Touch Tone Phone Registration Worksheet

A FREE SERVICE!

Avoid lines & parking problems!

You may enroll by touch tone phone and pay with a credit card or check.

Be sure to get a Call Reference number at the beginning of your call. The college is not responsible for an incomplete transaction.

1. Before you call, make a list of the classes you wish to take. Have alternates available as the system will tell you if a class is closed or unavailable. The system cannot wait while you look through the class schedule.
2. Use a touch tone phone to enroll. If your call isn't answered, all lines are busy and you need to call back. For students using a TDD, call (310) 434-4273 for enrollment information.
3. Your call will be accepted on the day and time of your appointment, or later, but not before.
4. A voice response guides you through the process. If you enter incorrect information or wait too long between entries, the message will be repeated.
5. During the process, information will be read back to you and you may confirm or cancel as you wish.
6. **You will receive a Call Reference Number.** Be sure to write it down. You must have this number to dispute any transactions. If you hang up or get disconnected before confirming a transaction, that transaction will be cancelled. Call again to complete your enrollment.
7. PAYMENT BY CREDIT CARD. We accept Visa or Mastercard. Have your credit card ready when you make the call. If your card number is invalid, or if you enter the wrong number, a $25 fee will be assessed.
8. PAYMENT BY CHECK. **Payment for any outstanding balance must be received within the time allotted.** Please see payment information on page 9. You may drop the payment in the campus collection chute near the Bursar's Office or mail your check to Santa Monica College, Bursar's Office, 1900 Pico Boulevard, Santa Monica, CA 90405. Non-resident tuition may be paid by cashier's check or a personal check from a California bank.
9. You may ADD an open class anytime until the evening before the second class meeting, DROP a class by the drop deadline (see "Dates & Deadlines" in the schedule of classes), or VERIFY enrollment status by phone throughout the semester. **A Late ADD requires the appropriate Instructor Approval Code, available from the instructor.**
10. Confirmation of your payment and class schedule, as well as ID card validation sticker, will be mailed to you. You may also obtain grades, GPA and academic standing information by phone.

Telephone Enrollment Procedures

Normal hours of operation: 1:00 am to 10:00 pm PST

To enroll in online, hybrid, or Arranged Hours classes, you must go to the Admissions homepage and use the Student Self Service System.

Step 1 Fill out all the spaces below before calling (except the Call Reference number).

Step 2a Call the registration number. **(310)** [4][3][4] – [4][3][3][3]

Step 2b Enter [1] to indicate you are using a touch tone telephone.

Step 3 Enter your student ID number from your enrollment letter, followed by the pound [#] sign on your telephone keypad (some people call this the "number" sign). [ ][ ][ ][ ][ ][ ][ ][#]

Step 4 Enter your 6-digit personal access code (your birthdate), followed by the pound [#] sign. For example, April 7, 1982, would be entered as 0 4 0 7 8 2 # . [ ][ ][ ][ ][ ][ ][#]

Step 5a Write down your Call Reference number. You MUST have this number to dispute any transactions.
[ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]

Step 5b Enter [1] when you have written down the Call Reference number.

Step 6 When asked, enter [1] to ADD a class, enter [2] to DROP a class, enter [3] for a listing of your current schedule, enter [4] for fee information or to pay your balance, enter [5] for grades, enter [6] to select a different semester, enter [7] to hear your Call Reference number or enter [9] to exit the system.

Step 7 When asked for the semester, enter [1] for Fall, enter [2] for Winter, enter [3] for Spring, or enter [4] for Summer. (This will only happen on your first transaction. Enter [6] from the main menu to change the semester for which you are making transactions.)

Step 8 Enter the 4-digit class section number of the class into which you wish to enroll or to drop. Do not enter the pound "#" sign on this step. (Due to the possibility of closed classes, please list alternate choices below.) For a late ADD, you must also have an INSTRUCTOR APPROVAL CODE.

	SECTION NUMBER	COURSE NAME	TIME AND DAY(S)	ALTERNATE CHOICES	COURSE NAME	TIME AND DAY(S)
1.	[ ][ ][ ][ ]			[ ][ ][ ][ ]		
2.	[ ][ ][ ][ ]			[ ][ ][ ][ ]		
3.	[ ][ ][ ][ ]			[ ][ ][ ][ ]		
4.	[ ][ ][ ][ ]			[ ][ ][ ][ ]		
5.	[ ][ ][ ][ ]			[ ][ ][ ][ ]		

Step 9a Enter [1] to confirm this transaction, Enter [2] to cancel this transaction.

Step 9b Listen for a verbal confirmation before making your next selection.

Step 10 Repeat steps 6 through 9 until you have completed all of your adds and/or drops.

Step 11 To hear your account balance, enter [4].

Step 12a To pay by credit card, enter [1] and enter your card number followed by the pound [#] sign. To make another type of payment, enter [2] and listen to the messages.

Step 12b Enter [1] to confirm that your credit card number is correct.

Step 12c Enter your two-digit credit card expiration MONTH. Then enter the two-digit card expiration year.

Step 13 Enter [9] to exit the system.