

## PALO ALTO COLLEGE COLLEGE PROCEDURES

Procedure Number: S 5.0  
Procedure Title: Registration for Non-Credit Courses  
Relevant Board Policy:  
Originating Unit: Corporate & Community Education  
Maintenance Unit: Vice President of Academic Affairs

I. Purpose: Establish how students registering for Non-Credit Corporate & Community Education (CCE) courses are processed through the CCE Department.

II. Procedure Statement:

Corporate & Community Education personnel conduct the following procedures:

A. Staff must have training to assist students with the online registration process. The roll of the CCE registration department is Customer Service, to assist students with the registration process.

1. Create Student Profile. All CCE students must create a Student Profile prior to registering for classes. The Profile is the CCE equivalent of an application and consists of (6) demographic and biographic items to be completed by the student (address, phone, email, residency, etc.)

New, current, and past CCE students go to the following website to complete this preliminary step: [Student Profile](#).

2. Then: login to Alamo Colleges Educational Services (ACES) Portal. **ACES** offers single sign-on access to registration/drop & add, course search, grades, academic history, class lists, web grades, Blackboard, student webmail and online billing and payment info.

3. Look up and select classes in ACES.

4. Register and Pay online for classes.

5. Note: Date of Birth, Marital Status, Ethnic Background and Gender are necessary for State Reports.

B. There are (2) Maintenance Users (MUs) in CCE who will assist students with registration, should any questions arise such as Registration Holds, Verification or Suspense Errors on the student's Signature Page in the Student Profile.

1. From the ACES Registration screen choose **Add and Drop classes**.

2. For Students to register on-line through ACES:
  - a. The student will select “Term” and then submit.
  - b. The student’s current schedule will appear at the top and the worksheet at the bottom.
  - c. In the “Add Classes worksheet” section the student can enter CRN(s) for classes they would like to register in.

Note: If the student does not know the CRN, the student can click on “Class Search” or refer to “Lookup Classes” and Register in the section above.

- d. The student will submit changes.
- e. If there is a seat available and no errors appear, the class is added to the student’s schedule. (The student will now be registered, although not paid.)
- f. The student’s current schedule will appear on the same page above the worksheet area.

C. Registration Holds & Comments:

1. If registration holds pertain to Testing or Counseling & Advising, a staff member (MU) may override the hold.
2. Any of the following holds must be taken care of by the student before he/she can register for the class:
  - Bursar’s Office
  - Campus Police
  - Financial Aid
  - Library

D. Print Student Bill:

1. Students can print their own bills, either here on campus or from home.
2. If Financial Aid is paying for the class, the student will have to come to the CCE office to have a bill printed for them.

Issued: July 5, 2000

Approved: (signed: Enrique Solis)  
President

Updated: November 15, 2010

Office of Corporate & Community  
Education