Drop/Add Instructions and Tips for First-Year Students

The registrar's office understands that making changes to your schedule may feel daunting the first time through. **Please read the following instructions and tips carefully so you will feel more confident when you access Banner Self-Service.** We also encourage you to view the [Drop/Add tutorial videos](#) for step-by-step instructions for using Banner Self-Service.

Before you make schedule changes, you must check the [Course Offerings](#) web page to see if there are open seats and/or if there are restrictions or prerequisites that will prevent you from registering. Some faculty members have chosen to maintain their own rosters during Drop/Add. These courses are indicated in the Pre-Req/Restrictions column on the Course Offerings results as "Instructor signature required during Drop/Add" or "Instructor signature required." If this restriction appears, you will **not** be able to add the course online unless you obtain instructor permission. (Continue reading to learn how to request instructor permission). *Please be aware that FSEM changes are not permitted.*

<u>Making Schedule Changes during Drop/Add</u>

Accessing Banner Self-Service:

- Log into the **Colgate portal** (portal.colgate.edu), using your Colgate network login and password.
- Navigate to Course Registration
  - Type "course registration" into the portal search and selection the Course Registration Tool option
  - In the **Academics & Registrar** tool in the side navigation, click on the **Course Registration** option.
- On the Registration landing page, click the Register for Classes link.
- Select the appropriate **term** (fall 2025) and click **submit**. You can browse for courses or click the Enter CRN tab to enter the course directly. See our tutorials (link above) for more instructions.

Dropping a course:

- In the **Summary** pane, identify the course you want to drop. Choose the corresponding drop-down menu under the **Action** column and choose **Drop During Drop/Add**.
- Click **Submit** at the bottom of the page to officially drop the course. (Consider using the [Conditional Drop/Add feature](#) if you want to drop <u>only</u> if you successfully add something else.)
- Confirm in the **Summary** pane that the course now has a status of Dropped.

Adding a course:

- Enter the **CRN** (course reference number), which is obtained from the Course Offerings page. Click "Add to Summary" to move the course to the Summary pane at the bottom of the page. (You are not yet registered!) If you are registering for a course with a lab or required film screening, you must add both CRNs to the summary pane before attempting to register (i.e., before clicking the Submit button).
- Once the course(s) are in the Summary pane they will show a status of "*pending*", click **Submit** to officially register for the course(s).

- If there were no registration errors, the course now appears with the status of Registered. **If errors appear your registration was not successful.** Please read the error message carefully and follow the instructions or choose a different course to add.

After making course changes online, be sure to review your schedule for accuracy: Added courses should be listed on the schedule with a status of Registered, and dropped courses will no longer appear. Once your changes are complete, please exit the registration session, sign out of the portal, and close all browser windows.

Reminder: View our Drop/Add for First-Year Students web page for more details specific to first-years. The registrar's office web page (www.colgate.edu/registrar) also provides additional information that you will find helpful.

Drop/Add Tips:

❖ The Course Offerings web page (www.colgate.edu/courses) provides detailed course information, including real-time enrollment counts and course descriptions. Before attempting any schedule changes online, you should review the enrollment count (for open seats), pre-requisites, restrictions, or other notes associated with the course. We encourage you to review the Course Offerings before accessing Banner Self-Service.

❖ The Course Restriction Override form is used by students to request permission to register for a course that requires permission. Many courses, particularly those appropriate for first-years, are available for adding online without additional approval. However, some instructors choose to manage their rosters during Drop/Add. This means students can only add the course by obtaining their permission using the override form. These courses are identified in the course offerings with the restriction "Instr perm req during Drop/Add." If you see this restriction on a course you're interested in registering for, submit the form to make your request. If the instructor approves, you'll receive an email when you're eligible to register.
  ➢ Occasionally, it may be appropriate to request permission to register for a course that has a prereq you don't have on your record (e.g., high school work/experience that isn't reflected on your Colgate record). If you think there's a reason for you to be eligible to register despite not having the prereq, submit the form and include a detailed explanation of why you think you are eligible. The instructor is not obligated to admit you with having the prereq, but you can certainly have the discussion.

❖ **During Drop/Add, it's quickest to use the CRN to register.** (Find CRNs in the course offerings.) Please see above for detailed instructions for accessing Banner Self-Service, and be sure to confirm the subject, course number, section, title, and instructor once you have registered.

❖ You are currently registered for 4 courses (4.00-4.50 course credits). Because your total credit enrollment may not exceed 4.50, you may need to drop a course before adding an open course. Do not drop a course unless (1) you are certain you do not want to take that course, or (2) you are certain you can secure a seat in another course. If you drop a course inadvertently, you may not be

able to get back in, so use caution when dropping courses!

❖ **You must be registered for four (4) full-credit courses**. Check the "Total Credit Hours" at the bottom of the Summary pane to verify you are registered for 4.00-4.50 course credits. If you are not registered for a full course load you may enter additional CRNs until your Total Credit Hours is between 4.00 and 4.50 course credits. *(Note: Students must obtain permission from their FSEM instructor/academic adviser to take more than 4.50 courses in their first semester. This is only permitted on rare occasions for extenuating academic reasons.)*

❖ Courses and required co-requisites (e.g., labs, film screenings) must be registered for simultaneously. That means you must enter and attempt to register for **both** sections at the same time. You will not be able to register if either the lecture or lab is closed. **In order to register online, both the lecture and lab must be open (seats available and no restrictions that pertain to you).**

❖ **If you receive a registration error message when attempting to add a course using Banner Self-Service, you will <u>not</u> be able to complete the registration transaction.** Make note of the error message so you understand and, if possible, can resolve the issue. For a complete list of registration errors and resolutions, please visit the registrar's office tutorials web page https://www.colgate.edu/about/campus-services-and-resources/using-course-registration-system (registration errors are at the bottom of the page).

❖ Closed or restricted courses may not be added without approval from the instructor. **To add a closed or restricted course, you must obtain the instructor's permission to register.** Use the Course Restriction Override Request (form will be active beginning August 25) to request permission no later than September 5.

❖ The Registrar's Office is open Monday-Friday, 9:00am-4:30pm. We are here to help! If you are having issues or have any questions please feel free to call or email. We can be reached at 315-228-7408, registrar@colgate.edu, or in 103 Lathrop Hall.

Trouble shooting tips:

❖ Because the portal uses single sign on to authenticate your identity, there are security measures in place to protect your account. **If you log into the portal and access Banner Self-Service you must sign completely out of the portal and close all browser windows.** Failure to close your browser between sessions may result in a log in error the next time you attempt to access Banner Self-Service. You can also try using a different browser if trouble persists (Chrome tends to be best). If you continue to experience problems, please contact the ITS service desk for assistance (315-228-7111 or itshelp@colgate.edu).

❖ If you experience trouble with the course restrictions override form, try these tips:
  ➢ Try opening the link in an incognito window
  ➢ Use a PC laptop or desktop. Mobile devices are not supported by OnBase (the system used for the override form) and Macs are sometimes problematic
  ➢ Chrome tends to be the most reliable browser, both on PCs and Macs, so use that if you can
  ➢ Clear your cache

➢ If you continue to experience trouble, stop into the registrar's office with your laptop (103 Lathrop Hall), or send detailed screenshots via email (registrar@colgate.edu) so staff can assist with additional troubleshooting options.