

## Frequently Asked Questions About Registration

**WHEN DO WINTER 2010 COURSES BEGIN?** Winter 2010 classes begin on Monday, January 4, 2010.

**WHEN DO SPRING 2010 COURSES BEGIN?** Spring 2010-A classes begin on Monday, March 1, 2010; Summer 2010-B classes begin on Monday, June 14, 2010.

**ARE THERE ANY CHANGES IN REGISTRATION?** Yes, the following are important changes:

1. Students enrolled Fall 2009 will receive their winter and spring/summer registration appointment date and time by e-mail, not by postal service.
2. You will be able to pre-register for the summer at the same time you register for the 12-week spring term.
3. When you pre-register for the summer, you will be selecting courses from a master list; there will be no days or times associated with your course choice. In mid-April you will then actually select the sections and formalize your registration. If you do not drop a master course for the summer, your registration will be automatically cancelled at the end of May.
4. There are important financial aid implications regarding the dual registration process; consult with financial aid to learn the details.

**MUST EVERY STUDENT REGISTER FROM OFF-CAMPUS?** Students will be expected to complete their own registration using eSIMS which is available through your CUNY Portal account. Continuing and readmitted students are encouraged to register by the web (eSIMS) at home, at the public library, or at one of the College's open computer labs. New students will be invited to register on campus and will receive assistance in learning how to use eSIMS.

Currently enrolled students are encouraged to attend a workshop offered by the Advisement Center so that they are adequately prepared to use eSIMS and the CUNY Portal. Extensive sets of directions are also available on the Registration link on the College's web page.

**WHAT SHOULD STUDENTS DO IF THEY DO NOT HAVE ACCESS TO A COMPUTER?**

You can use one of the computers in the open computer labs. However, evening hours will be limited and labs may not be readily available especially during the winter months.

**HOW HAVE STUDENTS BEEN INFORMED OF REGISTRATION**

**PROCEDURES?** Registration instructions and appointment times for continuing students are available through your Kingsborough e-Mail account; they are no

longer mailed to the student. You can also check on your appointment time by logging on to eSIMS and accessing the appropriate semester. New and readmitted students will be contacted by mail on a rolling basis once their admission application has been processed.

**HOW CAN STUDENTS GET ACCESS TO ESIMS?** Students can use the following URL: [www.cuny.edu](http://www.cuny.edu) Provide your Username and Password. At the SSO Applications for Students, select eSIMS. If you have not already created a Portal account, when you logon you will be instructed how to create a student account.

**WILL ADVISORS BE AVAILABLE IN THE REGISTRATION LAB?** Continuing and readmitted students will be expected to register themselves with limited staff support. Students should review their DegreeAudit in preparation for registration. Academic advisors, faculty and registrar's staff will be available on campus to assist NEW students with the registration process.

**WHEN AND WHERE CAN I SEE AN ADVISOR?** New students will receive academic advisement at registration. If you are a continuing student you can make an appointment with an advisor in the Advisement Center, 718-368-4911/5744, prior to your online registration appointment day and time. It is strongly suggested that continuing students see an advisor as early in the academic semester as possible to clarify any questions that you may have regarding required courses for graduation. To find the name and location of your advisor, use eADVISOR. Log on to the College's home page to obtain this information.

**IF STUDENTS HAVE NOT BEEN ADVISED, CAN THEY REGISTER FOR THE NEXT SEMESTER?** Yes. As long as you have a CUNY Portal account you can register for courses, beginning with your registration appointment date and time. However, all students are encouraged to seek academic planning and advisement.

**IF STUDENTS USE ESIMS AT HOME AND HAVE A PROBLEM, TO WHOM SHOULD THEY BE REFERRED?** Should you have any questions regarding registration, please contact the eSIMS Help Center, which is managed by the Office of Academic Scheduling, at (718) 368-6551. All college offices and phones will be very busy during the registration period, so if you are experiencing difficulty in reaching an office, please be patient and try back later.

