STUDENT PLANNING: TROUBLESHOOTING GUIDE

My Progress (Degree Audit) Issues	
My Degree Audit is wrong!	If students or advisors think there is an error on a student's degree audit, this problem can be reported to the Advising Office by submitting the online form found at: **go.ocean.edu/degreeaudit** We will look into the issue and get back to you.
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'm an advisor, and I can't access student records.	You will need to click on the "Home" icon on the left hand side of the screen. You then click "Advising". From this screen, you will be able to click on a student who is assigned to you, or you can search for a student using the student's ID or name.
I know I completed a course, but I can't find it on my 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 completed COMM 154, but my communications courses show as "0 of 1 complete"!	Student Planning counts courses in a requirement as one unit. If you have completed one or two of the three courses needed for one requirement, the requirement will display as incomplete. If you look carefully, Student Planning also displays a line for each requirement which tells you how many courses are needed. For example, if you have completed COMM 154 but not ENGL 151-152 for the Communications requirement in the Liberal Arts degree, it will read "1 of 3 courses complete".
I completed a Humanities course, but it says "0 of 1 complete"!	Some requirements need more than one course. For example, the Humanities requirement in the Liberal Arts degree requires three 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 9 credits complete". This message would mean you need two more courses, or six 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 Curriculum Change form. This form must be signed by an advisor and brought to the Records and Registration Office.
How do I know which courses fulfill a certain requirement?	If a requirement can only be filled by one course (e.g. ENGL 151), 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 the search button for that requirement. You will be brought to a list of courses in the catalog that can fulfill that requirement.

STUDENT PLANNING: TROUBLESHOOTING GUIDE

Course Planning and Registration Issues	
I've planned my courses. Does this mean I'm registered for these courses?	No! You must actually register for the courses. Planned courses appear in <mark>yellow</mark> on Student Planning, and registered courses appear in <mark>green</mark>. Once you've registered for a course, you are financially responsible for it, and all registration rules apply.
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.
PSYC 172 is a popular course – why are there only five sections listed?	When you click "View other sections," there are often multiple pages of sections. You can limit how many sections are listed by going to "Filter Sections" and filtering by day, time, location, instructor, etc.
I planned or registered for a course. Why is it not showing on my calendar view?	You might have registered for an online course. If the section is listed as "DL" (Distance Learning), the course has no meeting time or place, so it will display at the bottom of the calendar under "sections with no meeting time".
I'm trying to plan my courses, but the term I need is not appearing when I scroll through the terms!	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. You just click the "plus" button to the right of the term, and add the appropriate term.
I'm trying to add sections, but none are listed!	You can only add specific sections once the schedule of classes has posted for the upcoming semester. Until then, you can just add the course to your plan. When the schedule of classes is posted, you can go back to the plan and add specific sections.
I'm trying to register, but the "Register" button is not live!	You can only register for courses once the registration period has opened for that term. If registration is open and you still cannot register online, you might not have access to register online. You will need to register on paper, in person, in Registration and Records.
I'm trying to drop a course, but Student Planning won't let me!	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. If the term is still in the drop/add period, and you cannot drop online, you might not have access to online registration. You would need to drop the course on paper, in person, in Registration and Records.
I know that the prerequisite to MATH 191 is MATH 165. Why is Student Planning allowing me to plan MATH 191 without planning MATH 165?	When you try to register for a course without the correct pre-requisite, Student Planning will display a warning. 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.
I know I need to register for the science lab and lecture. Why is student planning allowing me to plan one without the other?	Student Planning will allow you to plan for a lecture without a lab, and vice versa. You will not, however, be able to register for one without the other.
I want to take a class as an elective. How do I add the course to my plan?	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.

OCEAN COUNTY COLLEGE   ACADEMIC ADVISING OFFICE