THE CATHOLIC UNIVERSITY OF AMERICA
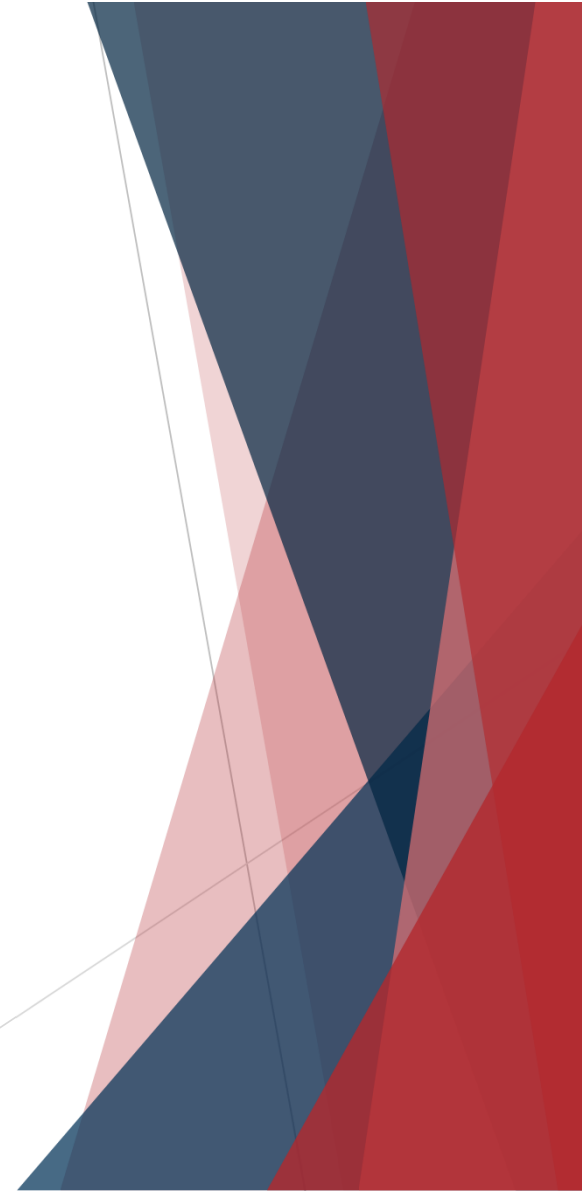
Office of Enrollment Services

Registration Troubleshooting

Today's Agenda

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

Registration Holds

▶ 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 **review** Service Indicators before advising a student that they can't register.
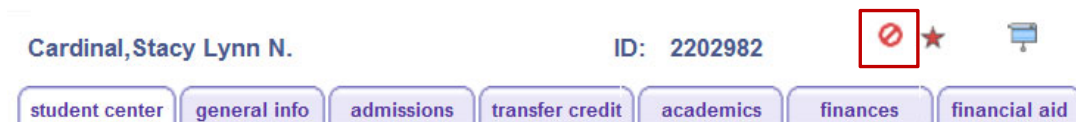
Registration Holds

▶ Not all Service Indicators are "holds"

 ▶ Positive service indicators are not holds and are informational only ★

  ▶ 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

Registration Holds

▶ To determine the impact of a hold:

   ▶ 1. Select the hold icon in Cardinal Students.

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

Registration Holds

▶ To determine the impact of a hold:

   ▶ 3. Scroll to the bottom of the hold details page to view the hold's impact.

This page will also show you the office responsible for the hold as well as the message displayed to the student via their Student Center

Registration Holds

▶ 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 http://enrollmentservices.cua.edu/res/docs/Error-Message-FAQ.pdf
    - 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.

In this example, hovering over the search results will not enable student to move to the next step

▶ **Reason**: 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 cua-enrollmentservices@cua.edu
      - 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 cua-enrollmentservices@cua.edu (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
Undergraduate
The Catholic University of America

| 1 | **Review Class Selection** Complete |
| 2 | **Review and Submit** Visited |

Step 2 of 2: Review and Submit   **Submit**
You have selected to add to your shopping cart
BIOL 103 Human Biology: What 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 cua-enrollmentservices@cua.edu

  ▶ 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 cua-enrollmentservices@cua.edu

▶ 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: ent

| Open Classes Only ⊗ | ENT / Entrepreneurship ⊗ | Clear All |

⇅

ENT 118
The Vocation of Business
1 Class Option Available >

ENT 350
The Church, Entrepreneurship and Value Creation
1 Class Option Available >

ENT 456
Year-Long Small Business Experience Seminar
1 Class Option Available >

ENT 476
The Spirit of Entrepreneurial Capitalism
1 Class Option Available >

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 cua-classes@cua.edu 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."

