UNIVERSITY OF CALGARY

Student Administration

Training Guide

Troubleshooting Wait Lists

Troubleshooting Wait Lists

SA - Registration

Table of Contents

Steps to Troubleshoot Wait Lists 2

Introduction 2

Understanding Wait List Management 2

- Wait list Position Numbers 3
- Automatic Enroll from Wait List Feature 4
- Wait List Cycle 5

Wait List Setup 6

Class Roster 8

Enrollment Request 9

UofC Enroll Request History 10

Block Enroll Merge 13

Student Services Center 18

Steps to Troubleshoot Wait Lists

- Check the configuration of the waitlist by navigating to **Curriculum Management > Schedule of Classes > Maintain Schedule of Classes > Enrolment Control**
- Confirm in the **Class Roster** the student's position on the waitlist and their email address
- Use **Enrolment Request** to view the details of a message
- The **UofC Enroll Request History** page will be useful to find the error message details if investigating a specific student's situation. In addition to the error message details, this page can be used to check the student's enrollment activity and status relating to the enrollment request.
- **Enrollment Request from Waitlist Engine** Staff in Enrolment Services can also view the error messages for the entire waitlist process which ran overnight on a given date.
- The student can check their **Student Portal** to confirm their position on the wait list.
- Staff can check the **Student Services Center** to confirm the student's position on the wait list.

Introduction

The wait list management functionality in Student Administration enables you to set processing parameters that define the groups of students to move from wait lists to enrollment into classes within a specific enrollment period.

Understanding Wait List Management

The decision to add wait lists to classes rests with the departments and/or faculties offering the class.

There are two types of wait lists (automatic and manual) that can be used.

Manual wait lists are managed at the department or faculty level. Students can add themselves to wait lists and departments or faculties will manually move them off the wait lists and into classes.

Automatic wait lists are managed by the wait list process which runs hourly and moves eligible students off wait lists into classes. The wait list process checks for time conflicts, etc., before moving students off the wait lists and enrolling the students into classes.

The wait list process runs hourly and attempts to move eligible students off the wait list and into the class.

If the class is full when the wait list process runs, wait listed students will keep their position on the wait list.

If the wait list process encounters an error (e.g., time conflict) when attempting to move a student off a wait list, an email will be sent to the student requesting that they fix the error. The student will not lose their position on the wait list and they will remain on the wait list until they fix the error or drop the class.

Important notes regarding error messages:

There are limits on what communications go out to students about errors. Email notifications are not sent for every error that the wait list might encounter, as there are literally hundreds of error messages that the system could potentially trigger during an enrollment transaction.

Communications are targeted to the following specific types of errors because they are situations that the student can act upon:

- Time Scheduling Conflict, not enrolled
- Hold on record, Add not processed
- Maximum Units Exceeded (various situations)

There are many other errors that could occur and be reported as messages within the wait list process about which a student would not receive any notification.

If the wait list process does not encounter an error, the student is moved from the wait list and registered in the class. The student receives an email notification advising they are now enrolled in the class.

The more challenging aspect of managing wait lists is to determine the nature of unreported errors. (i.e. errors that the wait list process encountered but were not communicated to the student because they weren't one of the types of errors listed.)

Wait list Position Numbers

When a student enrolls or is wait listed into a class the Enrollment process assigns him the next available student position number. For instance, the first student to enroll in a class would get a student position number of 10, the second 20, the third 30, and so on. Student position numbers identify the order in which students enroll into a class. In addition, student position numbers determine the position students hold on the wait list: the student with the wait list position number of 1 is the student who has the lowest student position number and an enrollment status of waiting.

For example, suppose student A is the 31st student to try to enroll into a class with an enrollment capacity of 30. They are put on the wait list (has an enrollment status of waiting) and the Enrollment process gives them a student position number of 310. Their wait list position number is 1, because they are the only student in the class with an enrollment status of waiting. Then a second student B puts themselves on the wait list. The system gives student B position number of 320. Since student A has a lower student position number than student B, the system gives student B a wait list position number of 2. If there is one seat available when you run the Wait list process, student A, the student with the lowest wait list position number, is enrolled (the Enrollment process changes their enrollment status from waiting to enrolled). Student B then has the lowest position number with an enrollment status of waiting. Therefore, student B's wait list position number changes to 1.

In multiple component classes, the Enrollment process assigns students the next available student position number for each component. For this reason, a single student will often have different wait list position numbers for each component. For example, a student could have a student position number of 130 and a wait list position number of 1 for one component, and a student position number of 60 and a wait list position number of 3 for the related component (depending on how many students were already enrolled and were on the wait list for each component at the time the student received a student position number).

When the process runs on a class section, it creates an enrollment request. The enrollment request includes all related components of the class. For the enrollment engine to process an enrollment request successfully, all related components have to have a seat available for that request. If all related components have a seat available for that request, the enrollment engine enrolls the student into all of the related components. If at least one related component is full, the enrollment engine would produce an error for the request, and the student would not get enrolled into any of the related components.

Automatic Enroll from Wait List Feature

The Wait List feature is controlled by the **Auto Enroll from Wait List** and Wait List Capacity options (on the **Enrollment Control** page of the schedule of classes). If you select the **Auto Enroll from Wait List** option for a class, you can use the wait list process to move qualified students from the class wait list to enrollment into that class as space becomes available. If you do not select this option, you can manually move students from the wait list to enrollment into a class.

As you manage your wait lists, you can use the **Class Roster** page to view students on the wait list for a particular class section. The system performs co-requisite and prerequisite checking before placing a student on the wait list. However, the system does **NOT** check for a scheduling time conflict **BEFORE** it places a student on a wait list. Scheduling time conflicts and all of the other enrollment edits are performed when the system attempts to move a student from the wait list to enrollment in a class. You can view an individual

student's position and status on the wait list for a class through the Wait List Position link. This link appears only for applicable enrollment requests on the **U of C Enroll Request History** page.

Wait List Cycle

The following example (using CHEM 201) outlines the automatic wait list process functions throughout a one-day cycle.

At 8:30 a.m., CHEM 201 is full to capacity at 200 and is therefore in 'closed' status. Eligible students may add themselves to the wait list if one exists.

At 10:30 a.m., the wait list fills to capacity.

At 11:00 a.m., a student drops CHEM 201. Because students are on the wait list, the status of the class will remain 'closed', but the system will indicate capacity in the class. This class will remain closed to enrollment until the wait list process runs.

At 1:30 p.m., a student drops themselves off the wait list for CHEM 201. This opens up a spot and an eligible student may add themselves to the wait list. NOTE: students who want to enroll in classes which are full and have wait lists should continue to attempt enrolment in case a spot opens on the wait list.

The wait list process runs hourly and attempts to move students off the wait list and into CHEM 201.

Immediately after the wait list process runs, there are four possible scenarios for the status of the class:

Scenario #1: CHEM 201 has capacity and is in 'open' status and students are on the wait list.

In this instance, the students on the wait list will be those that need to fix errors (i.e., time conflicts, maximum number of units). Students on the wait list receive an email notification advising them to fix errors. Students retain their position on the wait list until they fix the errors or remove themselves from the wait list. Students can enroll in CHEM 201 until the class fills, then place themselves on the wait list, albeit behind the students who have errors.

If the student has no errors, (i.e. time conflicts) the system will enroll the student in the class. The student receives an email notification advising they are now registered in the class.

Scenario #2: CHEM 201 is full and is in 'closed' status and students are on the wait list.

