

## FAQ: Items that impact scheduling and where to go to fix them.

Below is a list of items that impact scheduling a course and what office you need to contact to get the item in question handled.

### **1. My course has a generic or flexible title when I try to make it?**

- a. Contact the **Office of the Registrar** and fill out the form on their website.

<http://registrar.wvu.edu/>

### **2. I am trying to add someone to a section in Banner but it won't let me?**

- a. Contact the **Office of the Registrar** and fill out the form on their website.

<http://registrar.wvu.edu/>

### **3. The course title has an error or needs to be changed?**

- a. **DO NOT CHANGE IN BANNER FOR ANY REASON!** Please contact the **Office of the Registrar** before creating the course.

### **4. The Pre-Requisites for a course need changed?**

- a. To get these changed first reach out to **Faculty Senate** for approval
- b. Then contact the **Office of the Registrar** to make sure they are changed at the catalog level.

### **5. Banner won't let me change the credit/bill hours on a section?**

- a. To get these changed first reach out to **Faculty Senate** for approval
- b. Then contact the **Office of the Registrar** to make sure they are changed at the catalog level.

**6. I need to change the billing hours for a Study Abroad Course or get a new course approved?**

- a. Reach out to **OIP** and then to the **Office of the Registrar**.

**7. I need to change the grade mode options for a course?**

- a. To get these changed first reach out to **Faculty Senate** for approval
- b. Then contact the **Office of the Registrar** to make sure they are changed at the catalog level.

**8. I need to change the Major Code?**

- a. Contact the **Office of the Registrar**

**9. What am I **NOT** allowed to change in banner after there is enrollment?**

- a. If any of the items below need changed the course must be cancelled and added again.
  - i. The Campus Code
  - ii. Schedule type
  - iii. Instructional Method
  - iv. Grade mode
  - v. Credit and Billing hours
  - vi. Meeting pattern and time
  - vii. Restrictions (can remove Departmental Approval, but that is all) and Pre-reqs

**10. How do I get a General purpose room for my course?**

- a. Contact Facilities Scheduling with your request and they will assign it. You should never assign your own General Purpose room in Banner. (You should, however, investigate on 25Live for the availability of the room before making the request)

**11. Can I request departmental or general purpose rooms for academic courses through 25Live?**

- a. NO! You should always contact the department or Facilities Scheduling to request rooms.

**12. Can I cancel or delete a section?**

- a. **Before the schedule of courses is live on the web?**- Yes you may delete courses.
- b. **After courses are on the web? -No! Never! Under no circumstances should an SLI Coordinator cancel or delete a section. The request should be submitted to the Scheduling Dept for all needed section cancels/deletions.**

Contact information:

- Office of the registrar-
  - 304-293-5355
  - Registrar@mail.wvu.edu
- OIP
  - (304) 293-6955
  - OIP@mail.wvu.edu
- Facilities Scheduling
  - 304-293-0069
  - scheduling@mail.wvu.edu