▼ Error Messages		
Message Sequence: 1	**Severity:** Error	**Last Update DateTime:** 01/23/14 2:58:32PM
Department Consent Required. (14641,38)		
Permission is required to enroll in this course. Contact the academic department for details.		

▶ **Reason**: 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

Use the arrows to navigate to the correct section. Sections don't always appear in order, as shown here.

Ensure you are entering permission for the correct student ID. Don't make assumptions – some names are in the system more than once.

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

Even after the scheduling deadline, department administrators continue to have access to this field and can add/remove consent as needed

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.

▼ Error Messages		
Message Sequence: 1	**Severity:** Error	**Last Update DateTime:** 03/17/16 11:08:23AM

Permission to enroll in this class is required. (14641,133)

This class falls outside of the career of study. Contact your academic dean¿s office to request enrollment permission.

▶ **Reason**: Student is attempting to enroll in a course that is outside of courses designated for their career.

  ▶ Undergraduate student enrolling in a graduate-level course (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

Enrollment Error: Career Restrictions

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

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

  ▶ No C+, C- or D grades

Enrollment Error: Post Add/Drop Enrollment

▶ **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 permission to enroll. (14641,214)

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

▶ **Reason**: 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.

Enrollment Error: Post Add/Drop Enrollment

▶ **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

Enrollment Error: Post Add/Drop Enrollment

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

Class Permission Data								Personalize | 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 📅		➕	➖

Class Permission Data							Personalize | Find |	First ◀ 1 of 1 ▶ Last		
General Info	**Permission**	Comments								
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 cua-enrollmentservices@cua.edu for processing

  ▶ Permission Time Period permission does not override deadlines in the cases.

Enrollment Error: Post Add/Drop Enrollment

▶ 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

Remember, DD courses have add/drop (and withdrawal) deadlines that differ from full semester courses. These can be before or after the deadlines for non-DD courses depending on the dates/length of the course.

Enrollment Error: Requisites Not Met

▶ **Error**: 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 - requisites have not been met. (14641,18)		
MDIA 201 or department consent		

▶ **Reason**: 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

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*

▶ 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.

Error Messages

Message Sequence: 1	Severity: Error	Last Update DateTime: 01/12/16 3:03:25PM

You are unable to enroll in this class at this time. (14641,213)

The remaining seats in this section are reserved and you do not meet the reserve capacity requirements. Contact the academic department for details.

▶ **Reason**: 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

Enrollment Error: Over-electing

▶ **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 Date Time:** 11/09/15 7:00:44AM |
> | --- | --- | --- |
>
> Unable to add this class - term maximum exceeded. (14641,30)
>
> Adding this class would exceed the maximum number of units or courses allowed for this term.

▶ **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

Enrollment Error: Over-electing

▶ Undergraduate Default Limits

School/Career	Fall/Spring		Summer	
	Max Units	Max No GPA Units	Max Total Units	Max No GPA Units
Architecture & Planning	19	6	13	6
Arts & Sciences (except below majors)	17	6	14	6
Arts & Sciences Biology, Physics, Math, and Chemistry Majors	21	6	14	6
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 (except below majors)	17	6	17	6
Rome School Music Majors & Acting BFA	21	6	17	6
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

Enrollment Error: Over-electing

▶ Graduate Default Limits

School/Career	Fall/Spring		Summer	
	Max Units	Max No GPA Units	Max Total Units	Max No GPA Units
Architecture & Planning	18	6	18	6
Arts & Sciences	21	21	19	19
Arts & Sciences Fully Online Programs	19	6	19	6
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

Enrollment Error: Over-electing

▶ 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

Enrollment Error: Closed Class

▶ **Error**: Class XXXX is full….

