

How to Help Students with Registration Errors and Overrides

The Registrar's Office provides the following information to help students, instructors and advisors navigate questions and issues about registering on NEST. Please direct students to our [Registration Overview](#) page for these details. Contact us at Registrar@creighton.edu with questions.

NEST Registration Errors that Prompt Override Requests

COURSE ADD ERRORS	
<i>ERROR MESSAGE*</i>	<i>WHAT IT MEANS</i>
Class Restriction	The course is restricted to students with a specific classification (e.g., FR, SO, JR, or SR). Classification is based on completed credits, and the student will not have completed the required credits for the course by the end of Spring term.
Closed Course/Section	The class is full.
Co-Requisite	The course has a "companion" that a student needs to take in the same semester. Students should add CRNs for both courses to the shopping cart before clicking "Submit."
Duplicate Course	The student has two sections of the same class in their registration – one in the "web registered" list and one in the shopping cart. Student should delete/drop one of them.
Field of Study or Degree Restriction	The course is restricted to students in a specific major or degree program. Student should find an alternate course.
Instructor or Department Consent	The Instructor or Department have asked to approve students to register for the course. Student must contact the Instructor or Department to discuss their interest in registering, then request the appropriate override.
Maximum Hours Exceeded	Students are limited to a specific number of credit hours for a term. (e.g., 18 credits for undergraduates). Students should evaluate their schedule, drop and add courses for a total that equals or is less than the maximum.
Prerequisite or Test Score	The student has not met the prior course requirement(s) for the course. See the course information on the schedule for a list of prerequisites.
Time Conflict	Two or more of the student's courses overlap in time. Student should find a different section for one of them.
OTHER ERRORS	
<i>ERROR MESSAGE*</i>	<i>WHAT IT MEANS</i>
Not Permitted to Register at this time.	Wait until your appointed time and try again. Student may need to close and re-open their browser to make this work.
Term not available for Registration Processing	Students may get this message if they select Academic Year 2023-2024. They should select a Fall, Spring, or Summer term and try again.

*Students may get more than one registration error for a course. They should **pay attention to the STATUS column** under "Registration Add Errors" on the NEST Registration page. This example shows errors for two different courses:

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❗ Registration Add Errors								
Status	CRN	Subj	Crse	Sec	Level	Cred	Grade Mode	Title
Closed Section	72703	ENG	150	F	Undergraduate	3.000	Standard Grade	Contemporary Composition:College Composition
Time conflict with CRN 70174	73229	PSY	201	A	Undergraduate	3.000	Standard Grade	Introductory Psychology

Solving Registration Add Errors

- We recommend that students register for a different course if they get an error.
- Alternately, they may request an override. Instructions are posted at <https://my.creighton.edu/registrar/registrationoverview/registrationerroroverrides/>.

For registration errors not listed above, students should email Registrar@creighton.edu providing details, including name, NET ID, and the exact error message.

Advisors: Coach Students Correctly on Override Procedure

Please direct advisees to the Registrar's website for override instructions:

<https://my.creighton.edu/registrar/registrationoverview/registrationerroroverrides/>

Undergraduates should follow the instructions below. *Students in other programs should contact their Dean's Office or Academic Coach for assistance.

Compose an email with the subject "Override Request."

1. Copy/paste the **Email Template** below into the body of the email.
2. Add your responses for each line.
 - If a form link is provided **on the contact list**, **fill out that form instead** of sending an email.
3. In the "To" line, enter the contact email address from the appropriate Contact List on the next page.
4. Send your email.

EMAIL TEMPLATE

My Name:

My NET ID:

My College (specify Arts & Sciences, Business, Nursing):

My Classification (specify FR, SO, JR or SR):

Term (specify Fall, Winter, Spring, or Summer):

Override Requested (exact error message you received):

*CRN(s):

*Course Subject(s), Number(s), Section(s) (e.g. Art 105 A):

*If request involves a time conflict, provide course information for both/all courses involved.

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OVERRIDE CONTACT LISTS

Error Message/ Override Type

Who to Contact

Pre-req/Test Score

Co-req

Class Restriction

Field of Study

Restriction

Degree Restriction

The Department that hosts the course ([Department Contact List](#)).

Time Conflict

Instructors of both courses, Departments that host the courses. ([Department Contact List](#)).

Closed Course

Department closed course override contact ([Contact List](#)).

Maximum Hours

Your Dean's Office ([Dean's Office Contact List](#)).

Instructor Consent

The Instructor*.

**Instructor email addresses are available on the Outlook Address Book, the course information on the class schedule, or AMI.*

What Happens Next?

If the request is approved, the Contact will respond in one of two ways:

- Enter an override code in the database that will allow the student to self-register on NEST; OR
- Forward the override permission to the Registrar's Office for processing.

Whether requests are approved or denied, students will receive an email noting the decision and any other steps they need to take.

NOTE: The Registrar's Office will not accept approval emails forwarded by students. The person who approves a request must notify Registrar@creighton.edu directly.

Instructors: How to Correctly Process Override Requests

1. Familiarize yourself with your department's protocols for override approval. Ask your department chair or administrative assistant for details.
 - i. Some departments have Override Contacts who process overrides and communicate the outcome to students.
 - ii. Departments that do not have an Override Contact may contact Registrar@creighton.edu for assistance.
2. Please review (and direct students to) the [override instructions](#) on our website.
3. Watch your email for an Override Request.
 - i. Determine whether to approve or deny the request.
 1. If denied, reply directly to the student.
 - ii. If you approve the request:
 1. **AND your department processes online overrides**, forward the student's email with a statement of your permission to that contact.

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2. **AND your department does not process overrides**, forward the student's email with a statement of your permission to Registrar@creighton.edu.
3. NOTE: The Registrar's Office will not accept permission emails forwarded to us by students. You must email your permission directly to us.
4. The Department Override Contact or Registrar's Office will process the override and notify the student.

Questions?

Contact Registrar@creighton.edu or 402-280-2702.