In this instance, the students on the wait list are those that the system was not able to move off the wait list because the class remained full.

Scenario #3: CHEM 201 has capacity and is in 'open' status and the wait list is empty.

In this instance, students can enroll in the class and when it fills, eligible students can place themselves on the wait list.

Scenario #4: CHEM 201 is full and is in 'closed' status and the wait list is full. In this instance, enrollment is not permitted until drops occur and the wait list process runs.

This completes the full wait list cycle.

Wait List Setup

Check the configuration of the wait list.

- is there a wait list?
- is the wait list set up to automatically enroll students from the wait list?

or

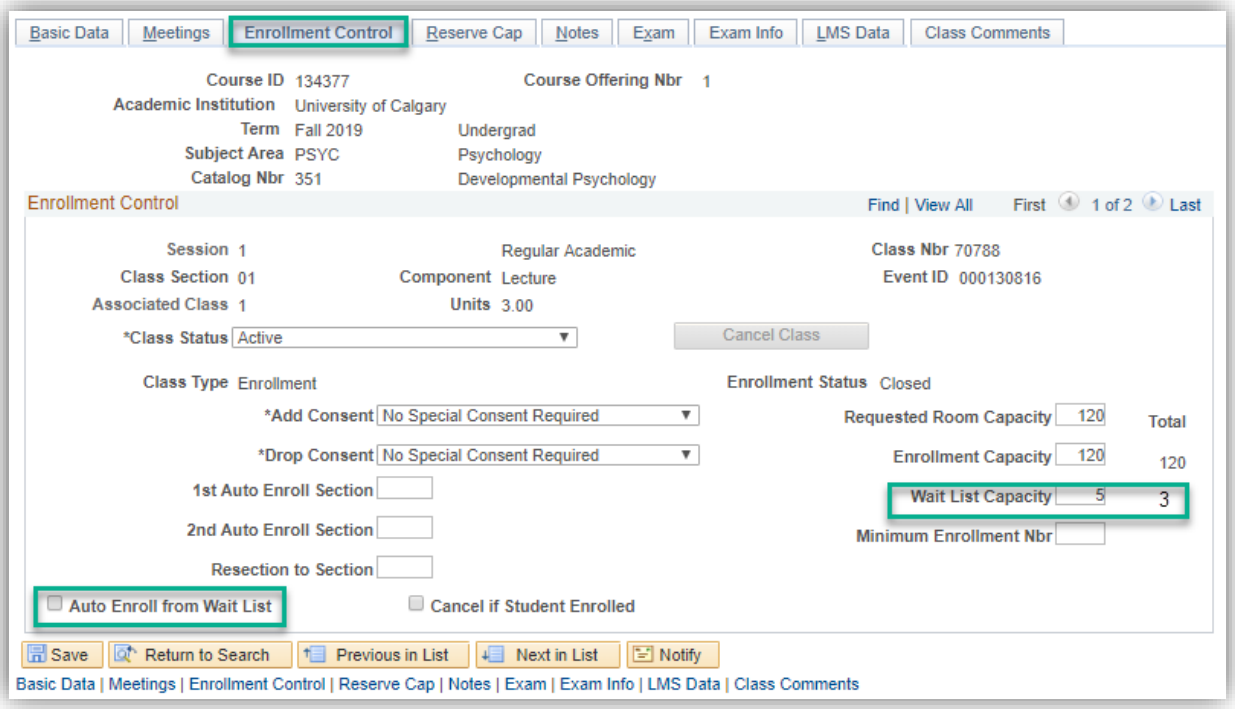
- is the department managing their wait list manually? If the wait list is set up so the department is managing this manually, follow up with the department to ensure they are managing their wait lists appropriately i.e. enrolling students based on their position in the wait list.

Navigation: Curriculum Management > Schedule of Classes > Maintain Schedule of Classes

Auto versus Manual Enrollment from a Wait List

When the **Auto Enroll from Wait List** box is checked, the wait list process will automatically move students off the wait list if there is space in the class. When the wait list box is NOT checked, students must be moved off the wait list manually by the department/faculty office.

This shows a "manual" wait list set-up:

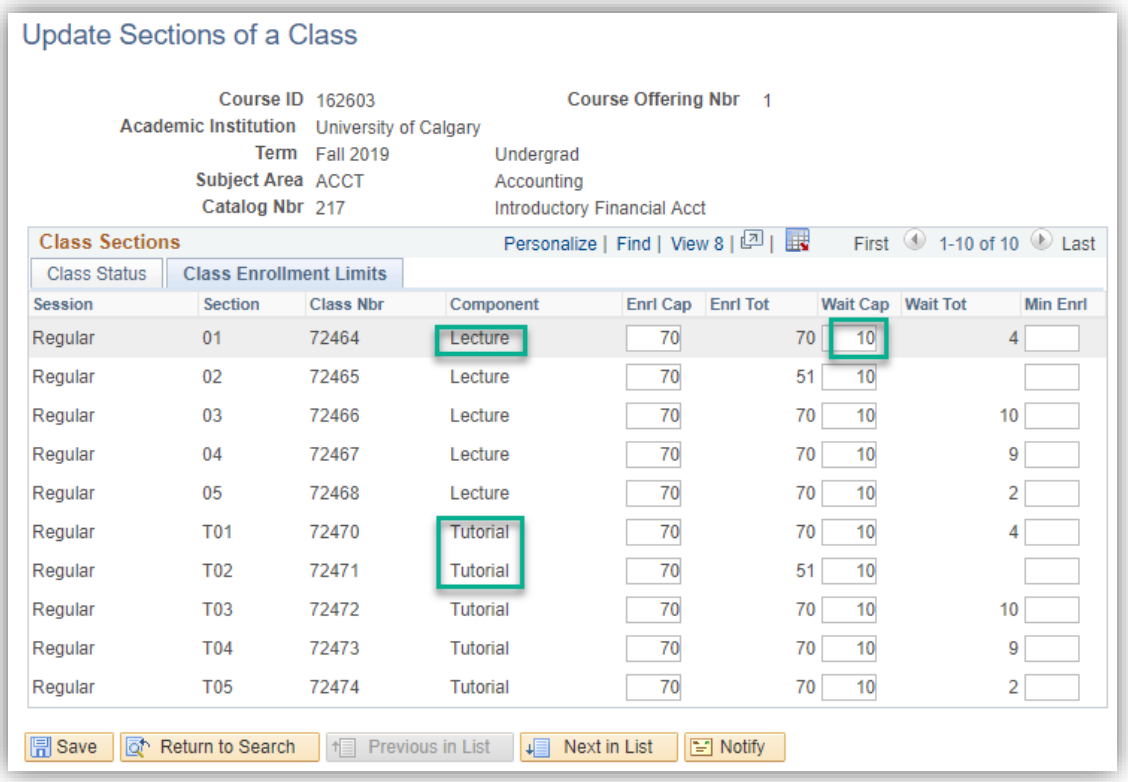


The **Auto Enroll from Wait List** checkbox must be checked if the wait list process is automatic.

If a class with a wait list has more than one component, a wait list cap must be added to all components of the class.

This example shows a class with both a lecture and tutorial component. Each lecture has a wait list cap of 10; therefore, each tutorial has a wait list cap of 10.