Error Messages

Message Sequence 1   Error   Last Update Date Time 10/26/21 9:40:49AM

Class 1002 Not Enrolled, Class And Wait List Are Full. (14640,6)

The requested enrollment add was not processed. The enrollment limit for the class has been reached, and there is no room on the Wait List.

Error Messages

Message Sequence 1   Error   Last Update Date Time 10/26/21 9:43:25AM

Not Enrolled, Class 1002 Full. (14640,7)

The requested enrollment add was not processed. The enrollment limit for the specified class has been reached.

If available, choose the Waitlist Ok option and resubmit the request.

The message the student receives depends on the wait list status.

▶ **Reason**: The class cap has been reached.

Enrollment Error: Closed Class

- There is no override for closed classes.
  - 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 http://enrollmentservices.cua.edu/Forms/Forms.cfm.
- 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)

Step 2 of 4: Review Class Selection
You have selected

TEST 100   Test Course 2

Option Status Wait List

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
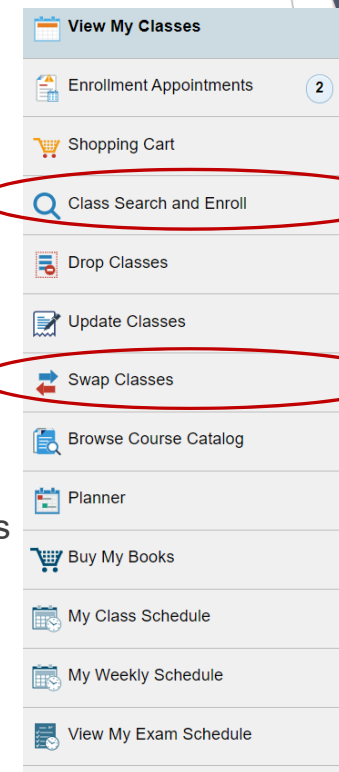
Enrollment Error: Closed Class

► 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)

Department can view students on wait list via Class Roster page (just change Enrollment Status from *Enrolled* to *Waiting*)

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 Date Time:** 12/02/15 11:05:33PM

The combined section class 4487 is full. (14641,163)

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

▶ **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 1582. (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.
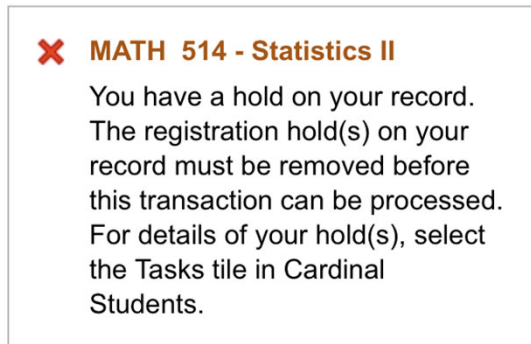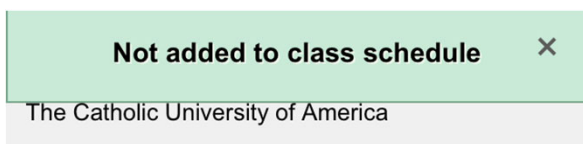
Questions?

Viewing Enrollment Transactions

- 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: https://enrollment-services.catholic.edu/old-site-content/_media/docs/error-message-faq.pdf

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

Viewing Enrollment Transactions

▶ 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!

Not added to class schedule ×

The Catholic University of America

✖ **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.
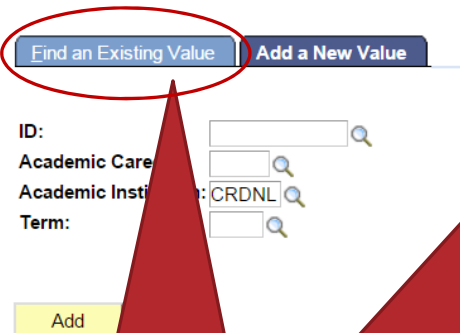
This is how error messages display to students -- yes, next to a big red X! – but the text of the messages will be identical to those listed on the slides in the preceding section.

▶ 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.

