Frequently Asked Questions

When can I register for next semester courses?

Academic Calendar

The Academic Calendar outlines important dates for a specific academic year. Here you will find the dates that course registration opens for each semester within that academic year (Fall, Spring, and Summer).

Registration Schedule

Specific dates regarding course registration for the upcoming or active registration cycle can be found on the Registration Schedule webpage. This page will outline the dates that students can register for courses based on the number of credit hours earned (see below). Registration will open for each set of credit hour blocks at 10:00 am (EST) and will remain open until the end of the first week of the upcoming semester.

Credit Hours Earned

Credit hours earned refers to the number of credit hours a student has successfully completed at Mercy College of Ohio **and** accepted transfer credit from external institutions applicable to the current program of study.

Students can find their 'credit hours earned' under their Unofficial Transcript within their Empower Me account by following the below steps:

1. Once logged into your account, under the *'Student Records'* tab, select *'Unofficial Transcript'*.
2. Under *Overall Undergraduate Totals*, locate *'CR Ern'* – this is the total number of credit hours earned.
   a. Reference the credit hour blocks on the Registration Schedule webpage to determine the date course registration opens to you.
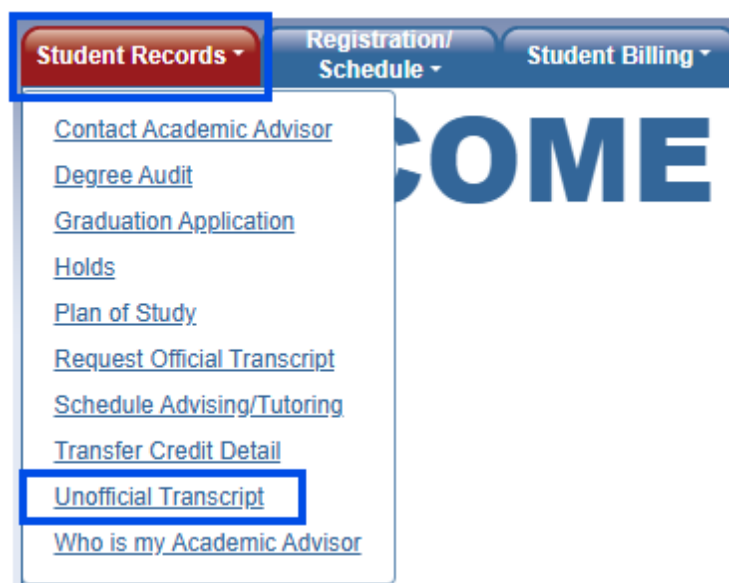
| Overall Undergraduate Totals	Cr Ernl	Cr Att	Cr Ern
	150.5	120	150.5

I'm not sure what courses to register for. Who should I contact?

We recommend that all students meet/speak with their academic advisor prior to course registration to review their plan of study for their current program of study, discuss course options, program admissions requirements (if applicable), and academic goals or concerns.

Who is my academic advisor?

Academic advisors are assigned based on a student's program of study and can be found within your Empower Me account by following the below steps:

1. Once logged into your account, under the *'Student Records'* tab, select *'Who is my academic advisor'.*
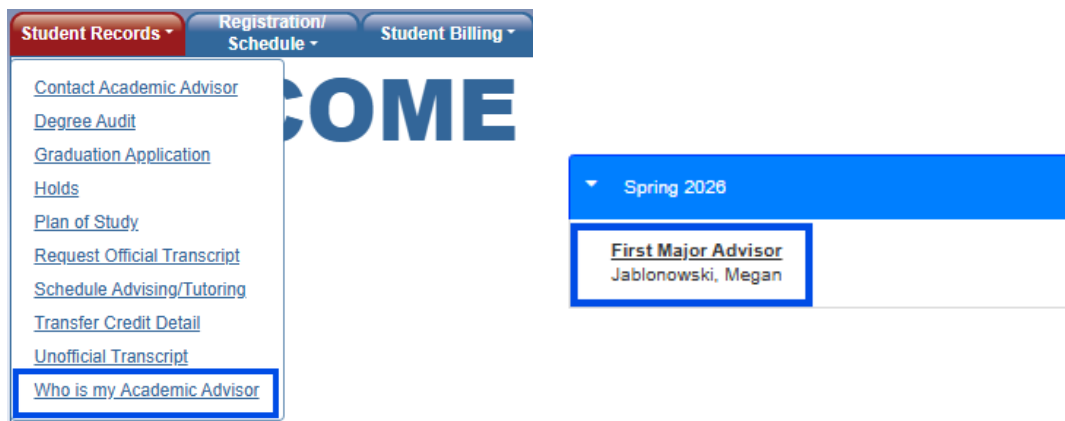
2. To contact your academic advisor, you can do one of the following:
   a. Select *'Contact Academic Advisor'* under the *'Student Records'* tab within your Empower Me account *or*
   b. Find their contact information via the Faculty & Staff Directory webpage on the Mercy College website.

