Assisting Students with Registration

Statement of Accountability:
As part of your duties and responsibilities as an employee at Georgia State University, you may be given access to the student/applicant/teaching and learning systems, including PAWS, GoSOLAR, iCollege, Canvas, reporting systems, INB and Imaging. The privacy of information in these systems is protected by federal and state laws. Employees using these systems are required to read the guidelines for the use of these systems and understand all of the requirements set forth in those guidelines.

As an employee, it is your responsibility to maintain the privacy of student records and to only use the information for authorized purposes related to your work for Georgia State.

Employees may not
- share system passwords with other individuals except as expressly authorized by your supervisor
- make changes to their own records, even for business purposes

Making changes known to be false or misleading to any records are grounds for disciplinary action, up to termination. Failure to follow these guidelines may be subject to disciplinary actions up to and including dismissal as well as possible legal actions.

The guidelines/policy may also be accessed via the web http://banner.gsu.edu/files/2013/03/Policy.pdf

Please review the policies and procedures for registration and permit overrides in this document.

Staff in violation of the registration and registration permit overrides policies may lead to permanent removal of Banner update access for SFAREGS, SFASRPO and/or SOAHOLD.

Managers are responsible to monitor staff with SFAREGS (Registration), SFASRPO (Permit Override), and/or SOAHOLD (Hold) update access to ensure they are in compliance with the registration and registration permit overrides policies. Registration activities in SFAREGS can be reviewed in SFASTCA (Registration Audit).

To assist managers with monitoring Registration Permit Overrides and Holds activities, 2 Argos reports are created. The Registration Permit Overrides Audit report and the Holds Audit report are housed in the Banner Usage Audit folder.
**Student Registration Agreement**
Students are responsible for registering for coursework each semester. Students must electronically sign a registration agreement on PAWS confirming they are aware of the registration and are liable for all related tuition and fees.

This agreement must be signed by the student each term and is required prior to any course registration occurring. **Note: If a student is registered in courses and does not have a signed registration agreement on file, the student will be dropped from all courses following the student account drop process timeline. Refer to the academic calendars.**

**Assisting Students – Holds that block Registration**
Students are responsible to contact the appropriate offices from which the hold(s) was placed on their records in SOAHOLD. Staff should assist students by referring them to the appropriate offices from which the hold(s) was placed.

**Policy:** Holds in SOAHOLD should be end dated by staff from which the office that placed the holds.

**Assisting Students – Overrides/Permissions vs. manual registration via SFAREGS**
In certain circumstances, after a student has electronically signed the registration agreement, a student may need assistance with registration. Assistance is provided several ways and differs based on when the adjustment is occurring. **Note: Do not register or provide overrides for students without their knowledge and without confirming if they are already registered for the term and have signed the registration agreement online through PAWS (Panther Access to Web Services.)**

**Policy:** Overrides in SFASRPO should be entered by the academic department associated with the course.

When user manually register students via SFAREGS and encounters the “Person has holds” alert, user must review the holds by clicking on the down arrow for the “Holds” field. User may not type in the hold override code to proceed to register student. The holds must be end dated by staff from which the office that place the holds in SOAHOLD.

When user manually register students via SFAREGS and encounters registration errors, user may not select “Yes or All” in the Override column. The appropriate Override codes in SFASRPO must be entered by the academic department associated with the course.

**Policy:** Same policies for overrides and holds stated above apply when users manually register students via SFAREGS.
Before the first full-week of the semester:

**Overrides and Permissions**
Students seeking an exception to course requirements or seating capacity must make the request to the academic department associated with the course. If the exception is granted by the academic department, the department administrator enters the override code in Banner by using the Student Registration Permit Override Form- SFASRPO. **In almost all circumstances, this is the access staff should use to assist students.**

**Policy on the ‘Overall’ Override Code in SFASRPO:**
Only the Office of the Registrar is permitted to use the ‘Overall’ Override Code.

**Policy on Override and Permission Codes:**
The department offering the course grants the course authorization.

<table>
<thead>
<tr>
<th>Registration Error Message</th>
<th>Permit-Override Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Closed Section</strong></td>
<td>CAP OVF</td>
</tr>
<tr>
<td>The enrollment in this course section has reached its designated capacity. Before granting overflow permission, always check the classroom's maximum capacity to remain within safety and fire code guidelines.</td>
<td></td>
</tr>
<tr>
<td><strong>Attribute Restriction</strong></td>
<td>ATTRIBUTE</td>
</tr>
<tr>
<td>The course is limited to a certain degree program or student group.</td>
<td></td>
</tr>
<tr>
<td><strong>Class Restriction</strong></td>
<td>CLASS</td>
</tr>
<tr>
<td>The student's classification (freshman, sophomore, or etc.) does not match the required classification to take this course.</td>
<td></td>
</tr>
<tr>
<td><strong>Co-requisite Error</strong></td>
<td>CO/PRE REQ</td>
</tr>
<tr>
<td>A co-requisite course is a required course that must be taken in combination with another course.</td>
<td></td>
</tr>
<tr>
<td><strong>Duplicate Course Error</strong></td>
<td>DUPLICATE</td>
</tr>
<tr>
<td>Student is currently registered in this course.</td>
<td></td>
</tr>
<tr>
<td><strong>Prerequisite, Test Score and/or GPA Requirement</strong></td>
<td>CO/PRE REQ</td>
</tr>
<tr>
<td>A required test score, GPA or prerequisite course must be satisfied prior to student taking this course.</td>
<td></td>
</tr>
<tr>
<td><strong>Time Conflict</strong></td>
<td>TIME</td>
</tr>
<tr>
<td>The course meets on the same day and time as a course already registered, or the course meeting times overlap within 15 minutes of another course currently registered. The CRNs of the courses in conflict will be displayed on PAWS and SFASTCA.</td>
<td></td>
</tr>
<tr>
<td><strong>ESL Advisement Required</strong></td>
<td>ESL APPROV</td>
</tr>
<tr>
<td>The selected courses do not meet the student's placement requirements. <strong>Note:</strong> Do not use OVERALL for ESL student situations</td>
<td></td>
</tr>
</tbody>
</table>
**Policy on Student-Level Overrides:**
Must be approved by the University Advisement Center or the deans/academic assistance office in the college.

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<tr>
<td><strong>LEVEL Restriction</strong></td>
<td><strong>LEVEL:</strong> This override code allows</td>
</tr>
</tbody>
</table>
| Student's class level (Associate-level, Bachelor-level, Graduate-level or LAW-level) does not match the required level of class to take the course. | - bachelor-level students to register graduate courses (course-level 5000 or higher)  
- graduate-level students to register Law courses (course prefix LAW)  
- law students to register graduate/non-law courses  
**CROSSLEVEL:** This override code allows |
| | - Perimeter College students (associate degree-seeking) to register for Atlanta Campus courses (US level courses)  
- Atlanta Campus students (baccalaureate degree-seeking) to register for Perimeter College courses (UA level courses) |

**Key Functions:**
Only key academic personnel must complete the functions listed below:
- **Change a student’s major** – Academic Advisement  
- **Course cancellations/adds** – College/Department Course Schedulers  
- **Monitor course registrations and requirements (Prerequisite, Test Score and/or GPA requirements)** – The Academic Department offering the course

After the online student registration closes for the term (after the end of first full week of the semester):

**The Registration Adjustment Request and Workflow Approval Process:**
- Overrides/permissions and direct registration on SFAREGS are not allowed after the first full week of the semester  
- Academic departments must submit registration adjustment requests through the Banner Workflow approval process for auditing purposes  
- Information on the process is sent prior to the registration adjustment time period