

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

Advisor Questions:

[What if I am unable to log in?](#)

[If I am a department chair who does not teach, how can I access Self Service?](#)

[Is there an easy way to see which of my advisees have permission to register?](#)

[If my advisee has multiple advisors, do we all have to give permission to register?](#)

[If my advisee has multiple advisors, can I tell which one gave permission to register?](#)

[How does my advisee know I've given permission to register?](#)

[Why am I receiving an email error message?](#)

[How do I explore a potential switch in major with my advisee?](#)

[What if I see a message that says: can't retrieve course plan?](#)

[Why am I receiving a message that says, 'the system cannot be updated at this time'?](#)

[What if I cannot see the Last advising date even though I approved course work?](#)

[Why isn't the 'Review Requested' button not changing after I give permission to my advisees to register?](#)

[Why do some planned course sections show on the progress/degree audit and some do not, like diversity?](#)

And wh  
permission by clicking

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: Q /TT1aID 8 > Tc.6 ( 0 Tc 0 -9.1 (e J5Tw 1.8td( t)-6.4 (h)-9.9 J5Tw 1.8td( t)-6.4 (h)-9g.1 (o)-1.49 ( s)-c Tw 130.001 1 0.001 )-1

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 certain information in real time?

A: On Course Catalog Advanced Search, some essential information may only be updated every 12 hours at 6:00 a.m. and 6:00 p.m. 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 screen (must put in control of 'Nameless') shows seat availability in real time as well.

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. 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?



Undergraduate Student Questions:

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

[Why can't I see my registration date and time in 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 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 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?](#)

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

A: For the Fall and Spring terms, you must plan at least one course section. If you see a registration button, registration must be open, and you must have your advisor permission to register. If you are a Loyola Undergraduate degree student, you must have permission to register from a faculty advisor. If you are not a Loyola degree student, but are considered a special or visiting student, you should contact the Academic Advising and Support Center to register at [aaac@loyola.edu](mailto:aaac@loyola.edu) or make an appointment by calling 410-7-5050. If you are an exchange student, contact the Office of International Student Services at [atss@loyola.edu](mailto:atss@loyola.edu).

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 410-7-5050.

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 the 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 410-7-5050.

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, click the greater than sign (>) and if that is unavailable, plan one section of a course. If none of these options work 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 must have the section number

A: For Fall semesters, registering for 6 courses will not begin until after summer orientation registration occurs for first-students, so everyone has an opportunity to have 5 courses before anyone can register for 6. Six course registration always begins at midnight on the date specified on the Records Office website and in the registration sent to students.

For Spring semesters, seniors

update the information. You can and should update this information ahead of registration. Registration is not held up. Confirmation of information is requested every ninety days.

Q: Why am I getting this message: This is not a variable credit course. Credits cannot be changed.? Or, Planned credit hours are invalid.

A: This error message means the course that you planned has a different credit value than the course that you are trying to register for. Remove the Planned section and register for the proper section with the proper credits. The department may also be able to change credits on the course after you planned it.

Q: Why are the officially registered credits not totaling properly in the progress bars on the degree audit (Progress) tab? MC /P <</MC



GraduateStudent 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, ~~PK~~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? \(t\)-6.6 \(r c\)](#)



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

A: Courses that are pass/fail should be so coded in the catalog (after the course description in italics). Students will automatically be given that status provided the course is properly coded.