Scheduling an advising appointment

To schedule an appointment with your academic advisor, visit the Student Success Center – Academic Advising webpage and follow the links to the Achieve platform. A step-by-step PDF walk through can be found here. For further assistance, contact the Student Success Center via email at studentsuccesscenter@mercycollege.edu or via phone at 419-251-8955.

What is an advisor pin?

Advisor pins are automatically assigned to the below student types and can only be provided by the student's academic advisor. Students with advisor pins are <u>required</u> to meet/speak with their academic advisor prior to course registration.

- New Students
- Students returning after a one year absence from the college
- Students on Academic Probation
- Students returning from an Academic or Program Dismissal

Can I register for courses if I have a hold on my account?

Students with an administrative hold on their account will <u>not</u> be permitted to register for courses until that hold is resolved. Students can view existing/active holds within their Empower Me account by following the below steps:

1. Once logged into your account, under the *'Student Records'* tab, select *'Holds'*.
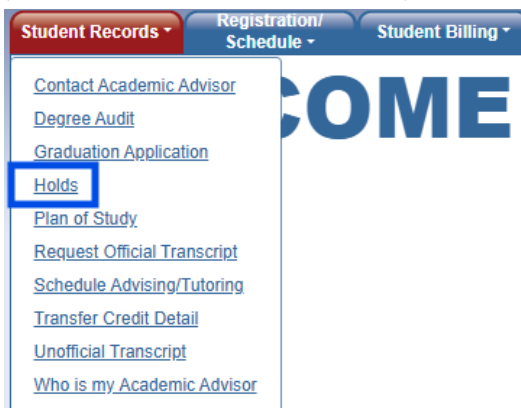
2. To view active holds, reference the *'Overridden'* section; holds notated with **'No'** are active and must be resolved prior to receiving access to course registration while holds notated with **'Yes'** are inactive.

CODE	HOLD DESCRIPTION	DATE OF HOLD	EXPIRES	OVERRIDDEN	DEPARTMENT PLACING HOLD
BH	Business Office Hold	10/10/2018	10/10/2099	Yes	Student Billing / Receivables
MP	Math Placement Hold	09/25/2025	09/25/2099	No	Student Records / Registration
OH	Orientation Hold	09/25/2025	09/25/2099	No	Student Records / Registration

Common Hold Types

Business Office Hold

Business Office holds are related to the student's financial account. To resolve a Business Office hold, contact the Bursar's Office via email at Bursar@mercycollege.edu or via phone at 419-251-1726.

Math Placement Hold

Student's who are required to take the ALEKs placement exam and have not yet done so will receive a Math Placement hold. To resolve a Math Placement hold, schedule a testing appointment on the Testing Center webpage. For further assistance, contact the Testing Center via email at mercycollege-testing-center@mercycollege.edu or via phone at 419-251-2106.

Orientation Hold

New students are required to complete the New Student Orientation forms via DocuSign after attending NSO prior to the start of their first semester at Mercy College. DocuSign forms are sent to the student's Mercy College email after NSO and should be completed ASAP to resolve an Orientation Hold. For further assistance, contact Angela Woodel via email at angela.woodel@mercycollege.edu.

Where can I find details about each course section?

Individual course section information can be found under the **'Registration/Schedule'** tab in either the **'All Course Schedule'** (before registration opens) or **'Course Registration'** (after registration opens) sections within your Empower Me account by following the below steps:

1. Once logged into your account, under the **'Registration/Schedule'** tab, select **'All Course Schedule'** or **'Course Registration'**.

   a. **All Course Schedule**
      i. Enter the desired term to view available course details and other filters as applicable.

      ii. Select the **'Details'** option next to **'Books'**. A pop-up will appear with course details.

   b. **Course Registration**
      i. Proceed to course registration via the **'Course Registration'** option. Course details will appear under each section (see example below).