Navigation: Curriculum Management > Schedule of Classes > Update Sections of a Class



Update Sections of a Class

Course ID 162603 Course Offering Nbr 1
Academic Institution University of Calgary
Term Fall 2019 Undergrad
Subject Area ACCT Accounting
Catalog Nbr 217 Introductory Financial Acct

Class Sections — Personalize | Find | View 8 | First 1-10 of 10 Last

Class Status | Class Enrollment Limits

Session	Section	Class Nbr	Component	Enrl Cap	Enrl Tot	Wait Cap	Wait Tot	Min Enrl
Regular	01	72464	Lecture	70	70	10	4	
Regular	02	72465	Lecture	70	51	10		
Regular	03	72466	Lecture	70	70	10	10	
Regular	04	72467	Lecture	70	70	10	9	
Regular	05	72468	Lecture	70	70	10	2	
Regular	T01	72470	Tutorial	70	70	10	4	
Regular	T02	72471	Tutorial	70	51	10		
Regular	T03	72472	Tutorial	70	70	10	10	
Regular	T04	72473	Tutorial	70	70	10	9	
Regular	T05	72474	Tutorial	70	70	10	2	

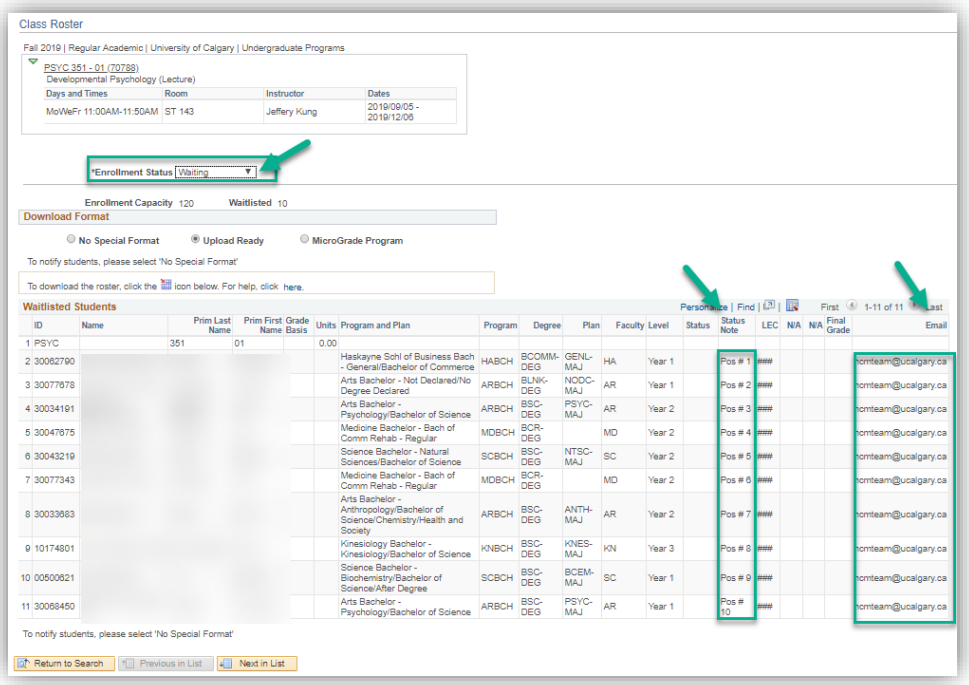
Save | Return to Search | Previous in List | Next in List | Notify

Class Roster

Navigation: Curriculum Management > Class Roster > Class Roster

The Class Roster can be used to confirm the student's position on the wait list and their email address. *For FOIP reasons some information is removed.*

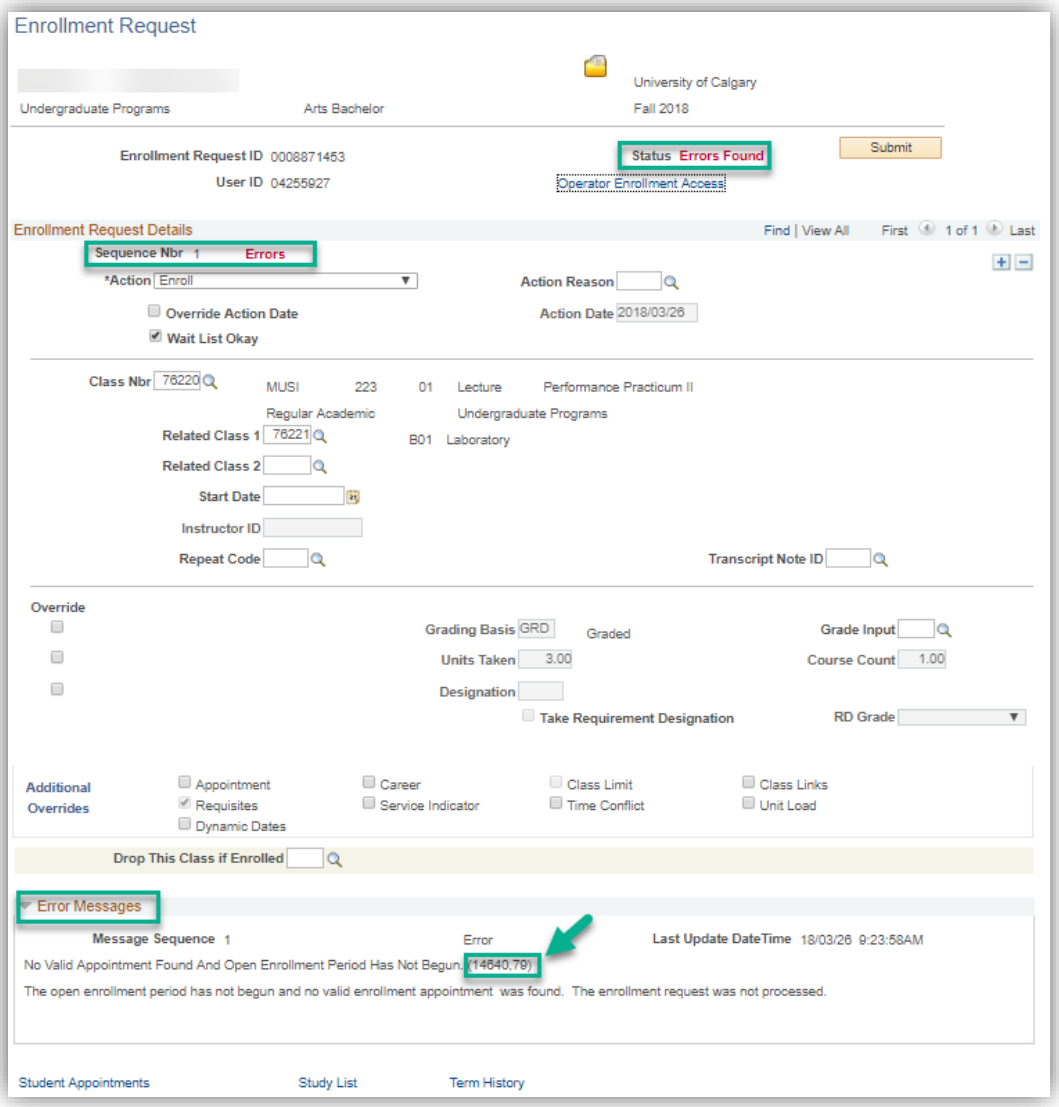
Make sure you change the **Enrollment Status** to "Waiting".



Enrollment Request

Navigation: Records and Enrollment > Enroll Students > Enrollment Request

Viewing the Enrollment Request allows you to look at the details of a message. Since the notification email searches for messages by message number, it might be useful in some cases to record the specific number of the message that is appearing on the waitlist transaction record. The message number would be useful information to include if submitting a request for PeopleSoft Campus Solutions support.

