Advisor and Student SP (Student Planning) Frequently Asked Questions

Advisor Questions:

Q: What if I am unable to log in, what do I do?

A: For issues with logging into Self-Service, or users requiring a password reset, contact the Office of Technology Services Help Center at 410-617-5555, or via email at ots@loyola.edu.

Q: If I am a department chair who does not teach, how can I access Self-Service?

A: Go to Inside Loyola > Loyola Self-Service. This will take you to the home screen of Self-Service. Contact the Records Office if you are still unable to get to the Advising link.

Q: Is there an easy way to see which of my advisees have permission to register?

A: Yes. On the Advising Overview screen, under the 'Date of last advisement' column, you can tell by the date there (or lack of current date) whether your advisee has been given permission to register for the current term. If the date is prior to when the term information was announced as open, then the advising date is too old and will need to be updated with the upcoming term permission by clicking on UG Permit to Register.

Q: If my advisee has multiple advisors, do we all have to give permission to register?

A: No. As with all registrations, only one advisor is required to give permission. If this is a concern, please have a conversation with the other advisor(s) and determine which of you should give the permission. If another advisor has already given permission to

register, and then the student drops the major under that advisor, the permission to register will still be valid. However, it will be fine if you, also, want to give permission to register.

Q: If my advisee has multiple advisors, can I tell which one gave permission to register?

A: Yes. First, on the Advising Overview screen, you can tell which advisees have multiple advisors because all the advisor names are listed there. Second, you can tell by the last advising date whether permission was given for this registration period. And third, you should be able to see which advisor gave permission by clicking 'View Details' and seeing the note underneath the 'UG Permit to Register' button who last advised the student and the date.

Q: How does my advisee know I have given permission to register?

A: When the advisor clicks on the UG Permission to Register button, an automated email is sent to the advisee stating this:

Your advisor has granted you permission to register in Student Planning for your assigned registration date and time.

Q: Why am I receiving an email error message?

A: If you are receiving an error message about an email address, it is most likely the student's personal email account. You can contact the students through their @loyola.edu email account and alert them that their personal email account needs to be updated by going to Loyola Self-Service, then under Username in the upper right corner, select User Profile and update the information.

Q: How do I explore a potential switch in majors with my advisee?

A: Go to Advising tab in Self-Service. Next, select advisee or search for a student. Click on View Details on the right. Click on Progress tab. Click in View a New Program and choose the potential major/academic program and click View Program. There is also an option to select a different catalog year in a drop down box.

Q: Why am I receiving a message which says, 'the system cannot be updated at this time'?

A: Student Planning has a short time-out period. If you are working in a student's record and there is inactivity for a short period of time, the system will time out. Try refreshing your browser and signing out and back into Student Planning. If you continue to receive the message after trying this step, please contact the Help Center at 410-617-5555.

Q: What if I see a message that says: can't retrieve course plan?

A: This can be caused by your session being timed out because too much time elapsed between activity. Log out of Student Planning, and back in. If that doesn't work, log entirely off Inside Loyola and back in. As a last resort, please contact the Help Center at 410-617-5555.

Q: What if I cannot see the Last advising date even though I approved course work?

A: Remember to click 'UG Permit to Register' button, click Continue, and wait until page refreshes.

Q: Why isn't the 'Review Requested' button changing after I give permission to my advisees to register?

A: Be sure you are following all the steps when your advisee asks for a review:

1. Check progress report
2. Review course plan
3. Approve course plan
4. Click UG permit to register

5. Click continue
6. Click Review complete

Q: Why do some planned course sections show on the progress/degree audit, and some do not, like diversity?

A: Some requirements are written at the course level, and some like diversity must be written at the section level. The requirements written at the course level will fill in as planned as soon as the student plans at the course or course section level. However, those requirements that are written at the section level, like diversity and interdisciplinary majors and minors, will not show until the student plans them at the section level and registers for them.

Q: Why can't I see certain information in real time?

A: On Course Catalog Advanced Search, some nonessential information may only be updated every 12 hours at 6:00 a.m. and 6:00 p.m. Real-time seat availability is listed. In addition, department administrative assistants and Directors of Program Operations have access to a Colleague screen called RGAM, Registration Activity Monitor. This screen (must put in control of 'Nameless') shows seat availability in real-time a well.