Students are also referred to the on line eSIMS tutorial on our home page; solutions to many common problems are provided.

If you cannot log-on, reboot your computer and carefully retry the sign-on.

Students who are enrolled for the current semester can also access their [DegreeAudit](#) for helpful registration assistance. If you are uncertain about what

course to take, refer to the on-line Catalog and review the requirements for each degree at the beginning of the Catalog.

If you have a stop or hold, contact the office that placed the hold on your record. They must remove the hold or temporarily clear it in SIMS in order for you to register.

If a course is closed, you need to choose another section of the course, or another course; do NOT contact the academic department.

Students in the My Turn Program are encouraged to use eSIMS, if possible. Contact the My Turn Office if you are experiencing any difficulty.

**WILL THERE BE ANY RESOURCES AVAILABLE TO STUDENTS ON WEEKENDS?**

Students who need special permission can contact the eSIMS Help Center at 718-368-6551. If they are unavailable, leave a voice message and when the Center reopens someone will get back to you.

**IF A SECTION IS NOTED AS OPEN ON CUNY'S WEBSITE, BUT ON ESIMS IS NOTED AS CLOSED, WHICH SITE IS PROVIDING THE MOST RELIABLE INFORMATION?**

eSIMS reflects the most accurate information, whereas the CUNY website is refreshed no more than every 90 minutes.

**WHAT SHOULD STUDENTS DO IF THEY GET A MESSAGE ON ESIMS THAT THEY DO NOT HAVE THE NECESSARY PRE- OR CO-REQUISITE?**

One option might be to register for the pre- or co-requisite course and plan on taking the next course in the next semester. However, if you believe that you have met the pre- or co-requisite, contact the eSIMS Help Center at 718-368-6551.

**HOW DO STUDENTS GET SPECIAL PERMISSION FOR AN OVERLOAD OF COURSES?**

Under certain situations, it is possible for students to register for more than 18 credits during the 12-week semester and more than 8 credits in a six week module. However, you will need special permission from the Help Center at (718) 368-6551. In addition, you must call the Bursar's Office at (718) 368-5416 for information regarding additional charges for an overload of credits.

**CAN I DROP A COURSE ONLINE?** Yes. You have the option of either using the "replace" function to change a course or "drop" function if you want to drop the course entirely. During the first two days of classes, if you use the Drop and Add combination, instead of the Take and Replace option, you will accumulate unwanted fees.

**AFTER STUDENTS HAVE COMPLETED REGISTRATION, WHAT CAN THEY DO TO ENSURE THAT THEY ARE DEFINITELY IN THE COURSE THAT THEY BELIEVE THAT THEY REGISTERED FOR?**

It is advisable that you print out your schedule and tuition bill. You can also go back online a day or two before classes begin to

ensure that none of your classes have been cancelled.

**HOW CAN I CONFIRM THAT I DELETED A COURSE?** After dropping the course on the registration screen, go to your schedule; the course should not appear on your schedule. If it does, you did not delete it properly; try again.

**HOW CAN STUDENTS DETERMINE IF ONE OF THEIR COURSES HAS BEEN CANCELLED?** You can check your schedule at any time. A deleted course will not appear on your schedule. You can then go into eSIMS to add another section or course.

**WILL STUDENTS BE ABLE TO CHANGE THEIR PROGRAM AFTER THEIR INITIAL REGISTRATION?** The change of program feature will be available throughout the eSIMS registration period and through the second day of fall classes. During the summer, change of program will be available on the first day of classes.

When using eSIMS to process a change, be certain to use the Take and Replace option instead of the Drop and Add keys to prevent accumulating unnecessary change of program fees.

**WHOM DO I CALL IF I HAVE ADDITIONAL QUESTIONS OR NEED HELP?**

Contact the eSIMS Help Center at (718) 368-6551. Questions, comments and requests may be faxed to the Help Center @ 718 368-6632 or e-mailed to [eSIMShelp@kbcc.cuny.edu](mailto:eSIMShelp@kbcc.cuny.edu)