

SELF SERVICE: Instructional videos on how to use Student Planning, Course Catalog, Grades and Graduation Overview in Self Service

Login to Self Service here: <https://ss.wau.edu/Student/Account/Login>

Or scan QR code below



If you are receiving error messages logging in to Self Service please contact ITS (helpdesk@wau.edu)

Overview Videos:

STUDENT PLANNING

This instructional video explains the STUDENT PLANNING feature in Self Service, including program evaluation, class schedules, course planning, holds, advisor notes, etc...

<https://go.screenpal.com/watch/cZ6U3qnc0fD>

COURSE CATALOG

This instructional video provides students with a tutorial on how to navigate and use the course catalog module in Self Service. It covers searching for courses, adding courses to a plan, selecting sections, and accessing additional course information.

<https://go.screenpal.com/watch/cZjnlHVP9dk>

MY PROGRESS

The video explains how to use Self Service to check which courses you need to graduate and how far along you are in completing them. It also covers how to plan courses within the progress view and seek assistance from advisors.

<https://go.screenpal.com/watch/cZ6ZrxncjYI>

REGISTERING FOR CLASSES

This video provides a step-by-step guide on how to register for classes from start to finish. It covers everything from selecting courses in self service to requesting advisor approval and then officially registering for classes.

<https://go.screenpal.com/watch/cZ6ZY5ncjld>

FREQUENTLY ASKED QUESTIONS

REGISTRATION FAQ'S

- **How do I register for classes (for those whom their advisors have approved their planned courses already)?**

This video provides a guide on how to register for classes for the semester, outlining three different methods for registering (for those whom advisors have approved their planned courses already)

<https://go.screenpal.com/watch/cZ6ZFKnciNZ>

- **How do I register for classes (for those who have planned courses but their advisor has not approved one or all of them yet)?**

The video provides a step-by-step guide for registering for classes in self-service, covering selecting and registering for courses, addressing registration issues, and obtaining advisor approval.

<https://go.screenpal.com/watch/cZ6b3XVWHHi>

- **How do I drop courses?**

This video provides step-by-step instructions on how to drop a class using the self service system. It also explains the process for completely withdrawing from all classes in a specific term.

<https://go.screenpal.com/watch/cZ6b3aVWHdW>

- **How do I get Advisor Approval to register for my classes?**

This video provides a step-by-step guide on how to get advisor approval for class registration in self service.

<https://go.screenpal.com/watch/cZ6b3JVWH7a>

- **How do I add classes and Register for a semester?**

This video provides a step-by-step guide on how to register for classes for the next term, including selecting courses, getting advisor approval, and completing the registration process.

<https://go.screenpal.com/watch/cZ6FoIVWKqH>

- **How do I request to get waitlisted in a course?**

This video explains how to request to be on a waitlist for a class that is full, and then eventually get registered if a space becomes available. It also covers the steps for advisor approval and dropping from the waitlist if no longer interested.

<https://go.screenpal.com/watch/cZ6ZbQnciBJ>

- **How do I find my class schedule?**

This video provides a step-by-step guide on how to find your class schedule in self service and understand the different status of courses.

<https://go.screenpal.com/watch/cZ60YFncfbr>

- **I want to switch sections and it is still before add/drop has ended, what do I do?**

This video provides a tutorial on how to select between different course sections in self-service, including adding and removing sections, and selecting a section for a planned course

<https://go.screenpal.com/watch/cZ6Z3lncjTT>

- **I do not know whom my advisor is. Where do I go to find out?**

This video provides a guide on where to go to see who your advisor is and communicate with them, if needed, in Self Service. It also will provide an overview of the "Request Review" button when you need to have your advisor approve your courses for a term.

<https://go.screenpal.com/watch/cZ60rqncfO5>

- **The course schedule for a term is not open yet can I still choose classes?**

Learn how to plan your courses for a term even when registration isn't open. This video provides step-by-step instructions on how to use the TIMELINE feature in student planning to plan your courses for future terms.

<https://go.screenpal.com/watch/cZ60YPncf0T>

- **How do I know I am officially registered?**

This video provides a step-by-step guide on how to check if you are registered for a course using the student planning tool on self service. It also explains how to interpret the colors and status to determine registration.

<https://go.screenpal.com/watch/cZ603CncfAs>

TROUBLESHOOTING REGISTRATION POP-UPS/HOLDS FAQ's

- **A message popped up saying I need Faculty Consent. What do I do?**

This video explains the process for registering for courses that require faculty consent, including reaching out to the instructor or faculty chair for permission.

<https://go.screenpal.com/watch/cZ6b3rVWHJZ>

- **I am not seeing a REGISTER button for a planned course, what do I do?**

This video provides troubleshooting steps for students who are having difficulty registering for a planned course in student planning. It explains one reason why you don't see the register button and how to select a specific section for the course in order to register successfully.

<https://go.screenpal.com/watch/cZ6b3PVWHsN>

- **How do I select a specific section after I have planned my courses?**

This video provides a tutorial on how to select between different course sections in self-service, including adding and removing sections, and selecting a section for a planned course

<https://go.screenpal.com/watch/cZ6Z3IncjTT>

- **A class is full what do I do?**

This video explains how to request to be on a waitlist for a class that is full, and then eventually get registered if a space becomes available. It also covers the steps for advisor approval and dropping from the waitlist if no longer interested.

<https://go.screenpal.com/watch/cZ6ZbQnciBJ>

- **How do I confirm my address and phone number are correct in order to register? – includes information on other types of registration holds**

This video provides information on how to address registration holds and notifications that may prevent students from registering for classes.

<https://go.screenpal.com/watch/cZ6033ncf4z>

- **There is a registration hold popping up, what do I do to get registered?**

This video provides information on how to address registration holds and notifications that may prevent students from registering for classes.

<https://go.screenpal.com/watch/cZ6033ncf4z>

- **How do I know there is a time conflict and what do I do when there is?**

This video discusses how to identify and resolve time conflicts between courses in self service, including the process of selecting alternative section times or removing conflicting courses.

<https://go.screenpal.com/watch/cZ6ZYXncjiq>

MY GRADES FAQ's

- **How to see my unofficial transcript?**

The video explains how to access your unofficial transcript through Self Service. It also provides information on where to go if you need to request your official transcripts.

<https://go.screenpal.com/watch/cZ6ZbmnciGo>

- **How do I know my transfer courses have been entered/accepted into the system?**

This video provides a tutorial on how to check transfer courses that have been accepted by logging into self service and accessing the transfer summary. It also explains potential reasons for courses not being transferred and how to address any discrepancies.

<https://go.screenpal.com/watch/cZ600VncfgS>

- **How to do view my midterm and final grades for a term?**

This video provides a step-by-step guide on how to view your midterm and final grades for a specific term through Self Service. It also explains where to find the term GPA

<https://go.screenpal.com/watch/cZ60r7ncfw1>

GRADUATION FAQ's

- **How do I know the Registrar's Office received my graduation application?**

Learn how to check if your graduation application has been received by the registrar's office using self service. You can also find out more information about commencement day and review your academic progress.

<https://go.screenpal.com/watch/cZ60rCncfUd>

- **Where do I go to see my progress towards graduation?**

This video provides a tutorial on where to go in order to see the courses you need to take to graduate and monitor your progress towards completing those requirements. Details on how to understand your progress will be discussed in another video.

<https://go.screenpal.com/watch/cZ6ZFhnciJ0>