S3 Registration-related FAQs

Student-record FAQs

General

Q: I'm trying to look at a record of a former student who graduated in 1992, but I can't click on them. Can you please give me access?
A: The reason he is not blue (and therefore "clickable") is because he does not have an Andrew ID or User ID. At this time, S3 is able only to display student information when the student has a User ID. Of course, all current students have a User ID, but some long-separated students do not.   This limitation will be resolved for S3 in the future, but until then S3 users may continue to use SIS to access the records of students such as these.

Q: Where can I do Whiteprint?
A: This process is unchanged. Continue to use SIS, or the SIO Admin Unofficial Academic Record.

Q: Where can I find a student's permanent address in S3 (found on RBD1 screen in SIS)?
A: That information is not yet available in S3, so please continue to use RBD1 or SIO Admin. In time, there will be a "Bio" type screen in S3. It is expected that this screen will contain complete student biographical information as well as contact information for student and parents/spouse/etc.

Q: How do I add a new grad student?
A: This process is unchanged; use GDS1.

Q: When will the "passed units" in the QPA information reflect all units passed on the transcript such as AP and transfer units?
A: This is currently being worked on but will require significant development and testing. An expected *timeframe is not available at this time.*

Q: Where is the "list" view of the planned schedule? Is there a way to have a list of classes that includes units?
A: The information contained on the list of planned schedule courses in SIO/SIO Admin will eventually be moved into S3, but until then please continue to use SIO Admin.

Registration

Q: If there is a student who is not 'mine' (i.e. in my department or program), and I want to add them to one of my courses, how do I add them if I can't access their student record?
A: In the future, S3 users will be able to add a student into your department's course even if the student is from another department or program
In the meantime, there is a work-around.
1) Go to the Course, Registration, Waitlist Maintenance screen.
2) Use the Gear wheel to Add student to Waitlist. (search for student, click the Add button next to the student)
3) Once they are on your waitlist, use the Register button on that screen to add them to your class.

S3 Registration-related FAQs

Q: I need to add an advisor to the drop-down list – how do I do that?
A: This process is unchanged; please send email to olr@andrew.cmu.edu .

Q: On the Student Registration page gear-tool, what does "Withdraw" mean?
A: Withdraw is 'drop with a W'.

Q: I want to drop a student course but it won't let me.
A: Based on S3 authorizations, most users can only drop a course if a course is from their home department.

Q: If I put comments when I place a Registration Hold, can the student see them?
A: No, the comments do not display to the student (but please keep it professional).
In SIO, the student will see: **There is a registration hold. In order to resolve the hold, please contact your advisor.**

Degree Declaration

Q: I can't switch a student who is not currently in my department into my department. This is something I was able to do in RDU1; this is how we switch internal transfer students.
- or -
Q: I can't access undeclared undergrads, or a student from another department who wants to add my major.
A: In consultation with the Associate Deans, some staff and advisors have a broader S3 access in order to search for students and to add an additional major and/or minor. Those permission levels are being reviewed and granted during March and April. In the meantime, please continue to use RDU1.

Course FAQs

Course Reservations

Q: How and when should I use Allocate Seats?
A: Allocate seats = Yes is used when you would like to use reservations to specify the number of seats for a particular student qualifier. For example, you want to restrict the course-section to 5 ECE juniors, 10 CS seniors, 5 HCI masters and 5 OLR seats.

Allocate seats should be set to No, when you want to allow students into the course-section, but do not wish to specify the makeup of those students. For example, you wish to reserve all seats for freshmen in CIT, MCS and SCS, but it is not important how many students from each college are in the section. It does not permit you to set aside OLR seats.

Q: How do I add OLR reservations? I don't see the option.
A: To set aside OLR seats:
1) Make sure Allocate Seats=Yes.
2) Add a row on the reservations page and select dept=OLR.
3) Enter the number of seats and click Save.

S3 Registration-related FAQs

Waitlist Maintenance

Q: Can I see the waitlist for a course that's not in my department or program? What about the Course: Reservation screen?
A: Yes, you should be able to view the Course: Waitlist Maintenance and Course: Reservation page, (view-only), even if the course is not offered in your home department or program.

Q: If there is a student who is not 'mine' (i.e. in my department or program), and I want to add them to one of my courses, how do I add them if I can't access their student record?
A: In the future, S3 Admin Console users will be able to add a student that into your department's course even if the student is from another department or program
In the meantime, there is a work-around.
4) Go to the Course, Registration, Waitlist Maintenance screen.
5) Use the Gear wheel to Add student to Waitlist. (search for student, click the Add button next to the student)
6) Once they are on your waitlist, use the Register button on that screen to add them to your class.

Course Roster

Q: Am I able to email the entire class roster through S3?
A: Emailing a roster is not a current feature of S3, but it is on our wish-list for future development.