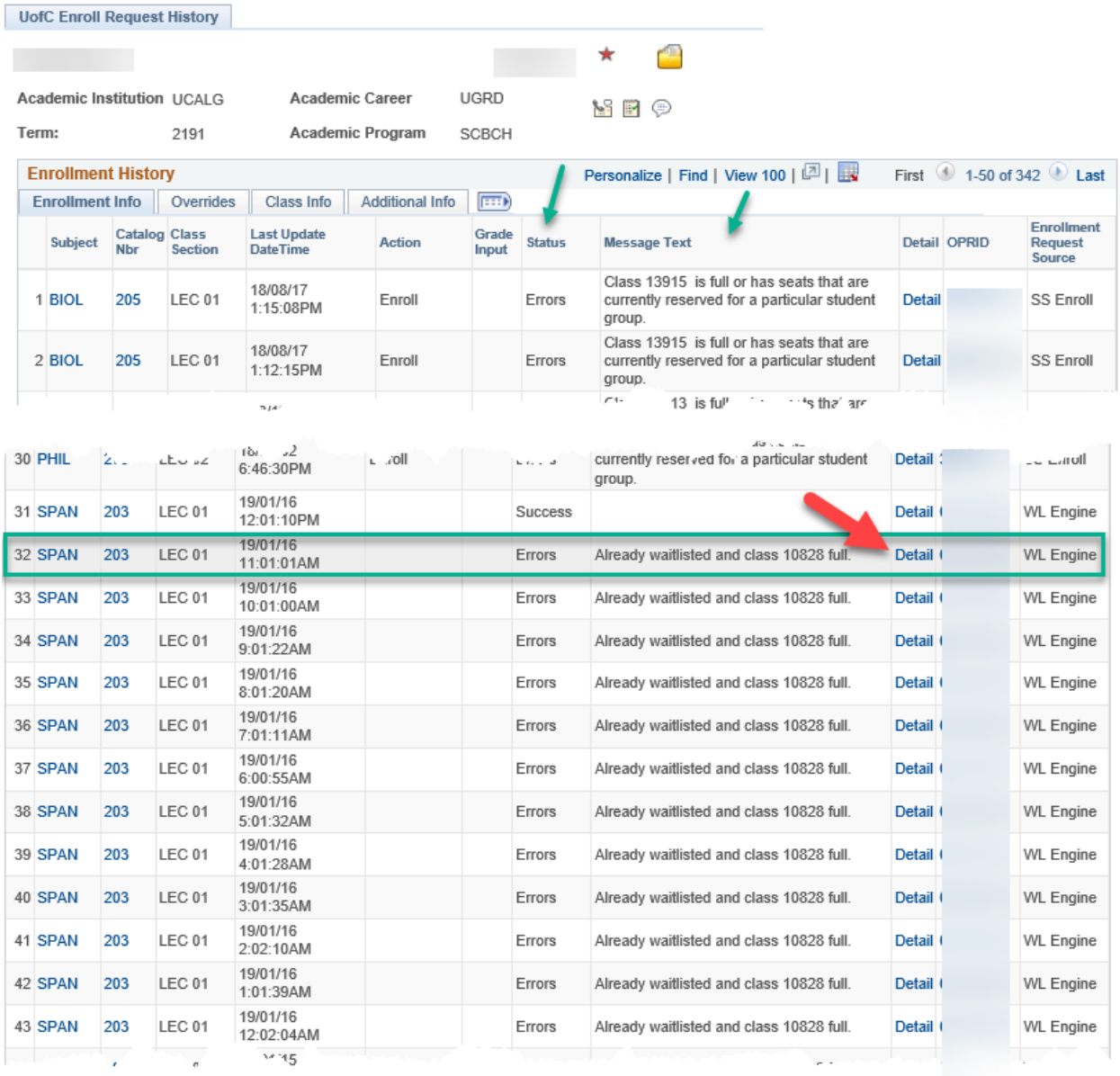


UofC Enroll Request History

Navigation: Records and Enrollment > Enroll Students > U of C Enroll Request History

The UofC Enroll Request History screen is used to check the student's enrollment activity, status and messages relating to enrollment.

In the example below the messages indicate the student remained on the waitlist each time the waitlist process ran and shows unsuccessful because the course continues to be full. For this example line 32 indicates waitlist for SPAN 203.



UofC Enroll Request History

Academic Institution UCALG | Academic Career UGRD
Term: 2191 | Academic Program SCBCH

