

Guide to Office Updates for the Web

Submit your information through [our online form](#). Please remember that we consider the information you submit to be a first draft only; it is not necessary to submit finalized, ready-to-publish writing. Kyle will proofread and edit all submissions and you will have a chance to preview the new information before it goes live. We will be in contact if we have any questions about your submission, and please don't hesitate to contact Naomi if you have questions as you prepare your information.

The Basics

Office Overview

The overview is a short description of your office (e.g. its purpose, who and how you serve the campus, etc.) that should be six sentences or less and written in tone and detail appropriate for your target audience (e.g. do you mostly serve prospective students and their parents or do you work with internal staff?)

Top 5 Reasons for Traffic

What are the five most common reasons that visitors come to your office? *Questions to prompt what you might include:*

- What are you known for around campus?
- What questions are you asked most frequently?
- What are the most typical tasks you handle?

Office Address & Contact Info

Where is your office located on campus and how can visitors get in contact with you?

Staff Directory

Please provide a list of current staff in your department, including title and contact information. This section may include photos of your staff. You can indicate whether you'd like new photos taken on the content submission form.

Keywords

What are some keywords or phrases users may be searching on our site to find your office? These could be buzzwords or terms you use within the office, or other names for the office that may be used by different schools. (e.g. Keywords for Student Financial Services could include: financial aid office, student accounts, bursar, billing, pay my bill, deposit, tuition and fees, scholarship awards)

Page Content Updates

Because every office is unique in the number of pages it contains, we ask that you compile a separate document with page updates and upload it to the submission form. You may choose to create just one long document with all of your pages' information, or you can submit a zipped folder of files with one document for each page. Always clearly indicate the title of the page and whether it is an existing page or something new, then add all content for the page underneath the heading. Don't worry, we'll contact you if we have any questions.

The next page is a template example of how to set up your document of page updates, using a page from the Registrar's office. Yes, it's really that simple.

Title of the Page: Add/Drop Instructions

This page is under a subsection: Course Registration (leave blank if this page is not part of a subsection)

Page Status: This is an existing page that needs to be updated (or This is a new page to create)

Content:

1. Go to www.cobleskill.edu
2. Click on Current Students
3. Click on the BANNER WEB button
4. [Click here to securely login](#). (Enter Secure Area)
5. Enter your SUNY Cobleskill ID Number (the nine-digit number that begins with "8"). In the next field enter your PIN number. If you have not already used the system, you will need to follow the directions on the screen to change your PIN to a new six digit number.
6. Click on login.
7. At the Main Menu screen, click on Student Services.
8. At the Student Services Screen, click on Registration.
9. At the Registration Screen, click on Add or Drop Classes.
10. At the Registration Term, be sure that the current term appears in the term box and then click Submit.
11. (If Applicable, at the Alternate PIN Verification Screen, enter the Alt Pin number (you obtain this number from your advisor). Click on submit.)
12. You may now enter the CRN's for your courses. When you are done, click on the Submit Changes button. Your courses and/or any errors that prevented your registration will be displayed. Scroll down the screen to check your registration. If there are errors, make the necessary changes to your schedule based on the error message(s) displayed.

Helpful Hints

- Be sure to register for all parts of a class. Example: If you register for Chem 111, you must also register for Chem 111X and Chem 111Y.
- Use the menu button to move between screens. DO NOT USE THE BACK BUTTON as this will cause errors to your course registration.
- If at any point you get a "blank screen" or a screen that says you have "request failed" click on the Refresh button - this should correct the problem.
- If you are a full-time student be sure that you register for a minimum of 12 credits.

Some Common Error Messages

Time Conflict

Course meeting times overlap. Choose an alternate section of one of the courses that overlap.

Closed Course

The maximum enrollment for this course has been met. Register for another section or course.

Link Error

You have registered for only one component of a course. You need to be sure to have all components of a course. You will need to re-enter all components of the course.

Prerequisite/Test Score Error

You have tried to register for a course that you have not met the prerequisite for. A prerequisite is a course or courses that are required to be completed before registering for an advanced level course.