

## Registration Solutions

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## SECTION 1: RESOLVING REGISTRATION ERROR MESSAGES/REQUESTING OVERRIDES

When writing an e-mail to request a registration permit or override of any type, please include your full name, DU ID number, and details about the course (subject, course number, section number, CRN).

1. *"A class is full and I'm receiving a closed course error."*

If a class is full, it is the instructor's discretion to add an additional seat. Please know that there are cases where it will not be possible to add additional seats. If you would like to request a seat, please complete an [Add/Drop Course Form](#) and send an email to the instructor with your request, including the [Add/Drop Course Form](#) as a PDF attachment. You will fill out all your information and the details for the course, they will sign it electronically and send it to [registrar@du.edu](mailto:registrar@du.edu) if it is possible for you to join the full class. Instructor e-mail addresses are located in the online schedule of classes.

2. *"I am receiving an error message that I have a field of study restriction."*

Some classes are restricted to students in a particular major or minor field of study. If you would like to try one of those courses but are not pursuing that major or minor, please contact the instructor of the course to see if an exception can be made. If you would like to request a seat, please complete an [Add/Drop Course Form](#) and send an email to the instructor with your request, including the [Add/Drop Course Form](#) as a PDF attachment. You will fill out all your information and the details for the course, they will sign it electronically and send it to [registrar@du.edu](mailto:registrar@du.edu) if it is possible for you to join the class.

If you plan to declare the major or minor, please complete the [Application to Declare or Change Undergraduate Degree/Major/Minor](#) with a signature from the [departmental/program advising contact](#), if applicable.

3. *"I am receiving a class restriction error message."*

Some courses are designed for students in specific class levels, such as sophomores and above. If you have not earned enough credit hours to meet this requirement (i.e., 45 credits for sophomores, 90 credits for juniors, 135 credits for seniors) and you would like to request an override for this restriction, you will need permission from the instructor directly. If you would like to request a seat, please complete an [Add/Drop Course Form](#) and send an email to the instructor with your request, including the [Add/Drop Course Form](#) as a PDF attachment. You will fill out all your information and the details for the course, they will sign it electronically and send it to [registrar@du.edu](mailto:registrar@du.edu) if it is possible for you to join the class. Instructor e-mail addresses are located in the online schedule of classes.

4. *"I am receiving a prerequisite error."*

4a. *"I haven't completed the prerequisite course."*

Many courses at DU require prerequisites to ensure you are prepared with the foundational content for the course. In the rare circumstance that you completed this content in a course outside of the specific prerequisite listed, please have a dialogue with the instructor of the course to ask if you are eligible for a prerequisite override. Waiving a prerequisite does not grant you credits from that prerequisite course. If this is a course for your major or minor, you may need to discuss how this will impact your degree progress with your faculty advisor.

4b. *"I am currently completing the prerequisite at another school and will transfer the credit to DU."*

If you have transfer credit that has yet to be evaluated and processed on your degree audit, you will receive an error message for any missing prerequisites not yet in the system. You should contact the Registrar's Office ([registrar@du.edu](mailto:registrar@du.edu)) with their DU ID number and information about the course they are seeking to join (subject, course number, section number, CRN) for an override.

4c. *"I took the language placement but am receiving a prerequisite error for the level I placed into."*

This typically occurs if the scores from the placement test have yet to be processed. The Center for World Languages and Cultures ([cwlc@du.edu](mailto:cwlc@du.edu)) needs at least five business days to process placement test scores. You should not contact CWLC directly unless it has been more than five business days. If enough time has passed, you can forward your scores to CWLC for an override.

5. *"I am receiving a co-requisite error message for a class."*

5a. This means that you need to register for the "linked section" of the class. You won't be able to register for one section without the other (i.e., you need both a lecture a lab section). Please locate the appropriate "linked section" in the online schedule of classes and register for both at the same time.

5b. If you need to retake only one part of the co-requisite (i.e., only the lecture or the lab section), you will need instructor approval. Please complete an [Add/Drop Course Form](#) and send an email to the instructor with your request, including the [Add/Drop Course Form](#) as a PDF attachment. You will fill out all your information and the details for the course, they will sign it electronically and send it to [registrar@du.edu](mailto:registrar@du.edu) if it is possible for you to join the class. If no instructor is listed for the course, contact the appropriate department chair.

5c. If you are receiving this error message for a Daniels course (e.g., INFO 1020 and INFO 1021), contact [Daniels.Undergrad@du.edu](mailto:Daniels.Undergrad@du.edu) for a co-requisite override.

6. *"I am receiving a time conflict error."*

If you receive a time conflict error, you will need an override from the instructor to add courses that overlap in times (this is very uncommon). If there is a time conflict with the final exam, you can contact the Registrar's Office ([registrar@du.edu](mailto:registrar@du.edu)) for an override and follow up with instructors to confirm a plan for completing exams for both courses.

7. *"I am trying to register for 2 topics courses but am receiving a duplicate course error message."*

If you have already registered for a course with the same course number, such as a topics course, you should contact the Registrar's Office ([registrar@du.edu](mailto:registrar@du.edu)) for an override. No instructor signature is required.