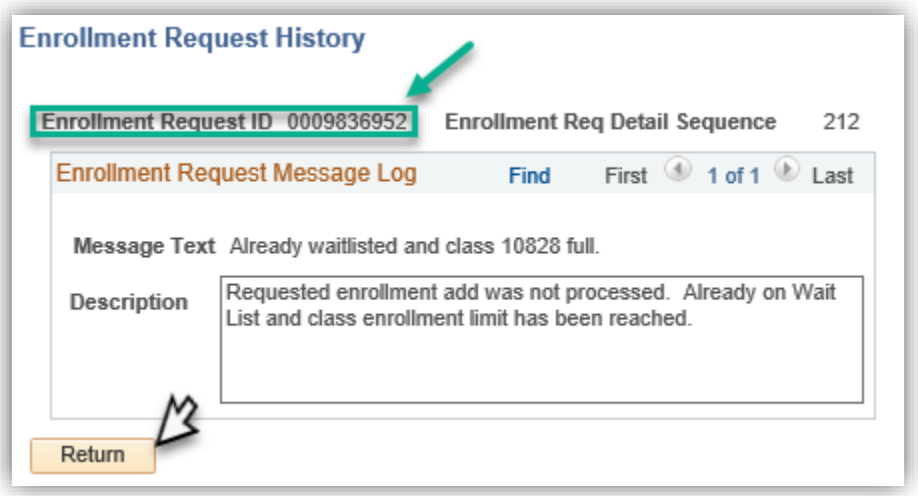
Enrollment History

Personalize | Find | View 100 | First 1-50 of 342 Last

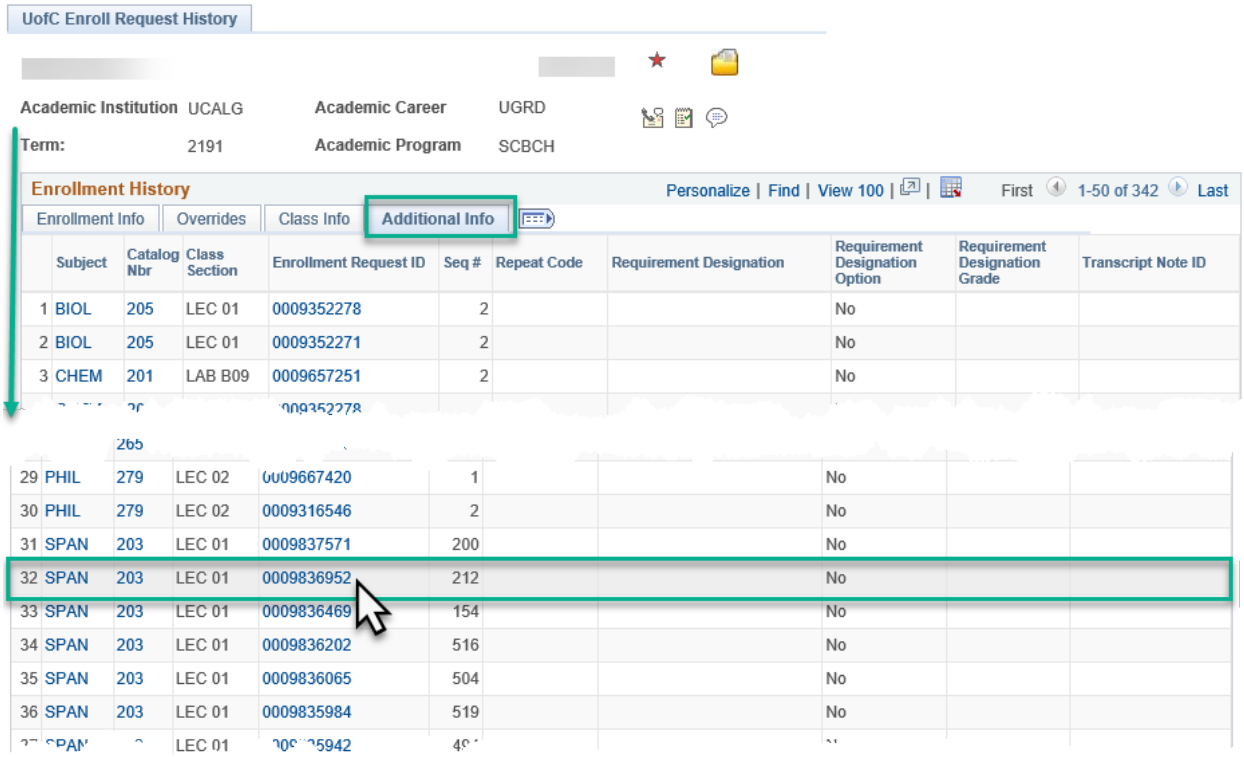
Enrollment Info | Overrides | Class Info | Additional Info

	Subject	Catalog Nbr	Class Section	Last Update DateTime	Action	Grade Input	Status	Message Text	Detail	OPRID	Enrollment Request Source
1	BIOL	205	LEC 01	18/08/17 1:15:08PM	Enroll		Errors	Class 13915 is full or has seats that are currently reserved for a particular student group.	Detail		SS Enroll
2	BIOL	205	LEC 01	18/08/17 1:12:15PM	Enroll		Errors	Class 13915 is full or has seats that are currently reserved for a particular student group.	Detail		SS Enroll
30	PHIL			6:46:30PM				currently reserved for a particular student group.	Detail		
31	SPAN	203	LEC 01	19/01/16 12:01:10PM			Success		Detail		WL Engine
32	SPAN	203	LEC 01	19/01/16 11:01:01AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
33	SPAN	203	LEC 01	19/01/16 10:01:00AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
34	SPAN	203	LEC 01	19/01/16 9:01:22AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
35	SPAN	203	LEC 01	19/01/16 8:01:20AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
36	SPAN	203	LEC 01	19/01/16 7:01:11AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
37	SPAN	203	LEC 01	19/01/16 6:00:55AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
38	SPAN	203	LEC 01	19/01/16 5:01:32AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
39	SPAN	203	LEC 01	19/01/16 4:01:28AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
40	SPAN	203	LEC 01	19/01/16 3:01:35AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
41	SPAN	203	LEC 01	19/01/16 2:02:10AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
42	SPAN	203	LEC 01	19/01/16 1:01:39AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine
43	SPAN	203	LEC 01	19/01/16 12:02:04AM			Errors	Already waitlisted and class 10828 full.	Detail		WL Engine

Clicking on details will display specifics related to the waitlist error and the Enrollment Request ID number (e.g. 0009836952).



Additional Info tab and navigating to, for example, line 32 will allow you to click on the Enrollment Request ID (e.g. 0009836952).

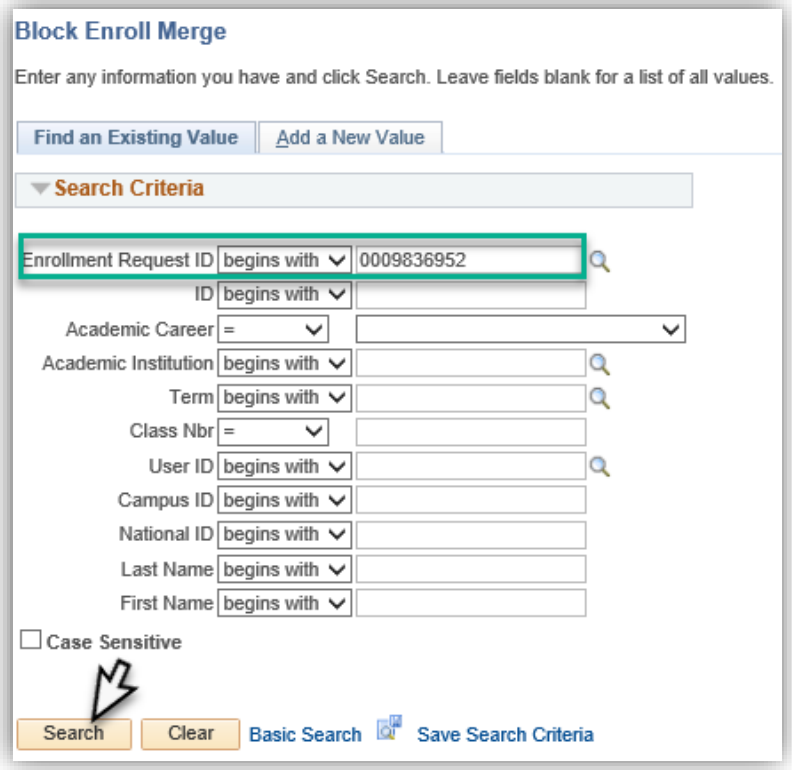


Block Enroll Merge

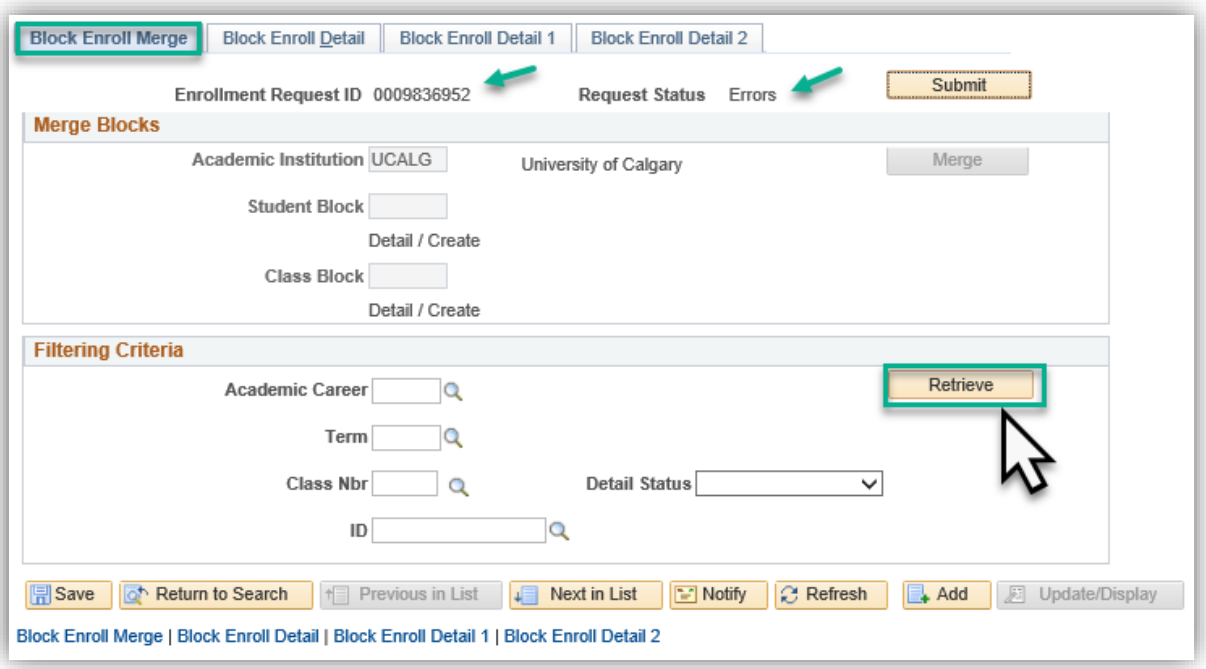
In the following example, the Enrollment Request ID being viewed in Block Enroll Merge.

