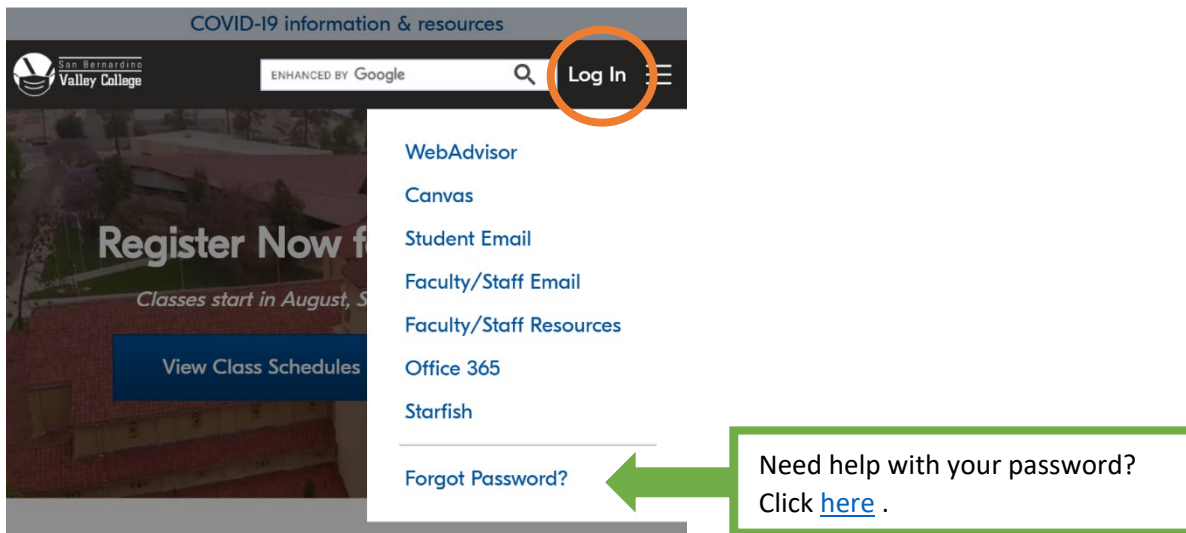# Frequently Asked Questions: Student Guide
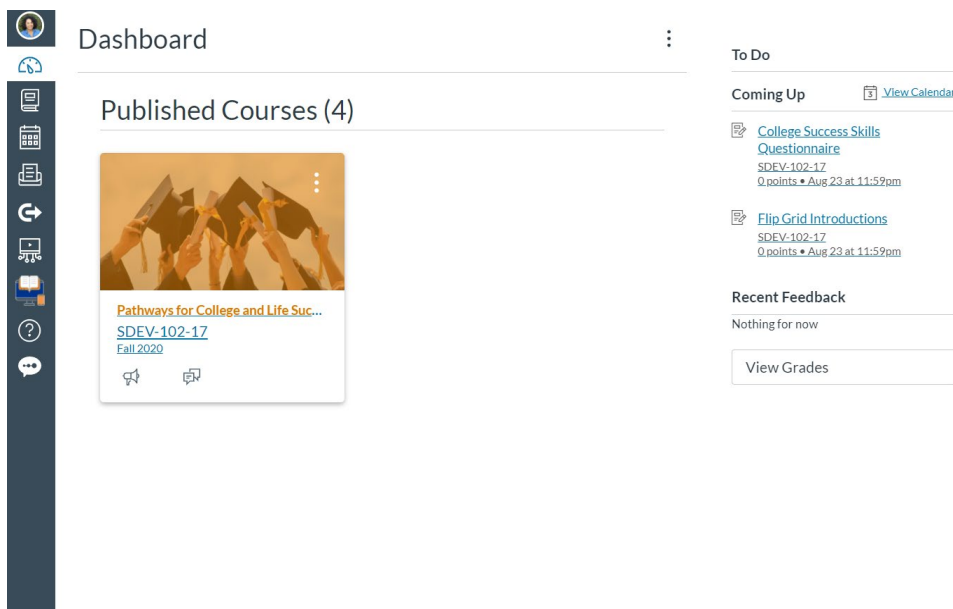## SBVC Counseling Department

How do I access my student accounts such as email, Canvas or WebAdvisor?

