REGISTRATION GUIDE

Registration at Arkansas State University is completed through Banner Self Service. This guide was created to explain the different registration features in Self Service and assist students with registration—from adding and dropping classes to understanding registration errors and detailed course information.

Look out for these icons to find Important Information and Quick Tips!

Table of Contents

Accessing Self Service 2
Navigating Self Service Registration 2
Registration Status 3
- Viewing Holds 3
- Locating your Academic Advisor 3

Browse Course Catalog / Browse Classes 3
- Course Information and Search Criteria 4
  - *Course Reference Number* 4
  - *Instructional Method* 4
  - *Campus* 4
  - *Parts of Term* 4
  - *Attributes* 4

Register for Classes 5
- Registering for Classes 5
- Registering for Corequisites 6
- Registration Errors 6
- Dropping Classes 6
- Waitlisting 7

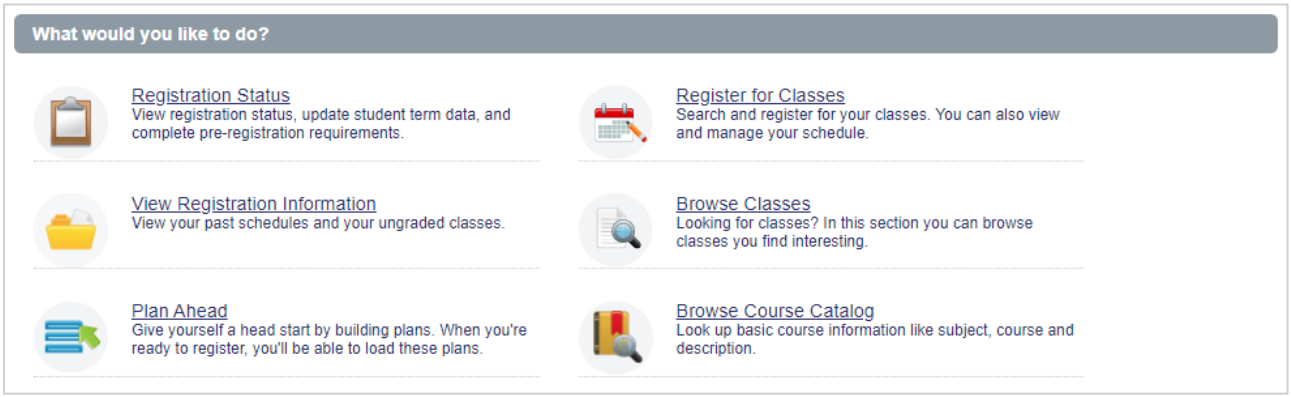
View Registration Information 8
- Registration History 8
- Active Registrations 8

Plan Ahead 9
- Creating a Self Service Plan 9
  - *Editing Self Service Plans* 9
- Using a Degree Works Plan to Create a Self Service Plan 10
- Registering for Classes from a Self Service Plan 11

Accessing Self Service

1. Login to my.AState (http://my.astate.edu)
   a. Forgot your password? Select “Reset Password”
2. Complete the Duo authentication
   a. Questions about Duo? Call IT Support (870) 972-3933
3. Select “**Banner Self Service**”
   a. A new tab will open the Self Service home page
4. Go to “**Registration and Planning**” under *Additional Links* on the left
   a. The registration menu will open in a new window

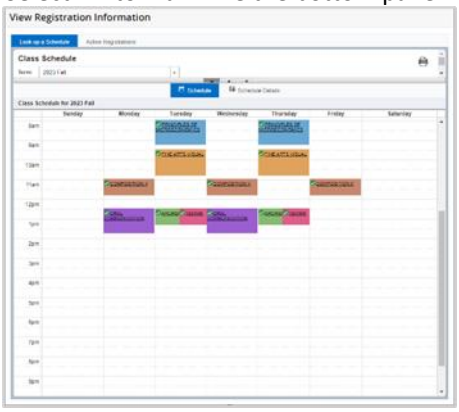
In order to access the my.AState portal you must be admitted as a student. If you have been away from the university for more than one year you will need to readmit. If you have any questions regarding this process, please contact our office at (870) 972-2031 or admissions@astate.edu



