

# Advisor and Student SP (Student Planning) Frequently Asked Questions

## Advisor Questions:

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### **Q: What if I am unable to log in, what do I do?**

**A:** For issues with logging into Self-Service, or users requiring a password reset, contact the Office of Technology Services Help Center at 410-617-5555, or via email at [ots@loyola.edu](mailto:ots@loyola.edu).

### **Q: If I am a department chair who does not teach, how can I access Self-Service?**

**A:** Go to Inside Loyola > Loyola Self-Service. This will take you to the home screen of Self-Service. Contact the Records Office if you are still unable to get to the Advising link.

### **Q: Is there an easy way to see which of my advisees have permission to register?**

**A:** Yes. On the Advising Overview screen, under the 'Date of last advisement' column, you can tell by the date there (or lack of date) whether your advisee has been given permission to register for the current term. If the date is prior to when the term information was announced as open, then the advising date is too old and will need to be updated with the upcoming term permission by clicking on UG Permit to Register.

### **Q: If my advisee has multiple advisors, do we all have to give permission to register?**

**A:** No. As with all registrations, only one advisor is required to give permission. If this is a concern, please have a conversation with the other advisor(s) and determine which of you should give the permission. If another advisor has already given permission to register, and then the student drops the major under that advisor, the permission to register will still be valid. However, it will be fine if you, also, want to give permission to register.

### **Q: If my advisee has multiple advisors, can I tell which one gave permission to register?**

**A:** Yes. First, on the Advising Overview screen, you can tell which advisees have multiple advisors because all the advisor names are listed there. Second, you can tell by the last advising date whether permission was given for this registration period. And third, you

should be able to see which advisor gave permission by clicking 'View Details' and seeing the note underneath the 'UG Permit to Register' button who last advised the student and the date.

**Q: How does my advisee know I have given permission to register?**

A: When the advisor clicks on the UG Permission to Register button, an automated email is sent to the advisee stating this:

*Your advisor has granted you permission to register in Student Planning for your assigned registration date and time.*

**Q: Why am I receiving an email error message?**

A: If you are receiving an error message about an email address, it is most likely the student's personal email account. You can contact the students through their @loyola.edu email account and alert them that their personal email account needs to be updated by going to Loyola Self-Service, then under Username in the upper right corner, select User Profile and update the information.

**Q: How do I explore a potential switch in majors with my advisee?**

A: Go to Advising tab in Self-Service. Next, select advisee or search for a student. Click on View Details on the right. Click on Progress tab. Click in View a New Program and choose the potential major/academic program and click View Program. There is also an option to select a different catalog year in a drop down box.

**Q: Why am I receiving a message which says, 'the system cannot be updated at this time'?**

A: Student Planning has a short time-out period. If you are working in a student's record and there is inactivity for a short period of time, the system will time out. Try refreshing your browser and signing out and back into Student Planning. If you continue to receive the message after trying this step, please contact the Help Center at 410-617-5555.

**Q: What if I see a message that says: can't retrieve course plan?**

A: This can be caused by your session being timed out because too much time elapsed between activity. Log out of Student Planning, and back in. If that doesn't work, log entirely off of inside Loyola and back in. As a last resort, please contact the Help Center at 410-617-5555.

**Q: What if I cannot see the Last advising date even though I approved course work?**

A: Remember to click 'UG Permit to Register' button, click Continue, and wait until page refreshes.

**Q: Why isn't the 'Review Requested' button changing after I give permission to my advisees to register?**

A: Be sure you are following all the steps when your advisee asks for a review:

1. Check progress report
2. Review course plan
3. Approve course plan
4. Click UG permit to register
5. Click continue
6. Click Review complete

**Q: Why do some planned course sections show on the progress/degree audit and some do not, like diversity?**

A: Some requirements are written at the course level, and some like diversity must be written at the section level. The requirements written at the course level will fill in as planned as soon as the student plans at the course or course section level. However, those

requirements that are written at the section level, like diversity and interdisciplinary majors and minors, will not show until the student plans them at the section level and registers for them.

**Q: Why can't I see seat availability in real time?**

A: On Course Catalog Advanced Search, the information is only updated every 12 hours at 6:00 a.m. and 6:00 p.m. However, if you detail in on section name, real-time seat availability is listed. In addition, department administrative assistants and Directors of Program Operations have access to a Colleague screen called RGAM, Registration Activity Monitor. This screen (must put in control of 'Nameless') shows seat availability in real-time.

**Q: Why can't I see more prior terms on the Course Catalog?**

A: Course Catalog is geared to registration terms, the current one and any future ones open at the time. To view prior terms, the department Chair and administrative assistants/DPOs have access to a report for this information.