Each course and its section(s) are unique, and students should carefully review their options prior to registering for courses. Below is an example course for reference.

Reviewing course details

1. Department – Course Number – Section Number – Course Title
2. Date the course begins
3. Meeting day(s) and start/end time

4. Number of seats available in the section
5. Course notes *(will vary per course section)*
   a. Session (15WK, 10WK, 7WK1, or 7WK2)
   b. Required additional courses (including lectures, labs, and/or clinicals)
   c. Course reservations for specific student populations and/or programs of study
      i. See *'What are course reservations?'* below for more information.
6. Prerequisite and Co-requisites required to register for the course

What are course reservations?

Courses may be reserved for a specific student population and/or program of study and will remain reserved until approximately 30 days prior to the start of the semester at which point all students may register for previously reserved courses as enrollment trends allow. *

*The Office of Student Records and applicable Academic Divisions may restrict enrollment in individual course sections for specific student populations and/or programs of study at any time during the registration cycle; this includes during the 30 days prior to the start of the semester. Please contact your Academic Advisor with any questions or concerns regarding course reservations.

Course Reservation Types

Evening/Weekend

Courses reserved for '*Evening/Weekend Program students only'* are available for registration by students that are enrolled in or expecting to enroll in an Associate of Applied Science in Nursing Evening/Weekend cohort.

Online

Courses reserved for *'Online Program students only'* are available for registration by students that are enrolled in or expecting to enroll in one of the below programs of study:

- **Certificates**
  - Healthcare Management
  - Medical Imaging
    - Computed Tomography
    - Imaging Quality and Safety
    - Magnetic Resonance Imaging
    - Mammography and Bone Densitometry
  - Medical Coding
- **Associate's degrees**
  - Health Information Technology
  - Surgical Technology
- **Bachelor's degrees**
  - Healthcare Administration
  - Medical Imaging
  - RN to BSN

Why are my courses in 'Pending' status?

Courses in **'Pending Registration'** are <u>not</u> registered courses and an action is needed before the student is registered in the course(s). **'Pending'** courses will appear in **RED** below the **'Classes Successfully Registered For…'** section of the **'Course Registration'** webpage. See below for an example.

Common Reasons for 'Pending' Status

Missing Pre- or Co-requisites

Prerequisite and co-requisite requirements can be found within the course details of each section within the **'Course Registration'** section of Empower Me. See the '**Where can I find details about each course section?'** section above for more information. To resolve, ensure you have completed or have registered for all necessary requirements.

Time Conflicts

Time conflicts between two or more course sections will result in **'Pending'** status for all selected sections. To resolve, select **'Delete'** one or more course selections within the time conflict and select other sections within the **'Add Courses'** menu that do not conflict.

Course Reservations

Courses may be reserved for a specific student population and/or program of study. If a course is reserved, the course reservation will be noted under **'Reason'**. See the '**What are course reservations?'** section above for more information. If you believe this is an error, contact the office via email at registrar@mercycollege.edu or via phone at 419-251-8900.

Repeating Course

If a student has previously attempted a course, there are multiple sections of that course in *'Pending'* status, or the student is already registered for the same course in the semester, the course will be blocked from registration. To resolve, do one of the following:

1. **If a previously attempted course:** registration must be reviewed by the Office of Student Records. Contact the office via email at registrar@mercycollege.edu or via phone at 419-251-8900.

2. **Multiple sections in *'Pending'* status:** select *'Delete'* on one or more of the sections from *'Pending'*; select *'Reprocess Pending'* to complete registration.

3. **Registered in the same course for that semester:** if attempting to register for a new section of the course, select *'Drop'* under the *'Classes Successfully Registered For…'* section; select *'Reprocess Pending'* to complete registration.

I have questions about my 'Pending' course(s), who should I contact?

The Office of Student Records and Academic Advising closely monitor pending courses throughout the registration cycle. For further questions or assistance in resolving courses in *'Pending'* status, contact Office of Student Records via email at registrar@mercycollege.edu or via phone at 419-251-8900 or your Academic Advisor.

I can't log into my Empower Me account. Who should I contact?

If you are locked out of your Empower Me account or need a password reset, contact the IT Help Desk at 419-251-9898 for assistance. For further information, see the IT Help webpage on the Mercy College website.