Q: Why can't I see more prior terms on the Course Catalog?

A: Course Catalog is geared to registration terms, the current one and any future ones open at the time. To view prior terms, the department Chair and administrative assistants/DPOs have access to a report for this information.

Q: Where can my advisee and I see test scores?

A: Go to Loyola Self-Service and select the Advising link. Choose or search for your advisee, then click 'View Details'. Next, click on the tab that reads 'Test Scores' across the top of the page, underneath the advisor photo, ID number, and email address.

Q: Where can I see whether my advisee or student in my class has applied to graduate?

A: Go to Loyola Self-Service and select the Advising link. Choose or search for your advisee or student, then click 'View Details'. Next, click on the Progress tab across the top of the page. Next, click on Program Notes, Show Program Notes. Look at 'Graduation Application Received'. If there is a date there, that means the student has applied to graduate, and the date of graduation. If there is no date, the student has not yet applied for graduation, or the Records Office has not yet processed the application. This information is updated twice daily, at 6am and 6pm.

Q: Why are the officially registered credits not totaling properly in the progress bars on the degree audit (Progress) tab? And why are there more courses listed as 'Planned' on the progress page than listed in a term course plan?

A: This will happen for any student who plans a course without a section and then registers for a specific section of the same course in the same term. The system is recognizing the duplicate as a "possible repeat/replacement" and not counting the credits towards the "in progress" credits in the credit bar. To fix this, the student should remove the course entry as a planned course.

Also, students should clear all planned courses with or without sections once they complete the registration process for a term. To search for just a particular term on the Progress tab, do a Ctrl+F and search for the desired term, like 23/SP. The Records Office occasionally clears past planned courses from student Records prior to each registration period.

Q: How do students in accelerated programs get registered when they are still undergraduates? What happens when they are registering for their first full term as a graduate student?

A: Undergraduate students who are enrolled in an accelerated program and who want to register for graduate level courses should complete the UG/GR Cross Registration form found Loyola Self-Service, choose Academic Cap icon on left menu, choose UG/GR Cross Registration. When the UG student submits the form, it is routed to the graduate department for approval/denial. Then, the form goes to the Academic Advising and Support Center for approval. If the registration is denied, one of those departments will notify the student and the student will not be registered. If both departments approve the registration, then the student will be manually registered by the Records Office on the day that graduate registration opens at 7am. Registration is on a first-come, first-served basis, and the Records Office is working at that time. The student will see the course section appear in the calendar in Student Planning marked as 'Registered'. If the course is closed, the Records Office will notify both offices and someone will contact the student if registration is not possible. The student can reach out to the Records Office if they do not see the course appear on their schedule within one week, depending on when the form is submitted.

If the student is graduating from the undergraduate degree, and then immediately going into the graduate program the next registration cycle, the undergraduate student will be able to register for the graduate course when graduate registration opens. If the student experiences any issues, the student should contact office the Records Office.

Undergraduate Student Questions:

Q: Where can I find detailed registration help?

A: Go to the Records Office web site at www.loyola.edu/Records, select Undergraduate at the top, and there are many options for assistance: click whichever registration option best fits; or Undergraduate, Undergraduate Student Planning User Guide; or for a more compact option for assistance, select Undergraduate Student Planning Quick User Guide. For videos, select Undergraduate Student Planning Instructional Videos. There is also a text only version for the visually impaired.

Q: Why can't I see my registration date and time?

A: There may be several reasons for this:

- Are you looking at the proper term? Student Planning (SP) opens on a term calendar, but it is always the term we are currently in. Use the right arrow to move the calendar to future terms.
- Have you planned any course sections for the term? You need to plan at least one course **section**.
- Has your advisor given you permission? Your advisor must give you permission to see your date/time.
- Have you cleared your browser cache lately? If you have not, clear your browser cache or use a different browser than you normally use. Google how to clear the cache for your particularly browser or contact the Help Center at 410-617-5555 if you need assistance.

Q: Why can't I see a registration button?