**Q: Where can my advisee and I see test scores?**

A: Go to Loyola Self-Service and select the Advising link. Choose or search for your advisee, then click 'View Details'. Next, click on the tab that reads 'Test Scores' across the top of the page, underneath the advisor photo, ID number, and email address.

**Q: Where can I see whether my advisee or student in my class has applied to graduate?**

A: Go to Loyola Self-Service and select the Advising link. Choose or search for your advisee or student, then click 'View Details'. Next, click on the Progress tab across the top of the page. Next, click on Program Notes, Show Program Notes. Look at 'Graduation Application Received'. If there is a date there, that means the student has applied to graduate, and the date of graduation. If there is no date, the student has not yet applied for graduation or the Records Office has not yet processed the application. This information is updated twice daily, at 6am and 6pm.

### **Undergraduate Student Questions:**

[Where can I find detailed registration help?](#)

[Why can't I see my registration date and time on Student Planning \(SP\)?](#)

[Why can't I see a registration button?](#)

[I see a registration button, but it is grayed out. Why?](#)

[What if I cannot see the registration button and my faculty advisor gives me permission at the last minute?](#)

[I cannot find the proper term. Why can't I see that calendar?](#)

[I have planned my courses, but they do not show up in gold nor on my calendar. Why not?](#)

[How do I know my advisor has given me permission to register?](#)

[Will any holds that prevent me from registering show so I can handle them before registration begins?](#)

[When can I register for 6 courses?](#)

[Why are my courses that are permitted to be repeated, like BH 198, counted in my transcript total credits completed but not in My Progress/Degree audit?](#)

[Why do some courses that are planned without specific sections show up properly in My Progress/Degree Audit, but others like diversity or interdisciplinary minors not?](#)

[Where can I see course section restrictions?](#)

[I cannot seem to register for corequisite courses – it will not let me register for one and not the other – what do I do?](#)

[For the summer registration deadlines, what exactly is meant by '5 days prior to the start of the class'?](#)

### **Q: Where can I find detailed registration help?**

A: Go to the Records Office web site at [www.loyola.edu/Records](http://www.loyola.edu/Records), select Undergraduate at the top, and there are many options for assistance: click whichever registration option best fits; or Undergraduate, Undergraduate Student Planning User Guide; or for a more compact option for assistance, select Undergraduate Student Planning Quick User Guide. For videos, select Undergraduate Student Planning Video Guides

### **Q: Why can't I see my registration date and time?**

A: There may be several reasons for this:

- Are you looking at the proper term? Student Planning (SP) opens on a term calendar, but it is always the term we are currently in. Use the right arrow to move the calendar to future terms or use the plus (+) sign to open a future term.
- Have you planned any courses for the term? You need to plan at least one course.
- Has your advisor given you permission? Your advisor must give you permission to see your date/time.
- Have you cleared your browser cache lately? If you have not, clear your browser cache or use a different browser than you normally use. Google how to clear the cache for your particular browser or contact the Help Center at 410-617-5555 if you need assistance.

### **Q: Why can't I see a registration button?**

A: For the Fall and Spring terms, you must plan at least one course section to see a registration button, registration must be open, and you must have your advisor permission to register. If you are currently studying abroad and you are registering for the next term, you need permission to register from the Office of International Programs. If you are not a Loyola degree student, but are considered a special, visiting, or exchange student, you should contact the Academic Advising and Support Center to register at [aasc@loyola.edu](mailto:aasc@loyola.edu) or make an appointment by calling 410-617-5050.

For Summer, plan a section and receive permission to register from the Academic Advising and Support Center (AASC) at [aasc@loyola.edu](mailto:aasc@loyola.edu) or make an appointment by calling 410-617-5050.

**Q: I see a registration button, but it is grayed out instead of green and I cannot click on it. Why?**

A: For the Fall and Spring terms, you must plan at least one course section, your advisor must have given you permission, and your date/time for registration must have passed (or be right on the dot concerning time).

For Summer, plan a section and receive permission to register from the Academic Advising and Support Center (AASC) at [aasc@loyola.edu](mailto:aasc@loyola.edu) or make an appointment by calling 410-617-5050.

**Q: What if I cannot see the registration button and my faculty advisor gives me permission at the last minute – will there be a delay?**

A: No. You should be able to refresh your browser or sign out and back in, and you should receive the green registration button.

**Q: I cannot find the proper term. Why can't I see that calendar?**

A: You can only view a future term if the term information is available. Term information is available approximately three weeks prior to registration. If you do not see the term available when you go to Student Planning, select the greater than sign (>) and if that is unavailable, select the Plus sign. If neither option is available, and it is more than 4 weeks before the start of registration, it means the term is not yet available for course planning.

