

Instructions for using Bates College Records Service, the Garnet Gateway, for Continuing Students

The Garnet Gateway is a user friendly, secure, web-based service which allows students to:

- Add and drop courses
- View grades
- View transcripts
- View the Bates *Catalog* and Schedule of Courses
- Review student records information, such as major, class year, physical education credits earned, and course schedule
- Review student account and financial aid information

How do I get to the Garnet Gateway?

Click on the Garnet Gateway icon on the Registrar and Student Financial Services office home page:

<http://www.bates.edu/rsfs.xml>

It may also be accessed through the Bates College "hot list."

What is the difference between the public area and the secure area?

The public area currently includes the Bates College *Catalog*, the schedule of courses for the upcoming semester(s), as well as any addenda. It is not necessary to have a PIN number to view this information. The secure area contains personally identifiable student records information, such as transcript and grade and financial information, and requires a student ID and PIN number to gain entry.

How do I access the secure area?

All students may access the secure area by entering their student ID (printed on the front of the BatesCard- and attached to these instructions for entering students) and their six-digit birth date (mmddyy) as their initial PIN number. Students then change their PIN number to be used for all future access. The new PIN must be six-digits and numerical.

What do I do if I forget my PIN number?

Please come to the Registrar and Student Financial Services office with your BatesCard. Entering students may e-mail us at registrar@bates.edu.

When I try to access some areas, I get a message that I have a hold on my record. How do I know what the hold is, and how do I arrange to have the hold removed?

Each hold has a description that can be viewed by clicking on the "view holds" menu. Until your advisor removes your advisor hold a registration hold is on your record for the upcoming semester's preregistration. Please review the full description of the procedure for preregistration and add/drop to determine how to remove a registration hold. You also may have a hold on your transcript or grades due to an outstanding financial obligation. In these cases, come to the Registrar and Student Financial Services office to get more information about the hold.

I am having technical difficulties viewing the Garnet Gateway on my computer. Where do I go for help?

The BCIS help desk, extension 8222 can help you. Depending on the machine and the browser you are using, there may be variations in appearance, and adjustments may be required.

I would like some assistance with registration and viewing my student record. Who can help me?

The Registrar and Student Financial Services office staff can help students with questions about registration processes and procedures, as well as Garnet Gateway navigation. The Registrar and Student Financial Services office has workstations in Libbey Forum where walk-in help is available during registration periods. RC's and JA's can also assist students with the Garnet Gateway. Entering students may e-mail registrar@bates.edu.

Once I have finished using the Garnet Gateway, how can I be sure no one else can access my record?

It is very important to never leave your machine without exiting the system. The system will automatically log you out after a short time of no activity. All students are reminded that it is possible to go between the public and secure areas once you have logged into the secure area, so before you walk away from your computer, always logout and close the browser!

Where can I find a full explanation of the Bates registration procedure?

A descriptive document is available on the Registrar and Student Financial Services office web page:

<http://www.bates.edu/Student-Registration-Overview.xml>

Bates Community Standards

College Resources, including the Garnet Gateway, are provided for the benefit of the entire community. Students should not:

- * misrepresent their identity while using this system
- * steal or destroy college information
- * obtain or view private information belonging to another person without his or her authorization
- * damage or disrupt college computing facilities or the campus network

Refer to the [Student Handbook](#) for the complete policy on acceptable use of computing services and resources.

Web Registration, step-by-step for continuing students

Step 1 - Before or during registration week

Students receive notification that the schedule of courses for the upcoming semester is available for viewing in the public area of the web. This is typically 2 weeks before registration. Students review their course options and use a worksheet (available on the Registrar and Student Financial Services office web page or in Libbey Forum) to indicate their first and alternate choices. Students meet with their advisors to discuss course selections and the advisor indicates approval by removing the hold via the web.

Step 2 - Registration week

Students go to the Garnet Gateway and log into the secured area of the web using their Bates ID number and their birth date (six-digits, mmddyy). Students then change their PIN number if they have not already done so and henceforth use the newly selected PIN number. Students go to the student menu, then the registration menu, then the preregister and add/drop courses menu, and enter course selections on the web registration form. This form allows students to enter course CRN's onto an on-line grid, and then submit them all to register. Students may make registration adjustments any time that web registration is available during registration week, until 4 p.m. on Friday at which time the randomization process is run for limited enrollment courses. **The web server is available 24 hours during the weekend prior to preregistration week; 4 a.m. – 10 p.m. Eastern Standard Time Monday - Thursday of registration week; 4 a.m. - 4 p.m. Friday of registration week.** STUDENTS ARE REMINDED THAT IF THEY WAIT UNTIL FRIDAY TO REGISTER THEY MAY ENCOUNTER DIFFICULTIES DUE TO TRAFFIC ON THE SERVER. TO ENSURE ENOUGH TIME TO RESOLVE ANY CONFLICTS, STUDENTS SHOULD REGISTER EARLY IN THE WEEK.