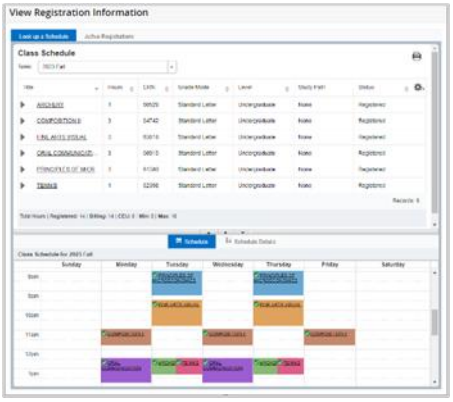
Navigating Self Service Registration

Some pages in Self Service Registration are split into panels to help organize the way you view information. Panels are separated by a gray bar with three buttons: ▲ ● ▼

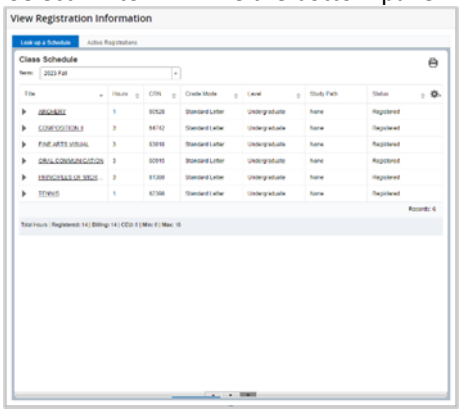
Select ▲ to maximize the bottom panel.



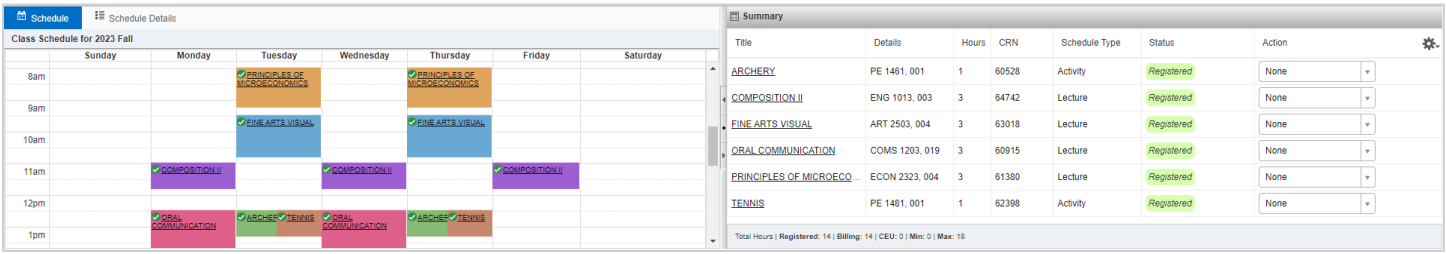
Select ● to evenly distribute the panels.



Select ▼ to minimize the bottom panel.



Panels can also be separated *vertically*, in which case ◀ maximizes the right panel and ▶ minimizes it; again ● evenly distributes.



Registration Status

1. Go to "**Registration Status**" on the registration menu
2. Select a term and select "**Continue**"

The Registration Status page will identify any problems you may have during registration for the term selected including: holds, academic standing and student status. It will also identify any permits you have been granted, your earned hours and curriculum information.

You should check your registration status before registration each term to make sure you can register on time.

If you have holds on your account you won't be able to register until they're taken care of and your Registration Status shows no holds which prevent registration. **To handle a hold, contact the Originator at the phone number listed under the hold.**

VIEWING HOLDS

In addition to being listed under Registration Status, holds can be viewed on the top right of the Self Service home page:

1. Select "**Holds**" to view a list of holds on your account
2. Use the arrow ▾ to display more information about a hold
   a. You cannot register if "Registration" is an affected process

If you aren't cleared by your advisor you will receive the message **"Time tickets prevent registration at this time"** when attempting to register for classes. You cannot register for classes until cleared by your advisor.

LOCATING YOUR ACADEMIC ADVISOR

Your academic advisor is listed on the Self Service home page:

1. Locate the gray area that begins with "Bio Information"
2. Your advisor is listed at the bottom of this area under "Advisors"
   a. Select an advisor's name to view their email address

Browse Course Catalog / Browse Classes

There are two ways to look up course information in Self Service:

BROWSE COURSE CATALOG	Use this search method to find general course information (description, credits, level, prerequisites, etc.) All active courses will appear in this search, even if there are no class sections scheduled for the term.
BROWSE CLASSES	Use this search method to find class information (course reference number [CRN], instructional method, instructor, etc.) in addition to general course information. Only scheduled class sections for the term will appear in this search.

