

App Nav Common Registration Issues and Troubleshooting

| ISSUE | Possible Solution |
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| Prerequisite error for LS 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 – advise them to change the college level course to an on-ground course. 2. SOATEST isn't built – Contact the Admissions and Records Office. 3. The student has a 4 DSP% on SOATEST – If this is the case then the student doesn't need the LS course. |
| Student Status Prohibits Registration error | <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 | <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 that they must maintain a semester GPA of 2.0 or they will 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. |

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| Prerequisite Error | <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 5. This will show you the prereq from SMAAREA. From here you can see what the student needs to take as the Prereq. |
| "Person has Holds, Cannot Register" | Check SOAHOLD and refer the student to the appropriate office to lift the hold. |
| "Maximum Hours Exceeded" | 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 |
| "Repeat Grade Restriction" | 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 previous 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 advised 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. |

MY NSCC (Student) Registration Issues and Troubleshooting

| Registration Message | Explanation | Action |
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| 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 | You are attempting to register for two sections of the same course in the same term, which is not allowed. | Contact the department of the course for exceptions. |
| Instructor/Dean/Departmental Approval Required | You are attempting to register for a course section that requires a permit from the appropriate 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. |
| 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. |

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| Student Status Prohibits Registration | You have a pending graduation status. The system will not let you register for a future term if you plan to complete this term. | <ol style="list-style-type: none">1. You have turned in an "Intent to 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. |