**Q: I have planned my courses, but they do not show up in gold nor on my calendar. Why not?**

A: Be sure that you have chosen course sections and not just courses. Planned course sections will have the section number attached to them, like WR 100 **01**, and not just WR 100.

**Q: How do I know my advisor has given me permission to register?**

A: When the advisor clicks on the UG Permission to Register button, an automated email is sent to the advisee stating this:

*Your advisor has granted you permission to register in Student Planning for your assigned registration date and time.*

**Q: Will any holds that prevent me from registering show so I can handle them before registration begins?**

A: Yes. Registration holds will be prominently displayed when you enter the Student Planning screen.

**Q: When can I register for 6 courses?**

A: For Fall semesters, registering for 6 courses will not begin until after summer orientation registration occurs for first-year students, so everyone has an opportunity to have 5 courses before anyone can register for 6. This means that the earliest students can register for 6 courses will never be before July 15. This year, registration for 6 courses will occur starting July 19, 2021, at midnight.

For Spring semesters, the seniors will be permitted to register for 6 courses the day after they register for 5, beginning at midnight. For all other class years, registration for 6 courses will begin at midnight the day after the first-years have registered for 5 courses.

**Q: Why are my courses that are permitted to be repeated, like BH 198, counted in my transcript total credits completed but not in My Progress/Degree audit?**

A: The courses are set up properly to be counted as repeats, but within the Student Information System, grades also have an impact on how credits are calculated. Therefore, until grades are assigned to repeatable courses, in essence, the system cannot be sure how

everything will total, and it does not calculate those credits until the final grades are assigned. Your transcript is always accurate and is the more accurate source for this information.

**Q: Why do some courses that are planned without specific sections show up properly in My Progress/Degree Audit, but others like diversity or interdisciplinary minors not?**

A: Requirements for Interdisciplinary minors and diversity sections are determined by coding placed directly on the sections whereas most other requirements are course-based, not section-based. Once you plan and register for a specific section, then requirements for interdisciplinary minors, some majors, and diversity sections will show those registered sections.

**Q: Where can I see course section restrictions?**

A: Course restrictions can be found in at least 2 places. If they are not new courses, restrictions can be found in the last catalogue in the course descriptions. New course restrictions and course section restrictions can be found by detailing in on the course number link provided in the Course Catalog and reviewing the Section Details.

**Q: I cannot seem to register for corequisite courses – it will not let me register for one and not the other – what do I do?**

A: You must register for both courses at the same time. There are two ways you can do that: Option 1) You can use the Register Now button at the top of the Student Planning screen. This will register you in ALL course sections on your plan. You may not be ready to do that, so after doing so, you may need to drop any courses you did not want to register for at that moment. Or you can use Option 2) Go to the home screen and choose the Register Now button at the top of the screen and select Register. This option will allow you to select exactly which courses you want to register for – be sure to register for corequisites together.

**Q: For the summer registration deadlines, what exactly is meant by ‘5 days prior to the start of the class’?**

A: The meaning is, to register electronically, you must register 5 days prior to the start date of the class as listed in the online Course Catalog on Loyola Self-Service. Specifically, if a course is listed as beginning on 5/17/2021, you must register by 11:59pm on 5/11/2021. This period allows for all registrations to be administratively checked and communication time with students, and for all systems to be synchronized before the class begins.

## Graduate Student Questions:

[Where can I find detailed help?](#)

[Why am I being stopped by registration to update address, email, phone information? Where do I do that?](#)

[Why can't I see a registration button?](#)

[I see a registration button, but it is greyed out. Why?](#)

[I cannot find the proper term. Why can't I see that calendar?](#)

[I have planned my courses, but they do not show up in gold nor on my calendar. Why not?](#)

[How do I know my advisor has given me permission to register?](#)

[Will any holds that prevent me from registering show so I can handle them before registration begins?](#)

[Why are my courses that are permitted to be repeated, like PY 925, counted in my transcript total credits completed but not in My Progress/Degree audit?](#)

[Where can I see course section restrictions?](#)

[I am a new student and cannot see my degree requirement listed under My Progress. Why?](#)

[Can I register as pass/fail or audit through Student Planning?](#)

[I cannot seem to register for corequisite courses – it will not let me register for one and not the other – what do I do?](#)

[For the summer registration deadlines, what exactly is meant by '5 days prior to the start of the class'?](#)

### **GR Q: Where can I find detailed registration help?**

A: Go to the Records Office web site at [www.loyola.edu/Records](http://www.loyola.edu/Records), select Graduate at the top, and there are many options for assistance: click Registration, Web Registration; or Graduate, Graduate Student Planning User Guide; or for a more compact option for assistance, select Graduate Student Planning Quick User Guide.

