

Common Registration Challenges and Solutions

Challenge	Solutions
Limited course sections/full classes	<ul style="list-style-type: none"> ● Prepare backup courses before your registration date. ● Review Degree Audit to see other course requirements you could meet this semester. ● Discuss other course options with your advisor. ● Email the professor to see if they will allow you to add class.
Self-Service errors/problems loading	<ul style="list-style-type: none"> ● Try a different browser or device (e.g., laptop, phone). ● Use off-campus wifi.
Insufficient prerequisites	<ul style="list-style-type: none"> ● Ensure prerequisites are complete prior to registration. Plan to take those before the other course. ● Email registrar@owu.edu if a pre-requisite is not applying correctly.
Unfamiliar with Self-Service and Degree Audit	<ul style="list-style-type: none"> ● Familiarize yourself with how Self-Service and Degree Audit work before registration. Review and follow instructions on the OWU Registration Guide. ● Contact academicadvising@owu.edu to schedule peer advising.
No classes prepped in cart	<ul style="list-style-type: none"> ● Add courses to your cart before meeting with your faculty advisor. ● Refine your course plan after meeting with your faculty advisor for guidance. ● Make sure that no classes conflict (overlapping courses will prevent you from registering). ● Explore different scheduling options to help understand how you could manage your time the next semester.
Holds on account	<ul style="list-style-type: none"> ● Reduce balance to under \$1000 before registration. ● Contact studentaccounts@owu.edu.
Not authorized to register	<ul style="list-style-type: none"> ● Meet with your advisor before registration to be authorized to register. ● Email your advisor or academicadvising@owu.edu if your registration authorization did not go through.
Semester credit limit reached	<ul style="list-style-type: none"> ● Students are limited to 4.75 units during their initial

	<p>registration window. 4.25-4.75 units are recommended.</p> <ul style="list-style-type: none"> ● Students can add an additional course (up to 5.5 units) after all students have had a chance to register. Be sure to discuss with your advisor whether this is reasonable. ● Contact your advisor and the registrar with a petition for special permission if you wish to exceed 5.5 units. Ensure the course load is something you can handle realistically.
<p>Graduation requirement not offered during junior or senior year</p>	<ul style="list-style-type: none"> ● Email the professor, your advisor, or the registrar. ● Look for alternative courses and explore independent study as an alternative.
<p>Need additional advising help beyond current faculty advisor</p>	<ul style="list-style-type: none"> ● Contact academicadvising@owu.edu to address your concern or schedule peer advising. ● To change advisors, ask a full-time faculty member if they have space to be your advisor. Submit the "Academic Advisor Change Request" form once they agree.
<p>Instructor has approved your enrollment, even though the class is full or you are missing a prerequisite(s)</p>	<ul style="list-style-type: none"> ● Do not attempt to register for that course through your cart on Self-Service as having it in your cart will prevent you from registering for your other courses. ● Instead, after registering for your other courses, add yourself to the waitlist for the course and email the instructor and registrar@owu.edu to request to be added manually.
<p>On a waitlist for a course</p>	<ul style="list-style-type: none"> ● Waitlist management is not automatic. Each instructor is responsible for managing their own waitlists via Self-Service using the official procedure. ● If an instructor offers you a seat in a waitlisted course, you will receive an email giving you 48 hours to accept the seat in the course and add it to their schedule. If you do not respond before the deadline, the course becomes available to the next approved student on the wait list.
<p>How and when should I officially declare my major or minor?</p>	<ul style="list-style-type: none"> ● If you are approaching Junior credit status (15 or more OWU units), it is highly recommended to submit your official Major/Minor Request (Self-Service online form - login required). Having your major officially on file ensures your degree audit accurately reflects your remaining requirements. ● You must declare a major by the time you achieve junior status, which occurs when you have earned 15 units of credit and is typically following the end of your second year.

	<p>You are free to declare your major before this deadline, but if you fail to do so by the time you reach junior status, a hold will be placed on your course registration.</p>
<p>How do I find out which faculty member oversees my major or minor?</p>	<ul style="list-style-type: none"> Refer to https://www.owu.edu/ex/departmentHeads/
<p>Why does Degree Audit say I have more credits than my official classification (Freshman, Sophomore, etc.)?</p>	<ul style="list-style-type: none"> Degree Audit Credits: This total typically includes pending / planned credits (classes you are currently enrolled in or registered for but haven't completed yet). Classification Label: The status at the top of your portal (e.g., "Freshman") is based only on completed credits that have already been graded and processed. Once the semester ends and your current grades are finalized, your classification will update to match your audit.
<p>I put classes in my cart before pre-registration; am I guaranteed a spot?</p>	<ul style="list-style-type: none"> Adding a class to your registration cart does not reserve a seat or "hold" it for you. It is essentially a wishlist. Between the time you add the class and your registration window, students with earlier registration times may fill the course. Check your cart 10–15 minutes before your registration opens to see if sections have filled up. If they have, swap for an open section so your plans aren't scrambled.
<p>Can I get into upper-level courses as a freshman or sophomore?</p>	<ul style="list-style-type: none"> Registration windows are determined by class standing (which is determined by credits completed). By the time freshman and sophomore registration opens, many upper-level courses are already filled by seniors and juniors who require those specific classes to graduate on time. Always have two or three backup courses ready in case your first choices are full. Focus on core requirements or lower-level electives if the upper-level seats are gone.

Key Contacts

- **registrar@owu.edu** - prerequisites, difficulties registering
- **studentaccounts@owu.edu** - resolving financial holds
- **academicadvising@owu.edu** - searching for classes, degree planning, peer advising
- **your faculty advisor** - authorization to register, questions about alternative classes