

QUESTIONS & ANSWERS FOR ASSISTING STUDENTS WITH ENROLLMENT

To offer the best customer service possible, please use the following chart to first determine the needs of callers with questions about enrollment. If a transfer to another department is necessary, please stay on the line and explain the reason for the call before disconnecting. Thank you for your assistance in providing a positive experience to all persons contacting K-State!

QUESTION	ANSWER: YES	ANSWER: NO OR NOT SURE
1 Have you taken a K-State class in the previous or current semester for undergraduate or graduate credit?	Go to question #2	Go to question #2
2 Have you been admitted to a specific K-State degree program for the current semester?	Go to question #6	Go to question #3
3 Have you ever taken classes at K-State?	Go to questions #4 & #5	Go to question #8
4 Have you taken classes in an undergraduate degree program within the LAST TWO semesters (excluding Summer)?	Go to question #6	Contact the Admissions Office (785-532-6250) for record re-activation.
5 Have you taken classes in a graduate degree program within the LAST semester (excluding Summer)?	Go to question #6	Contact the Graduate School at (grad@k-state.edu) for term activation.
6 Do you have an active eID and a current password?	Go to question #7	If the answer is No, or if they're unsure whether or not the eID is active, transfer the caller to the K-State IT Help Desk at 1-800-865-6143 or 785-532-7722.
7 Do you know the class number (previously reference number) of the course you wish to enroll in?	Direct the caller to iSIS to enroll for class(es). (https://isis.k-state.edu/psp/ISIS/?cmd=login)	For on-campus courses: direct the caller to iSIS (https://isis.k-state.edu/psp/ISIS/?cmd=login) OR to the class schedule (http://courses.k-state.edu/) For distance courses: direct to the DCE website (http://www.dce.k-state.edu/courses)
8 Do you wish to apply NOW to a degree program at the University?	Direct the student to (http://www.dce.k-state.edu/courses/registration/policies-admit.shtml) for application instructions.	If they are not in a program and don't wish to apply, but do want to take a course, this would indicate the student intends to be nondegree-seeking and will need to go to the DCE website (http://www.dce.k-state.edu/courses) to request permission to enroll. Calls can be transferred to DCE if the caller needs assistance. The 'How to Enroll' link on the above website gives step-by-step instructions.