Navigation: Records and Enrolment > Enroll Students > Block Enrollment > Block Enroll Merge

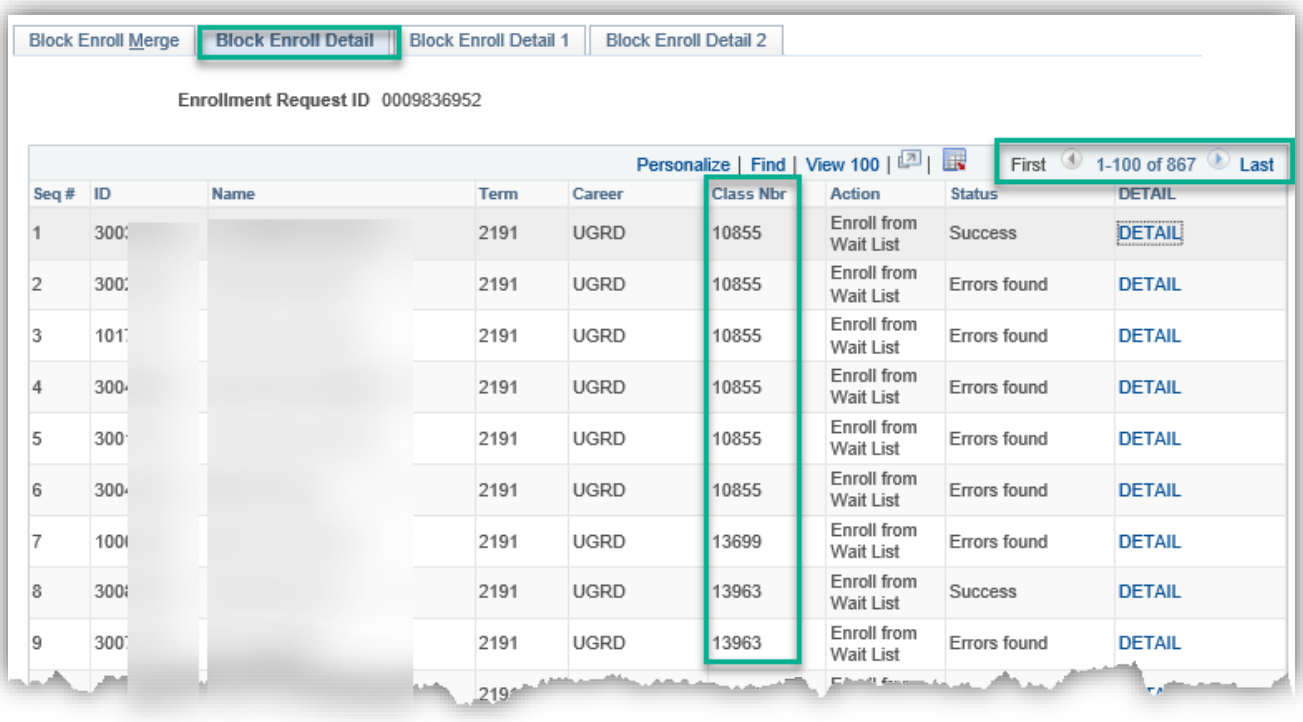
Enter the Enrollment Request ID retrieved from the enrollment request search into the Block Enroll Merge search page:



When the "Search" button is selected, the component will open Block Enroll Merge:



Use the "**Retrieve**" button to populate and open the "**Block Enroll Detail**" page and navigate to the student ID number. Note this page lists the students for the class number and the result. **Tip:** Sort the ID number heading to locate the student ID. *Information removed for FOIP reasons.*

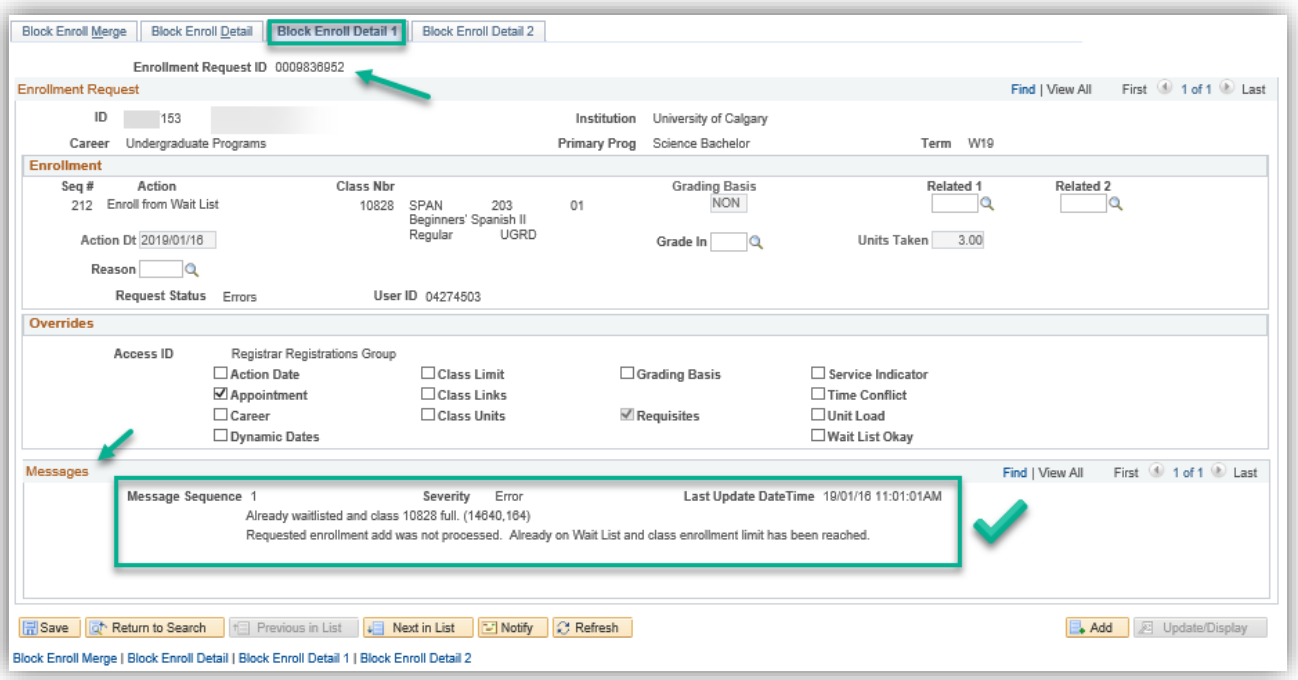


Seq #	ID	Name	Term	Career	Class Nbr	Action	Status	DETAIL
1	300		2191	UGRD	10855	Enroll from Wait List	Success	DETAIL
2	300		2191	UGRD	10855	Enroll from Wait List	Errors found	DETAIL
3	101		2191	UGRD	10855	Enroll from Wait List	Errors found	DETAIL
4	300		2191	UGRD	10855	Enroll from Wait List	Errors found	DETAIL
5	300		2191	UGRD	10855	Enroll from Wait List	Errors found	DETAIL
6	300		2191	UGRD	10855	Enroll from Wait List	Errors found	DETAIL
7	100		2191	UGRD	13699	Enroll from Wait List	Errors found	DETAIL
8	300		2191	UGRD	13963	Enroll from Wait List	Success	DETAIL
9	300		2191	UGRD	13963	Enroll from Wait List	Errors found	DETAIL

