Staff Waitlist FAQs

1. **When does Waitlist go into effect?**
   - Once a section’s enrollment capacity has been reached, students may begin adding themselves to the waitlist.
   - If a course has a reserve cap, students that do not meet the reserve cap can add themselves to the waitlist, even if the enrollment capacity of the course has not yet been reached.

2. **Who can add themselves to a Waitlist?**
   If a student meets the requisites for a course, they can add themselves to the waitlist once it is in effect. They can add themselves to the waitlist even if they:
   a. do not meet a reserve cap in place on the section
   b. have a time conflict between an enrolled section and the waitlisted section
   c. are already registered up to the maximum credit load for the term (exact number will depend on their major, but for most students this is 18 credits)
   d. are already registered in another section of the course

3. **What prevents eligible students (i.e. those that meet the requisites) from adding themselves to a waitlist?**
   a. Holds: If a student has a registration hold they cannot add themselves to a waitlist
   b. Permission: Course requires permission to add (specifically the course is set up to require add consent, either department or instructor)
   c. Enrollment Status: Course has been set to “stop further enrollment”
   d. Waitlist is Full: Additional students cannot add themselves to the waitlist if the waitlist capacity has been reached.
   e. The last date to add themselves to a waitlist has been reached. The last day students can add themselves to the waitlist is the day before classes start. On the First Day of Classes the Course Permit form opens, which will be used from that date onward to request enrollment in a full course.

4. **What does the Waitlist job do/how does it work?**
   a. The Waitlist job takes students on the waitlist for a section, and enrolls them in open seats (made available by enrolled students dropping the section).
   b. The job runs through courses in order, i.e. Class Nbr 1903 would be reviewed/processed before 1904. For the most part, classes are scheduled alpha numerically, so CHEM 103 012 is reviewed before CHEM 103 013. Please note that since some sections are scheduled later, they may not have Class Nbrs similar to existing sections, which means they would be tackled later in the process.
   c. The job also reviews students in order, according to their waitlist position number. The waitlist position number is based on the order in which the student added themselves to the waitlist. Position 1 will be reviewed first, then 2 second, and so on. However, departments can manipulate the waitlist by adjusting a student’s waitlist position number. By changing the position number, departments can move a student up or down the waitlist. This is done via an enrollment request.
   d. If a reserve cap is in place on the course, that will be considered in the job’s review. If a student with position 1 does not meet the reserve cap, the job will go down the list until
it finds the person with the highest priority that meets the reserve cap. That student will be enrolled, as long as there are no other issues.

e. The job will not enroll a course over its enrollment limit.

f. If a student is enrolled via the waitlist job, they are enrolled from

5. What blocks a student from being enrolled by the Waitlist job?

a. There are no seats available

b. There are other students waiting with a higher priority than the student

c. The student does not meet the reserve cap in place on a class

d. There is a time conflict between the waitlisted class and an enrolled class

e. They are already enrolled in a different section of a class

f. Enrolling in the class would exceed their maximum enrollment limit for the term

6. Will a student that is skipped by the waitlist job be removed from the waitlist?

No, they will remain on the waitlist. We do not have messaging in place at this time that would notify they that they are being skipped by the waitlist job.

7. When will the Waitlist job run?

a. The job will run nightly during the registration period, from the start of registration through Drop/add

   i. The job will not be run on the Drop/Add date

   ii. Depending on volume/need, we alter the frequency of the automated job

b. The job will not run during New Student Orientation

   i. For Fall 2020 Registration it will be inactive June 5-August 2nd

8. How does the Waitlist job react to overrides?

Some of the overrides you may use for enrollment actions will work the waitlist job runs, others will not.

a. Permission: If a class requires permission to register, students will not be able to self-add to the waitlist. If a staff member overrides them onto the waitlist, the job should enroll them if there are no other conflicts.

b. Time Conflict: If a staff member knows the waitlisted class has a time conflict with an enrolled class, adding them to the waitlist with the time conflict override does not allow them to be registered via the Waitlist job.

c. Requisites: Using the requisites override to get a student on the waitlist will not matter, the student will be skipped by the Waitlist job (i.e. they will not be enrolled by the job). Therefore, students that do not meet the requisites should either be directly enrolled in the course, or directed to submit a Course Permit form once it is available. Putting on the waitlist gives a sense of demand for the department but does not help the student get into the course.

d. Unit Load: If a staff member knows enrolling in this class would bring the student over the maximum credit load, using this override to add the student to a waitlist will not result in the student being enrolled via the waitlist job.

   i. NOTE: this override generally should not be used for enrollment requests. This is a decision made between the student and the Assistant Dean’s Office, and rather than using the override, the Assistant Dean will update the student’s enrollment limit in UDSIS. This allows the student to make changes on their own up to that higher enrollment limit without additional staff intervention.
e. **Closed Class**: this override cannot be used to put a student on a waitlist. Using this override would circumvent the waitlist and enroll the student directly in the course.

