Instructions for Registering Via the Telephone Information System for Fall 2001

910-437-2501

The Fayetteville State University Telephone Information System is designed for your convenience. This system will enable you to use a touch tone phone from anywhere in the world to gain important information such as course offerings, your grades, billing information, the status of your financial aid application, and other similar types of information. The system will also permit you to register for courses by touch-tone telephone.

I. Access to the FSU Telephone Information System

To obtain private information about your academic records, financial aid, or business office account, you will be required to use a Personal Identification Number (PIN). Your initial PIN will be your birthdate listed as a six-digit number (February 1, 1980, for example is 020180). The first time you use the Telephone Information System, you should change your PIN to a number that only you will know. Make sure that you remember your PIN, since if you forget it, you will need to request the Registrar's Office to re-set your PIN to your birthdate, so that you can then change it. The process of re-setting your PIN will take up to two working days (excluding holidays and weekends), which could cause unnecessary delays in your use of the system.

The system will normally be available Monday through Friday from 12:00 am (midnight) until 7:00 pm and for 24 hours on Saturdays, Sundays, and holidays. Exceptions to these times of availability may be made when regular registration is conducted in the evening or on Saturday and during the processing of student grade reports.

II. Registration and Pre-Registration

Currently enrolled students who have no outstanding financial obligations to the university are eligible to use the Telephone Information System to register and pre-register for classes. New students are not eligible to register through the Telephone Information System in their first semester of enrollment. Information about advisement and registration procedures will be provided to new students during Orientation. Students who successfully appeal academic suspension will not be permitted to register via the Telephone Information System. The steps for pre-registering and registering for courses through the Telephone information system are outlined below.

1. Verify your PIN - Prior to pre-registration or registration, make sure that you can access the Telephone Information System with your PIN. If you have not used the system for a significant period of time, you may have forgotten your PIN. If you wait until the time of registration to discover this problem, your registration will be delayed while you re-establish your PIN.
2. Clear all holds on your account (outstanding tuition payment, parking tickets, library fines, etc.). Otherwise, your registration will be blocked. You can use the system to check for holds.

3. Meet with advisor to develop schedule of class, including alternative courses in case some classes selected are closed. **Use the worksheet to record the call numbers of the courses you select. Obtain your registration number.** You must have this number to register.

4. In developing your schedule of classes, remember the course load limits. See the "Academic Regulations" section of the current catalog for these course load limits.

5. The Telephone Information System will be available to students during pre-registration according to the following schedule:

   **Students with this classification:**  
   | Graduate Students and Seniors | Beginning on the first day of pre-registration |
   | Juniors                      | Beginning on the second day of pre-registration |
   | Sophomores                   | Beginning on the third day of pre-registration |
   | Freshmen                     | Beginning on the fourth day of pre-registration |

   At the time designated for your student classification, call (910) 437-2501. **When you call, make sure you have with you the worksheet you completed with your advisor.**

6. The initial menu offered by the system will give you the following options:

   - Registration information, press 1
   - Information on student and non-student accounts, press 2
   - Student Financial Aid, press 3
   - Grades for the semester, press 4
   - Admissions and applications information, press 5

   Press 1 for "Registration Information"

7. The Main Registration Menu will give you the following options:

   - Register for classes, press 1
   - Registration Information, press 2
   - Change Personal Identification Number (PIN), press 3
   - Return to Main Menu, press 9

   The first time you use the Telephone Information System, you should press 3 to change your PIN (Personal Identification Number). Your initial PIN is your birthdate, written as six digits (February 1, 1980 is 020180). Change your PIN to another six digit number that you will easily remember (since the PIN will give access to very personal information, i.e., grades and financial aid information, you should choose a PIN that is not easily guessed by another
person). If you forget your PIN, the Registrar's Office will have to reset your PIN to your birthdate so that you can regain access to the system. This process may take up to two working days (excluding holidays and weekends), which could cause unnecessary delays in your use of the system.

After you change your PIN, select 1 to register for classes.

8. You will first be asked to select the term for which you are registering. Press the number for the appropriate term. For example, the system will tell you that if you wish to register for Summer Session I, press 1.

