

Step-by-Step Guide to Registration

Part 4: Common errors in LORIS

Slide 1: Hello, and welcome to the Wilfrid Laurier University Headstart online workshop for the LORIS system. This workshop goes over some common error messages you may encounter when you register in LORIS. The workshop also covers ways to fix potential problems, so you can successfully register in your courses.

Slide 2: This workshop will cover the following errors: Campus Restriction, Degree Restriction, Level Restriction, Class Restriction, Linked Course Required, Time Conflict Prerequisite and Test Score Error, Closed Section, Duplicate Course, Maximum Hours Exceeded, Program and Field of Study Restrictions, Changing Section of the Same Course to a New Day/time

Slide 3: A Campus Restriction error means that you have selected either a lecture or a tutorial or a lab offered at a different campus. Laurier has two campuses: A) Brantford and B) Waterloo; the Waterloo campus is our main campus. To solve this problem, you need to select another lecture or tutorial or lab offered at the campus you are attending.

Slide 4: To tell what course is offered at which campus, you will have to look at the "Section" and "Campus" columns on the Class Search Results screen. If you see a letter or number, or combination of letters and numbers in the Section column, or "W" in the Campus column, this indicates that the course is offered at the Waterloo campus. If you see "BR" in the Section column, or "C" in the Campus column, this indicates that the course is offered at the Brantford campus. You will only see the Campus Restriction error when you are attempting to register in a course offered at the incorrect campus. Therefore, remember to select the right campus: if you are registered at the Waterloo campus, register for courses offered at the Waterloo campus. Also: If you see "OC" in the Section column, or "V" in the Campus column, this indicates that the course is an online learning course. This means you will complete the course online. Thus, you can register for this course regardless of which campus you are attending.

Slide 5: A Degree Restriction error means that you have selected either a lecture or a tutorial or a lab offered to students registered in a different degree type. In most cases, courses that are specific for certain degree types can only be taken by students who are registered in that degree. If you receive this error but would still like to register for the course, please contact the registrar's office, or the department, to obtain special permission. Please note that some courses are firmly restricted to students only registered in a certain degree. Therefore, students who are not registered in that degree will not be able to obtain special permission.

Slide 6: The Level Restriction error indicates that you are attempting to register in a course that is not offered at your level. By different level, we mean classes that are specifically offered to undergraduate students and graduate students. For instance, if you are an undergraduate attempting to register in PS888, an 800-level course only offered to graduate students, you will see this error. To fix this error, you should register for courses that are offered at your level.

Slide 7: The Class Restriction error (which sometimes appears as "You have incorrect year level for registration in this course - Course not added") means you are trying to register for a senior-level, undergraduate course. It is possible to attend second year courses in first year, but special permission is required, and it is at the instructor's discretion.

Slide 8: Linked Course Required error is probably the most common error in the system, especially for first-year courses. Many first-year courses require you to register for both a lecture and a corresponding tutorial or lab in the same week. This error occurs when you have only registered for one of the required components. These errors are easy to avoid if you know how to read the Class Search Results screen. For a more detailed explanation of this screen, refer to the Adding and Dropping Courses workshop (Part 2) of this workshop series. There are a few things to look out for when trying to figure out if a class is a lecture or tutorial: Both can be found on the same list when doing a class search. Lectures are normally those that have letters ([in this example A](#)) under the heading "Section." They also have a credit value of 0.5. Tutorials and labs have a number or a combination of a letter and a number ([in this example L1](#)) under the heading "Section." They also have a credit value of 0.00. If you take care to add the tutorial or lab you want at the same time that you add the lecture, you should avoid this type of error.

Slide 9: Time Conflict errors are also very common. They mean that you have selected either a lecture or a tutorial or a lab offered at the same time as another component you have already registered for. To solve this problem, you would need to either select another lecture or tutorial at a different time, choose another course, or drop the course causing the conflict. It can be very frustrating trying to fit that last course into your schedule, because you want to avoid having to reorganize everything. In the Adding and Dropping courses workshop, we talk about creating your schedule on paper before trying to enter it into LORIS. If you take the time to organize the courses you want before putting them into the system, it's easy to avoid this error.

