

# SOUTHERN UNIVERSITY AT SHREVEPORT

## Office of the Records and Registration

### Frequently Asked Questions (FAQs)

#### Registration

##### 1. **How do I register using Banner Web Services (Self-Service Banner)?**

1. Log on to Banner Web Services at [https://sucsprodssb.sus.edu/banner8ssb/twbkwbis.P\\_GenMenu?name=homepage](https://sucsprodssb.sus.edu/banner8ssb/twbkwbis.P_GenMenu?name=homepage).  
**NOTE:** In order to access Self-Service Banner using the ID (“U”) number, please select the *Enter Secure Area for the “U” number and PIN*, rather than the mySUlogin account.
2. Click “*Class Schedule*” to view the courses offered for the semester of interest.
3. Select the appropriate campus and term of interest (SUSLA-Fall 2021, SUSLA-Spring 2022 or SUSLA-Summer 2022).
4. Click “*Submit*”.
5. Click on the subject of interest. Courses that are common across the Southern University System (SUSLA, SUBR and SUNO) are identified with “SU” after the subject name. **NOTE:** To review the entire course schedule, select the first subject, hold the shift key and arrow down to select all subjects.
6. Click “*Class Search*” to view all courses offered in that specific subject.
7. Notate the Course Reference Number (CRN) which is the 5-digit number located between the course title and the course prefix/course number/course section.
8. Click on “*Return to Previous*” to return to the Class Schedule Search page.
9. Click on “*Reset*” to clear the previous “subject” search.  
**NOTE:** The CRN is required for each course for which you intend to register.
10. After you have a list of all courses for which you intend to register, click on “*Exit*”.
11. You will be redirected to the page below.
12. Click “*Return to Homepage*”.
13. Click on “*Enter Secure Area*”.
14. Enter your credentials
  - a. Your User ID is your SUSLA Banner ID (“U”) number.
  - b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
  - c. If you can’t remember your PIN, click *Forgot PIN?* to answer your security questions. If this fails, contact the Registrar’s Office at [registraroffice@susla.edu](mailto:registraroffice@susla.edu) and include your name and ID (“U”) number.
15. Click “*Login*”
16. Click on “*Student*”.
17. Click on “*Registration*”
18. Click “*Add/Drop Classes*”.
19. Select the appropriate campus and term of interest (SUSLA-Fall 2021, SUSLA-Spring 2022 or SUSLA-Summer 2022).
20. Click “*Submit*”.
21. Enter CRNs for all courses in the designated area. **NOTE:** The courses for which you are officially registered will appear under the “*Status*” section.
22. Return to the Main Menu
23. **Complete enrollment**

- Click on “*Student*”
- Click on “*Student Accounts*”
- Click on “*Payments and Payment Plan Processing*”
- Select “*SUSLA – (Select the Semester)*”
- Click “*Complete Enrolment*” at the bottom of the page

Once fees have been accepted, you are officially enrolled.

**NOTE:** If you accept fees and are not able to attend classes, you are responsible for dropping classes before the official census date as listed on the academic calendar.

2. **I receive an error message when I attempt to register. What does the code mean?**

<b>Error Message</b>	<b>Explanation</b>	<b>Student Action</b>
Campus Restriction	Section is restricted to students with a specific campus.	Select a different section.
C (closed section/course)	This status message indicates that the course has reached its capacity and is closed.	If the course has a waitlist, joining the waitlist is the appropriate step. Otherwise, search for other sections of the course.
Closed – X Waitlisted	This message indicates that the number of available seats is zero and there are “X” people on the waitlist.	Either select to be put on the waitlist or select another section.
DUPL CRSE WITH SEC-### or DUPLICATE CRN	The course is recognized as being a duplicate of a course already on your schedule. The SEC-### indicates the course recognized as duplicate.	Search for a different course to add. If you have dropped a course after the start of the semester and wish to add it back to your schedule, you will not be able to add it back via the web. Please complete an Add/Drop request form, secure the appropriate signatures and submit it to the Registrar’s Office for processing.
Hold: You may not add or drop classes due to holds on your record.	You currently have a hold on your account preventing registration.	Please select the "View Holds" link to view the holds and get more information regarding the hold and where to go to resolve it.
MAXIMUM HOURS EXCEEDED	You are prevented from registering if you exceed the maximum credit hours allowed (e.g. 18 credit hours).	Complete the Add/Drop request form, secure the appropriate signatures and submit to the Registrar’s Office for processing.
NR	Not allowed for registration. Generally associated with registration restrictions on	Contact the Registrar’s Office at <a href="mailto:registraroffice@susla.edu">registraroffice@susla.edu</a> to check the student status or check

