



AUTOMATED COURSE WAIT LISTING: TESTING THE WATERS

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CANADA ALLIANCE 5-7 NOVEMBER 2017

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RYERSON UNIVERSITY

At the intersection of mind
and action.

CANADA ALLIANCE 5-7 NOVEMBER 2017

ABOUT US

- 1 urban campus, located in the heart of downtown Toronto
- 3 Academic Careers (undergraduate, graduate, and continuing education)
- 62 Bachelor's programs
- 55 PhD and Master's programs
- Canada's largest Continuing Education program
- Home of the DMZ, ranked the top university incubator in North America
- 43,000 students per term

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AGENDA

- Why Wait List?
- Setting the Framework
- Defining Pilot Scope
- Planning, Design & Implementation
- Survey/Feedback
- Lessons Learned
- Where We Are Today

WHY WAIT LIST?

- Response to student demand
- Improve the student experience
- Save time
- Allow students to take control of their schedule and academic future

SETTING THE FRAMEWORK

April 2014

- Registrar's Office units collaborated to review potential Wait List functionality and implementation
- Evaluated delivered system wait list functionality to determine 'gaps'
- Identified any customized supporting processes to be developed
- University Registrar consulted with Faculties for 'buy in'
- Decision to 'test the waters' with a pilot project for Fall 2014 and Winter 2015

DEFINING PILOT SCOPE:

RYERSON BUSINESS DECISIONS

- A **limited** number of undergraduate courses would have Wait Lists available for the pilot
- All sections (classes) of the chosen courses would have Wait Lists and all would have the same wait list capacity
- The selected courses would come from different faculties and be chosen by the individual faculties
- No manual intervention by academic departments

PLANNING:

USING DELIVERED PS FUNCTIONALITY

- Students place themselves on Wait List for a space in a full class
- Functionality allows control over Wait List start and end dates
- System performs prerequisite checks prior to assigning student a unique Wait List position number
- Students can monitor Wait List position online
- When the process runs and space has become available in a class, students move from Wait List to 'Enrolled' via delivered 'Auto Enrol from Wait List' process

DESIGN

- Establish number of Wait List spots per class
- Establish maximum number of Wait Listed classes per student
- Establish Wait List end date
- Develop a custom student communication process to automatically send Wait List notifications to students.
- Courses would be flagged in Course Catalog with a new course attribute
- Develop a custom process to update course attribute on all class sections of flagged courses for the specified term.

COMMUNICATIONS PLAN

Website Development

- General information & Step-by-Step instructions for students

FAQs

- Solicited input from other schools with Wait List functionality to help us determine potential questions/inquiries

Project launch communications

- Messaging to students, faculty and staff
- Email from University Registrar to all undergraduate students before term start
- Email to community to announce Wait List pilot launch

WEBSITE DEVELOPMENT

Wait List Website

Wait Lists

The Wait List is an enrolment function that can assist you in managing your time more effectively by monitoring and coordinating the enrolment into a full class.

Each wait list has 20 spaces and you can be on the wait list for up to 2 classes per term.

Why use the Wait List functionality?

The wait list functionality allows you to place yourself in line for a space in a full class. When you are in position 1 and a space becomes available, the Wait List functionality will attempt to enrol you. Notification of this enrolment transaction will be sent to your Ryerson email account.

The wait list functionality has many benefits:

- Get in line and save time!
- Take control of your academic future!
- Track your position!
- Stay informed!

Job Aid for Students



When you have finished enrolling, you will see a message that says you have been placed on the wait list and provides your wait list position number.

Class	Message	Status
FIN 512	Message: Class 5968 is full. You have been placed on the wait list in position number 2.	✓
	Message: Class 5969 is full. You are unable to add this class.	✗

Frequently Asked Questions

What is the Wait List?
The Wait List is an enrolment function that can assist you in managing your time more effectively by monitoring and coordinating the enrolment into a full class.

Who can use the Wait List functionality?
All Undergraduate Program Students who are enrolling for a class that has an available wait list.

When does the Wait List open and close for the term?
The Wait List opens at the beginning of the Undergraduate Enrolment Period and closes on the last day to add to Wait Lists. The last day to add Wait Lists can be found in the [Significant Dates](#) in the current Academic Calendar.

How do I use the Wait List functionality?
Please see the Wait List step by step instructions under the "How?" tab.

How many classes can I be on the wait list for?
You can be on the Wait List for a maximum of two classes per term.

How many spaces does each wait list contain?
Each Wait List has 20 spaces.

How can I view my position on the Wait List?
You can view your Wait Listed class Center in [RAMSS](#). Ensure that you are in position 1.

Will I receive a notification of my Wait List position?
Yes. When you are in position 1 and a space becomes available, the Wait List functionality will attempt to enrol you. Notification of this enrolment transaction will be sent to your Ryerson email account.

What happens if I drop a wait list section?
If you drop a class that you are on the wait list for, the class will be removed from your class schedule and you will lose your position on the wait list.

Will RAMSS let me join the wait list for a class that I am not eligible for?
You are responsible for ensuring that you are eligible for any course that you are on the wait list for and that there will not be any conflicts with the rest of your class schedule. You will not be able to add a wait list class to your schedule in RAMSS if you do not have the prerequisites or meet other eligibility requirements.

Can I reserve a spot on a wait list using the swap a class function?
Reserving a spot on a wait list using the swap a class function is not recommended.

Why haven't I been enrolled from the wait list when RAMSS shows that spaces are available in the class?
You might see spaces become available in the class if you look on RAMSS. Those spaces will be filled in sequence from the wait list.

As the process to enrol students from the wait list is run at specific times of day the available spaces may not be filled immediately.

IMPLEMENTATION

Pilot Launch Date - August 2014



PILOT:

THE NUMBERS



	Term	Courses	Sections	Total Wait List Requests	Students Enrolled from Wait List	Errors Preventing Enrolment from Wait List
PILOT	Fall 2014	11	39	1,180	476	330
	Winter 2015	11	46	1,178	424	262

SURVEY/FEEDBACK

- Surveyed students & department administrators
- Student feedback
 - *'Should have it available for ALL courses'*
 - *'Awesome feature!'*
 - *'Some bugs but overall a great feature'*
- Staff feedback
 - *'Great feature! Would be great if the Department would be given access to bypass Wait List processes to be able to manually accommodate students in special situations'*
 - *'Make the Wait List checkbox more visible – otherwise, great Pilot!'*

LESSONS LEARNED FROM THE PILOT

- Processes should run more frequently
 - Initial protocols: 2-3x per day – not sufficient
- Wait List ‘cloggers’
 - Had to develop additional customized functionality to address this issue

CURRENT STATE: BEYOND THE PILOT

Enhancements in order to move to 'Steady State'

- Scaling to accommodate growth of courses with Wait List
- Resolution for “cloggers”
 - Customized process no longer required
- Refined Student Communications for clarity
- Further Communication to Departments

CURRENT STATE

- Currently running process 5x per day
- Processes (including 3C communications) are set up as recurrences
- Alerts sent out when Communication Generation is not successful
- Defined when functionality opens and closes
- Communications sent out once per day (evening)
- Continue work with departments to improve Wait List numbers

CURRENT STATE:

THE NUMBERS

Where we began...

and where we are today!



	Term	Courses	Sections	Total Wait List Requests	Students Enrolled from Wait List	Errors Preventing Enrolment from Wait List
PILOT	Fall 2014	11	39	1,180	476	330
	Winter 2015	11	46	1,178	424	262
TODAY	Fall 2017	304	917	15,877	5,623	2,277

QUESTIONS