Slide 10: The Prerequisite and Test Score Error means that you are attempting to register in a course that has a pre-requisite. The most common reason for this error, in first year, is that you have not taken the Calculus Preparation Evaluation before registering for a Math course, or that you don't have the necessary prerequisite courses from high school to register for the university class. In upper years, this error can also mean that you have not taken a required first-year course to enter a senior-level course. If this error is occurring when you are trying to add a math course, be sure you have completed the Calculus Preparation Evaluation before continuing. If you get this error while trying to apply for a non-math course, make sure you have the prerequisites, which can be found in the Undergraduate Academic Calendar, and call the relevant departments offering the course or the Registrar's Office for assistance.

Slide 11: The Closed Section error means that the course you are attempting to register in has reached its capacity and cannot hold anymore students. To fix this error you have a couple of options: a) You can choose another course or section b) You can check back to LORIS from time to time, as spaces do open up when students make changes to their schedule c) Or in some circumstances you can email the course professor and ask to get permission to be in the course. To avoid this error in the first place, always check the number of spots available when you're searching for a class, and make sure that there are free spots before registering.

Slide 12: The Duplicate Course error means that you have already selected this course and perhaps have dropped it. Be sure to look closely at the "Current Schedule" screen to see if you're already enrolled in the course, or have recently dropped it. If you have dropped it, re-register for this course following the steps in the Adding and Dropping Courses workshop. If the drop is recent, and the course is not full, you should be able to choose "Re-enroll" from the drop down menu in the "Action" column beside the course. Once you have done this, click on the "Submit Changes" icon, at the bottom of the screen, to update your schedule.

Slide 13: The Maximum Hours Exceeded error occurs when you are trying to register for too many courses. Students are generally limited to a maximum of 3 credits in a term, and this means that you are trying to register for more than 3 credits. If this is the case, you need to either drop another course to make room, or take that course in your second semester. If you are registering in full-year courses, LORIS does not count the full credit until winter term, and this might be the cause of the error. In this case, please contact the Registrar's Office for assistance.

Slide 14: If you encounter a "Program" or "Major" restriction, it could be because you're trying to register for a course that has reserved spaces for students who are majoring in that program. In some cases, these restrictions are lifted (and any restrictions that can be lifted happen after June 29th), but in some cases those restrictions are never lifted and only students majoring in that program can take those courses.

Slide 15: One of the most common problems that students face in LORIS happens because lectures and labs or tutorials are linked in the system. If you attempt to change the time of a lecture or lab or tutorial you've already registered in, the system drops you out of all components. If this occurs, follow the steps on the next few slides to re-enroll.

Slide 16: Re-enrolling in a class you've recently dropped is like adding a class from scratch, so you'll probably recognize a lot of these steps. Click the "Class Search" button at the bottom of the Current Schedule page to bring up the Class Search screen.

Slide 17: On the "Class Search" page, we have several different ways to look up classes. You can search by "Subject" from the list at the top, search by "Course Number", "Title", "Credits" or "Date" and "Time". The nice thing about this variety is that you can do any combination of these options to further narrow your search. At the very least, select the "Subject" from the list and click the "Class Search" button to continue.

Slide 18: Using similar steps to when you are adding a course, select the lecture or lab or tutorial you want to enroll in. Instead of clicking on the "Register" button, like we did for adding a course, click on the "Add to WorkSheet" button beside it.

Slide 19: This will bring you back to the "Current Schedule" page and you will see the CRN for the course in one of the fields at the bottom of the screen. Beside the part of the lecture or lab or tutorial you *didn't* want to change, there will be a drop down menu. Select "Re-Enroll" from the action drop down menu, then click the "Submit Changes" button at the bottom of the page. This will add the course you wanted to change (based on the CRN) and at the same time re-enroll you in the component you didn't want to change, avoiding a link error. Please note that you can use the drop down menu "Re-enroll" option to re-enroll in any course you've recently dropped, but you will only be able to re-enroll in the course if there are spaces available.

Slide 20: If you have any more questions about these errors, or anything we discussed in other workshops, check out the WLU Headstart website listed on this screen, or email headstart@wlu.ca.