A: For the Fall and Spring terms, you must plan at least one course <u>section</u> to see a registration button, registration must be open, and you must have your advisor permission to register. If you a Loyola Undergraduate degree student, you must have permission to register from a faculty advisor. If you are not a Loyola degree student, but are considered a special or visiting student, you should contact the Academic Advising and Support Center to register at aasc@loyola.edu or make an appointment by calling 410-617-5050. If you are an exchange student, contact the Office of International Student Services at oiss@loyola.edu.

For Summer, plan a section and receive permission to register from the Academic Advising and Support Center (AASC) at aasc@loyola.edu or make an appointment by calling 410-617-5050.

Q: I see a registration button, but it is grayed out instead of green and I cannot click on it. Why?

A: For the Fall and Spring terms, you must plan at least one course <u>section</u>, your advisor must have given you permission, and your date/time for registration must have passed (or be right on the dot concerning time).

For Summer, plan a section and receive permission to register from the Academic Advising and Support Center (AASC) at aasc@loyola.edu or make an appointment by calling 410-617-5050.

Q: What if I cannot see the registration button and my faculty advisor gives me permission at the last minute – will there be a delay?

A: No. You should be able to refresh your browser or sign out and back in, and you should receive the green registration button.

Q: I cannot find the proper term. Why can't I see that calendar?

A: You can only view a future term if the term information is available. Term information is available approximately three weeks prior to registration. If you do not see the term available when you go to Student Planning, select the greater than sign (>) and if that is unavailable, plan one section of a course. If none of these options work and it is more than 4 weeks before the start of registration, it means the term is not yet available for course planning.

Q: I have planned my courses, but they do not show up in gold nor on my calendar. Why not?

A: Be sure that you have chosen course <u>sections</u> and not just courses. Planned course <u>sections</u> will have the section number attached to them, like WR 100 <mark>01</mark>, and not just WR 100.

Q: How do I know my advisor has given me permission to register?

A: When the advisor clicks on the UG Permission to Register button, an automated email is sent to the advisee stating this:

Your advisor has granted you permission to register in Student Planning for your assigned registration date and time.

A notification about the advisement update is also displayed when you access the Plan & Schedule page in Self-Service. This message is displayed in the Notifications area in the upper right corner of the page for 10 seconds each time you access the page.

Q: Will any holds that prevent me from registering show so I can handle them before registration begins?

A: Yes. Registration holds will be prominently displayed when you enter the Student Planning screen.

Q: When can I register for 6 courses?

A: For Fall semesters, registering for 6 courses will not begin until after summer orientation registration occurs for first-year students, so everyone has an opportunity to have 5 courses before anyone can register for 6. Sixth course registration always begins at midnight on the date specified on the Records Office website and in the registration sent to students.

For Spring semesters, seniors are permitted to register for 6 courses the day after they register for 5, beginning at midnight. For all other class years, registration for 6 courses will begin at midnight soon after the first-year students have registered for 5 courses.

Check the Records Office web site for exact registration dates.

Q: Why are my courses that are permitted to be repeated, like BH 198, counted in my transcript total credits completed but not in My Progress/Degree audit?

A: The courses are set up properly to be counted as repeats, but within the Student Information System, grades also have an impact on how credits are calculated. Therefore, until grades are assigned to repeatable courses, in essence, the system cannot be sure how everything will total, and it does not calculate those credits until the final grades are assigned. Your transcript is always accurate and is the more accurate source for this information.

Q: Why do some courses that are planned without specific sections show up properly in My Progress/Degree Audit, but others like diversity or interdisciplinary minors not?

A: Requirements for Interdisciplinary minors and diversity sections are determined by coding placed directly on the sections whereas most other requirements are course-based, not section-based. Once you plan and register for a specific section, then requirements for interdisciplinary minors, some majors, and diversity sections will show those registered sections.

Q: Where can I see course section restrictions?

A: Course restrictions can be found in at least 2 places. If they are not new courses since the catalogue was published, restrictions can be found in the last catalogue in the course descriptions on the Records Office web site. New course restrictions and course section restrictions can be found by detailing in on the course number link provided in the Course Catalog and reviewing the Section Details.

Q: I cannot seem to register for corequisite courses – it will not let me register for one and not the other – what do I do?

