



## Madrid Registration FAQs – Fall 2019

### Preparing to Register

#### Browser Information

##### JavaScript, Popups and Clearing Cache

In order to use MySlice, you must have JavaScript turned on in your browser and not have any popup blockers actively running. There are also times when you may need to clear your cache. Please see the [Browser Help](#) web page for instructions.

##### MySlice Supported Browsers

MySlice supports the use of current web browsers and operating systems, but results can vary depending on specific combinations and versions. If you have any difficulties navigating or completing functions within MySlice, please call the ITS Help Desk at 315-443-2677 or send an email request to [help@syr.edu](mailto:help@syr.edu). Additional information about MySlice and compatible browser/operating system combinations can be found at [Answers.syr.edu: MySlice - Supported Browsers](https://answers.syr.edu:MySlice-Supported-Browsers).

#### Other Concerns

- **I won't have access to a computer when my registration appointment starts. What should I do?**

You should get online to register as soon as possible once your appointment starts. This will give you the best chance of getting your desired course schedule. If you do not register during the online registration period (May 21-29), you will register in Madrid when the number of open courses will be more limited.

- **Where can I find my registration appointment?**

Madrid registration appointments are not viewable in MySlice! (Any appointment you may see there is for Syracuse Main Campus registration.) You will find your individual registration start date in [OrangeAbroad](#): see the message under **Learning Content** > *Registration Appointment and Instructions*.

**All Madrid students' registration appointments expire at 3:00 pm EDT on Wednesday, May 29.**

- **I'm a **visiting student**. Where do I find my SUID number?**

Sign in to [OrangeAbroad](#). Your SUID number is on the right side of your home page, directly below your profile picture. If you cannot locate it, contact your Admissions Counselor in our office ([Rick Cieri](#), 1-800-235-3472). You will need to provide some personal identification information (name, birthdate, SSN) in order for us to release this number to you.

- **How do I activate my Net ID? (**visiting students**)**

Follow the instructions at the NetID [Self-Serv portal \(https://netid.syr.edu/selfserv/\)](https://netid.syr.edu/selfserv/).

- **Help! I've forgotten my Net ID and/or password. How do I recover them?**

Go to the NetID [Self-Serv portal](#).

■ **I have an Advising hold (or a Bursar or other registration hold) on my record. What should I do?**

Our office does not place holds and so unfortunately does not have the authority to remove them. Here's whom you should contact depending on the type of hold:

- **Advising holds** (matriculated SU students only): Your home college
- **Bursar holds:** Bursar's Office at +1 315-443-2444
- **Other Financial Holds** (Parking, Bookstore, Library, misc.): Office that placed the hold

■ **How do I add classes to my Shopping Cart in MySlice?**

Review the [Online Enrollment Guide](#).

■ **I don't remember the courses I listed on my Student Advising Form. Where can I find them?**

Sign in to [OrangeAbroad](#). You will find your uploaded form under **Questionnaires** > Student Advising Form (with Advisor's Signature)

■ **May I register for a course that I didn't list on my Student Advising Form?**

Yes, as long as you are eligible for it (for example, meet any prerequisite). Syracuse Abroad recommends you have all Madrid courses approved in advance by your academic advisor(s).

■ **Can I register for courses that meet back-to-back?**

This is typically fine, since most classes meet in the same building. However, **CHE 180.1** and **CHE 180.2** are taught at ICAI School of Engineering, a local affiliated university, so you will need to allow 30 minutes' travel time to and from the Syracuse Madrid Center if you take these courses.

■ **What if I want to take two classes that overlap in meeting times?**

You **cannot** register for classes when there is a time conflict (you need to be available for the entire meeting time of each class). Select the course you most want to take.

## Registering

■ **When should I register?**

Registration for most students starts at **noon EDT on Wednesday, May 22**. A smaller group of students, including certain majors and those expecting to graduate within the next year, has an earlier appointment.

You will find your individual registration start time in [OrangeAbroad](#), in the message under **Learning Content** > *Registration Appointment and Instructions*. The earlier you get online to register for your classes abroad, the better your chances of getting into your first-choice courses.

**Matriculated SU Students: Do not look for your Madrid registration appointment in MySlice!** Only appointments for Main Campus registration are available there.

■ **How do I register?**

Log in to [MySlice](#) > Student Services > Enrollment. You can find detailed instructions on how to register in the Registration Packet, found along with these FAQs under **Learning Content** > *Registration Appointment and Instructions* in [OrangeAbroad](#).

**DO NOT SEARCH FOR CLASSES!** Instead, enter the five-digit class number associated with each class (see next question).

