

## On-line Instructor Rosters

### ***FAQ: Frequently Asked Questions***

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#### **How do I get my PIN?**

You initially should have received a PIN (Personal Identification Number) via e-mail. If you did not or have forgotten it, see the instructions (below) for getting a new one.

#### **I forgot my PIN. How do I get a new one?**

Contact the Office of Instruction at the Prescott campus (928-776-2310) or Verde campus (928-649-6513). Staff there will transmit a new message containing your PIN to the e-mail address on file with the College.

#### **How do I change my PIN?**

From the YC home page ([www.yc.edu](http://www.yc.edu)):

1. Click Site Map
2. Click Administrative Access
3. Type your security codes <NEXT>
4. Highlight Change Pin <NEXT>

Follow the instructions and type in a new four-digit PIN.

#### **Who has access to my PIN?**

Only you. Your PIN is stored in the computer system, but is not accessible to any users, managers, or administrative staff.

#### **Why can't I see one of my classes on the menu?**

One of two reasons:

1. Be sure you've selected the correct term (e.g., 2009SP, 2009SU). "Campaigns" (e.g., Pre-session, Summer A, etc.) are included under the pertinent term.
2. You must be the instructor of record for the class. Only instructors assigned by academic divisions and the Office of Instruction are authorized to view class rosters.

#### **Why doesn't a student in my class show on the roster?**

Because the student is not registered. Only officially enrolled students are permitted to attend classes. Contact the Registration Office (928-776-2149) with questions.

Exceptions:

- a. Policy 5.18 affords instructors permission to permit visitors to attend a class "occasionally."
- b. Students that are on the waiting list are encouraged to communicate with you and/or attend the first class meeting.

#### **Why are there no students showing on the waiting list for my class?**

One of two reasons:

1. There are no students on the waiting list; or
2. Waiting lists are eliminated at the end of the drop/add period.

#### **I have questions that aren't answered here.**

Need more help? Contact us:

- Sheila Jarrell, Registrar, (928) 776-2107 or [sheila.jarrell@yc.edu](mailto:sheila.jarrell@yc.edu)
- Or [registrar@yc.edu](mailto:registrar@yc.edu).