Wildcard searches find partial matches. Searching the title Calculus won't return any courses. %Calculus returns any course title that ends with "Calculus" (ex. Business Calculus) Calculus% returns any course title that begins with "Calculus" (ex. Calculus I) and %Calculus% returns all courses with "Calculus" somewhere in the title (ex. Advanced Calculus I, HNRS Calculus I, or Precalculus Mathematics)

1. Go to "**Browse Course Catalog**" or "**Browse Classes**" on the registration menu
2. Select a term and select "**Continue**"
3. Enter the course information you'd like to use as search criteria and select "**Search**"
   a. Open *Advanced Search* for more search options
   b. Use the symbol **%** for wildcard searches

COURSE INFORMATION AND SEARCH CRITERIA

When looking up classes there's course information that can be used as search criteria that's important to keep an eye on, including: how a course will be taught (instructional method), where it'll be taught (campus), the date range when it'll be taught (part of term), and special course features (attributes).

Course Reference Number

A Course Reference Number (CRN) is the unique five-digit ID of a class section for a given term. Instead of having to remember the subject prefix, course number, and section number you can use the CRN when asking questions about or registering for classes. Spring CRNs begin with '1', summer begin with '3', and fall with '6'.

Instructional Method

Using the Instructional Method students can search for courses outside of those that are typically considered traditional. This includes online and web assisted courses. The course details will list whether a course is online or web assisted in both the instructional method and the course location.

WEB 0% FACE-TO-FACE - These courses are 100% online and don't have mandatory meeting times.

WEB ASSIST - The majority of content in these courses is taught online, however there may be 1-25%, 26-50%, or 51-99% of mandatory face-to-face meeting times either in-class or online via a virtual community. This includes courses that require exams to be proctored in person or at a specific online location with mandatory times.

Students **MUST** attend the scheduled times of web assisted classes just like a traditional class time.

Campus

Students should be aware of the campus codes assigned since this is where the course will be taught. Students on the Jonesboro campus can't register for classes in Querétaro, for example. Common campus codes include:

JONESBORO CAMPUS **GLOBAL CAMPUS** (A-State Online) **QUERÉTARO CAMPUS**

Parts of Term

A-State Online and A-State Qatar courses have special parts of term that begin with "Online Degree" in the search criteria.

Part of term is used to designate periods of a semester in which courses occur; this appears as a date range under meeting times. The three main parts of term for any given semester are Full Term, Session I (first half of the term), and Session II (second half of the term). If a date range is displayed, the part of term can be determined from the dates listed

(ex. a fall course that runs from August to December is likely full term.)

Attributes

Some courses are marked with attributes which denote special features of those courses. These attributes can be used to search for courses. Common course attributes include:

HONORS – These sections count toward the required Honors coursework in the Honors College.

STRUCTURE LEARNING ASSISTANCE (SLA) – These sections have mandatory support hours.

Register for Classes

REGISTERING FOR CLASSES

1. Go to "**Register for Classes**" on the registration menu
2. Select a term and select "**Continue**"
3. There are three ways to register for classes:

i. If you do NOT know the CRNs of your desired sections:

1. Open the "**FIND CLASSES**" tab
2. Enter the search criteria and select "**Search**"
3. Scroll through the search results to find a section
   a. Closed sections show the status FULL

   FULL: 0 of 32 seats remain.

   b. Open seats may be reserved for waitlists

   1 of 32 seats remain.
   2 of 3 waitlist seats remain.
   Open Seats Reserved for Waitlisted Only.

4. Select "**Add**" to add a section to your summary
   a. The course will show the status *Pending*

   Pending | **Web Registered**

   *b. You won't be able to select "**Add**" on sections already in your summary*

5. To register for pending classes select "**Submit**"
   a. A successful registration shows the status *Registered*

   Registered | None

   b. An issue registering shows the status Errors Preventing Registration

Adding a course to your summary does NOT mean you've successfully registered for the course. You must select 'Submit' and the course status must show *Registered* in order to successfully register for classes.

ii. If you DO know the CRNs of your desired sections:

1. Open the **ENTER CRNS** tab
2. Enter one CRN per box
   a. Select "**+Add Another CRN**" to add boxes
3. Select "**Add to Summary**"
   a. The course(s) will show the status *Pending*

   Pending | **Web Registered**

4. To register for pending classes select "**Submit**"
   a. A successful registration shows the status *Registered*

   Registered | None

   b. An issue registering shows the status Errors Preventing Registration

If a class shows a *Pending* status, you have NOT registered for the class. You must select 'Submit' and the course status must show *Registered* in order to successfully register for classes.

iii. If you have a plan saved for the term you can open the **PLANS** tab. More information on registering for classes from a plan can be found in the *Plan Ahead* section of this guide.

