

TROUBLESHOOTING REGISTRATION PROBLEMS

Common reasons for problems when attempting to register for CSD Classes:

- 1) A common error when trying to register for CSD classes is entering the class # for the wrong program track. Full-time and leveler students should always enter the class # for the Mt. Campus section; Summers-Only students should always use the class # for the online section. If in doubt, you can always see both sections (each with its own "class number") listed in a current online class schedule on LOUIE.
- 2) Look for any "Notes" that may appear on LOUIE for the class in question. (For class details, click on the class number highlighted in blue in the LOUIE online schedule.) If, for example, the class notes section called "Reserved Seating" says the section is reserved for a particular track and if you are not in that track, you will not be able to register for that section. Sometimes more than one section is offered for the same course; if so, try to register for the alternate class section.
- 3) Entering the wrong semester; always check to make sure you've entered the correct semester.
- 4) If you are attempting to register past the Deadline to Add a Class for that semester, you will need a "Petition to Add After the Deadline". For registration calendars and forms, go to the Registrar's web page at <http://home.nau.edu/registrar/>.
- 5) There may be a "hold" on your student account. Look in the **blue box** titled "HOLDS" in the top right-hand corner of your main LOUIE page. If anything is there, you will need to address that problem with whatever department issued the "Hold". Note: the Financial Aid message, "Enrolled for too few hours" will NOT stop your registration.
- 6) Refer to your Program of Study to make sure you are attempting to register for a class you are scheduled to take during the specific semester in question. If you have gotten "off cycle" and need to register for classes out of sequence from the standard Program of Study for your class, *contact your faculty academic advisor* for instructions; you may need to request a special permission number to add the class(es).
- 7) Graduate students are allowed to take a maximum of 16 units (credits) in a single semester. If you are trying to add a class that would put your total semester units above 16 (or above 7 in a single 4-wk summer session), you will need to request a Unit Load Override Approval from your academic advisor. That form is on the Registrar's web page at <http://home.nau.edu/registrar/forms.asp>.
- 8) No one will be able to register for **CSD 602 or CSD 608** until they have submitted a) a completed Registration Check List with all supporting documents, and b) a Practicum or Externship Information Form prior to EACH semester wanting to register for the class. Allow 1-2 weeks for your documents to be processed in the CSD office then attempt to register. You will NOT need a specific **CSD 602 or CSD 608** permission *number* to be issued to you; we just make it possible for you to register. Practicum and Externship forms are found on the CSD Forms web page at <http://csd.nau.edu/forms/index.php>.
- 9) Write down and refer to the text of any "Error" messages that may appear when attempting to register. Make that specific information available to your advisor when seeking assistance.

Always **double check** EACH of the above items and make every attempt to resolve your registration problem(s). If you continue to have difficulties, please contact your academic advisor. Be sure to provide your LOUIE ID number, any necessary completed forms (add/drop petitions, etc.) and a complete explanation of your situation, including any circumstances that may be unique to you, so your advisor can better assist you.