

STUDENT PLANNING: TROUBLESHOOTING GUIDE

My Progress (Degree Audit) Issues	
My Degree Audit is wrong!	If you think there is an error on the degree audit, this problem can be reported to your advisor. Contact your advisor in Self-Service. Student Planning>Plan and Schedule>Advisor Tab
My credit total is wrong!	The problem might be your developmental credits. Student Planning counts developmental credits in your credit total, but these credits DO NOT count toward graduation. You need to manually subtract these credits from your total.
I know I completed a course, but I can't find it on My Progress screen.	When you have completed a requirement, Student Planning collapses the requirement. To see the courses you took to complete a requirement, you need to click "Show Details".
I have completed an Ethics and Social Responsibility CLO, but it says "0 of 1 complete".	Some requirements need more than one course. For example, the Ethics and Social Responsibility requirement in the Associate of Arts degree requires two courses. When you complete one course, there are no "empty spaces" for the other two courses. Therefore, you have to read carefully to see the line that reads "3 of 6 credits complete". This message would mean you need one more course or 3 more credits, to complete this requirement.
Will "View a New Program" change my degree?	No. View a new program shows you how your credits would look in a different degree program. However, the view is temporary and goes away as soon as you leave the screen. To officially change your degree, you need to complete a Change of Program form. This form must be signed and brought to the Student Service Center.
How do I know which courses fulfill a certain requirement?	If a requirement can only be filled by one or two courses (e.g. ENG-101 or ENG-114), you can click on that course in the My Progress screen to find it in the course catalog. If a requirement can be fulfilled by multiple courses, you can click on the search button for the requirement. You will be brought to a list of courses in the catalog that can fulfill that requirement. This is helpful to view all courses that meet a CLO requirement.
Why does one of my classes fall under the Other Courses category?	Courses that fall in the OTHER COURSES category, do not meet a degree requirement. This could be because the class is a developmental course, you have fulfilled the requirement with another course or the course does not fulfill a requirement. If a student feels there is an error and the course does meet a requirement, the student should contact the advisor.

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Course Planning and Registration Issues	
I've planned my courses. Does this mean I'm registered for these courses?	<p>No! You must actually register for the courses.</p> <p>Planned courses appear in yellow on Student Planning, and the registered courses appear in green. Once you have registered for a course, you are financially responsible for it and all registration rules apply.</p>
I planned for a course or a course section. Does this mean a seat will be held for me until I register?	No! Planning a course or for a specific course section does not hold your place in the course. You are not guaranteed a space in the course until you officially register for the course.
I planned a course for a future semester. Does this mean it will definitely be offered?	No! Putting a course on your plan for a future semester does not guarantee the course will run that semester.
PSY-101 is a popular course – why are there only two sections listed?	<p>When you click "View other sections", there are often multiple pages of sections.</p> <p>You can limit how many sections are listed by going to "Filter Sections" and filtering by day, time, location, instructor, etc.</p>
I planned or registered for a course. Why is it not showing on my calendar view?	You might have planned or registered an online section. If the section is listed as "WEB", the course has a one minute meeting time to track online attendance and participation in the class. To view those sections choose the print function to view the schedule in a table grid.
I'm trying to plan my courses, but the term I need is not appearing when I scroll through the terms!	<p>If you scroll through your terms in the Schedule tab, but the term you are looking for is not there, you can add the term. This sometimes happens sometimes when adding a Summer or Winter term.</p> <p>Click the "plus" button to the right of the term and add the appropriate term.</p>
I'm trying to add sections, but none are listed.	<p>You can only add specific sections once the schedule of classes are posted for the upcoming semester. Until then, you can just add the course to your plan.</p> <p>When the schedule of classes is posted, you can go back to the plan and add specific sections.</p>
I'm trying to register, the "Register" button is not live.	<p>You can only register for courses once the registration period has opened for that term.</p> <p>If registration is open and you still cannot register online, you might have a hold on your account. You will need to review your hold Notifications for additional information that would stop registration.</p> <p>Contact Student Services for further assistance.</p>

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I'm trying to register, but the course says "Seats are not available in this section" (course is closed)	<p>It could mean the course waitlist is full or the course does not have a waitlist.</p> <p>If a course appears to have seats available but the course closed error appears, the course is cross-listed and this component of the course is at capacity.</p>
I'm trying to drop a course, but Student Planning won't let me!	<p>You can only drop and add courses during the drop/add period. Once a term has started, you can no longer drop and add online, you must do so in person in Registration and Records.</p> <p>If registration is open and you still cannot register online, you might not have access to register online because your plan has not been archived or you have not updated your contact information.</p>
I know that the prerequisite to ENG-102 is ENG-101. Why is Student Planning allowing me to plan ENG-102 without planning ENG-101?	<p>When you try to register for a course without the correct prerequisite, Student Planning will display a warning.</p> <p>Student Planning will allow you to plan for a course if you're missing the pre-requisite, but you will not be able to register for the course if you did not take the pre-requisite.</p>
I want to take a class as an elective. How do I add the course to my plan?	<p>If you know the course you want to take, but it is not a required course for your degree program. The quickest way to add the course is typing the course name and number in the search bar.</p> <p>IMPORTANT NOTE: Courses listed in the "OTHER COURSES" within the degree plan may not be eligible for Financial Aid Funding.</p>

Student Planning is located at:

<https://selfservice.eastcentral.edu/student/>

Student Service Center - Buescher Hall (BH)

Step by Step instructions to set up planned courses located at:

www.eastcentral.edu/advisement/student-planning