

# Questions?

- The key to helping students is identifying the problem(s) they are having
  - Students are rarely clear when reporting enrollment problems!
  - Identifying the problem is the only way to refer a student to the proper office
    - Most enrollment errors are for things managed by the department (or school) offering the course. Referring students to Enrollment Services will make them feel like they are getting the runaround, as they will likely need to be referred back to you!
  - Asking the student to show/send you a screenshot of the error is the best way to figure out the next step.
    - Once you can see/read what is happening, you can compare to the preceding slides to know what to do or where to refer the student.
      - You may also find the Registration Error FAQ helpful: <u>https://enrollment-services.catholic.edu/old-site-content/\_media/docs/error-message-faq.pdf</u>

But, if you can't get the student to send a screenshot...

When student is denied enrollment in a class Cardinal Students displays a specific error message to the student. Unfortunately, most students ignore the specific detail of these messages!

X

#### Not added to class schedule

The Catholic University of America

#### X MATH 514 - Statistics II

You have a hold on your record. The registration hold(s) on your record must be removed before this transaction can be processed. For details of your hold(s), select the Tasks tile in Cardinal Students. This is how error messages display to students -- yes, next to a big red X! – but the text of the messages will be identical to those listed on the slides in the preceding section.

When assisting students, ask them for the exact wording or a screenshot of the error message. This may require that they attempt the enrollment transaction again.

 Alternately, you can look up enrollment transactions via the Enrollment Request page (navigation: Records and Enrollment > Enroll Students > Enrollment Request > Find an Existing Value tab)

Enrollment Request	Enrollment Reques	t			
	Enter any information you	have and click S	Search. Leave fields blank	for a list of all values.	
Eind an Existing Value Add a New Value	Find an Existing Value	e <u>A</u> dd a New	Value		
	<ul> <li>Search Criteria</li> </ul>				
Academic Care	Enrollment Request ID:	begins with V		<u>a</u>	
Term:	ID: And density Company	begins with V			
	Academic Career:	= •		•	
	Torm:	= •	CRDNL	Q	
Add	Compus ID:	= V		Q	
Add	National ID:	begins with V			
	Last Name:	begins with V			
	First Name:	begins with V			
This page defaults to the <i>Add</i> <i>a New Value</i> tab. Select the	Case Sensitive	s to (up to 300):	300		
Find an Existing Value tab to	Search Clear	Basic Search	Save Search Criteria		

- On the Find an Existing Value tab, enter the student's ID, career, and the term for which you wish to view transactions
  - Note: searching by term will only work if you also limit by career

#### **Enrollment Request**

Enter any information you have and click Search. Leave fields blank for a list of all values.

<ul> <li>Search Criteria</li> <li>Enrollment Request ID:</li> </ul>	begins with V			Search results will include <u>ALL</u>
ID:	begins with V			transactions, both
Academic Career:	= 🔻		•	successful and
Academic Institution:	= •	CRDNL	Q	failed
Term:	= 🔻		Q	Idileu
Campus ID:	begins with 🔻			
National ID:	begins with V			
Last Name:	begins with V			
First Name:	begins with <			
Case Sensitive Limit the number of results Search Clear	to (up to 300): Basic Search	300		

- Search results will include all transactions that match your criteria and will be listed in chronological order with oldest first
  - Usually best to look at last transaction first and work backwards

View All						First 🔣 1-9 of 9 🚺						-9 of 9 🕟 🛛 Last	
<u>Enrollment</u> <u>Request ID</u>	ID	<u>Academic</u> <u>Career</u>	Academic Institution	Term	Name	<u>Gender</u>	<u>Date</u> of Birth	<u>Campus</u> ID	<u>National</u> ID	<u>National</u> ID Country	NID Short Description	<u>Last Name</u>	<u>First Name</u>
0001658688	2202982	Undergrad	CRDNL	1158	Cardinal, Stacy Lynn N.	Female	04/01	( <u>blank</u> )	******	<u>USA</u>	<u>SSN</u>	CARDINAL	STACYLYNN
0001661436	2202982	Undergrad	CRDNL	<u>1158</u>	Cardinal, Stacy Lynn N.	Female	<u>04/01</u>	( <u>blank</u> )	******	USA	<u>SSN</u>	CARDINAL	<b>STACYLYNN</b>
0001661438	2202982	Undergrad	CRDNL	<u>1158</u>	Cardinal Stacy Lynn N.	Female	04/01	( <u>blank</u> )	******	<u>USA</u>	<u>SSN</u>	CARDINAL	STACYLYNN
0001661440	2202982	Undergrad	CRDNL	<u>1158</u>	Cardinal, Stacy Lynn N.	Female	<u>04/01</u>	(blank)	******	USA	SSN	CARDINAL	STACYLYNN
0001678318	2202982	Undergrad	CRDNL	<u>1158</u>	Cardinal, Stacy Lynn N.	<b>Female</b>	<u>04/01</u>	(blank)	******	USA	<u>SSN</u>	CARDINAL	<b>STACYLYNN</b>
0001680210	2202982	Undergrad	CRDNL	1158	Cardinal, Stacy Lynn N.	Female	<u>04/01</u>	(blank)	******	USA	SSN	CARDINAL	STACYLYNN
0001682631	2202982	Undergrad	CRDNL	1108	Cardinal, Stacy Lynn N.	Female	<u>04/01</u>	(blank)	******	USA	<u>SSN</u>	CARDINAL	STACYLYNN
0001695505	2202982	Undergrad	CRDNL	1158	Cardinal, Stacy Lynn N.	Female	04/01	(blank)	******	USA	SSN	CARDINAL	STACYLYNN
0001706554	2202982	Undergrad	CRDNL K	1158	Cardinal Stacy Lynn N.	Female	04/01	(blank)	******	USA	SSN	CARDINAL	STACYLYNN

#### **Search Results**





#### Section 2: Request Details

Enrollment Sequence *Action:	Request Details         Nbr:       1       Errors         Enroll       •         Override Action Date       •         Wait List Okay       •	Find   View All Action Reason:	First 🚺 1 of 1 💟 Last		
Class Nbi	PHIL 309 01 Lectur Regular Academic Session Under Related Class 1: Related Class 2: Start Date: Instructor ID: Repeat Code: Q	e Theories of Ethics graduate	<u>Transcript Note</u>	For student transactions, only this section will include data	
Override	Grading Basis: GRD Graded Units Taken: 3.00	Grade Input:			
	Designation: Take Requirement Designation Permission Nbr:	RD Grade:	¥	The data in this section is from staff transactions	
Addition Override	al Appointment Career Requisites Service Indicator Dynamic Dates	Closed Class	Class Links Unit Load		





- Once you've identified the error message you can pinpoint the source of the problem and assist the student (or refer them appropriately).
  - ► To interpret error messages:
    - Use this presentation
    - Use the Error Message FAQ at <u>https://enrollment-services.catholic.edu/old-site-content/media/docs/error-message-faq.pdf</u>
  - If you are unsure how to resolve an issue, contact <u>cua-enrollmentservices@cua.edu</u> or call 202-319-5300
    - Unless the error is due to something Enrollment Services manages, please don't send the student to us
      - Students generally won't relay their problem properly
      - Most errors are resolved by the department offering course
      - ▶ Enrollment issues are "teachable moments" for staff
    - ▶ Best for YOU to email us to find out the answer than having the student contact us

Let's not give students the runaround!

# Questions?