Viewing Enrollment Transactions

▶ 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)
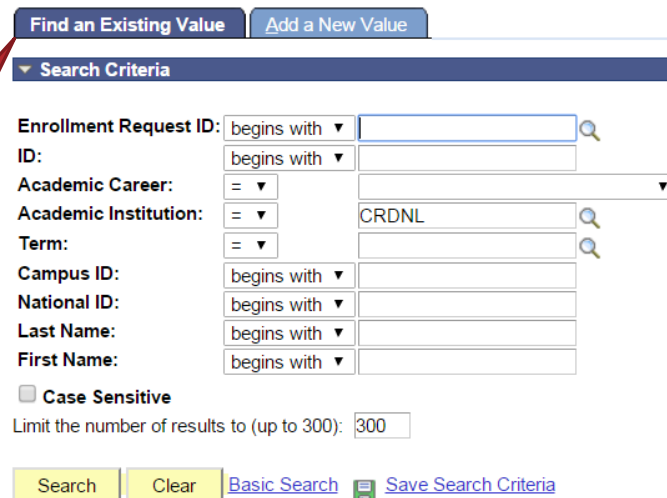

This page defaults to the *Add a New Value* tab. Select the *Find an Existing Value* tab to search existing transactions.

Viewing Enrollment Transactions

▶ 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

Search results will include **ALL** transactions, both successful and failed

Viewing Enrollment Transactions

▶ 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

Search Results

Enrollment Request ID	**ID**	**Academic Career**	**Academic Institution**	**Term**	**Name**	**Gender**	**Date of Birth**	**Campus ID**	**National ID**	**National ID Country**	**NID Short Description**	**Last Name**	**First Name**
0001658688	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001661436	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001661438	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001661440	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001678318	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001680210	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001682631	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001695505	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN
0001706554	2202982	Undergrad	CRDNL	1158	Cardinal,Stacy Lynn N.	Female	04/01	(blank)	*********	USA	SSN	CARDINAL	STACYLYNN

View All — First ◀ 1-9 of 9 ▶ Last

Viewing Enrollment Transactions

Viewing Enrollment Transactions

Section 1: Header

Enrollment Request

2202982   Stacy Lynn N. Cardinal   The Catholic Univ of America

Undergraduate   Arts & Sciences   Fall 2015

Enrollment Request ID: 0001695505   **Status:** Errors Found   Submit

User ID: SPINATO   Operator Enrollment Access

Unique ID for this transaction

User ID of person who initiated transaction

Status of transaction: Success, Errors Found, or Success/Messages

Viewing Enrollment Transactions

Section 2: Request Details

For student transactions, only this section will include data

The data in this section is from staff transactions

Viewing Enrollment Transactions

Section 2: Request Details

Student transactions will be either enroll, drop, or swap

If transactions involved more than one course, use arrows to move between classes

Associated class sections (if any) would be here

Enrollment Request Details

Sequence Nbr: 1 Errors

First ◀ 1 of 1 ▶ Last

*Action: Enroll ▼   Action Reason: 🔍

☐ Override Action Date   Action Date:

☐ Wait List Okay

Class Nbr: 2045 🔍 PHIL 309 01 Lecture Theories of Ethics

Regular Academic Session Undergraduate

Related Class 1: 🔍

Related Class 2: 🔍

Start Date: 📅

Instructor ID:

Repeat Code: 🔍

Transcript Note

Viewing Enrollment Transactions

Section 3: Messages

(Also known as the information you need to help the student!)

Error Messages

| Message Sequence: | 1 | Severity: | Error | Last Update DateTime: | 07/23/15 2:55:52PM |

Available seats are reserved. Reserved seat requirement not met. Student not enrolled. (14640,213)

Available seats are subject to reserve capacity requirements.

Student Appointments   Study List   Term History

Date/time of message/enrollment transaction

Save   Return to Search   Previous in List   Next in List   Notify   Add   Update/Display

Use to move to earlier (previous) or later (next) transactions

Viewing Enrollment Transactions

- 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 https://enrollment-services.catholic.edu/old-site-content/_media/docs/error-message-faq.pdf

  - If you are unsure how to resolve an issue, contact cua-enrollmentservices@cua.edu 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?