8. *"I am receiving a college restriction error message for a course I need."*

A college restriction error means that you need to be enrolled in the specific college/academic division at DU in order to take the course. This typically occurs with pre-health students who are pursuing a major outside of the College of Natural Sciences and Mathematics (NSM) are enrolling in PHYS 1111-1113 General Physics I-III. For assistance resolving a college restriction error message for PHYS 1111-1113 General Physics I-III, please contact the chair of the [Department of Physics & Astronomy](#) for an override.

For any other college restriction error message, please reach out to the department chair where the course is offered.

9. *"I am receiving a level error."*

If you are an undergraduate student, please confirm that you are registering for undergraduate-level courses. Course numbers that begin with a 4 or higher are reserved for graduate-level students or [undergraduate students with senior standing \(135+ credit hours\) who have additional registration permissions](#).

10. *"I want to register for independent study, independent research, or directed study credits."*

Please consult your faculty advisor to discuss these options and [use this form to register for independent study, independent research, or directed study credits](#). Please note that the second page of the form has additional requirements for eligibility and reminders that no more than 10 credits of independent study can count toward the minimum credits required for graduation. (An exception to the 10-credit limit is made for students enrolled in the University Honors Program.) Individual programs may have additional requirements or limitations on the number of independent study, independent research, or directed study credits that can be applied toward major or minor requirements.

11. *"I want to register for internship credits."*

Please use the [Experiential Learning Registration Form](#) to register for internship credits. Please consult with your faculty advisor or faculty internship advisor to discuss the appropriate amount of credits for the internship. Please note that no more than 10 credits of an internship can count toward the minimum credits required for graduation. Individual programs may have additional requirements or limitations on the number of internship or experiential learning credits that can be applied toward major or minor requirements.

If you are an international student, please consult International Student and Scholar Services/ISSS ([iss@du.edu](mailto:iss@du.edu)). Additional paperwork may be required for internship or experiential learning credits.

## SECTION 2: REPEATING A CLASS

1. *If you previously received a failing grade in a course and would like to repeat it, you will be able to register for the course without special approval. Please note that you will not be able to re-register for the same course in a future term if you are currently registered for the course and grades have not yet been posted.*
2. *If you previously received a D- or higher in the course and would like to repeat it, please contact the instructor of the course. Please complete an [Add/Drop Course Form](#) and send an email to the instructor with your request, including the [Add/Drop Course Form](#) as a PDF attachment. You will fill out all your information and the details for the course, they will sign it electronically and send it to [registrar@du.edu](mailto:registrar@du.edu) if it is possible for you to join the class. If no instructor is listed, contact the appropriate department chair. (Please note that you will not receive additional credit hours for repeating the course.)*
  - 2a. If you are interested in utilizing the [Application for Course Repeat with GPA Replacement](#), please discuss this with your advisor. This is an additional form beyond registration for the course itself.
3. *If you are a transfer student or a first-year student wishing to retake a course for which you have already received credit (e.g., you have AP credit or transfer credit for a language course but want to take the same level course again to brush up on the content before moving into a more advanced level course), you should contact the Registrar's Office ([registrar@du.edu](mailto:registrar@du.edu)).*

## SECTION 3: REGISTRATION WAITLISTS

1. *What is a waitlist and when should I add myself to a waitlist?*

Waitlists are an opportunity to add yourself to a queue for a full class in case seats become available for the course. **Waitlists do not mean that you are registered for the course, nor are they a guarantee that you will be able to register for the course.** You are welcome to add yourself to a waitlist

for as many courses as you would like, but in the meantime, please register for your full intended credit load. Waitlists are not a guarantee that you will be able to take the course.

*2. How do I add myself to a waitlist for a class?*

In the course registration system, if you try to join a full class, you will receive an error message. To add yourself to the waitlist, use the drop-down menu in the Action Column in the bottom right corner of your screen to select "Waitlist." Click "Submit."

*3. How will I know if I get off the waitlist?*

If you receive a seat off the waitlist, the Registrar's Office will send a message to your DU email address that you have been granted a seat in the class. You will be given 24 hours to register yourself for the course in the registration system. You will likely need to drop another course in order to have credit space to add yourself to the new course. We recommend using the Conditional Add/Drop Checkbox so that you don't drop the old class if it's not possible for you to add the new class.

*4. What happens if I miss the 24-hour window to register for the course?*

Contact the Registrar's Office ([registrar@du.edu](mailto:registrar@du.edu) or 303-871-4095) to discuss your options. You likely will need to rejoin the waitlist at the end of the line.

*5. How can I tell where I am on the waitlist?*

In the course registration system, select "Register for Classes." Rather than searching for classes in the top half of the screen, locate the weekly schedule grid in the bottom left corner of the screen. Select "Schedule Details" and review your waitlist position information for the class.

*6. When do registration waitlists close/what is the latest time I will be notified if I get a spot from the registration waitlist?*

Please remember that joining a registration waitlist is never a guarantee that you will actually get a spot to register for the class. You will want to make sure that you are registered for the exact number of credits you plan to take in a term, regardless of where you are on the registration waitlist. Registration waitlists are closed at the end of the time frame to add a class via MyDU; this is usually the end of the first week of classes for the fall, winter, or spring quarters, but the individual deadlines can be found on the [Registrar's Calendar](#).

We recommend that if you haven't received an email from the Registrar's Office notifying you that you may register for a spot in your waitlisted course by the first day of classes, you should select back-up course options to ensure that you are registered for your intended course load or contact the instructor of the course to ask if it's possible to join a full section. Please see the instructions on joining a full class for more guidance on this option.