Waitlist Change
Recommendation
Updated: 3/15/16

The Registrar's Office recommends changing the way the waitlist is run.

History
When a student attempts to register for a course and there are no spots available and the class has a waitlist, the student is given the option to place themselves on the waitlist. As students drop the course and space becomes available, the system (Ellucian Colleague) automatically moves the student into the class (provided there are no conflicts). In situations where there are conflicts a staff member must review each situation and determine if they can fix it. There are situations where a student is moved into a class and they forgot they were on the waitlist. If the student is paying attention to their email or their registration online they will see this. If not, there are situations where a student is registered for a course, they don't realize it, don't attend, but then are assigned a grade (usually a "Y") and are financially responsible for the class.

Proposal
Utilizing the "Permission to Register" functionality in Colleague instead of the "Auto Move" functionality, students will receive an email automatically when a spot opens up in a class they are waitlisted for. The email will provide a link they can click on to register for class. If there are any conflicts in the student's schedule they have the opportunity to resolve the conflict.

Rationale
It puts the power of registering for waitlisted classes with the student. This will allow us to avoid having students registered for courses they don't intend on completing, particularly if they aren't taking any classes at Clackamas Community College. This will lower the number of students we send to collections because of this issue.

It also lessens the amount of manual time a staff member has to spend managing the waitlist, particularly if there are conflicts in the schedule. We send an email to the student if they are moved from the waitlist so they know they are registered for the course. If there are no conflicts it takes an average of 2 hours and 9 minutes to process 100 students and get the communication out. If there are conflicts it takes an average of 2 hours and 42 minutes to process 100 students and get the communication out. On average, a staff member spends approximately one hour each day during the waitlist period doing this manual work.

Best Practice and Research

I surveyed the Registrars at the other community colleges in Oregon. The email went to 17 schools and 6 out of 10 responded that they send emails to students when a spot opens up. This change would allow us to be similar to other schools that students may have attended and avoid any confusion by the student.

Details
  ➢ In 2014-2015 we had 6,771 students on a waitlist.

- ➢ 2,552 of those students were enrolled for the class. A staff member must touch each of these records at minimum to send communication to the student to notify them they have been registered.
- ➢ Another 3,274 students were dropped from the waitlist. An unknown number of these student's records are touched by a staff member when conflicts in the student's schedule arises.
- ➢ New process would look like this:
    - o Student puts themselves on the waitlist
    - o Spot opens up in a class
    - o Student receives email with a 48 hour deadline to respond (we can change the time to any time we choose)
    - o Student adds themselves to class
- ➢ Work with ITS to develop pop-up to let students know when they put themselves on the waitlist that an email will come to them when a spot opens up (work with ITS to determine if this can happen)
- ➢ Complete comprehensive communication plan to notify students, staff, and faculty of change.