	the course, which come from the following: The system is indicating that this course is not available to the student at this time.	the status of the course. The email must include your name, SUSLA ID number, and 5-digit course reference number (CRN).
Open - X Waitlisted	This message indicates a seat or seats have become available, but a waitlist exists. The next person in line has been notified to register.	Since there is a waitlist, you can either select to add your name to the waitlist or select another section.
PREQ-Test Score Error	Course pre-requisites have not been met. Prerequisites may include other courses or test scores.	If the pre-requisite has been met, contact the Registrar's Office at <a href="mailto:registraroffice@susla.edu">registraroffice@susla.edu</a> to request a review of your academic record. If necessary, include a copy of your unofficial transcript. The email must include your name, SUSLA ID number, and 5-digit course reference number (CRN).
Readmit Term Prohibits Registration	Students not enrolled for the 1 semester must be readmitted before registration is permitted.	Students must complete the admissions application process for the semester in question. If you have attended another institution since your last term of enrollment at SUSLA, an official transcript may be required. Please contact the Admissions Office at <a href="mailto:admissions@susla.edu">admissions@susla.edu</a> for assistance.
SR	Student Restriction is generally associated with a registration restriction on the student and term, which come from the following: <ul style="list-style-type: none"> <li>• Student status – Inactive student status possible due to filing a graduation application.</li> <li>• Academic standing – Suspensions or dismissals</li> <li>• Holds</li> <li>• Readmit term – Student needs to be readmitted.</li> </ul>	Contact the Registrar's Office at <a href="mailto:registraroffice@susla.edu">registraroffice@susla.edu</a> to determine the issue. The email must include your name, SUSLA ID number, and the student restriction code.
Student Status prohibits registration	This message appears if the student status for the selected term is one that prevents registration. Generally from: <ul style="list-style-type: none"> <li>• Inactive due to graduation</li> </ul>	Contact the Registrar's Office at <a href="mailto:registraroffice@susla.edu">registraroffice@susla.edu</a> to determine the issue. The email must include your name, SUSLA ID number, and the student restriction code.

	• Academic suspension	
Time Conflict with #####	A registration record already exists for a course meeting at the same time as the new section you have requested.	Select another section.

3. **I wish to attend, but I accidentally deleted my classes. What can I do?**

Access your Self-Service Banner account and re-register for your classes before the deadline specified on the academic calendar. If you encounter problems, email the Registrar's Office at [registraroffice@susla.edu](mailto:registraroffice@susla.edu) and include your name, ID number, the course reference number (CRN) for each course and describe the reason for the request.

4. **Do I need to drop my classes if I didn't finalize/confirm my registration (pay for classes)?**

No. Your classes will be dropped automatically on the official census date (14<sup>th</sup> class day for Fall and Spring; 7<sup>th</sup> class day for Summer) for non-payment. You are encouraged to review your registration in Banner to verify that all courses have been dropped.

If you finalized/confirmed your registration using your Banner Web Services account and it's prior to the census date, you should complete the Official Withdrawal Request process to ensure all classes are dropped, charges are reversed and refunds are processed, if applicable.

Complete the following steps to officially withdraw from the university:

1. View the academic calendar to view the deadline to withdraw from the university.
2. Visit <https://www.susla.edu/page/registrars-forms>.
3. Click on *Student Initiated Forms*
4. Click on *Request to Officially Withdraw from the University*
5. Enter your account login credentials
6. Complete the dynamic (electronic) form as required.
7. Monitor your SUS email account for status updates.
8. Once processed, official withdrawals result in a "W" grade for each course displayed on your academic transcript.