REGISTERING FOR COREQUISITES

If you're trying to register for a class that has a corequisite, such as a Chemistry lecture and its corresponding laboratory course, make sure both classes are pending in your summary before selecting 'Submit.' **You must register for both corequisites at the same time**, otherwise you'll receive a Prerequisite and Test Score error.

REGISTRATION ERRORS

A successful registration will show the status *Registered.* If an issue registering occurs, the status will show Errors Preventing Registration. A notification will list the course information and the error that occurred.

The department offering a course and the Registrar's Office can issue permits to override registration errors. *Not all errors will receive permits*. To request a permit override, send an email to the contact listed below and include your name, ID number, the error type, and CRN. You can view your permits under Registration Status.

Global Campus courses are restricted to A-State Online students. Traditional on-campus students will receive registration errors when attempting to register for these sections.

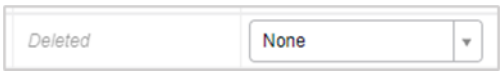
Time Conflict errors occur when a class you're attempting to enroll in has the same meeting time as another class on your schedule. You should find another section that meets at a different time.

Registration Error	Who to Contact
ADVISOR APPROVAL	Contact the department offering the course. Departments can contact the Registrar's Office if necessary.
CAMPUS RESTRICTION	
CLASS RESTRICTION	
CLOSED SECTION	
DEPARTMENT APPROVAL	
DUPLICATE COURSE	
FIELD OF STUDY	
INSTRUCTOR SIGNATURE	
PREREQUISITE AND TEST SCORE	
TIME CONFLICT	
REPEAT COURSE	Contact the Registrar's Office.
LEVEL RESTRICTION	Check the level of the course; undergraduate students cannot register for graduate courses.

DROPPING CLASSES

1. Go to "**Register for Classes**" on the registration menu
2. Select a term and select "**Continue**"
3. Choose "****Drop Web** (DD)**" from the "Action" drop-down box for the class(es) you'd like to drop

4. Select "**Submit**." A successful drop shows the status *Deleted*.



Once fee assessment begins, please be aware of the refund of fees schedule available from the Treasurer's Office.

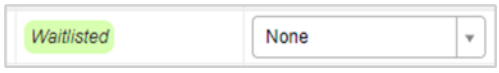
WAITLISTING

There are two ways to add yourself to the waitlist for a section:

i. If a class is at maximum capacity, but has waitlist seats remaining:

1. Select "**Add**" to add the class to your summary
2. Choose "***Waitlisted***" from the "Action" drop-down box

3. To add yourself to the waitlist select "**Submit**"
   a. A successful addition to a waitlist shows the status *Waitlisted*

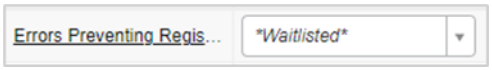


> **Adding a course to your summary does NOT mean you've been added to the waitlist for the course.** You must select 'Submit' and the course status must show *Waitlisted*.

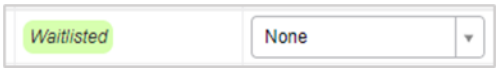
ii. If you receive a "Closed - Waitlisted" registration error:

> You have NOT been added to the waitlist for a class until the **course status** shows *Waitlisted.*

1. Choose "***Waitlisted***" from the "Action" drop-down box



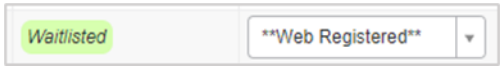
2. To add yourself to the waitlist select "**Submit**"
   a. A successful addition to a waitlist shows the status *Waitlisted*



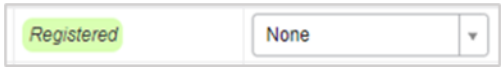
Registering from a Waitlist

If a seat opens in the class, you will receive a "Waitlist Notification" email to your @smail.astate.edu student email account with a deadline to register for the class. After you receive the notification, you will need to login to Self Service and register for the class. On the registration menu:

1. Go to "**Register for Classes**"
2. Select a term and select "**Continue**"
3. Choose "****Web Registered****" from the "Action" drop-down box for the waitlisted class(es) with open seats



4. To register for the waitlisted course select "**Submit**"
   a. A successful registration shows the status *Registered*



> You **MUST** register for the class by the deadline in your notification email. If you don't register within the timeline, the seat will be offered to the next student on the waitlist.