A: You must register for both courses at the same time. There are two ways you can do that: Option 1) You can use the Register Now button at the top of the Student Planning screen. This will register you in ALL course sections on your plan. You may not be ready to do that, so after doing so, you may need to drop any courses you did not want to register for at that moment. Or you can use Option 2) Go to the home screen and choose the Register Now button at the top of the screen and select Register. This option will allow you to select exactly which courses you want to register for – be sure to register for corequisites together.

Q: For the summer registration deadlines, what exactly is meant by '2 days prior to the start of the class'?

A: The meaning is, to register electronically, you must register 2 days prior to the start date of the class as listed in the online Course Catalog on Loyola Self-Service. Specifically, if a course is listed as beginning on 5/31/2023, you must register by 11:59pm on 5/29/2023. This period allows for all registrations to be administratively checked and communication time with students, and for all systems to be synchronized before the class begins.

Q: Why am I being stopped by registration to update address, email, phone information? Where do I do that?

A: It is important for the University to have your updated contact information. Address, personal email (for seniors), and phone information are reviewed and confirmed on one screen found under the username in the upper right corner, select User Profile and

update the information. You can and should update this information ahead of registration, so registration is not held up. Confirmation of information is requested every ninety days.

Q: Why am I getting this message: This is not a variable credit course. Credits cannot be changed.? Or, Planned credit hours are invalid.

A: This error message means the course that you planned has a different credit value than the course that you are trying to register for. Remove the Planned section and register for the proper section with the proper credits. The department may also have changed credits on the course after you planned it.

Q: Why are the officially registered credits not totaling properly in the progress bars on the degree audit (Progress) tab?

A: This will happen for any student who plans a course without a section and then registers for a specific section of the same course in the same term. The system is recognizing the duplicate as a "possible repeat/replacement" and not counting the credits towards the "in progress" credits in the credit bar. To fix this, the student should remove the course entry as a planned course.

Also, students should clear all planned courses with or without sections once they complete the registration process for a term. To search for just a particular term on the Progress tab, do a Ctrl+F and search for the desired term, like 23/SP.

Q: How do students in accelerated programs get registered when they are still undergraduates? What happens when they are registering for their first full term as a graduate student?

A: Undergraduate students who are enrolled in an accelerated program and who want to register for graduate level courses should complete the UG/GR Cross Registration form found Loyola Self-Service, choose Academic Cap icon on left menu, choose UG/GR Cross Registration. When the UG student submits the form, it is routed to the graduate department for approval/denial. Then, the form goes to the Academic Advising and Support Center for approval. If the registration is denied, one of those departments will notify the student and the student will not be registered. If both departments approve the registration, then the student will be manually registered by the Records Office on the day that graduate registration opens at 7am. Registration is on a first-come, first-served basis, and the Records Office is working at that time. The student will see the course section appear in the calendar in Student Planning marked as 'Registered'. If the course is closed, the Records Office will notify both offices and someone will contact the student if registration is not possible. The student can reach out to the Records Office if they do not see the course appear on their schedule within one week, depending on when the form is submitted.

If the student is graduating from the undergraduate degree, and then immediately going into the graduate program the next registration cycle, the undergraduate student will be able to register for the graduate course when graduate registration opens. If the student experiences any issues, the student should contact office the Records Office.

Graduate Student Questions:

GR Q: Where can I find detailed registration help?

A: Go to the Records Office web site at www.loyola.edu/Records, select Graduate at the top, and there are many options for assistance: click Registration, Web Registration; or Graduate, Graduate Student Planning User Guide; or for a more compact option for assistance, select Graduate Student Planning Quick User Guide.

GR Q: Why am I being stopped by registration to update address, email, phone information? Where do I do that?

A: It is important for the University to have your updated contact information. Address, personal email, and phone information are reviewed and confirmed on one screen found under the username in the upper right corner, select User Profile and update the information. Emergency contact is found under the username in the upper right corner, select Emergency Information, and update the information. You can and should update this information ahead of registration, so registration is not held up.

GR Q: Why can't I see a registration button?

A: You must plan at least one course <u>section</u> to see a registration button and registration must be open. See the registration email sent by the Records Office to your @loyola.edu account approximately one month before registration opens for details.

