Pacific University
Online Registration
FAQs

HOW DO I KNOW IF I'M CLEARED TO REGISTER?

In BoxerOnline, go to **Approvals, Holds and Registration Access Time**:
- Confirm when your registration period begins. You will be able to register after this time pending advisor approval and no registration holds.
- Make sure that your Advisor has recorded your advising appointment:
  - You may want to have him/her record it at the end of your advising appointment, while you are there.
- If you want to register for a class that requires Instructor Consent, and/or have asked that a pre-requisite or co-requisite be overridden, be sure you have the correct permission
  - You must have the correct permission(s); Instructor Consent will not override a pre-requisite, for example
- If you were contacted about a registration hold by the Business Office, Health Services, Associate Dean's Office, Student Life or Registrar's Office, check that it has been removed:
  - Allow one business day after removing your hold for your account to clear.
  - You will not be able to register until it is clear, so don't delay in addressing holds!

Check that you are cleared well before your registration period, so you have time to address errors!

HOW DO I CONTACT MY ACADEMIC ADVISOR?

You can email your Advisor through BoxerOnline under **Email my Advisor(s).**

HOW DO I CHANGE MY ACADEMIC ADVISOR?

Forest Grove Undergraduates: Before you declare your major, Advisor changes are done through the Advising Center in Bates House.

Declaring a major requires you to also select a Major Advisor. Contact the person you are interested in serving as your Major Advisor. If s/he agrees, complete the Major Declaration Request form (available at the Advising Center) and get the new Advisor's signature on the form, then submit it to the Advising Center.

Eugene School of Learning & Teaching: Contact Linsay VanderVeen at linsayv@pacificu.edu or 541.632.8802.

I HAD MY ADVISING APPOINTMENT, BUT IT ISN'T SHOWING IN BOXERONLINE. WHAT DO I DO?

Contact your Advisor immediately, remind him/her that you had your advising appointment but that it wasn't recorded in BoxerOnline and request that s/he record it as soon as possible.

Give him/her a little while, then check in BoxerOnline again; if it still doesn't show in BoxerOnline, contact the Advising Center.

You may want to have him/her record it at the end of your advising appointment, while you are there.

HOW DO I GET INSTRUCTOR CONSENT, AND/OR GET AN OVERRIDE FOR A PRE-REQUISITE AND/OR CO-REQUISITE?

Contact the class Instructor, and be sure to give him/her your 7-digit student ID (NOT your PUNetID). If s/he approves your registering for the class, s/he will grant you permission through BoxerOnline. Until s/he has done that, you will not be able to register for the class, so don't forget to contact him/her before your registration period begins. Be sure to check that s/he has given permission in **Approvals, Holds and Registration Access Time**.

I'VE BEEN UNABLE TO REACH THE INSTRUCTOR FOR A CLASS FOR WHICH I NEED PERMISSION TO REGISTER. WHAT DO I DO?

<u>Forest Grove Undergraduates:</u> If you have tried all methods of connecting (office hours, email, text, and voice mail) but still haven't been successful, contact the Department Chair for the class.

<u>Eugene School of Learning & Teaching:</u> Contact Linsay VanderVeen at linsayv@pacificu.edu or 541.632.8802.

I GOT INSTRUCTOR CONSENT, AND/OR GOT AN OVERRIDE FOR A PRE-REQUISITE AND/OR CO-REQUISITE, BUT IT ISN'T SHOWING IN BOXERONLINE. WHAT DO I DO?

Contact the Instructor immediately, remind him/her that s/he gave you permission but that it wasn't recorded in BoxerOnline, give him/her your 7-digit student ID (NOT your PUNetID), and request that s/he record it as soon as possible.

Give him/her a little while, then check in BoxerOnline again; if it still doesn't show in BoxerOnline, contact the Department Chair.

HOW DO WAITLISTS WORK?