View Registration Information

REGISTRATION HISTORY

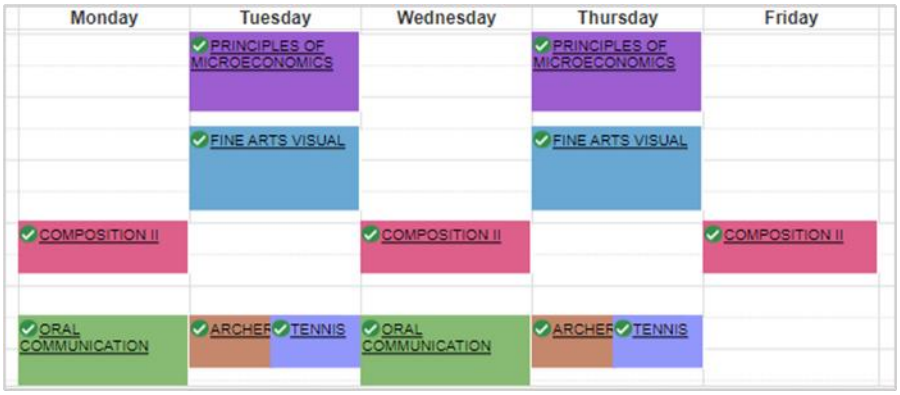
Waitlisted classes are included in the schedule summary, weekly schedule, and schedule details. **You are only enrolled in classes with a *Registered* course status.**

1. Go to "**View Registration Information**" on the registration menu
2. Open the "**LOOK UP A SCHEDULE**" tab
   i. Select a term from the drop-down box
      a. A summary of your schedule for the selected term is shown in the top panel

Title	Details	Hours	CRN	Schedule Type	Gra
ARCHERY	PE 1461, 001	1	60528	Activity	Sta
COMPOSITION II	ENG 1013, 003	3	64742	Lecture	Sta
FINE ARTS VISUAL	ART 2503, 004	3	63018	Lecture	Sta
ORAL COMMUNICATION	COMS 1203, 019	3	60915	Lecture	Sta
PRINCIPLES OF MICROECONOMICS	ECON 2323, 004	3	61380	Lecture	Sta
TENNIS	PE 1481, 001	1	62398	Activity	Sta

      b. Select "**Schedule**" on the bottom panel to view a weekly schedule for the term

The weekly schedule shows all parts of term at once. Select a course title to view part of term. In this example, Archery is in 1st Half Term and Tennis is in 2nd.



      c. Select "**Schedule Details**" on the bottom panel to view detailed course information
         1. You can find an instructor's email address by selecting their name

ACTIVE REGISTRATION

1. Go to "**View Registration Information**" on the registration menu
2. Open the "**ACTIVE REGISTRATIONS**" tab
   a. Here you can view all currently registered courses, including upcoming terms
   b. Select a course title to view the syllabus, required textbooks and other class details

Plan Ahead

Self Service plans make it easier to enroll in classes during registration by having a planned schedule of classes saved for the term. Your advisor should have created a plan for you in Degree Works that outlines which courses you should take each term; this is also known as an eight-semester degree plan. You can use your Degree Works plan in Plan Ahead to find the courses for which you'll then select specific class sections.

CREATING A SELF SERVICE PLAN

On the registration menu:

1. Go to "**Plan Ahead**"
2. Select a term and select "**Continue**"
3. On the *Select a Plan* page choose "**+Create a New Plan**"
4. Enter the course information you'd like to use as search criteria and select "**Search**"
   a. Open *Advanced Search* for more search criteria options
5. There are two ways to add to your plan:

   i. Select "**+Add Course**" to add a course to your plan
      a. The course will show the status *Pending*

   ii. Select "**View Sections**" to find a class section
      a. Select "**Add**" to add a class section to your plan
         i. The class section will show the status *Pending*

> To register for classes from a plan **it's better to add class sections**, rather than courses, to your plan. A class section has a CRN.

6. After adding courses and/or class sections to your plan select "**Save Plan**"
   a. A successfully planned course shows the status *Planned*

   b. To designate a preferred plan, select "**Make Preferred**" on the *Select a Plan* page

Editing Self Service Plans

On the *Select a Plan* page select "**Edit**"

REMOVING COURSES:

1. Choose "***Delete***" from the "Action" drop-down box for the class(es) you'd like to remove.
2. Select "**Save Plan**." A successfully removed course will no longer appear in the plan summary.