GR Q: I see a registration button, but it is grayed out instead of green and I cannot click on it. Why?

A: You must plan at least one course <u>section</u> to see a registration button and registration must be open. See the registration email sent by the Records Office to your @loyola.edu account approximately one month before registration opens for details. If registration is open, try to refresh your browser and/or clear your cache. If that does not work, log out and back in. As a last resort, contact the Office of Technology Services Help Center at 410-617-5555, or via email at ots@loyola.edu.

GR Q: I cannot find the proper term. Why can't I see that calendar?

There may be several reasons for this:

- Are you looking at the proper term? Student Planning (SP) opens on a term calendar, but it is always the term we are currently in. Use the right arrow to move the calendar to future terms.
- Have you planned any course sections for the term? You need to plan at least one course **section**.
- Have you cleared your browser cache lately? If you have not, clear your browser cache or use a different browser than you normally use. Google how to clear the cache for your particularly browser or contact the Help Center at 410-617-5555 if you need assistance.

GR Q: I have planned my courses, but they do not show up in gold nor on my calendar. Why not?

A: Be sure that you have chosen course sections and not just courses. Planned course sections will have the section number attached to them, like GB 700 W01, and not just GB 700.

GR Q: How do I know my advisor has given me permission to register?

A: Graduate students do not need formal permission to register and may not always be formally assigned an advisor. Follow your department guidelines for registration.

GR Q: Will any holds that prevent me from registering show so I can handle them before registration begins?

A: Yes. Registration holds will be prominently displayed when you enter the Student Planning screen.

GR Q: Why are my courses that are permitted to be repeated, like PY 925, counted in my transcript total credits completed but not in My Progress/Degree audit?

A: The courses are set up properly to be counted as repeats, but within the Student Information System, grades also have an impact on how credits are calculated. Therefore, until grades are assigned to repeatable courses, in essence, the system cannot be sure how everything will total, and it does not calculate those credits until the final grades are assigned. Your transcript is always accurate and is the more accurate source for this information.

GR Q: Where can I see course section restrictions?

A: Course restrictions can be found in at least 2 places. If they are not new courses since the last catalogue was published, restrictions can be found in the last catalogue in the course descriptions. New course restrictions and course section restrictions can be found by detailing in on the course number link provided in the Course Catalog and reviewing the Section Details.

GR Q: I am a new student and cannot see my degree requirement listed under My Progress. Why?

A: New student degree audit templates are written in the summer or early fall after the official graduate catalogue is published. Since graduate summer registration begins in April, usually, the templates are not ready. However, your department will have your requirements necessary for summer registration. Contact your department for a list of your courses. You can then go to the Advanced Search in the Course Catalogue, and filter on the term, the subject as provided by the department, and other filters of your choosing to come up with the list of course sections available to you. Then, just click the 'Add' button to the left of the course sections you wish to register for, and go to Student Planning, Go to Plan & Schedule, to formally register.

GR Q: Can I register as pass/fail or audit through Student Planning?

A: Courses that are pass/fail should be so coded in the catalogue (listed after the course description in italics). Students will automatically be given that status provided the course is properly coded. Students who want to choose the option of pass/fail and/or audit must be manually registered and will need to complete a GR Change of Registration form. This form is found in Loyola Self-Service, choose the Academic cap icon on the left menu, select GR Change of Registration form. The form is routed to your graduate department (please be sure to select the proper department on the form) for approval. Once approval is given, the form will be routed to the Records Office for manually registration. You will then be able to see that you are registered for the course on your calendar in Student Planning. Contact your graduate department for assistance as needed.

GR Q: I cannot seem to register for corequisite courses – it will not let me register for one and not the other – what do I do?

A: You must register for both courses at the same time. There are two ways you can do that: Option 1) You can use the Register Now button at the top of the Student Planning screen. This will register you in ALL course sections on your plan. You may not be ready to do that, so after doing so, you may need to drop any courses you did not want to register for at that moment. Or you can use Option 2) Go to the home screen and choose the Register Now button at the top of the screen and select Register. This option will allow you to select exactly which courses you want to register for – be sure to register for corequisites together.

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