

Enrollment Cancellation FAQs - September 2021

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. How can I get back into my courses?

Before the Add Deadline (September 8): students can re-enroll in courses online through MySJSU.

After the Add Deadline (Sept 8) but before Census Date (Sept 16): students must complete the Late Add Pre-Census [form](#) (which will be available on Sept 9). There is a \$45 late fee to add classes during the pre-census period.

After the Enrollment Census Date (starting Sept 17): students must complete the Late Add Post-Census [form](#) (which will be available on Sept 17). There is a \$200 late fee to add classes during the post-census period.

3. What is DocuSign? Where can I get help if needed?

[DocuSign](#) is an electronic submission platform that allows you to submit a form online and obtain the necessary signatures. For help using [DocuSign](#), see information on the IT Training [page](#).

4. Where can I get help with the Late Add petition?

You can contact the [Registrar's Office](#) by email (registrar@sjsu.edu), phone, live chat, Zoom appointment, or in person with questions about the Late Add petition.

5. I have submitted the Late Add form in DocuSign but an Instructor or Department Chair has not signed it yet. What can I do?

You can check the status of your petition by following these steps:

1. Log into DocuSign (through One.SJSU.edu)
2. Click on the "Waiting for Others" box. You should see your petition listed there.
3. Click on the blue "Waiting for Others" text and you will see who has signed it and who has not.
4. Email the Instructor(s) or Chair(s) who have not yet signed and ask them to do so. You can also contact the department office by phone or email to request assistance in obtaining signatures. Contact information is available on each department's website. See SJSU Catalog for list of [colleges and departments](#).

6. What if my classes are full and I can't re-enroll?

If a class is full you will need to request a permission number from the instructor by email to enroll. Note that you will need a permission number to enroll in all classes starting August 28.

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 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 major department. See [Undergraduate Advisor Directory](#) or [Graduate Advisor Directory](#) for contact information.

8. 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 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.
- NOTE: If you are a **first-semester student** at SJSU you must also submit the [Leave of Absence](#) request. First-semester leaves are rarely approved.

9. Who can I contact with questions about my charges and payment options?

Students may contact the [Bursar's Office](#) concerning payment plan information, payment due dates and methods of payments. Phone: (408-924-1601); Email: bursar@sjsu.edu; live chat or in-person during the Student Services Center hours. See [website](#) for current hours.

10. 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.

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.