

Registration Issues:

In order to split the workload and ensure timely responses to your questions, we request that you contact the person assigned to you. E-mails are preferred.

Teachers and Coordinators needing assistance should call or e-mail Jill Gardner at 801-957-6341 or jill.gardner@slcc.edu.

Students needing assistance should call or e-mail Heather Anderson at 801-957-6344 or heather.anderson@slcc.edu.

1. **Small Balance Hold:** This indicates that a student owes money and cannot register until the balance is paid. Students can pay their account online, on campus, or over the phone. For instructions see <http://www.slcc.edu/cashiering/tuition-payment-options.aspx>. *Students who have small balance holds and miss registration will not be registered and will need to be removed from their CE classes.*
2. **Term Change:** This is a hold that students can fix themselves. *Term change holds may take 24 to 48 hours to be removed.*
 - a. Have students log onto their MyPage account
 - b. Click on the Student tab
 - c. On the right-hand side of the screen, click on Admission Update Application
 - d. They will get a drop down menu; click on Start Term Change and follow instructions.
3. **Wrong application:** Student will not show up in CPAD if they completed the wrong application or if they have never applied.
 - a. First, ask the student if he/she paid the \$40.00 admissions fee.
 - i. If they have, then chances are they completed the wrong application. Please contact the concurrent enrollment office when this occurs.
 - ii. If they have not paid the fee, then they have not been admitted.
4. **Campus restriction:** This indicates that there may be an issue as to how the class was set up in our system. Please contact the concurrent enrollment office when this occurs.
5. **Closed section:** This error message indicates the class has met the enrollment cap that was entered while it was being scheduled. *In this case, contact Jill Gardner.*
6. **Time ticket:** Time ticket error occurs when a student tried to register before their admissions application was activated. Students who get this error message should wait 24 hours and try again. *If after 24 hours students are still getting this message, please contact the concurrent enrollment office.*
7. **Your registration status does not permit you to register at this time:** This hold happens when too much time has lapsed between courses taken. Please contact the concurrent enrollment office when this occurs.
8. **Pre-Requisite Error:** This error indicates that a pre-requisite class or test scores are required for this course.
 - a. Students who receive this error message should be sent to your concurrent enrollment coordinator to verify that they should be in your class.
 - b. If a student receives this error message and needs to send test scores, they will have to meet the test score deadline or be removed from the class.
9. **Co-Requisite Error:** This error message indicates that two or more classes have to be taken together in order to sign up for that particular class. For example, any class that has a lab would ask for that lab to be scheduled at the same time. Because concurrent enrollment is implemented in the high schools differently than at the college, this error may occur. Please contact the concurrent enrollment office when this occurs.