Registration FAQ

Q: What classes are available next semester?

A: For a full-listing of classes available by semester, see the Course Offerings page. You can also use the Class Schedule Search Link for a more filtered view of classes being offered.

Q: When will I be able to start registering for classes?

A: To view your registration time ticket, you will need to log into Lesesne Gateway. Under the main navigation Menu, select 'Student' and scroll down to the 'Registration Tools' channel. You will then select 'Registration Status', which directs you to the Registration term page on Banner Web. Select the term in which you will be registering for in the drop down menu & click submit. You should now be able to view your registration status for the selected term, including your registration time ticket (From, Begin Time – To, End Time).

Q: When do classes start next semester?

A: Please visit the Important Dates page on the Registrar's website. Term dates vary dependent upon student type so please pay close attention to the information you are viewing. If you are unsure of your student type, you may obtain this data on the Attribute section of your Degree Works Audit.

Q: How do I find out who my advisor is?

A: To find out who your advisor is you must begin by logging into Lesesne Gateway. Under the main navigation Menu, select 'Student' and scroll down to the 'Registration Tools' channel. You will then select 'Degree Works Degree Evaluation', which directs you to the Degree Works portal. The top block of your degree evaluation will show your general student information. Your Academic Advisor will be listed here. If you click on their name, you should be able to send an email directly to their Citadel email account.

Q: Do I have to use my Citadel email account when communicating with faculty/staff?
I do

A: All email correspondence with faculty and staff should be sent from your official Citadel email address.

Q: How do I know if I have a hold on my account?

A: To view any holds on your account (and the department which placed them) please log into Lesesne Gateway, navigate to your Student page, and click on View Holds in the Registration Tools box.

Q: How do I find out who my advisor is?

A: To find out who your advisor is you must begin by logging into Lesesne Gateway. Under the main navigation Menu, select 'Student' and scroll down to the 'Registration Tools' channel. You will then select 'Degree Works Degree Evaluation', which directs you to the Degree Works portal. The top block of your degree evaluation will show your general student information. Your Academic Advisor will be listed here. If you click on their name, you should be able to send an email directly to their Citadel email account.

Q: How do I know what courses to register for?

A: Prior to registering for courses, the Office of the Registrar encourages students to schedule a meeting with their academic advisors (either in person or virtually) to verify any/all transfer credits are being counted towards your degree properly and to help with course selection and schedule creation to ensure you graduate on time. Make sure you check your Degree Works audit. For more information, please review the Registrar's Office Degree Works webpage.

Q: How do I drop or add a course?
https://mediasite.citadel.edu/Mediasite/Play/dc66ea219b014fcdb6a64f29460c2eff

A: Please review the tutorial linked here. (its currently attached to the email, but Ill be able to link it on the website)

Q: The course I need to register for is full. What can I do?

A: You will want to join the waitlist for that course. If a seat opens in a closed class, the first person on the waitlist is notified via their preferred email address and offered the opportunity to register for the class. This student has 24 hours to take action. If the student does not register for the class within the required timeframe, he/she will be dropped from the waitlist and the next student is offered the seat. Please review the waitlist tutorial for students here.

Q: Can I register for a course if I have not taken the prerequisite?

A: Typically, no as prerequisites are meant to provide a solid knowledge base before advancing. However, if you believe an exception is warranted then fill out the appropriate course override form on the Registrar's webpage.

Q: How do I know if I have successfully been registered for a course?

A: You will have successfully been registered for a course once it appears on your Concise Student Schedule. Please review the Freshman Banner Training (Schedules) video tutorial posted on the home page of the Registrar's Office webpage (specifically times 1:30 -3:08).

Q: How do I know if a course has restrictions?

A: You can use the Class Schedule Search Link to search and view restrictions on any course. Once you click on the link (also found on the Registrar's course offerings page), you will be directed to the Dynamic Schedule page. Select the term in which you will be registering for in the drop down menu & click submit. Input any necessary course filters in the given fields and select course search. The class schedule listing will then populate all sections found. You can then click on the course title highlighted in blue to view specific course restrictions and other important detailed class information.

Q: I have taken the required prerequisites for a course at another institution, yet I am unable to enroll for the class. What should I do?

A: You must request that an official transcript from the other college/university be sent directly to The Citadel Registrar's Office. Credits will not be awarded until the official transcript is received. Hand delivered transcripts or grade reports will not be accepted. Please review our Transfer Credit Policy page for further information. You may verify your transcript has been received and evaluated via your Degree Works Audit or by viewing your Unofficial Transcript via your Lesesne Gateway Student page.

Q: Can I still drop a class once add/drop is over?

A: Once the deadline for add/drop has passed, a student may only withdraw from the course. You will need to fill out the appropriate course withdrawal form, which can be found on the Registrar's Office 'forms' webpage. For information regarding refunds, please contact the Treasurer's Office or review their 'refunds' page.