After submitting their courses, students review their class schedule to ensure it is correct. Some registration errors may be overridden by obtaining the appropriate faculty member's approval and their application of the appropriate web override to your record via the web. Students registering for courses that require instructor permission, a prerequisite waiver, or any other special permission must first meet with the instructor and give him or her their ID number so that the instructor may apply the appropriate override to their record via the web. Students who have obtain an override are not registered for the course. After the override is applied the student must register via the Garnet Gateway.

The final examination schedule is included with the schedule of courses on the web.

Step 3 - Petitioning period (the week following registration)

After 4:00 p.m. Friday, the randomization process is run so that courses with limited enrollment have the appropriate number of students registered for the course, with a few spaces are left for petitioning. Students check their web course schedule on the Monday following preregistration week to determine whether they gained entry into the limited enrollment courses selected or

if they are eligible to petition (EP) for entry during the petitioning period. To view their schedule, students go to the “register or add/drop a course” menu selection.

It is important for students to check the status column to determine whether they are registered or eligible to petition. If the course status is "registered," (RE) or “web registered” (RW) no further action is needed. If the course status is "eligible to petition," (EP) students may submit a written petition to the appropriate faculty member during the petitioning period. Copies of the petition form are available at the Registrar and Student Financial Services office or may be printed from the Registrar and Student Financial Services office web page. Remember, this is a paper process, and students send petitions directly to the appropriate faculty member.

Students are not able to make any other registration adjustments during this period, however, they may access other areas of the Garnet Gateway system.

Step 4 - Faculty review and submit approved petitions to the Registrar and Student Financial Services Office

The week after students submit petitions to faculty, faculty review them and send approved petitions to the Registrar and Student Financial Services office. The Registrar and Student Financial Services office staff add these courses to student registrations. Students may check their schedules on the web to determine whether or not they have gained entry into the limited enrollment courses for which they petitioned.

Students are not able to make any other registration adjustments during this period, however, they can still access other areas of the Garnet Gateway system.

Step 5 - After the 3rd week of the registration period, and before the next semester begins

After the registration cycle is complete, students may make changes in their course schedule and petitions are no longer needed. Whenever space becomes available in a course and the student does not encounter any registration errors, the student may web register for the course until the legislated last day to add. Students are encouraged to discuss any changes with their advisor if they have not been previously discussed, however, advisor approvals are not needed.

Students use the "look up courses to add" feature to view course availability. All courses that have space available have a checkbox next to the course. If checked, the student may register for the course by clicking on the "submit" button. If there is no room in a course, the letter "C" meaning "closed course" appears rather than a checkbox. If a student still wishes to try to gain entry into a closed course (or course section), the student may try to obtain the faculty member's approval and have them apply a web override. Students who have obtain an override to enter a closed course are not registered for the course. Students must then register for the course via the Garnet Gateway.

Step 6 - The add/drop period

After the registration cycle has ended, the web registration system stays available for students to add and drop courses and will close only for a short period during the summer to allow registration of entering students. Otherwise, students may continue to add and drop courses on a space available basis until the faculty legislated dates listed in the [Catalog](#). A search feature on the registration menu allows students to search for courses by a variety of factors such as meeting time, department, instructor, etc. There are links to the student schedule by date and time, and to other web features which assist in the course selection process.

Students are reminded that faculty may drop students from courses for non-attendance on the first day of the semester. Students should check their schedules frequently to verify their accuracy.

FAQ's (Frequently Asked Questions)

How do I add courses?

You may add courses during the faculty legislated add period only. See the Bates [Catalog](#) for dates.

From the main menu, select the "student menu," then select the "student registration menu," then select "Register or add/drop a course." Select the appropriate term, and submit. The first time you register, type in the CRN's for up to 4 courses, and any associated laboratory or discussion sections in the "add course" grid, and submit the registration. If any registration errors appear, take the appropriate action (see grid below) or you will not be registered for those courses with errors. (Registration errors appear with a stop sign, and disappear from your record when you exit to the student menu or log out.)

When you wish to add a course after you have already added courses to your schedule earlier, you may use the "look-up courses to add" option. Either use the worksheet to select several CRN's at one time for adding, or select a course and register one at a time. This schedule is linked to the Bates [Catalog](#) (in the public area) for viewing of course descriptions and for viewing of

each department's/program's introductory paragraphs which include major and general education information. There are other links on the page, such as a link to the student schedule by date and time. You may navigate using these links or by returning to the menu.

I submitted my course selections and received the following message:



Registration Errors

What do the various error messages mean?