On the Valley College homepage, you can access your student account links including WebAdvisor, student email and canvas.

Need help with your password? Click here .

How do I access my online class?

Login to your class via Canvas. Your dashboard will show your courses for the semester. Click here for more information on Canvas.

I am having issues with my email or WebAdvisor account. Who can I contact?

The Central Help Desk is available 24/7 to all faculty, staff, and students. They can be reached on off campus at this number (909) 384-4357.

How do I find my student ID number?

Academic Profile

My Grades
My Class Schedule
My Academic Profile
My Assessment Results
My Transcript
Request Official Transcript
My Transcript Req. Status (SBVC)
My Transcript Req. Status (CHC)
My Contact Information
My Emergency Information

On WebAdvisor, click on Academic Profile to locate your college ID.

How do I search for classes on WebAdvisor?

On WebAdvisor, under the Registration tab, click Register and Drop Classes. Then click on <u>Search and Register for Classes.</u> Enter the course information that you interested in search (term, subject, course number, and location). Then click Submit.

Registration

My Priority Registration (When can I register?)
Find Zero Textbook Cost Classes (SBVC)
Find Zero Cost Textbook Classes (CHC)
Search for Classes
Register and Drop Classes
Registration Holds (What's keeping me from registering?)
Manage My Waitlist (for classes that are full)
Make a Payment
My Account Summary by Term
Registration Statement
CHC Student Parking Permits
SBVC Student Parking Decals

Register and Drop Classes

Please choose which type of registration you would like to use.
Search and register for classes
    Use this option if you would like to look for classes, add them to your preferred list of classes and then register for them.
Express registration
    Use this option if you know the exact subject, course number, and section (or synonym) of the classes for which you wish to add to your preferred list and then register. (Example: MATH*100*01 or Synonym 42765).
Register for previously selected classes
    Use this option if you have already placed classes on your preferred list and would like to now register.
Drop classes
    Use this option if you would like to drop a class. (Other choices also allow you to drop a class while you register for another.)

OK

Term   Location   Registration Priority

Term   Fall 2020

Starting On/After Date   Ending By Date

Subject	Course Number	Section
Student Development	102	

Attendance Type   Available Status

Sections Meeting After   Sections Ending Before

Mon ☐   Tue ☐   Wed ☐   Thu ☐   Fri ☐   Sat ☐   Sunday ☐

Course Title Keyword(s)

Location   San Bernardino Valley College   Academic Level

Instructor's Last Name

SUBMIT

How do I find an instructor's email?

When you are searching for classes on WebAdvisor, click on the <u>Section Name and Title</u>. This will populate course information including your instructor's email address.

Term	Section Name and Title	Location	Meeting Information
2020FA	SDEV-102-17 (6264) Pathway College & Life Success	San Bernardino Valley College	08/17/2020-12/18/2020 Internet-Based - Delayed-Intr Arranged 3 HRS/WK

How do I add a class once the class has begun?

To add a course once the semester has begun, students must request an authorization (add) code from the instructor by sending an email requesting to add the course. Emails should be sent from SBCCD student email account.

USE THIS SAMPLE EMAIL TO REQUEST AN ADD CODE:

Subject: Request for Add Code [Course Code, Course Title, Section #]

Hello Instructor [Enter Instructor Last Name],

My name is [First Name and Last Name, Student ID number] and I am writing to you to request an add code for your course, [Course Code, Course Title, Section #]. If space is still available, I would greatly appreciate an opportunity to take this course.

Sincerely,
[First Name and Last Name, Student ID number]

Once you receive an email with the unique add code, Login to your WebAdvisor. Click on <u>Register and Drop Classes.</u> Then, select <u>Express Registration.</u> Enter the course subject, course number, section number, and term.

