Registration Errors and What to Do About Them

During the registration process you may encounter one or more of the following errors – this document is a guide to what the errors mean and what you need to do.

No Time Ticket
Campus Restriction
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Time Conflict Errors*

*Students may request an override from the course instructor. Instructors may indicate their permission via LEO Online or on a registration form, but the override given MUST MATCH the registration error. *Instructor approval alone does not constitute registration for the course.* Once approval is given students must still register for the course, either through LEO Online or by submitting a registration form bearing the instructor's signature to the Registrar's Office for processing.

Registration overrides/permissions are viewable in the "Prepare to Register" section of Banner Registration.

Falsifying an instructor's signature is an Honor Code violation.

If you need assistance please contact your site director or the Office of the Registrar (757-683-4425 or e-mail register@odu.edu).

No Time Ticket

This is not a registration error but a status message. If you clicked on "Prepare to Register" and we are not in the **pre-registration period** (1st week of registration), you do not need a time ticket to register. Simply go back to the Banner Registration landing page and begin registering for classes.

If we are in the pre-registration period and you do not have a time ticket, check to see if you meet one of the following conditions:
1) Be sure you have selected the term for which you want to register, FIRST.
2) Are you a degree-seeking student? (*if no, you are not eligible for a time ticket*)
3) Are you registered for classes in the current term? (*if no, you are not eligible for a time ticket*)

Students who do not have a time ticket are only eligible to register during open registration, which begins the Saturday following pre-registration. No exceptions are made to this policy.

Campus Restriction

Students may only register for courses designated for their campus. See the Registration FAQ on our website for guidance on selecting online class sections.
https://www.odu.edu/academics/courses-registration/registration/faqs

Closed Class/Closed Section

Each course has a maximum number of students who can register. When this cap is reached the course closes and no further enrollment is allowed, although an individual section may appear to have seats available. You may attempt to register for an alternate course or contact the course instructor to request an override of the **closed class** error. If the course has a waitlist, you should put yourself on the waitlist instead of requesting an override from the instructor.

Override: Preferred Method: The course instructor may, at his or her discretion (and depending on physical space limits in the assigned classroom or lab), approve the override in LEO Online. **The course will continue to show closed in the Class Schedule Search, so the student must enter the 5-digit CRN into the Enter CRNs tab of Banner Registration, in order to register online.**

Override: Alternative Method: The student may submit a registration form bearing the instructor's signature **and closed class override indication** (or an accompanying e-mail from the instructor's ODU e-mail address indicating permission to register), to the Office of the Registrar.

Co-requisite/Prerequisite/Test Score Errors

If a class has a co-requisite, the student must take both classes simultaneously and register for both classes in the same registration session.

If a class has one or more prerequisites (course(s) + minimum grade and/or test score with minimum score), students must meet the prerequisite to register online. Students who do not meet course prerequisites must obtain instructor's permission to register. Instructors may indicate their permission via LEO Online or on a registration form, but the permission MUST MATCH the registration error. Some prerequisites may be taken concurrently but most may not.

To view course co- and prerequisites, click on the course link in LEO Online or Degree Works.

Non-degree students or second-degree students who may have taken prerequisite courses at another institution must obtain instructor permission (prerequisite override). Students should be prepared to provide a transcript from the school where the course was originally taken and/or a syllabus or catalog description for the instructor's review when requesting permission.

The Registrar's Office does not evaluate transcripts and cannot give prerequisite overrides based on official or unofficial transcripts from another institution.

Course Status Dates Out of Range

This error means the deadline to register for the course has passed and no registrations can be processed online. To see the eligible dates for registration, click on the course link in XE Registration. The student who gets this error must submit a completed registration form, with instructor's approval, to the Registrar's Office for processing. Instructors MUST approve all registrations after the deadline to register or add courses for the session.

Instructor Approval Required

Some courses require the student to obtain instructor approval *prior to registering.* Students should contact the instructor to request approval. Instructors may indicate their permission via LEO Online or on a registration form, but the override given MUST MATCH the registration error.

Level/Degree/Program/Major Restriction Errors

LEVEL: If you are an undergraduate attempting to register for a graduate class, you must submit a completed *Undergraduate Request to Take Graduate Courses* form (available from the Registrar's web site) to the Registrar's Office before you can be registered. Certain conditions must be met and permissions obtained. These are specified on the form. **This applies to both local and distance learning students**.

DEGREE/PROGRAM/MAJOR: Some courses are designated by the department as restricted to students in a specified degree, program, or major. Some courses are restricted only to students who are DECLARED in a major (e.g., your degree cannot be "intended"). Students may request an override from the instructor. Instructors may indicate their permission via LEO Online or on a registration form, but the override given MUST MATCH the registration error. **Upper-level courses offered by the College of Business that give a Program Restriction error require permission from the Dean's Office of the College**.

Linked Courses/Link Errors

A course is linked when another component of the course (such as a lecture/lab or lecture/recitation) is necessary to complete your educational mastery of a subject. These classes have the same subject and course number and are designated as linked in the course comments. Linked courses must be taken in the same semester and the registration for both parts of the course must take place in the same registration session. Banner Registration Class Schedule Search will always show linked sections together.

To view course comments, look at the course detail information in LEO Online.

If you still need assistance, contact the Registrar's Office at register@odu.edu or call 757-683-4425.

Maximum Hours Exceeded

Undergraduate students carrying 12 or more semester hours are considered full-time. Undergraduate students seeking to take more than **18** credit hours must have a 3.0 or better overall GPA and must obtain the recommendation of their advisor and *written permission from the Dean of the college in which their major program resides*. Students without a declared major must obtain the recommendation of their advisor *and written permission from the Executive Director of Advising and Transfer Programs* to enroll in more than 18 hours.

Graduate students carrying 9 or more semester hours are considered full-time. No graduate student may take more than 12 credit hours without *written permission of the program director*.

This registration must be completed by the Registrar's Office. The registration form with maximum approved credit hours and required signatures must be submitted to the Registrar's Office for processing.

Winter Term and Maymester: If a Winter Term or Maymester registration puts the student over the maximum credit hours for the term, email register@odu.edu to have the maximum hours increased. This is the ONLY circumstance in which the GPA/permission criteria are not required to exceed maximum hours.

NOTE: Students registering for a Winter Term (Spring) or Maymester (Summer) course may only register for **4 credit hours** of Winter Term or Maymester courses. Students who register for more than 4 hours of Winter Term or Maymester courses will be notified by email and asked to drop the extra course(s). If the student does not drop within 48 hours of the notification being sent, the Registrar's Office will drop the most recent Winter Term or Maymester registration to get back to the 4-hour limit.

Time Conflict Errors

This error means you are attempting to add a class at the same time as or overlapping a course you have already registered for. Refer to your course schedule and the times listed to determine when the conflict is occurring (Banner Registration will give you the CRN of the conflicting class). Be sure to check all lecture, lab and recitation times.

Courses that meet alternate weeks in the same time slot may give Time Conflict Errors.

If you are unable to select an alternate course, you may seek an override from the instructor of the conflicting course. The instructor may approve the override in LEO Online, allowing you to complete the registration online. A signed drop/add form with instructor signature indicating the time conflict override may be submitted to the Registrar's Office for processing. Instructor's approval alone does not constitute registration for the course.