Errors appear below your web schedule along with a stop sign. They disappear after you exit the student menu or log out. To determine the specific registration error, scroll right to the STATUS field in the last column. A possible ACTION is reflected in the first column.

Registration Error Status message	Action
CLOSED - XXXWAITLISTED (This means that the course is full and "xx" number of students requested the course during preregistration without gaining entry).	Clear the error** If you still want to attempt to gain entry, seek an enrollment limit override from the instructor.
CLASS RESTRICTION (This means that you are not part of the required class year, i.e. First-Year Seminars are open only to first-year students)	Clear the error* You may not gain entry to this class in most cases but you may seek an override from the instructor.
CLOSED SECTION (This means the enrollment limit has been met.)	Clear the error** If you still want to attempt to gain entry, seek an enrollment limit override from the instructor.
DUPLICATE CRN (You have added the same CRN twice.)	Clear the error* and select a different course.
BOTH LECT & LAB/DISC REQ (You have selected a course that requires enrollment in both a lecture and either a laboratory or discussion section or vice versa.)	Add the course again while at the same time adding the laboratory or discussion section. One may not be taken without the other.
MAXIMUM HOURS EXCEEDED (You may register for a limit of 4 courses during preregistration and up to 5 during registration.)	No additional courses may be added***
PREREQUISITE NOT MET (This means that your record does not show that you have met the prerequisite requirement)	Clear the error** You may attempt to gain entry by seeking a prerequisite override from the instructor.
REPEAT HRS EXCEED 1 (You may not repeat a course unless you received a failing grade.)	Clear the error * and select a different course.
TIME CONFLICT WITH CRN #12345 (You may not register for two courses with meeting time conflicts.)	Clear the error or drop one of the courses*

INSTRUCTOR/DEPT CHAIR SIGNATURE REQ (The instructor or department/program chair must grant permission for entry by placing an override on your record.)	Clear the error**
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* To clear the error, click on "student menu" and then again select "Preregister / Add or Drop a Course".

**Appropriate faculty members may grant exceptions and permissions by applying the appropriate web override to the student's record.

***Course overloads require a petition to the Committee on Academic Standing requesting permission.

How do I drop courses?

You may drop courses before the semester begins and during the faculty legislated drop period only. See the Bates [Catalog](#) for the faculty legislated dates.

You do not need a signature to drop a course, but all students are encouraged to discuss dropping a course with their advisor and/or the instructor.

Select "web drop" from the pull down menu if you wish to drop a course. Then select "submit changes" and wait for confirmation from the system that your drop was completed. Please remember that all students must be registered for a minimum of 3 courses.

How do I register for thesis?

All students electing thesis should web register for the appropriate thesis course. Each department and program has a thesis course selection, for example there is a course "Math 457" in the fall, or "ACS 458" in the winter. After the add period, a staff member in the Registrar and Student Financial Services office moves students into the appropriate section according to the thesis advisor, using the faculty member's initials as the section letters.

How do I register for independent study courses/units (360's/s50s)?

This is a paper process. Pick up the 360/s50 registration form at the Registrar and Student Financial Services office, obtain the appropriate signatures, and bring the form to the Registrar and Student Financial Services office during the add period and a staff member will register you.

How do I preregister or add/drop courses when I am on a leave of absence or studying away for a semester or year?

If you are located where web access is available, you may register at the same time as the on-campus students. Contact your advisor by e-mail to discuss course selections. No advisor hold is applied however to students studying away. If web access is not possible, you may use the proxy system. Contact the Dean of Students office if you require a proxy.

What do the symbols in the "status" column mean?

RE	registered	You were registered for this course by an RSFS staff member i.e. following randomization
RW	web registered	You registered for this course using the web
EP	eligible to petition	You are <u>not</u> registered for this course, but may petition for entry during the petition period
SC	section closed	You are <u>not</u> registered for this section of the course, and must register for another section. This is for laboratory and discussion sections linked to a lecture section only.
DW	web dropped	You dropped this course using the web
DC	dropped course	You were dropped from this course by a staff member

How do I find class room assignments, and what if it has moved to a new location?

The best place to view room assignments is on the student detail schedule on the "registration menu" in the secure area. This is updated immediately whenever a faculty member confirms a room change. The schedule of courses in the public area is also updated, but periodically rather than immediately so it is better to login to the secure area and view your personal schedule of courses for the latest room information.

How do I know if there is space available in a course during the add period?

To determine if space is available, select the "look up courses to add" option in the "registration menu." Courses with space available may be selected by placing a check in the box to the left of the course and submitting the course registration. Courses that are full have a "C" instead of a checkbox, meaning that the course is closed. Keep checking the web periodically to see if room has opened in a course in which you desire entry since there is a lot of dropping and adding activity during the first several days of a semester.

Do I need my advisor's permission to make a course adjustment?