■ **Where do I find the class number I need to register for a class?**

The five-digit class number is found in the first column (**highlighted in yellow**) of the Time Schedule of Classes, found in the Registration Packet. The packet can be found at the Syracuse Abroad website as well as under **Learning Content** in [OrangeAbroad](#).

■ **There are no class numbers for the Signature Seminars. How can I register without a class number?**

All participants in the signature seminars will be administratively registered for these courses by our office after online registration concludes.

■ **Why is a course listed with the correct title but the wrong departmental prefix?**

Check the Time Schedule of classes. If the course prefix and catalog number are **highlighted in green**, this is a cross-listed course that can be registered under more than one prefix. If it is, we provide a single class number for each cross-listed course to prevent you from getting closed out of the course under one prefix while seats are still available under another. You will be able to correct your registration once you get to Madrid so that it reflects your chosen prefix you want, so you will earn the credits under the correct academic department.

■ **What do I do if a course is full?**

See if you can add your name to a wait list and/or select an alternative course. Be sure that you are registered for a **minimum of 12 credits** (not counting waitlisted courses or Signature Seminar). This is a requirement of both the program and Spanish immigration.

■ **Why can't I enroll in a class if I can see there are spaces available?**

Some classes have seats reserved for specific populations (for example, specific majors). When seats are reserved, even though it appears that seats are available, the seats are actually available to specific populations only.

■ **I'm getting an error message when I try to register for a fifth or sixth class.**

During online registration for Madrid, you are limited to a **maximum of 17 credits** (not including the Signature Seminar). If you need to take more than 17 credits, [email Jeanne Chu](#) **BEFORE** registration begins, documenting your academic need and your advisor's approval. (You may also have your advisor email Jeanne directly.) If you have not made arrangements for this prior to registration, don't worry—you will be able to add an additional course in Madrid during the schedule adjustment period.

Please note that if you register for any credits over the amount of 19 (including your 3-credit Signature Seminar), those credits are subject to additional per-credit tuition charges. For detailed information, see the latest [Tuition, Fees, and Related Policies Bulletin](#).

■ **I am getting an error message that says a requisite is not met for the class I want to take. What should I do?**

If you do not have the background needed for a class (see prerequisites in course description and on the Time Schedule), the system may not allow you to enroll, and you should select another course. You should not contact the instructor for permission to register during online registration when priority goes to students who meet the prerequisite. If you believe you are adequately prepared for this class, [email Jeanne Chu](#) with information supporting your request to take the class in question. Once abroad, if there are open seats in the course, students without the prerequisite may request permission from the instructor to enroll.

■ **I'm getting an error message that I don't understand. Why can't I register?**

If you can't register for a course that is currently in your Shopping Cart, first try removing it from your cart and then re-add it. If you continue to have problems, review the *Common Registration Error Messages* in the **Troubleshooting** section (last page) of the Registration Instructions. If this doesn't address your problem, [email Marisa Lostumbo](#) with the error message you receive, or better yet, a screen shot.

## After Registration

### ■ What do I do if I didn't get into a course?

If you are on a wait list, note that this will be addressed when you get to Madrid. Students on waiting lists are required to attend the first class session and speak with the instructor in order to demonstrate continued interest in the course. If you are closed out of a course that you believe you *must* take *this semester* in order to graduate on time, check with your home college to see if another course will meet the same requirement, or if you have any other registration options.

If you have no other options, submit the [Academic Need Verification Form](#). **IMPORTANT: This form must be signed by a school official who is familiar with all of your remaining degree requirements.** For matriculated SU students, this should be your school or college academic advisor.

**All students must be registered for at least 12 credits of Madrid classes, not counting wait-listed classes or the Signature Seminar.**

### ■ How do I get off a wait list and into the class?

If you are on a wait list, note that this will be addressed when you get to Madrid. Please do not contact the SU academic department or the instructor (*neither can waive you into a Madrid class*). Students on waiting lists are required to attend the first class session and speak with the instructor in order to demonstrate continued interest in the course. If there is room in the class, priority to enroll off of the wait list goes to associated majors, then minors, by class level.

### ■ I want to make a change to my schedule. When can I do this?

Make any changes during the registration period. Once the online registration period ends on **Wednesday, May 29 at 3:00 pm EDT**, you may not make changes to your schedule online. You will be able to schedule-adjust in Madrid during the first week of classes.

### ■ Why was a course dropped from my schedule?

Our office may remove you from any class for which you are deemed ineligible (registered for a restricted class, don't meet the prerequisite, etc.). Syracuse Abroad makes every attempt to notify students by email before processing an administrative drop, so be sure to regularly read your \*@syr.edu messages.