How to determine the override needed and complete it in Admin Pages/Banner

Instructions for Administrators and Staff*

The following information is required to complete an override: term, student's dawg tag, CRN of class, and the appropriate override needed.

When the student tries to register for a class and receives an error message, it looks like this:

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Note the pink box in upper right: BA 525 CRN 62058; SA Advisor Approval Required. If the student sends you a screen shot, you'll have all the information you need to complete the correct override for them.

If the student is unable to send you a screen shot of their registration page with the error message, then you can do the following to determine which override is needed.

How to determine which override is needed

- 1. Login to Admin Pages go to sis.siu.edu and click on Admin Pages
- 2. Type SFASTCA "Student Course Registration Audit" in the welcome box and hit Enter on your keyboard
- 3. Enter student's dawg tag
- 4. Enter term code YEAR20, YEAR40, YEAR60 where 20 = spring, 40 = summer, and 60 = fall
- 5. Click Go
- 6. Look in the Message column for the needed override
- The most common error messages and their associated overrides are... SA Advisor Approval Required – Special approval override Time Conflict – Time Conflict override Closed Section – Capacity override Prerequisite/Test Score Error – Pre-Requisite &/or Test Score override Repeat Hours or Repeat Limit - Repeat override

If you don't find an error/required override message, it might be that something else is preventing registration. Here are some common situations:

- 1. The student has a registration hold, often due to a bursar balance or a final transcript not yet being submitted.
- 2. The student is trying to register after the self-registration deadline. After the first week of classes, students can no longer register via Salukinet. At this point, the student must send an email to gradregistration@siu.edu for assistance.
- 3. The student was admitted to one semester but is trying to register for a different semester. For example, if a student is admitted for fall, they are not able to register for the previous summer.

How to complete an override in Admin Pages/Banner

- 1. Go to SFASRPO "Student Registration Permit-Override"
- 2. Enter student's dawg tag and term code.
- 3. Under STUDENT PERMITS AND OVERRIDES, you will see the overrides that have already been entered for this student for this semester, if any.
- 4. Under STUDENT SCHEDULE, you will see the classes that the student has successfully registered for, if any.
- 5. Click on the 3 dots to the right of the Permit box. The Registration Permit-Override Codes box will open.
- 6. Click on the appropriate override in the box. Scroll down if needed. Click OK.
- 7. Type in the class CRN. The Subject, Course Number, and Section boxes will populate.
- 8. Click SAVE in the lower right corner of the screen.
- 9. Note: the student must try to register again after the override is completed, but they can try immediately after you save.
- 10. To complete an additional override for the same student, same semester, click "Insert" and then proceed with step 5-8 above.

Other information about overrides:

- Often more than one override is needed for a student to register for a class, but the system will show only one error/override required for the class at a time. Sometimes you complete an override, and then the student tries to register and gets a second error that requires a second override. If you think ahead and are aware of the need for the second override, you can complete both overrides at the same time.
- The Repeat override is required when students take excessive amounts of thesis or dissertation hours.
- If you have tried and still need assistance, send an email to gradregistration@siu.edu.

*Faculty are able to complete overrides for students trying to register for their classes. Visit <u>https://oit.siu.edu/sis/_common/documents/ssb-u2-fclty-lc3-entrngrgstrtnovrrds-pv.pdf</u> for instructions.