

# AUTOMATED COURSE WAIT LISTING: TESTING THE WATERS

SESSSION 5049 NOVEMBER 7, 2017

CANADA ALLIANCE 5-7 NOVEMBER 2017

## **PRESENTERS**

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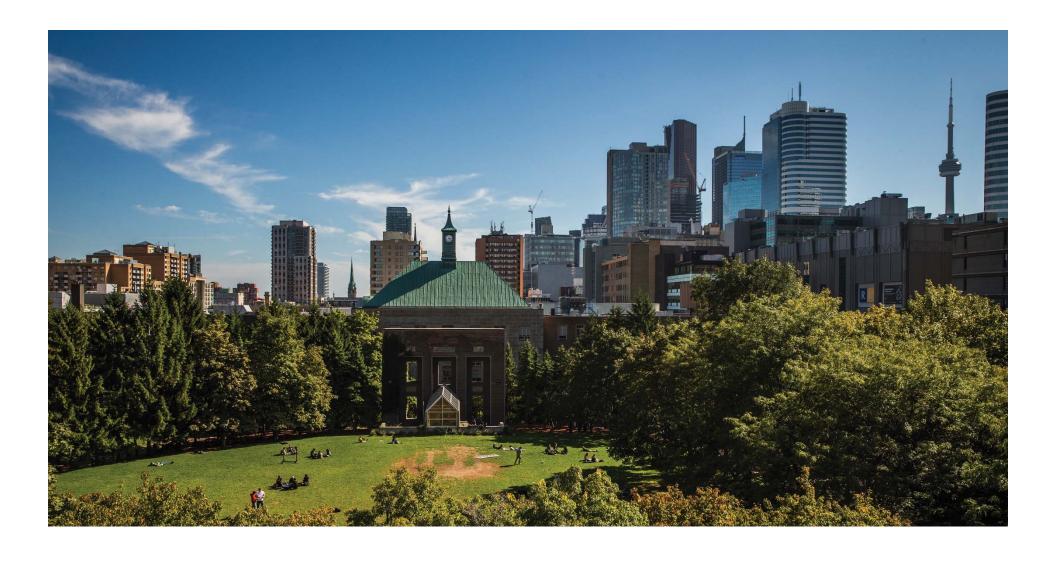
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# RYERSON UNIVERSITY

At the intersection of mind and action.

## **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

# RYERSON UNIVERSITY

At the intersection of mind and action.

## **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**

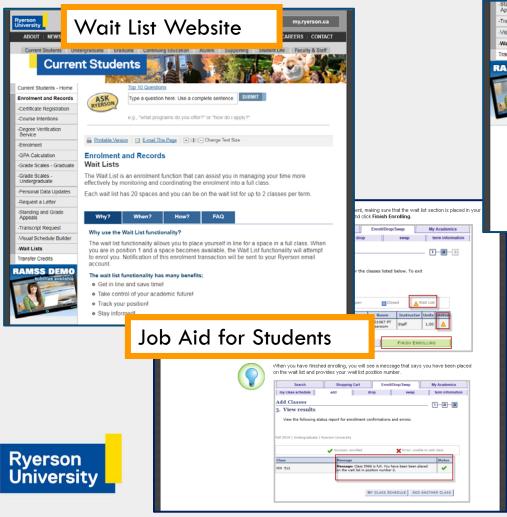
 Solicited input from other schools with Wait List functionality to help us determine potential questions/inquiries

#### **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





CANADA ALLIANCE 5-7 NOVEMBER 2017

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**



