

FAQ's for Advising Month October 2020

(as of 9/28/20)

Registration

When is the first day of registration for Spring 2020?

Please check www.honolulu.hawaii.edu/registration for the most up to date information.

When does class availability go up so that I can start putting classes in my shopping cart in STAR?

Target date to open is October 14th (subject to change). Please check www.honolulu.hawaii.edu/registration for the most up to date information.

How do I register for classes?

Go to STAR www.star.hawaii.edu and log-in. The recommended courses should be in your Spring semester box in your GPS Registration tab. Click on “register add/drop courses”. If you are needing help with selection of courses please contact academic counseling at (808) 845-9162 or schedule an appointment via STAR Balance.

What can prevent me from registering for classes?

An academic, health or financial hold can prevent you from registering for classes. A link that says “View Hold” will appear on your STAR GPS registration page. Click on the link to find out which department to contact to clear your hold.

What if the course I registered for says “NOT IN PLAN?”

Courses that say “NOT IN PLAN” are not required for your program. Therefore, if you are using financial aid or veteran benefits, it will NOT be covered or paid for.

If you think a course “NOT IN PLAN” should be required for your program, please contact your academic counselor.

What if I get registration errors, what do they mean?

Prerequisite error: You will receive this error if you do not meet course/test score requirements

Corequisite error: You will receive this error if you are not enrolled in another specific class at the same time

Major Restriction error: You will receive this error if you try to register for a course that is not in your major but restricted to a particular major

Time Ticket Restriction error: You will receive this error if you try to register before your registration time.

Instructor Approval Error: You will receive this error if you try to register for a course that requires instructor approval. You will need to email the instructor requesting approval in order to register for this course.

**Note: You can always contact your academic counselor if you receive an error and still need further clarification.*

Tuition

What are two different ways you can pay for your tuition?

1. Online via STAR
 - a. Go to the GPS Registration tab on your STAR
 - b. Click the register add/drop courses button
 - c. Click the view/pay button
2. Cashiers office in Bldg. 6, 1st Floor 845-9102 (cash, check, and debit)

When is the tuition deadline for Spring semester? For the most updated information see the registration guide that can be viewed on www.honolulu.hawaii.edu/registration

Academic Counseling Information

Where is the academic counseling office located and what are the hours?

- Location: Building 5, first floor
- Go to honolulu.hawaii.edu/counseling for the most current hours

What are ways I can contact the academic counseling office?

1. Phone: (808) 845-9162
2. Email: honcouns@hawaii.edu
3. Scheduling an appointment via STAR Balance

What are some reasons to see your academic counselor?

- Program Information / Advising

- Transfer Information
- Probation “Back on Track” plans / Petition to return from suspension/dismissal
- Navigating STAR features and registration assistance (errors, discrepancies)
- Course Selection for registration
- Mapping out Course Plan from start to finish
- Placement Test Results
- Change of Major / Major Confirmation
- Graduation Check
- Course Substitutions / Waivers
- Financial Aid Forms: Satisfactory Academic Progress Certification / Appeal (academic plan), Dual Enrollment
- Veteran Certification Form

Who is my program counselor?

To see who your program counselor is, please visit

<https://www.honolulu.hawaii.edu/counseling> and scroll to the bottom of the page or click on Counseling Program Sheet under additional links

We highly recommend seeing your program counselor an Academic Counselor at least once per semester for correct program information/advising.

**Note: If your program counselor is not available, you can see any other counselor. For more information see below.*

Appointment Types

Same Day

- 15 minute appointments that can be scheduled the same day (first come first serve; may not be with your program counselor)
- Reasons:
 - VA Cert
 - Financial Aid Dual Enrollment
 - Change of Major (if certain)
 - Financial Aid Cert
 - Registration Errors & Holds
 - Placement referral form

Regular Appointments

- 30 minute appointments
- Reasons:
 - Financial Aid Appeal/SAP
 - Transfer Advising
 - Change of Major
 - Placement (review of unofficial transcripts)
 - Review Degree requirements
 - Probation
 - Readmission following Academic Suspension/Dismissal
 - Registration

**Note: During peak periods we have Express appt (15 minutes).*

How can I schedule an appointment with an academic counselor?

1. Go to honolulu.hawaii.edu/counseling
2. Click on the top left icon that has three bars
3. Click on STAR.hawaii.edu/appointment
4. Type Honolulu CC Academic Counseling Center in the search box
5. Click on the drop down menu next to the counselor's name
6. Click view profile then click schedule
7. Search for an available day and time using the mini calendar at the top left of the page and then click on the Sign Up link to select appointment date and time

**Note: If you are still unable to schedule an online appointment, please contact the academic counseling office at (808) 845-9162.*

Graduation

How do I apply for graduation?

You can pick up the application in the Records Office (building 6 first floor) or online. For more information please visit the graduation application website at <https://www.honolulu.hawaii.edu/sites/www.honolulu.hawaii.edu/files/records-graduation-application.pdf>

When is the graduation application deadline for graduation?

- If you are graduating in the Spring, the deadline is March 15th.
- If you are graduating in the Fall, the deadline is November 15th.

Where do I submit the graduation application?

[honolulu.hawaii.edu/sites/www.honolulu.hawaii.edu/files/records-graduation-application.pdf](https://www.honolulu.hawaii.edu/sites/www.honolulu.hawaii.edu/files/records-graduation-application.pdf)

Is there a fee for the graduation application?

Yes, there is a \$15 fee for each graduation application submitted

Transfer

Where can I go to find out what it would look like if I changed my major or transferred to another college within the UH system?

“What if Journey” tab on STAR

**Note: this is only a tool to use for exploration and NOT an official change to your academic record. If you would like more information, please see an academic counselor.*

Who can help me with transfer information and deadlines?

Academic Counselors can help you, please schedule an appointment via STAR Balance. For additional information on transfer, you can also visit:
<https://www.honolulu.hawaii.edu/transfer>

Veteran Students

If I am a VA student and I have not been paid, what should I do?

- A. Have you certified your courses with a counselor?
 - a. Yes
 - i. If yes, did you get an email from the school explaining that your certification has been transmitted to the VA in Oklahoma.
 - ii. If yes, have you given the VA at least five days to process the certification.
 - iii. If yes, have you contacted the VA to check status by calling 1-888-442-4551
 - b. No - If no, you will need to fill out a VA certification with an academic counselor.