Section Name and Title	Location	Meeting Information
SDEV-102-17 (6264) Pathway College & Life Success	San Bernardino Valley College	08/17/2020-12/18/2020 Internet-Based - Delayed-Intr Arranged 3 HRS/WK

Reference #	Subject	Course Number	Section Number	Term
6264	Student Development	102	17	2020FA Fall 2020

Under the wish list section, locate your course. From the dropdown menu, select <u>Register.</u> Add the add code in the box on the far-right box. PLEASE NOTE: your unique add code can only be used once, do not share it.
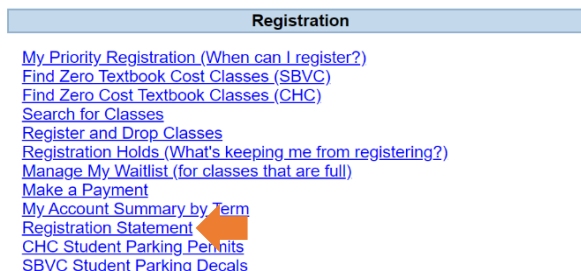
Wish List

Action	Term	Section Name and Title	Location	Meeting Information	Faculty	Available/ Capacity/ Waitlist	Credits	Add Code
Register	2020FA	SDEV-102-17 (6264) Pathway College & Life Success	San Bernardino Valley College	08/17/2020-12/18/2020 Internet-Based - Delayed-Intr Arranged 3 HRS/WK	E. Begg	22 / 40 / 0	3.00	123abcd

Click Submit and confirm that you are enrolled in the course.

How do I check my registered courses?

In WebAdvisor, click on registration statement.

Registration

My Priority Registration (When can I register?)
Find Zero Textbook Cost Classes (SBVC)
Find Zero Cost Textbook Classes (CHC)
Search for Classes
Register and Drop Classes
Registration Holds (What's keeping me from registering?)
Manage My Waitlist (for classes that are full)
Make a Payment
My Account Summary by Term
Registration Statement ⬅
CHC Student Parking Permits
SBVC Student Parking Decals

How do I find open classes?

You can access the open class list to find open classes.

I cannot register for a course because it says, "granted permission required". What does that mean?
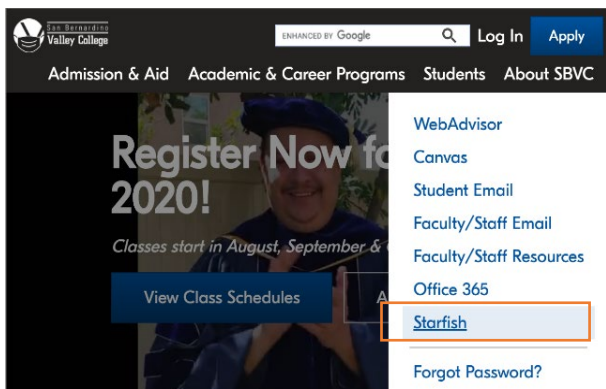
This likely means that the course for which you are registering is reserved for students in a special program or cohort. PLEASE READ the course detail for specific contact information.

I cannot register for an English class. It says that I do not meet the prerequisite.

If you are trying to register for an English 101 course and need to register for ENGL 086 or ENGL 086, please make sure that you register for the linked section of the course. For example, ENGL 101-06 has a corequisite of ENGL 086-06, so you must register for both.
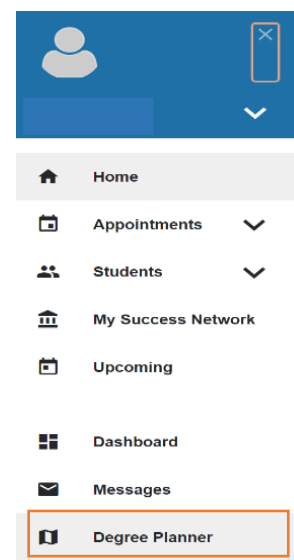
Where can I find a copy of my educational plan on Starfish?

1. From the SBVC Homepage select Starfish.

2. In the upper left-hand corner, select ☰

Then from the dropdown menu, click Degree Planner.

3. Next to your educational plan, click on -

 . Then select <u>View Plan</u>.

You can schedule an appointment with an SBVC counselor via Cranium Café, by clicking [here](#).

Please make sure to [test your camera and audio](#) before meeting with a counselor.

[Drop-in counseling](#) is also available for quick questions and guidance. If you require a longer meeting time the counselor may suggest that you to make an appointment.   Please check the [counseling website](#) for office hours.