



The FAQs of Registration

APPLYING

Q: Do I need to submit an application?

- YES - If you are a **NEW STUDENT** who has never taken a Saddleback College or Irvine Valley Class.
- YES - If you are a **RETURNING STUDENT** who has missed two (2) long semesters or more. (Spring and Fall). For Spring 2021 registration, if you weren't enrolled in a class in 2020, you need to submit an Emeritus Student application.
- NO - If you are a **CURRENT STUDENT** who was enrolled in a Spring 2020 or are enrolled in a Fall 2020 class. You have already been assigned a registration appointment and don't need to complete an application.

Q: Where can I find the Emeritus Student Application?

You'll always find it on the Emeritus web page at www.saddleback.edu/emeritus. For your convenience, [CLICK HERE FOR THE APPLICATION](#), scan and email it to the address at the top of the form, then wait for the Admissions Office to email you registration instructions.

REGISTRATION APPOINTMENT

Q: When is my registration appointment?

A: Log into [MySite](#), click "My Information," Click "Appointments," change the semester to "Spring 2021."

Q: I forgot my PIN and can't log into MySite. What can I do?

A: In MySite, enter your Student ID, then click "Forgot PIN" and follow the prompts to re-set your PIN.

Q: Can my registration appointment be changed?

A: No. Registration appointments are assigned by the Admissions Office and are based on student group status within the college. Emeritus Institute Student appointments are alpha-rotated by first letter of last name so that all students get a chance to be first, per rotation.

Q: Is my registration appointment JUST that day and time?

A: No, your registration appointment is the first date and time you can begin registering. It's a window of time from your start date until 11:00 pm the night before classes begin (Jan. 18).

Q: Can I register any time after my registration appointment?

A: Yes, but you'll want to enroll as close to your appointment start time as possible for the best class selection.



REGISTRATION

Q: What are the online registration hours?

A: 7:00 am - 11:00 pm, seven days a week.

Q: How do I register for class? Are there instructions to help me?

A: Students register online via MySite on the Saddleback College website.

[CLICK HERE](#) for the printable 12-step registration instructions. The Admissions Office also has a Registration Information web page with instructions and a video -- [CLICK HERE](#).

Q: A class I want is "full." What can I do?

A: You can add yourself to the waitlist. That option will pop up on your screen. Follow the prompts. For more detailed information, scroll down to the Waitlist Section below.

Q: Can someone register for me?

A: College Staff CANNOT register for students due to the FERPA Federal Privacy Law. However, you can have a friend, neighbor, relative or classmate register for you.

[CLICK HERE](#) for the "Computer Buddy form ."

Q: How many times can I make changes to my class schedule?

You can log into MySite as many times as you'd like to add, drop or view your classes.

Q: I registered for a class/classes, but received an email stating my "registration session was abandoned." What does that mean?

You either didn't complete registration OR you did complete registration, but logged into MySite more than once. Every time a student logs into MySite and doesn't complete an enrollment action, an email is sent to alert the student, whether they have already registered or not. When in doubt, it's best to check your registration enrollments in MySite.

Q: How do I check my registration enrollments in MySite to make sure I completed the enrollment procedure correctly?

A: Log into MySite, click "My Classes," click "My Current Classes," then select the correct semester,

Q: I can't register: The screen says I need to "matriculate." What should I do?

A: Contact the Admissions Office by calling them at (949) 582-4555 or emailing them at scadmissions@saddleback.edu .

Q: I can't register: The screen says I have a "hold" on my account. What should I do?

A: Contact the Admissions Office by calling them at (949) 582-4555 or emailing them at scadmissions@saddleback.edu .

Q: How do I drop a class?

A: Log into MySite, click "My Classes," click "Add/Drop Classes," select the correct semester, click the "Add/Drop Classes" blue button, click "Drop" next to the class you wish to drop, then complete the next screens until you see "Completed Enrollment Actions" and see that your class is dropped.



TIME CONFLICTS

Q: Are there time conflicts between classes?

A: Yes, there are time conflicts between SYNCHRONOUS classes, just as if they were meeting in person. However, ASYNCHRONOUS classes aren't subject to time conflicts as they aren't based on an official meeting time. (See below)

Q: Is there any way to override a class time conflict?

A: No. The registration system doesn't allow time conflict overlaps; thus, a time conflict cannot be overridden.

OPTIONAL FEES -- *** THIS IS IMPORTANT! ***

Q: What are the "optional fees" when registering?

A: On the "Fees Summary" screen, there are two (2) OPTIONAL FEES:

1) a \$10 Student ASB Stamp; and 2) a \$2 Student Representation Fee.

The default answer for both fees is set to "YES."

If you DON'T want to pay these optional fees, you MUST OPT OUT by clicking "NO" next to each fee; otherwise, you will be charged. (For fee explanations, hover over the round "i" symbol.)

Q: I accidentally paid for an optional fee. Who do I contact for a refund?

A: Contact the STUDENT PAYMENT OFFICE by completing their form. [CLICK HERE to complete the STUDENT PAYMENT OFFICE form to request a refund.](#)

CONTACT INSTRUCTOR

Q: CONTACT INSTRUCTOR: How do I contact an instructor to ask a question about a class?

A: On the Emeritus web page www.saddleback.edu/emeritus, scroll down and click on "Search for Classes," click the class category, find the class, click on the instructor's name, click on the "Contact" tab, complete the email format page, do the math problem, click "Send Message."