- After a class fills, eligible students who want to register for it may add themselves to a waitlist through BoxerOnline
    - o Students who have not met pre-requisites or co-requisites are not eligible, unless they get them overridden by the Instructor through BoxerOnline
    - o If the class requires Instructor Consent, students are not eligible unless they get Instructor Consent through BoxerOnline
    - o Students may be on the waitlist of only one section of any class
    - o Students may not be enrolled in one section of any class and on the waitlist for another section
- At this time, it is not possible for students to know where they are in the waitlist
- The far right column on the waitlist screen in **Manage My Waitlists** gives the total size of the waitlist, not your place on it.
- As space opens, students on the waitlist are added to the class in the order in which they registered, and notified by email through their Pacific email addresses
    - o Students cannot be enrolled in more than one section of any class, so it is the students' responsibility to drop one of the sections by the emailed deadline
    - o If the student has not dropped one of the sections by the deadline, the Registrar's Office will drop the student from one of them.
- Students may remove themselves from a waitlist at any time, through BoxerOnline
- Waitlists are used until 8am on the first day of the term. At this time, all waitlists are deleted and students interested in registering for a full class must get the Instructor's signature on an Add/Drop form and submit it to the Registrar's Office before the Add/Drop deadline.

ARE THERE ANY CLASSES I CANNOT REGISTER FOR ONLINE?

Students cannot register online for the following kinds of classes.

- Independent Study
- Internship
- Study-Abroad
- Hum 100 (Forest Grove undergraduates' First-Year Seminar)

HOW DO I CHANGE A CLASS BACK TO A LETTER GRADE STATUS AFTER I CHANGED IT TO AUDIT OR Pass/No Pass?

Once you change a class to Audit or P/N status, you cannot change it back. Be sure you have thought of all ramifications if you do change the status. For example, does the class serve as a pre-requisite for other classes you want to take? Is the class required for your major? Taking a class for Audit or P/N status may not work in these cases, and there are others. Be sure to know the consequences before you change a class to Audit or P/N. See the Registrar's Office about making this change to your registration.

HOW DO I CHANGE THE AMOUNT OF CREDIT OF A VARIABLE-CREDIT CLASS?

To change the amount of credit before you've registered:
* Enter the amount of credit you want to register for in the credit field. The default value is of the minimum amount of credit a variable-credit class is offered for.

To change the amount of credit after you've registered if the class is:
* NOT FULL: Drop the class and add it for the new amount of credit
* FULL: Submit an Add/Drop form in person at the Registrar's Office or your program's administrator. Online, you wouldn't be able to add it and would be added to the end of the waitlist

SPECIFIC SITUATIONS TO BE AWARE OF:

Internet browsers:
* Not all Internet browsers work equally well with the system
* Internet Explorer and Firefox seem to work best

Navigating through the system:
* Using the BACK button causes errors
* To exit a screen without completing the transaction, click on the Students Menu tab

Registering for more than one term:
* Register for the first term first
    * Register for Winter classes before Spring classes
    * Register for Summer classes before Fall classes
* The system looks at the 1st term's classes in determining your eligibility for the 2nd term's classes

Half-term classes:
* Half-term classes have shorter Add/Drop/Withdrawal schedules (see Academic Calendar for details)

Registering for more than one section of the same course:
* You are not allowed to register for more than one section of the same class.
    * If you register for more than one section you will be dropped from one of them
* You are not allowed to register for one section and waitlist for another

Studying Abroad (Forest Grove Undergraduates only):
* You must have an advising "meeting" but it can be by phone or email instead of in-person
* Your registration period opens at 7:00 am Pacific Daylight Time, so be aware of time differences
* If you are unable to use BoxerOnline because of country internet prohibitions, contact the Registrar's Office at 503-352-2793 or registrar@pacificu.edu

SOMETHING ISN'T WORKING!

Things to try:

Pacific University
Online Registration
FAQs

- Log off and log in again
- Read through the instructions at the top of each screen
- Go to the HELP menu at the top right of the screen
- Try using a different internet browser
- Check in **Approvals, Holds and Registration Access Time** that:
    - Your registration period has started
    - Your advisor has cleared you to register
    - You have gotten needed Instructor Consent
    - You have gotten needed pre-requisites and/or co-requisites overridden
    - All holds have been cleared
- Read the instructions and other documents on the Registrar's website
- Contact the Registrar's Office for help on how to use the system, pre-requisites/co-requisites issues, and other class-related topics
- Contact the TIC for help with passwords, locked accounts, log-on issues