5. **A course I need to take is full. How can I register for this course?**

1. You cannot register for a closed course. Registration is closed for a course that has reached its seating capacity. Some courses have additional sections of the same course offered at different times or with different instructors. If there are alternate sections that fit your schedule and remain open, register for one of those courses.
2. There will be NO OVERRIDES for closed classes. Maximum seating has been capped at the actual classroom capacity.
3. Always prepare your schedule with alternates for each course that meet at the same time or at times that will not disrupt your entire schedule.

6. **I am registered for one course and need to drop it, but the web does not allow me to do so. How can I drop this course?**

Students cannot drop the last class in which they are enrolled (i.e. drop to zero credit hours) via web registration. Dropping all of your courses constitutes officially withdrawing from school.

If you are replacing the course with another prior to the official census date, try adding the new course first, then dropping the other. If you *are* intending to withdraw from school (drop all classes or your last class), you must follow official withdrawal procedures, which includes completing an official withdrawal request as outlined below:

1. View the academic calendar to view the deadline to withdraw from the university.
2. Visit <https://www.susla.edu/page/registrars-forms>.
3. Click on *Student Initiated Forms*
4. Click on *Request to Officially Withdraw from the University*
5. Enter your account login credentials
6. Complete the dynamic (electronic) form as required.
7. Monitor your SUS email account for status updates.
8. Once processed, official withdrawals result in a “W” grade for each course displayed on your academic transcript.

7. **Why have I been charged a late registration fee?**

Late registration fees are applied if you have not registered and finalized registration (accepted fees) before the first day of a class. This is to ensure students register in a timely manner. Late registration service charges are applied automatically and cannot be waived.

If you finalized your registration PRIOR to the official census date and need to revise your class schedule AFTER classes have started, late registration fees are not applicable. Please note there is a grace period to revise your class schedule (see the academic calendar for details). After this period, you are no longer able to add courses.

8. **How many credit hours are needed to be a sophomore?**

Once students earn 32 credits, they are considered a sophomore.

9. **How many credit hours do I need to be considered a full-time student?**

Although students must be registered for a minimum of 12 credit hours (Fall and Spring) to be considered full-time, 15 credit hours each semester will help complete degree requirements in a timelier manner.

Students enrolled in six (6) credit hours during any summer term are considered to have full-time status.

10. **Why can't I drop or add a course on the web?**

The most common reason for this is that you are trying to make registration changes after the last day to add credit courses, drop courses and change class sections. Online registration is disabled after the stated deadlines. Students are strongly encouraged to make the necessary schedule adjustments during this time.

After the stated deadline, students are not allowed to add any classes to their schedule and are assessed a fee to drop any class. A Course Drop form must be submitted with the appropriate signatures to drop a class after the official census date. You may initiate this process by completing the steps below:

1. Visit <https://www.susla.edu/page/registrars-forms>.
2. Click on *Student Initiated Forms*
3. Click on *Course Drop*
4. Enter your account login credentials
5. Complete the dynamic (electronic) form as required.
6. Monitor your SUS email account for status updates.
7. Once processed, the course drop request will result in a “W” grade for the course displayed on your academic transcript.

**11. How do I officially withdraw from all of my classes?**

1. View the academic calendar to view the deadline to withdraw from the university.
2. Visit <https://www.susla.edu/page/registrars-forms>.
3. Click on *Student Initiated Forms*
4. Click on *Request to Officially Withdraw from the University*
5. Enter your account login credentials
6. Complete the dynamic (electronic) form as required.
7. Monitor your SUS email account for status updates.
8. Once processed, official withdrawals result in a “W” grade for each course displayed on your academic transcript.

**12. How do I officially enroll for the semester?**

1. Register in at least one course;
2. Complete enrollment (pay for classes), either in full or at least the first payment installment; and
3. Clear any holds against your registration.

**13. Where can I obtain a copy of my class schedule?**

1. Visit [www.susla.edu](http://www.susla.edu).
2. Click on *Log Into Banner* in the left margin. (below the SUSLA New section)
3. Click on “*Banner Self-Service*”.
4. Enter the campus and term of interest (ex. SUSLA-Fall 2021, SUSLA-Spring 2022, or Summer 2022).
5. Click on “*Student*”
6. Click on “*Registration*”
7. Click on “*Student Detail Schedule*”.

