

MOST FREQUENTLY ASKED REGISTRATION QUESTIONS

ADD/DROP CLASSES

Question: When can I add and drop classes?

Answer: You can change your schedule during your priority registration dates, and during the open registration period.

ADDRESS VERIFICATION

Question: How do I verify my billing address?

Answer: To verify your address, you must check with the Registrar's Office.

CLASS SCHEDULE

Question: When will I know my final schedule and how do I get a copy?

Answer: Select the "List Schedule" option in JAGCALL. See the flow chart on page 19. Your schedule will be mailed with your billing statement to your billing address.

HOLDS FOR REGISTRATION

Question: What if I have any registration holds on my record?

Answer: JAGCALL will indicate what office has a hold on your record. You must contact the indicated office between the hours of 8:00 a.m. and 5:00 p.m. Monday-Friday.

HOUSING

Question: Can I apply for residential housing on JAGCALL?

Answer: No, you must apply with the Office of the Residential Housing in Dunn Hall, Second Floor.

PERSONAL IDENTIFICATION NUMBER (PIN)

Question: What is my Personal Identification Number (PIN)?

Answer: A confidential number that provides you access to JAGCALL and future services.

Question: How do I get my PIN?

Answer: Initially your PIN is set to your birth date and the format is MMDDYY. For example, if your birthday is February 14, 1978, your PIN will be 021478. It is strongly recommended that you change your initial PIN to maintain confidentiality to your academic records.

Question: How do I change my PIN?

Answer: Select the "Change PIN" option available in JAGCALL. See flowchart on page 19.

PREREQUISITE/CO-REQUISITE

Question: How do I register for a variable credit course?

Answer: JAGCALL will ask you for the desired number of hours for the course.

Question: How do I register for a restricted course/section?

Answer: You can not use JAGCALL to register for a restricted course/section. You must report to the department offering the course/section to get permission to register for the course. Then report to Problem Solving during the Special Registration period.

Question: How do you register for a co-requisite course and or courses requiring concurrent enrollment?

Answer: You must register for both at the time you call in or the course will not be added to your schedule.

Question: What if I need help?

Answer: If you need assistance regarding academic advisement, contact your college advisor. For course offering assistance, contact the department that is offering the course. For help with JAGCALL, call the office of the Registrar at (225)771-5050 between 8:00 a.m. and 5:00 p.m., Monday-Friday. For the Law Center, call (225)771-5340.

Question: How do I audit a class?

Answer: You must get permission from the department offering the course and go to the Registrar's Office.

PRIORITY GROUPS/JAGCALL

Question: What if I am unable to use JAGCALL during my priority registration dates?

Answers: You may register after your priority registration date during the open registration period as indicated in the registration booklet.

Question: When is the system available?

Answer: The system is available Monday-Sunday, from 7:00 a.m. to 7:00 p.m., excluding state holidays.

Question: How is my registration priority determined?

Answer: Registration priorities are determined by the number of credit hours you have earned at the end of the previous term.

REGISTRATION

Question: How much time will I have to complete my registration?

Answer: You will have 15 minutes. It is important that you read the Class Schedule Bulletin and complete your Registration Scheduling Worksheet prior to using JAGCALL.

Question: How can I cancel my registration prior to paying my fees?

Answer: You can cancel your registration by calling JAGCALL and dropping all your courses by the deadline published in the Class Schedule Bulletin.

Question: How can I cancel my registration after I pay my fees?

Answer: You cannot withdraw from the University on JAGCALL. You must report to the Registrar's Office to withdraw.

Question: What if I want to register for courses in all three summer sessions?

Answer: You can register for a total of twelve hours for the summer terms.

TELEPHONE

Question: What if I do not have a touch-tone telephone?

Answer: You will need to make prior arrangements to have access to one during your priority registration dates.

VEHICLE REGISTRATION

Question: Can I register my vehicle on JAGCALL?

Answer: No. You must register your vehicle with University Police.

FINANCIAL AID

Question: Can I apply for financial aid, or check on my financial aid on JAGCALL?

Answer: No. If you have any financial aid questions or problems, please call the Office of Student Financial Aid at (225) 771-2790.

OUTSTANDING BALANCES

Question: Can I check my outstanding balance due to the University on JAGCALL?

Answer: Yes. If you have any questions or problems with your outstanding balance, please call the Collections and Receivable Department at (225) 771-2104