9. You will be asked to enter your Student ID, which is your Social Security Number.

10. You will be asked to enter your PIN. (See explanation above.) The system will spell your last name to verify that it has recognized your PIN. If you are ineligible to register, the system will tell you the reason.

11. If you are permitted to register, you will then be asked to enter your four-digit registration number, which you obtained from your advisor.

12. The system will check your account for holds. If you have any holds, the system will tell you what those are.

13. At this point, if you have no holds, the system will give you the following menu:
   
   To register or drop courses, press 1
   To list your schedule, press 2
   To check course availability, press 3
   To return to main menu, press 9.

14. After you press 1, you will be given the following menu:
   
   To add a course, press 1
   To drop a course, press 2
   To list your schedule, press 3
   To check course availability, press 4
   To return to the main registration menu, press 9

15. To register, press 1. **Be sure that you have with you at this point the worksheet (with all course call numbers) you completed earlier with your advisor.** You will not have time to look up call numbers as you register because the system will disconnect you if you do not respond to an individual prompt within 30 seconds or if your total time on the line exceeds 15 minutes. Enter the call number for the first course when asked to do so by the system. The system will allow you three attempts to enter a correct call number. If you enter the number correctly, the system will tell you, "You are enrolled in ..." Repeat this process
for each of the courses in which you wish to register. The system will also tell you if the course is full, or if there is a time conflict with another course.

16. While registering you can check to see if a specific course is open or not by selecting "Course Availability" from the registration menu. The system will tell you if the course is closed or open and how many seats are still available if the class is open.

17. If, while you are registering, you enroll in a course by mistake, you simply need to select "Drop a Course" from the menu. You will enter the call number of the course you wish to drop. The system will ask you to confirm that you wish to drop the course before doing so.

18. After you have registered for all of your courses, you can obtain a complete listing of your schedule by pressing 3. You will have the option of receiving, by pressing 1, a listing that includes days, times, and location of the class or, by pressing 2, a listing that includes only course titles. Press 1 to receive complete information and verify the information (class meeting times, location) you have included on your worksheet. Since this is the only printed copy of your schedule you will have, it is imperative that you make sure all information is correct.

III. Adding and Dropping Classes

After you have completed registration, you may use the Telephone Information System to drop and/or add courses during the pre-registration, registration, and drop-add periods. The procedure is essentially the same as for registering.

1. Contact your advisor to ensure the appropriateness of the adjustments you intend to make in your schedule.
2. Call (910) 437-2501 and use your PIN to access the system. Repeat the process described in numbers 6 - 14 under "Registration and Pre-Registration" above. Please note that after you register for a semester or summer term, you are not required to enter your registration number again to drop or add courses for that term.

3. After you adjust the schedule, repeat #18 under "Registration and Pre-Registration" above to obtain a complete listing of your schedule.

IV. Full Classes and Time Conflicts

To enroll in classes that are already full or to override a time conflict, you must take a registration card or drop-add form with appropriate signature(s) to the Registrar's Office. (Contact your department chair or dean to determine the documentation needed for each specific action.)
V. Tuition and Fees

Your online registration is not complete until you pay your tuition and fees, or at least the required minimum payment. You may determine your actual charges by reviewing your student account balance.

If you pre-registered and are being financially sponsored by Vocational Rehabilitation, Veterans Affairs, US Armed Forces, National Guard, State Veterans Scholarship, other agencies or Financial Aid Award, you must confirm with Ms. Milligan or a representative of the Business and Finance Office, that your authorization has been received, by August 4th.

If you are not being sponsored by one of the aforementioned agencies or Financial Aid Award and pre-registered, you must pay your bill in full or remit the minimum payment by August 4th.

Otherwise, you must confirm your registration in room 106/107 School of Business & Economics Building on one of the dates depicted on page 4.

Students registering via telephone or web during August registration must fulfill one of the payment options on page 17 within five (5) business days from their registration date or confirm with a Business and Finance Office representative that adequate stipends have been awarded.

All inquiries or correspondence relevant to tuition and fees should be addressed to Mr. Terry Merritt at (910) 672-1152 or via email at tmerritt@uncfsu.edu.

Note: The telephone information system was purchased with U.S. Department of Education Title III funds.