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(A) Banner Student – General / Banner Student

Q-A1:   What is "Banner Student"?

Ans: It is a web-based student information system supporting student administration providing on-line / web self-services to students and teaching staff.

Q-A2:   Does Banner Student have sufficient security measures to protect my personal data?

Ans: Yes, Banner Student (e-SIS) has standard security measures and it will be running under a secure mode. If you logout properly, others will not be able to view your information after you leave the workstation. However, you still need to take good care of your username and password. Please report to IT Help Desk at once if you suspect that someone is embezzling your account.

(B) Course Registration - Before Course Registration

Q-B1:   What are the major features of the on-line course registration?

Ans: By using the Banner Student, students can perform on-line Course Registration at any places (e.g. at home or at EdUHK) where internet facilities are accessible. Students may be pre-assigned to core courses by the programme office before the Course Registration. Other than the pre-assigned courses, students are required to perform on-line Course Registration by themselves during the specified time ticket. Once a student has completed the on-line Course Registration, he/she can generate the personal timetable immediately, and understand how the registered courses fulfill his/her graduation requirements by reviewing the Degree Audit Report, which will be available on the next day (The Portal -> Timetable/Course Lists -> Timetable & Degree Audit -> Student Services -> DegreeWorks). However, the respective programme office / department has the absolute authority to decide on which course groups will be available for the on-line Course Registration.

Q-B2:   What is pre-assignment?

Ans: It is the process of pre-assigning course groups to students before the on-line Course Registration, normally for core courses. For some programmes, pre-assignment will include other course preferences indicated by students beforehand.

Q-B3:   When will I perform on-line Course Registration for the coming academic year?

Ans: Normally, students will perform on-line Course Registration for semester 1 of the coming academic year during a specified period between mid-May to early September each year (late August / early September for new intake students). Each student would normally be allocated one time ticket. Students can check their personal time tickets in (The Portal -> Course Reg Links -> Time ticket & CR -> Course Registration Time Ticket).

Q-B4:   If I cannot perform on-line Course Registration in my assigned period (i.e.within the specified time ticket), what should I do?

Ans: You should contact your programme office in advance if you cannot perform on-lineCourse Registration. Please refer to the "Contact information" in Registry website (Student -> Course Registration -> Contact Information).

Q-B5: **Can I change courses or course groups which have been pre-assigned to me?**

Ans: Yes, you may change the pre-assigned course groups if they are available for online course registration or available for on-line add/drop by the following ways:

You may make such changes via e-SIS during your time ticket period. However, you can only add a course group which still have places left. You MUST, therefore, check the quota before dropping your registered course groups and/or pre-assigned course groups. You are not allowed to register more than 1 course group of the same course. To change to another course group of the same course, you have to drop your pre-assigned course group before adding another one. But again, please check if there are available places.

You can also apply for add/drop of course groups during the add/drop period specified by individual programme, if applicable.

Q-B6: **How and when do I know that I have successfully registered a course via the web?**

Ans: If you have successfully registered a course group via e-SIS, the course group will be displayed in the Current Schedule under "Add/Drop Course Groups". In addition, you can check your personal timetable immediately, and understand how the registered courses fulfill your graduation requirements by reviewing the Degree Audit Report, which will be available on the next day (The Portal -> Timetable/Course Lists -> Timetable & Degree Audit -> Student Services -> DegreeWorks).

Q-B7: **Will e-SIS provide a preview of my data entry before submitting my request of the on-line Course Registration? Can I make any adjustments after submitting my request?**

Ans: No, the system will not provide any preview but you can make adjustment afterwards. As there are only limited quotas for each course group, you should avoid re-submission as far as possible. Please note that there is a limit on the number of attempts (i.e. to add/drop a course group no matter it is successful or not) for each student per semester.

Q-B8: **Can I add a fully enrolled course which can be found at the "Look Up Course Groups to Add" menu?**

Ans: No, you can only add a course group that have places left. Yet, you can check the information of a fully enrolled course group at the "Look Up Course Groups to Add".

Q-B9: **Where can I obtain the teaching staff information of each course group?**

Ans: You will be able to browse, via e-SIS, the course group details, including teaching staff information, normally around one week prior to the on-line Course Registration Period.

Q-B10: **Is there any on-line student guide to help me perform on-line Course Registration at home? Will there be any demonstration on the whole Course Registration process?**

Ans: Yes, the user manuals are available on Registry [website] (Student -> Course Registration -> Preparation for Online Course Registration) where you can find detailed guidelines on how to prepare and perform on-line Course Registration.

Q-B11: **Where can I get help if I have encountered problems when performing on-line Course Registration?**

Ans: For technical problems, you may contact IT Help Desk during office hours at 2948-6601/ helpdesk@ocio.eduhk.hk. For programme matters, you may contact the programme office in "Contact Information" (Registry website -> Student -> Course Registration -> Contact Information) directly.

Q-B12: **What should I do if I encountered the message "Deadlock detected while waiting for resource" after I pressed the "Submit Changes" button in the "Add / Drop Course Groups" page?**

Ans: The message is to inform you that the system is very busy at that moment. You should click the "Back" icon on the upper left hand corner of the page (this will bring you back to the previous page where you have pressed the "Submit Changes" button) and re-try again (i.e. press the "Submit Changes" button again).

Q-B13: **How can I know if the server is normal or "down"?**

Ans: EdUHK will announce through email and the Portal if server is "down".

Q-B14: **What will happen if there is a server problem?**

Ans: If there is a server problem during the whole final hour of the time assigned for your on-line CR, you will be notified through email and The Portal that the first contingent timeslot for your on-line CR will be implemented. The first contingent timeslot will commence at the same starting time of your initial time-ticket after one working day and will last for 24 hours. For example, if there is a server problem during the whole final hour on Monday, the first contingent timeslot will commence on Wednesday (i.e. after Tuesday which is a working day) at the same starting time of your initial time-ticket; if Tuesday is a holiday, the first contingent timeslot will commence on Thursday (i.e. after Wednesday which is a working day), and so on.

If there is still a server problem for the whole final hour of the first contingent timeslot, you will be notified through email and The Portal that the second contingent timeslot will be triggered. The second contingent timeslot will commence at the same starting time of your initial time-ticket after one working day and will last for 24 hours.

If there is still a server problem during the whole final hour of the second contingent timeslot, either CR will be rescheduled or further arrangement will be announced through email and The Portal.

(B) Course Registration - After Course Registration

Q-B15: **What should I do if my registered elective / optional course is cancelled after the on-line Course Registration period?**

Ans: In some situations, a course may be cancelled and students may need to register another course instead, for example, when the enrolment number of an elective / optional course is less than its minimum quota. In such a case, you may need to register another course during the add/drop

period, or the programme office may enroll you on another course on your behalf. After that, you can view your final result of registered courses via e-SIS, normally a week after course registration.

Q-B16: Can I add / drop a course after the on-line Course Registration period?

Ans: Normally, students may add or drop courses before the third class meeting. However, you should check the Add/Drop schedule, if applicable, stipulated by individual programme.

Q-B17: When can we print out our final personal timetable after course registration?

Ans: Normally, students can print out their final personal timetable a week prior to the commencement of the semester.

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