

# START Decentralized Registration

## Information and Responsibilities

1. Make certain each workstation is Internet accessible and has Internet Explorer 6.0, Netscape 6.2, or Internet Explorer for Macintosh 5.1.
2. Test out work sites ahead of time to insure readiness. Some campus locations have had difficulty in getting to the WEB site due to the way their workstations have been networked or set up.
3. Have technical backup and assistance readily available on START days in case workstations go down.
4. Have each workstation on and set at the OSU WEB site home page.
5. On each workstation, print instructions on how to print schedule. Recommend printing **both** schedule types: Schedule by Day/Time and Schedule Detail.
6. Provide Registrar's Office with a name of person in charge of your college site, and a phone number in case we need to notify you of possible systems problems. (E-mail Heather Chermak or Linda Sather)
7. Schedule staff assistance in ratio of 6-8 students per one staff. If you can locate parents off to the side or in another room, the registration process will go more smoothly and the student's self-confidence is greatly enhanced.
8. All staff need to be fully trained and experienced with WEB Registration. Staff members need to be able to fully explain problems when contacting the Registrar's staff.
9. **Confidentiality** – The registration process is a confidential process and protected by FERPA, the Solomon Amendment, and Oregon Administrative Rules. When working with several students please keep in mind that each individual's information is private. Make sure the student you are working with logs off the system when registration is complete. Do not discuss specifics about a student with others. Point out the *Student Records-Privacy* section in the Registration Handbook to the students you are working with. This is important information all students should be aware of. If you have any questions please do not hesitate to ask the Registrar's Office.
10. **Common Registration Problems and How to Handle them:**
  - a. **Unacceptable or Forgotten GAP** – check *Forgot Gap?* button first. If unable to reset contact Registrar's staff.
  - b. **Registration PIN** – contact Registrar's staff
  - b. **Incorrect birthdate** – contact Registrar's staff
  - c. **Unacceptable Student ID number or SSN** – contact Registrar's staff
  - d. **Major/minor/college changes** – contact Registrar's staff

- e. **Time Conflict** – if the conflict is between two courses, search for alternatives with WEB Class Search. If the conflict has to do with a midterm, you may override in SFASRPO or contact the Registrar’s Office for assistance.
  - f. **Linked courses** – new students experience some real difficulties finding open sections for linked (lecture & lab/recitation) courses. Know how to use the Class Search or Search for Classes to Add Web screens. Call the Registrar’s staff if you are unsuccessful. Do not assume all sections are closed or unavailable. We generally spend considerable amounts of time with students helping them put together a satisfactory schedule.
  - g. **Closed courses** – if you wish to lobby with a department regarding their opening some sections, they will have to channel their changes through the Registrar’s Office. The department may choose to add the student to the section instead. The department can accomplish this through a Banner override giving the student permission to register.
  - h. **Courses Unavailable** – means sections have been made inactive and the department is holding the section in reserve. These sections may or may not open at a later time. Check for other available sections through WEB Class Search.
  - i. **PC Lockup** – occasionally in the middle of a student’s registration, WEB will lock up and not take another transaction. Close your browser and come back into it. Previous processed items will still be there. If possible you might want to move the student to another workstation while you clear the problem.
  - j. **Closed/class/major/Department Approval (SAPR) Restriction Overrides** - We try to send new students to departments as little as possible during START. If you contact the department and they wish to allow the override, they can enter it into Banner without your needing to send the student to the department.
  - k. **Changes in Course Listing** – a number of departments have already changed times, days of the week and other details for a number of courses. Since WEB schedule is ‘real time’, you are seeing the latest information in spite of what the printed Course Listing says.
  - l. **Registration Holds** – contact issuing department for information on how the hold can be removed. In some cases the department may need to talk with the student. If you have questions contact the Registrar’s Office for assistance.
11. **Wait Time** – Students shouldn’t have to wait more than 15 – 20 minutes to register. If your process is going more slowly, start sending students to Milne. We will have plenty of workstations and staff. If your students are having significant difficulties finding open sections and your staff is not able to help adequately, start sending students to Milne.

**Registrar’s Office Help During START:**

**150 MCC (Milne)**  
**Heather, Linda Sather, Tom**  
**7-0659**

**102 Kerr (Registrar’s Office)**  
**Linda Lystra**  
**7-0599**