**14. How can I make a payment on my student account/pay my bill?**

To pay in person, visit the cashier window on the first floor in the Leonard C. Barnes Administration building.

To pay by phone, call 318-670-9305 or pay online through your Self-Service Banner account under the *Payment and Payment Plan Processing* link. Enter the amount in the Pre-Paid Tuition and Fees option and complete the transaction. You will need a major

credit card, the student's name, ID number and an active email address to receive the receipt notification.

15. **My registration is blocked. How do I remove the hold on my account?**

Contact the office that placed the hold on your account (e.g., Admissions, Business and Finance, Registrar Office, etc.).

1. Visit [www.susla.edu](http://www.susla.edu).
2. Click on *Log Into Banner* in the left margin. (below the SUSLA New section)
3. Click on "*Banner Self-Service*".
4. Enter the campus and term of interest (ex. SUSLA-Fall 2021, SUSLA-Spring 2022, or Summer 2022).
5. Click on "*Student*".
6. Click on "*Student Records*".
7. Click on "*View Holds*".
8. Note the columns are as follows:
  1. Hold Type – indicates the type of hold on the record.
  2. From Date – indicates the date the hold was placed on the record
  3. To Date – indicates the date the hold was removed from the record. If the date has not expired, the hold is currently active.
  4. Amount – indicates the amount
  5. Reason – indicates why the hold was placed on the record.
  6. Originator – indicates the office that placed the hold
  7. Processes Affected – indicates the processes the hold prevents the student from completing.

*Administrative Holds*

Hold Type	From Date	To Date	Amount	Reason	Originator	Processes Affected
Registrar's Hold	Sep 07, 2021	Dec 31, 2099		Test	Office of the Registrar	Registration Transcripts Graduation Grades Enrollment Verification Application

16. **Where can I check if a class still has openings?**

The Schedule of Classes is available via Banner Web Services (Self-Service Banner) online only (Fall, Spring, and Summer) and can be accessed by completing the following steps:

1. Visit [www.susla.edu](http://www.susla.edu).
2. Click on *Log Into Banner* in the left margin. (below the SUSLA New section)
3. Click on *Banner Self-Service*.
4. Click on *Class Schedule*.
5. Enter the campus and term of interest (ex. SUSLA-Fall 2021, SUSLA-Spring 2022, or Summer 2022).
6. Click on *Submit*.
7. Click on the subject of interest. Courses that are common across the Southern University System (SUSLA, SUBR and SUNO) are identified with "SU" after the subject name. **NOTE:** To review the entire course schedule, select the first subject, hold the shift key and arrow down to select all subjects.
8. Click "Class Search".

9. Click on the preferred course name (ex. **General Biology - 10320 - SBIO 101S - 001**)
10. Note the Remaining number of seats under Registration Availability
17. **My classification is wrong. How can I correct it?**  
Send your request to the Registrar Office at [registraroffice@susla.edu](mailto:registraroffice@susla.edu). The staff will first check the system to make sure all of your credits have been posted. Please include your name, SUSLA ID (“U”) number and contact information.
18. **How can I see what classes are being offered before I register?**  
The Schedule of Classes is available via Banner Web Services (Self-Service Banner) online only (Fall, Spring, and Summer) and can be accessed by completing the following steps:
  1. Visit [www.susla.edu](http://www.susla.edu).
  2. Click on *Log Into Banner* in the left margin. (below the SUSLA New section)
  3. Click on Banner Self-Service.
  4. Click on *Class Schedule*.
  5. Enter the campus and term of interest (ex. SUSLA-Fall 2021, SUSLA-Spring 2022, or Summer 2022).
  6. Click on *Submit*.
  7. Click on the subject of interest. Courses that are common across the Southern University System (SUSLA, SUBR and SUNO) are identified with “SU” after the subject name. **NOTE:** To review the entire course schedule, select the first subject, hold the shift key and arrow down to select all subjects.
  8. Click "Class Search".