9. **If a student’s unit load changes, will the Waitlist job respect the student’s current load?**
   a. If a student is changed to have a greater maximum unit load for the term, the Waitlist job sees the greater load and could enroll the student if there are no other conflicts.
   b. If a student’s load has been reduced to 14 due to being placed on probation, the Waitlist job sees the reduced load and will not enroll the student.

10. **Can I still override a student directly in a class?**
    Yes, departments still have the power to do this, but should only be done if the classroom can accommodate the additional person. For folks outside of the offering department, this should not be done without securing the department’s permission.

11. **Can I drop a student from the Waitlist?**
    Yes, but if you do, we ask that you notify the student to inform them they have been removed from a Waitlist.

12. **Can students see their Waitlist position?**
    No, we are not publishing this information to students. Staff can view this information in a few different places, please refer to the Waitlist documentation for more information. Note, Webreg does inform students how many students are on the waitlist when the student looks up the course. Therefore, some students may make guesses about their waitlist position.

13. **How do I juggle Course Permit forms and Waitlists?**
    a. Before classes start:
       i. Students (who meet the pre-requisites) and wish to be considered for enrollment in closed sections will add themselves to the waitlist.
       ii. Students who do not meet the pre-requisites will need to work with the offering department (whether the class is closed or not)
    b. As discussed before, the last day to add oneself to a waitlist is the day before the First Day of Classes. On the First Day of Classes, the Course Permit form becomes available.
    c. Between the First Day of Classes and Drop/Add, you may have students on a waitlist and have Course Permit forms coming in.
    d. It is up to departments how they wish to manage this balancing act.
       i. Since the Waitlist job will continue to run through Drop/Add (the job will not be run on the last day of Drop/Add), departments may wish to put in place restrictions earlier, in order to prevent open seats from being filled by the Waitlist job. They can do this by setting the Enrollment Status to “Stop Further Enrollment”
       ii. Other considerations:
          1. First Day of Classes may be a good time to drop students from the waitlist (for example those that you deem to have a low priority/to have no chance of getting in a class)
          2. Who has a higher priority?
             a. For the most part, students already on the Waitlist should have higher priority than the incoming Course Permit forms (since they have been waiting longer)
             b. However, a department can determine that a student submitting a Course Permit form has a higher priority than students currently waiting.

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3. Staff cannot add students to a waitlist once classes have started. So if a student submits a Course Permit form and they would have a lower priority than everyone on the waitlist, you may just want to cancel their Course Permit form.

14. What are students being told about Waitlists?
   a. Webreg message about Waitlist: Before classes start, when a course is full, the student will receive the following text and have the “Add to Waitlist” button.
   b. BHSC Message: Students were sent an email about Waitlist in the BHSC when it launched in April 2019.
   c. Student-Centered FAQs are available on our Website.
   d. BHSC Message: Students were sent an email about Waitlist in the BHSC when it launched in April 2019.

15. Does changing the Add Consent to Department or Instructor Consent Required prevent students from being enrolled by the Waitlist job?
   No, the job could still enroll students. If you want to stop students from being enrolled by the automated job, you must set the enrolment status to “Stop Further Enrollment.”

16. Does changing the Class Status to “Stop Further Enrollment prevent students from being enrolled by the Waitlist job?
   Yes, the job will not be able to enroll students because the class is not active.

17. Will students be notified if they are registered from a Waitlist?
   Yes, the Registrar’s Office is working on an automated communication. The communication may not be up by the time registration starts, but should by the First Day of Classes, when this sort of communication will be important. We plan to use mail merge if the automated communication is not set up in time.

18. Are Waitlists purged?
   Yes, Waitlists are purged after the Drop/Add date.

19. What reports are available to help us manage Waitlists?
   a. Reports exist in COGNOS to help departments manage their waitlists and collect data on the demand for their courses.
      i. Students on Waitlist: Waitlist-Rank Order
      ii. Waitlist-Rank Order with ALEKS Scores
      iii. Waitlist by subject: Waitlist-SOC DataMart_Crosstab
   b. Pending reports: A report for Departments to view errors on waitlist job
      i. this information is available to the Registrar’s Office, if you need it for a particular class/issue, please contact us at grading-registration@udel.edu.
20. Who can I contact if I have questions about Waitlist?
   a. For the most part, student specific questions, for example if you want to know the likelihood of a student being enrolled in a course from the waitlist, should be routed to the offering department.
   b. If you have questions about the functionality, think something is not working properly, or have other technical questions, please contact grading-registration@udel.edu.