ADDING NOTES:

Notes can be added to individual courses or to the plan as a whole.

1. Individual course notes: Select within the Notes column in the plan summary.
2. Whole plan notes: Select next to the plan title in the plan summary.
3. A saved note shows a green check.

> Adding a whole plan note enables you to add all class sections in a plan at once when registering for classes from a plan.

REMOVING NOTES:

To remove a note: Select the green check, delete the note text, and select "**Save**."

USING A DEGREE WORKS PLAN TO CREATE A SELF SERVICE PLAN

On the registration menu:

> Only plans marked 'Active' and 'Locked' in Degree Works are displayed in Self Service.

1. Go to "**Plan Ahead**"
2. Select a term and select "**Continue**"
3. Scroll to "Number of Degree Works Plans" on the *Select a Plan* page
   a. Make sure the number is greater than zero and there is a plan listed
   b. Contact your academic advisor if you feel there should be a Degree Works plan listed that isn't
4. If you have a Degree Works plan, choose "**+Create a New Plan**"
5. Open the "**DEGREE WORKS PLANS**" tab
   a. 'Course' and 'Choice' requirements assigned to the term in Degree Works will be displayed

      i. For 'Course' requirements:

         1. Make sure there isn't a number listed in the "Choice Group" column
            a. If a number is listed this is a 'Choice' requirement, see below
         2. Select "**View Sections**" to find a class section of the course
         3. Select "**Add**" to add a class section to your plan
            a. The class section will show the status *Pending*

      ii. For 'Choice' requirements:

         1. Courses with the same number in the "Choice Group" column are a choice group

Title	Details	Choice Group
FINE ARTS VISUAL	ART 2503	2
FINE ARTS MUSIC	MUS 2503	2
FINE ARTS THEATRE	THEA 2503	2 Preferred

> If you selected a course from a choice group within Degree Works, the selected course will say "Preferred" under the choice group number.

         2. You can choose to register for any one course within a choice group
            a. Select "**View Sections**" to find a class section of your chosen course
            b. Select "**Add**" to add a class section to your plan
               i. The class section will show the status *Pending*

6. After adding courses and/or class sections to your plan select "**Save Plan**"
   a. A successfully planned course shows the status *Planned*

REGISTERING FOR CLASSES FROM A SELF SERVICE PLAN

Go to "**Register for Classes**" on the registration menu; select a term and select "**Continue**"

1. Open the "**PLANS**" tab. There are three ways to register for classes:

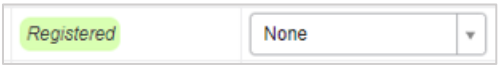
i. If you planned class sections AND have a whole plan note:

> "Add All" will only add planned **class sections**. A class section has a CRN. Planned courses need to have a section selected using option iii.

1. Select "**Add All**" to add all planned class sections to your registration summary

   a. The classes will show the status *Pending*

2. To register for pending classes select "**Submit**"
   a. A successful registration shows the status *Registered*

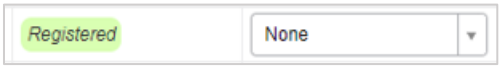


   b. An issue registering shows the status Errors Preventing Registration

ii. If you planned class sections but do NOT have a whole plan note:

1. Select "**Add**" to add a section to your summary
   a. The class section will show the status *Pending*

2. To register for pending classes select "**Submit**"
   a. A successful registration shows the status *Registered*



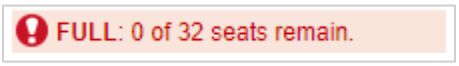
   b. An issue registering shows the status Errors Preventing Registration

> **Adding a course to your summary does NOT mean you've successfully registered for the course.** To successfully register you must select 'Submit' and the course status must show *Registered.*

iii. If you planned courses ***OR*** one of your planned classes no longer has open seats

> **If a class shows a *Pending* status, you have NOT registered for the class.** You must select 'Submit' and the course status must show *Registered*.

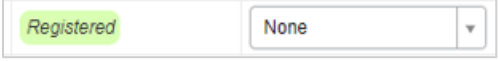
1. Select "**View Sections**" next to a planned course
2. Scroll through the search results to find a section
   a. Closed sections show the status FULL



   b. Open seats may be reserved for waitlists

3. Select "**Add**" to add a section to your summary
   a. The class section will show the status *Pending*

4. To register for pending classes select "**Submit**"
   a. A successful registration shows the status *Registered*



   b. An issue registering shows the status Errors Preventing Registration