

App Nav Common Registration Issues and Troubleshooting

ISSUE/Error Message	Possible Solution
Prerequisite error for LS (Learning Support) but student needs LS	<ol style="list-style-type: none"> 1. The student is trying to register for a web section of the required college-level course – recommend they change it to an on-ground course. 2. SOATEST is not built – Contact the Registrar’s Office. 3. The student has a 4 DSP% on SOATEST – If this is the case then the student does not need the LS course.
“Student Status Prohibits Registration” Error Message	<ol style="list-style-type: none"> 1. The student has turned in an intent to graduate form and either, needs to update their intent to graduate term (usually to the term for which they are trying to register). Or they plan to graduate and need to reapply for the next semester to pursue another credential. The issue is usually the former and the student simply needs to update. If the student just needs to update their intent direct them to www.nsc.edu/records > Common Forms and Documents > Update to Intent to Graduate Form
“Academic Standing Prohibits Registration” Error Message	<ol style="list-style-type: none"> 1. Student is on Academic Suspension (Check SOAHOLD) 2. If the registration hold has passed on SOAHOLD, the student needs to be placed on Post Suspension Probation: <ol style="list-style-type: none"> a. SFAREGS b. Student Term Tab c. Update Academic Standing Field to PS for Post Suspension Probation d. Inform the student they must keep a semester GPA of 2.0 or go to 2-term suspension. e. Inform the student that once their overall GPA gets to a 2.0, they will be back in Good Standing.
“Prerequisite Error” Error Message	<ol style="list-style-type: none"> 1. Go to SFAREGS and duplicate the error. 2. Highlight the Course that has the pre-req error 3. Click “View Detailed Results” 4. Under the Not Met column, Click the “Detail Requirements” icon

	<p>5. This will show you the prereq from SMAAREA. From here you can see what the student needs to take as the Prereq.</p>
<p>“Person has Holds, Cannot Register”</p>	<p>Check SOAHOLD and refer the student to the proper office to lift the hold.</p>
<p>“Maximum Hours Exceeded”</p>	<p>The student has exceeded the maximum number of credit hours allowed for them that term. If trying to register for more than 21 hours the VP of Student Affairs and Enrollment Management must approve, if trying to register for more than 11 hours the student is probably on “work-rule” - contact residency coordinator</p>
<p>“Repeat Grade Restriction”</p>	<p>The student is trying to register for a course in which they already have a grade of B or better. For the purpose of raising a grade point average, a student may only repeat a course in which the earlier grade earned is “C” or lower. The Academic Dean of the discipline course must approve any exception to this before the student registers to repeat the course. Students using VA Education Benefits who wish to repeat courses for which they have passing grades (D or higher) are recommended to speak with the College’s VA certifying official concerning eligibility for benefits since the VA typically does not pay to repeat a course that has been successfully completed.</p>

MY NSCC (Student) Registration Issues and Troubleshooting

Registration Message	Explanation	Action
Academic Standing Prohibits Registration	You are on academic suspension, or are returning from academic suspension and need to be placed on Post-Suspension Probation	Contact the Registrar's Office at 615.353.3197.
Duplicate Course Error	You are trying to register for two sections of the same course in the same term, which is not allowed. Note – this applies to courses that are in different sessions of the same term (example First 7 Weeks and 2 nd 7 Weeks)	Contact the department of the course for exceptions.
Instructor/Dean/Departmental Approval Required	You are trying to register for a course section that requires a permit from the proper person (i.e., instructor, department, or dean).	Contact the person noted in the error message. If permission is granted you still must register for the course and meet all course requirements.
Maximum Hours Exceeded	You have exceeded the maximum number of credit hours allowed for the term.	Permission must be attained from the VP of Student Affairs and Enrollment Management or Associate VP of Student Success, Dr. Julie Williams. Please email julie.williams@nsc.edu .
Prerequisite Error	Course pre-requisites have not been met. Prerequisites may include other courses, test scores or admission to a specific program.	Review detailed section information by clicking on the CRN hyperlink in MyNSCC, Degree Works, or College Scheduler (under look up classes to add) and then click the course title to see the pre-requisites. Contact the department of the course for exceptions.
Student Status Prohibits Registration	You have a pending graduation status. The	1. You have turned in an "Intent to

	system will not let you register for a future term if you plan to complete during the current term.	Graduate” and need to update your graduation semester . 2. You will complete your current credential and need to reapply for next semester to complete a new one.
Time Conflict	You are attempting to register for a course section that meets at the same time (or overlaps) with the CRN listed.	Select another section or contact the department of the course for exceptions .