


- 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.

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
- b. Will receive the following text and have the “Add to Waitlist” button.

 There are currently **0** students on the waitlist.

Adding yourself to a waitlist does not guarantee enrollment in the course. The following will prevent enrollment from the waitlist:

- Time conflicts
- Current enrollment in another section of the course
- Maximum course load would be exceeded
- Seats are reserved (for example "Majors Only")

For more information please see the [FAQ](#). Please contact the [department](#) offering the section if you have questions regarding enrollment. For technical difficulties, please contact the Registrar's Office at grading-registration@udel.edu.

- 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.