### **GR Q: Why am I being stopped by registration to update address, email, phone information? Where do I do that?**

A: It is important for the University to have your updated contact information. Address, personal email, and phone information are reviewed and confirmed on one screen found under the username in the upper right corner, select User Profile and update the information. Emergency contact is found under the username in the upper right corner, select Emergency Information, and update the information. You can and should update this information ahead of registration, so registration is not held up.

### **GR Q: Why can't I see a registration button?**

A: You must plan at least one course section to see a registration button and registration must be open. See the registration email sent by the Records Office to your @loyola.edu account approximately one month before registration opens for details.

### **GR Q: I see a registration button, but it is grayed out instead of green and I cannot click on it. Why?**

A: You must plan at least one course section to see a registration button and registration must be open. See the registration email sent by the Records Office to your @loyola.edu account approximately one month before registration opens for details. If registration is open, try to refresh your browser. If that does not work, log out and back in. As a last resort, contact the Office of Technology Services Help Center at 410-617-5555, or via email at [ots@loyola.edu](mailto:ots@loyola.edu).

### **GR Q: I cannot find the proper term. Why can't I see that calendar?**

A: You can only view a future term if the term information is available. Term information is available approximately three weeks prior to registration. If you do not see the term available when you go to Student Planning, select the greater than sign (>) and if that is unavailable, select the Plus sign. If neither option is available, and it is more than 4 weeks before the start of registration, it means the term is not yet available for course planning.

**GR Q: I have planned my courses, but they do not show up in gold nor on my calendar. Why not?**

A: Be sure that you have chosen course sections and not just courses. Planned course sections will have the section number attached to them, like GB 700 **W01**, and not just GB 700.

**GR Q: How do I know my advisor has given me permission to register?**

A: Graduate students do not need formal permission to register and may not always be formally assigned an advisor. Follow your department guidelines for registration.

**GR Q: Will any holds that prevent me from registering show so I can handle them before registration begins?**

A: Yes. Registration holds will be prominently displayed when you enter the Student Planning screen.

**GR Q: Why are my courses that are permitted to be repeated, like PY 925, counted in my transcript total credits completed but not in My Progress/Degree audit?**

A: The courses are set up properly to be counted as repeats, but within the Student Information System, grades also have an impact on how credits are calculated. Therefore, until grades are assigned to repeatable courses, in essence, the system cannot be sure how everything will total, and it does not calculate those credits until the final grades are assigned. Your transcript is always accurate and is the more accurate source for this information.

**GR Q: Where can I see course section restrictions?**

A: Course restrictions can be found in at least 2 places. If they are not new courses, restrictions can be found in the last catalogue in the course descriptions. New course restrictions and course section restrictions can be found by detailing in on the course number link provided in the Course Catalog and reviewing the Section Details.

**GR Q: I am a new student and cannot see my degree requirement listed under My Progress. Why?**

A: New student degree audit templates are written in the summer after the official graduate catalogue is published. Since graduate summer registration begins in April, usually, the templates are not ready. However, your department will have your requirements necessary for summer registration. Contact your department for a list of your courses. You can then go to the Advanced Search in the Course Catalogue, and filter on the term, the subject as provided by the department, and other filters of your choosing to come up with the list of course sections available to you. Then, just click the 'Add' button to the left of the course sections you wish to register for, and go to Student Planning, Go to Plan & Schedule, to formally register.

**GR Q: Can I register as pass/fail or audit through Student Planning?**

A: Courses that are pass/fail should be so coded in the catalogue (listed after the course description in italics). Students will automatically be given that status provided the course is properly coded. Students who want to choose the option of pass/fail and/or audit must be manually registered and will need a registration form completed by the department.

**GR Q: I cannot seem to register for corequisite courses – it will not let me register for one and not the other – what do I do?**

A: You must register for both courses at the same time. There are two ways you can do that: Option 1) You can use the Register Now button at the top of the Student Planning screen. This will register you in ALL course sections on your plan. You may not be ready to do that, so after doing so, you may need to drop any courses you did not want to register for at that moment. Or you can use Option 2) Go to the home screen and choose the Register Now button at the top of the screen and select Register. This option will allow you to select exactly which courses you want to register for – be sure to register for corequisites together.



**GR Q: For the summer registration deadlines, what exactly is meant by '5 days prior to the start of the class'?**

A: The meaning is, to register electronically, you must register 5 days prior to the start date of the class as listed in the online Course Catalog on Loyola Self-Service. Specifically, if a course is listed as beginning on 5/17/2021, you must register by 11:59pm on 5/11/2021. This period allows for all registrations to be administratively checked and communication time with students, and for all systems to be synchronized before the class begins.