490	30056		2191	UGRD	12656	Enroll from Wait List	Errors found	DETAIL
516	30056		2191	UGRD	13571	Enroll from Wait List	Errors found	DETAIL
531	30056		2191	UGRD	11695	Enroll from Wait List	Errors found	DETAIL
59	30056		2191	UGRD	10416	Enroll from Wait List	Errors found	DETAIL
212	7153		2191	UGRD	10828	Enroll from Wait List	Errors found	DETAIL
213	30057		2191	UGRD	10832	Enroll from Wait List	Errors found	DETAIL
354	30058		2191	UGRD	15030	Enroll from Wait List	Errors found	DETAIL
303	30058		2191	UGRD	10170	Enroll from Wait List	Errors found	DETAIL

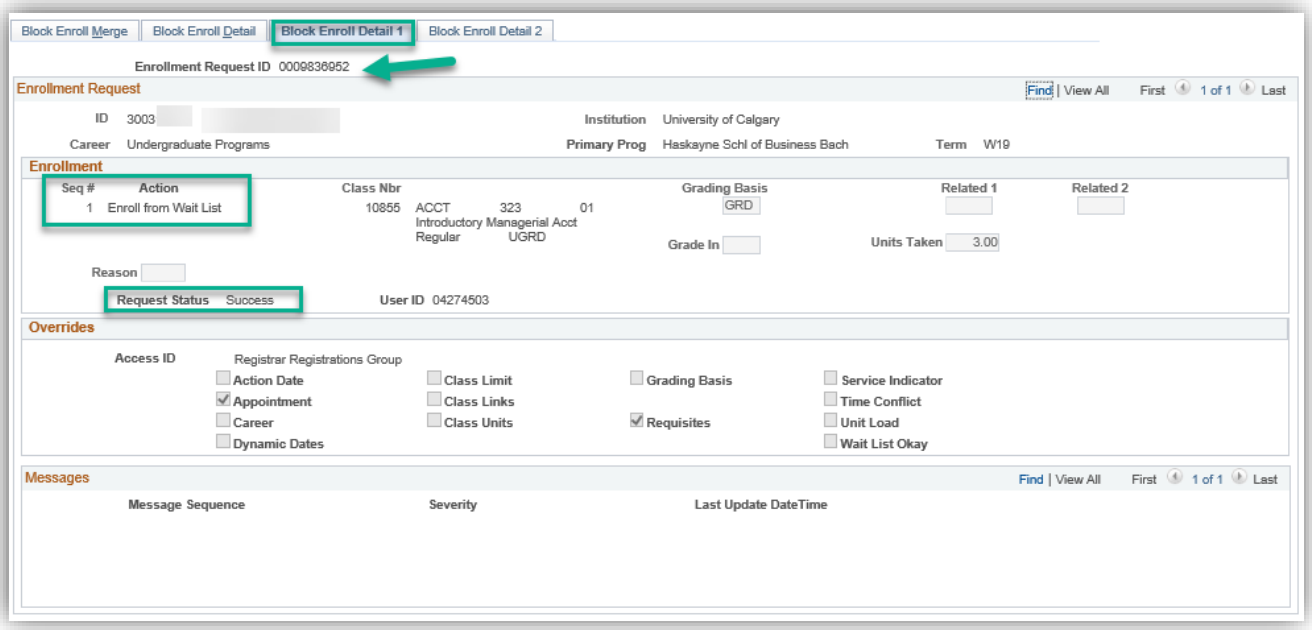
After locating the specific student, click on Detail.

In the case of the class 10828 Spanish 203, there were no spots available for students. The specifics can be viewed using the "DETAIL" link. The associated page has full details about the enrollment.

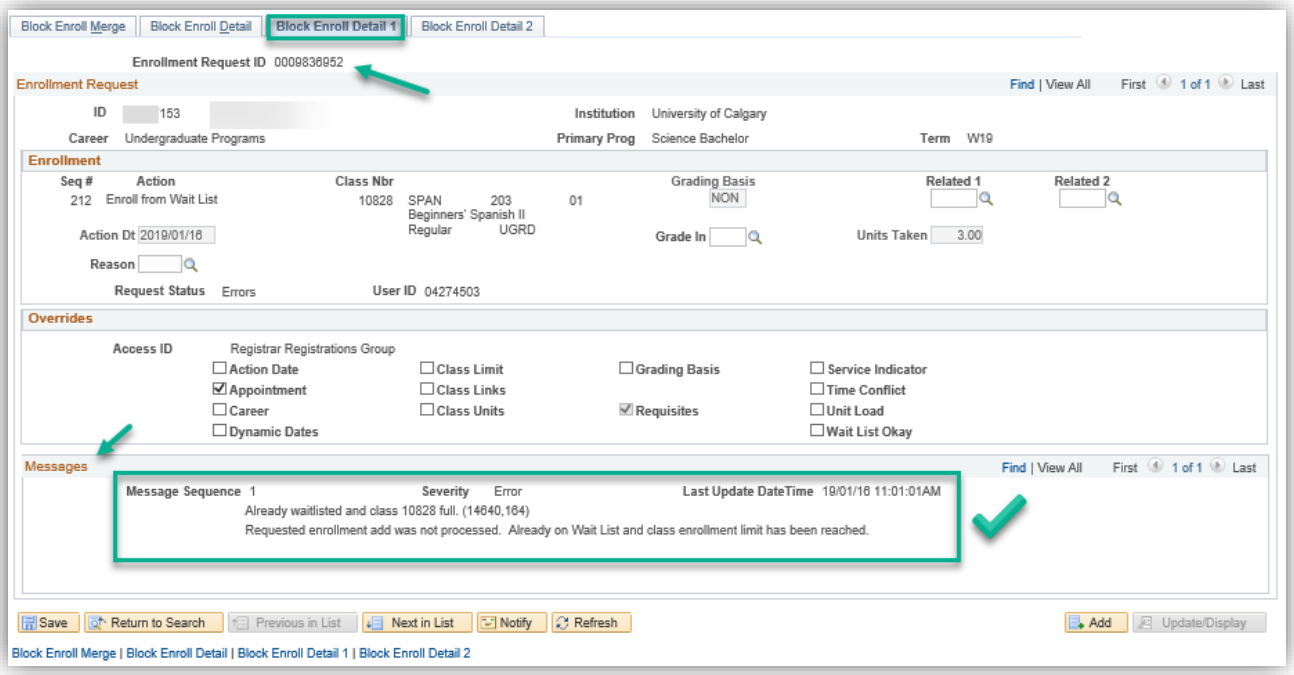


This is not an unexpected message but if a series of errors were occurring and producing a different sort of message, this could be detected by monitoring the results of the nightly processes. Or, if a student reports a problem, it might also be useful to check the nightly results to see if any other students in the same class or any other classes were affected by the same situation.

