Enrollment Cancellation FAQs – Before semester starts

1. Why were my courses dropped?
Students who have not paid their tuition and fees by the payment deadline, or signed up for a payment plan, are dropped from their courses through the Enrollment Cancellation process. Messages are sent to students through MySJSU before Enrollment Cancellation. You must log into MySJSU (through One.SJSU.edu) to view these messages.

Students who applied for financial aid and submitted all required documentation by July 2, 2021 received a Tuition Fee Deferral. A Tuition Fee Deferral protects course enrollment and delays the payment of tuition fees during the processing of financial aid. The tuition fee deferral indicator will be posted on the student's MySJSU.

2. Who can I contact with questions about my charges and payment options?
Students should contact the Bursar's Office with questions about their current charges and payment options. Phone: (408) 924-1601 (Mon-Fri 9:00am-4:00pm); Email: bursar@sjsu.edu. In-person appointments and live chat are available - see website for current hours.

3. I can't afford to pay tuition and fees this semester. What can I do?
SJSU offers Installment Payment Plans for tuition and fees. If you are not able to pay your balance in full or if a payment plan is not possible, you may wish to consider the following options:
- Attend community college for one or more semesters to complete lower division courses for your major or core GE. Note that community colleges only offer lower division courses, not upper division.
- Continuing students may “stop out” of SJSU for one semester with no petition needed. If you are a first-semester student or you plan to be gone for more than one semester, you must submit the Leave of Absence request to maintain your status as a matriculated SJSU student.

4. I should have Financial Aid - why was my enrollment cancelled?
If you believe that you have financial aid for the 2021-22 school year, contact the Financial Aid & Scholarship Office immediately to determine why your enrollment was cancelled. Phone: (408) 283-7500 (Mon-Fri 9:00am-4:00pm); Email: fao@sjsu.edu. Virtual and in-person appointments, and live chat are available - see website for current hours.

5. How can I get back into my courses?
Before Advance Registration ends (typically a few days before classes start for a semester), students can re-enroll in courses online through MySJSU. Note that there is no registration allowed during the two days before classes start. The Late Registration period begins on the first of classes. See Registration Calendars for deadlines and dates for the current semester.

6. What if my classes are full and I can't re-enroll?
If a class is full you can add yourself to the waitlist via MySJSU. If a seat opens up in the class, the next student on the waitlist will be automatically enrolled. The waitlist process will run automatically for the first 9 days of the semester. After that, you will need to request a permission number from the instructor by email to enroll in a class. More information on waitlists is available on the Registrar's Office website.
7. **What can I do if I can’t get back into all of the same classes?**

If you are not able to re-enroll in all of the same classes and it is before the add deadline, you can find alternative courses that allow you to make progress toward your degree. Consult MyProgress and the Roadmap for your major to see what classes you need to take, or make an appointment with an academic advisor in the Student Success Center for your college, or in your department. See Undergraduate Advisor Directory or Graduate Advisor Directory for contact information. If it is after the add deadline, students must attempt to re-enroll in all classes from which they were dropped.

Still have questions? Please feel free to contact the Office of Undergraduate Education if you need further assistance. Email: undergraduate-education@sjsu.edu, Phone: (408) 924-2447.