No, permission is not needed, however you are strongly encouraged to discuss course adjustments with your advisor. Your advisor may view your schedule online.

What do the statements in the "check your academic status" section mean?

In this section students can view a variety of information from their student record including any holds, academic standing, student status, class year, total credits earned (including Short Term credits), type of degree being sought (BA/BS), advisor, and major. Most information is self-explanatory. If it is inaccurate you should come to the Registrar and Student Financial Services office to correct it. **Physical education credit earned is also included here.** If you have questions about PE, see the Physical Education department.

If your student status does not permit registration, you are not recorded as an active student and must contact the Registrar and Student Financial Services office to activate your record.

How do I indicate that I wish to take a course on a pass/fail basis?

Go to the Registration area and select the menu item "change grading mode." Use the pull down menu next to the course to select the pass/fail mode and **submit** your request. You may make an adjustment in grading mode until the last legislated day to add a course for the semester. A total of 2 courses, 1 per semester, may be graded on a pass/fail basis. (Please note, there are some majors that restrict pass/fail and pass/fail grading may not be used for courses applied toward the fulfillment of general education requirements.)

Student Records Information

The student records information section allows students to view grades, transcripts and holds on their records.

View Holds

Students can select this from the menu to view any holds on their record.

Advisor holds. An advisor hold is placed on all students' records at the start of each registration period, and is removed by the advisor via the web after the student's advising session. Until this hold is removed, students may not register. A student may also have a registration hold placed on their record for failure to perform administrative tasks such as declaring a major. By selecting the "view holds" option, an explanation of the hold type will appear. The Registrar and Student Financial Services office may remove registration holds, and students with questions about these holds should contact this office.

Student Accounts holds. A student accounts hold is placed on all students' records who have an outstanding financial obligation to the College, and is removed when payment or arrangements to meet this obligation have been made. Grades and transcripts may not be viewed on the web, and an official copy of these documents will not be released until the hold is removed. The Registrar and Student Financial Services office may remove student account holds, and students with questions about these holds should contact this office.

Other holds. Occasionally holds will appear on a student's record which are initiated by the Dean of Student's office or other administrative office. By selecting the "view holds" option, the student may view an explanation of the hold type, and can view the appropriate office that the student should contact to discuss removing the hold.

View Grades

By selecting the “view grades ” option, students may submit a term and view grades, credits, and quality points for the term selected, as well as a summary for all terms completed. If a student is on probation or dismissed due to lack of satisfactory progress, this shows in the “academic standing ” block. For a complete explanation of Bates system of credits and quality points, please view the degree requirements section of the Bates *Catalog*.

Grades are generally available for viewing approximately 10 days after the last final examination day. If a grade is missing, it may be because it has not yet been submitted by the faculty member. Students are encouraged to check the web frequently during this period and may view grades as soon as they are posted. Students may print a copy of their grade report by using the print function on their browser and are encouraged to share them with their parents.

View Transcript

By selecting the “view transcript” option, students may view an unofficial copy of their academic transcript including grades, credits, and quality points by term, as well as a summary for all terms completed. If a student is on probation or dismissed due to lack of satisfactory progress, this shows in the “academic standing” block. It includes comprehensive information on credits transferred to Bates as well as credits earned while at Bates. If registration has taken place for a future semester, courses for which the student is registered will appear at the end in a section labeled “courses in progress.” This will also include those courses for which the student is currently registered, but for which a grade has not yet been awarded. Students may print a copy of their unofficial transcript by using the print function on their browser.

The web transcript is called the “advising transcript ” and is an unofficial document. You may use the print function on your browser to print an unofficial copy of your transcript. Come to the Registrar and Student Financial Services office to submit a request for an official transcript. If you are off-campus, phone 207-786-6096 or visit the Registrar and Student Financial Services office web site <http://www.bates.edu/Transcript-Requests.xml> for information about ordering an official transcript. Official transcripts may not be requested over the web or phone due to FERPA restrictions on release of student records.

Information in the Public Access Section

The Bates College [Catalog](#) and the schedule of courses for the upcoming semester(s) are available in the public area for viewing and do not require an ID or PIN number. You may use this to prepare your worksheet for discussions with your advisor when making course selections for the upcoming semester. There is also a schedule of courses that can be accessed in the secure area (look-up courses to add) where there are links to the [Catalog](#). Please remember to always log out since you may have logged into the secure area and linked to the public area, and the next person using the computer could therefore access your personal information.

Confidentiality of Education Records

The Family Educational Rights and Privacy Act of 1974 (FERPA) is a Federal law designed to protect the privacy of education records, to establish the right of students to inspect and review their education records, and to provide guidelines for the correction of inaccurate and misleading data through informal and formal hearings. For a full description of the law, please see either the Bates College [Catalog](#) or [Student Handbook](#).

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