It is also possible to confirm how spots were filled for a class that did have space available when the process ran. Notice a successful waitlist process for class 10855 ACCT 323. The details for that transaction are:



The first example shows "successful" and the second shows "errors". The two lines that follow are for the next students on the wait list for that class and the details for those transactions are:

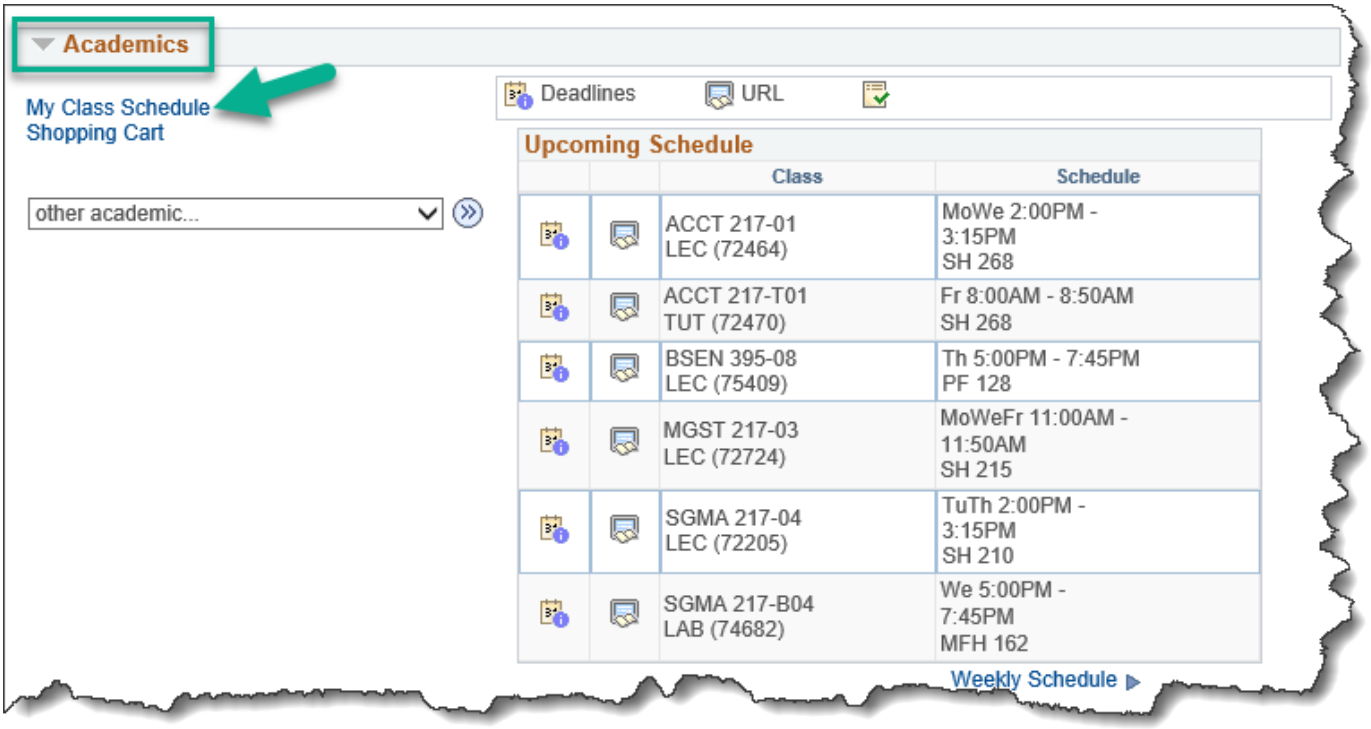


Questions can arise about why a student was "passed over" by the process and an open spot was given to someone further down the wait list. This display of information can be helpful in determining sequence of events and what the error condition was that prevented the student from being moved into the course.

Student Services Center

The Student Services Center screen can also be used to confirm the courses the student is wait listed for and their position in the wait list.

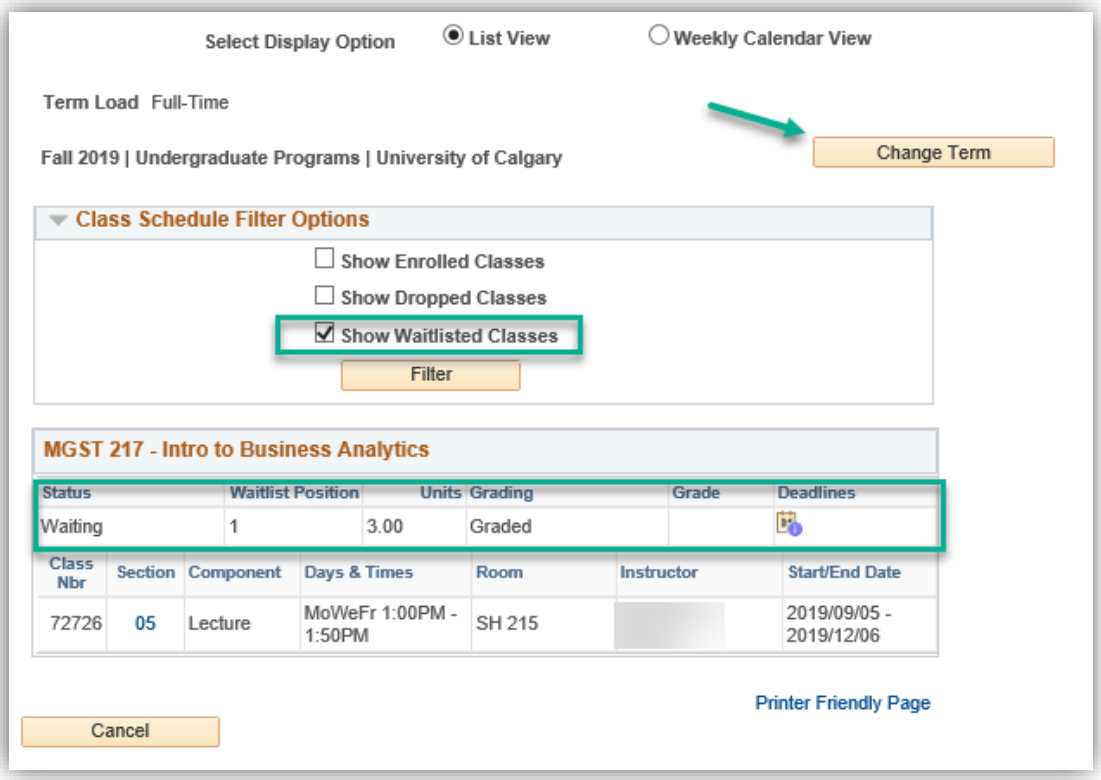
Navigation: Campus Community > Student Services Centre



Click the **My Class Schedule** link to display the student's schedule.

On Select a Term select the applicable **Term** (e.g. Fall 2019) and press **Continue**.

Troubleshooting Wait Lists

SA - Registration

Use the Class Schedule Filter Options and check the **Show Wait listed Classes** checkbox to display classes the student is wait listed for and the students position in the wait list. Be sure to click **Filter** upon making your selection from the filter options.