Lansing Community College

Waitlist General Guidelines

Wait List is a feature which allows students to add themselves to a waitlist on a class that has met its maximum enrollment limit.

These guidelines are meant for Academic Advisors, Faculty and Staff who will be assisting students on the Registration process of Waitlisting.

This handout will go over how Waitlisting is set up in the Banner system, the Waitlisting Registration Process and FAQs.

General Guidelines for Waitlisting

- Is based on a first-come, first-serve basis
- The student in the first position will be notified via LCC student email once a seat becomes available.
- **Does not guarantee** a seat in the class
- Holds a place in line should a seat become available
- Does not mean the student is registered in the class
- Provides registration error checking before adding to the Wait List
- Students are allowed to wait list a class with a time conflict, however time conflicts have to be resolved before the student **registers** for the waitlisted class
- Automatic LCC student email notification when a seat becomes available
- Student has a 24 hour time limit after email notification sent to register for course
  - Does not automatically enroll the student in the course
  - During this 24 hour time period, no other student will be able to register for the available seat
- If student does not register by their deadline date and time, they will be removed from the Wait List and the available seat will be given to the next student on the Wait List. If there are no other students on the Wait List the seat becomes available for any student to enroll.

How Does Wait Listing Impact “Add a Seat” Overrides?

For sections that utilize the Waitlisting option, no “Add a Seat” permit override codes should be used on SFASRPO. If the maximum seat limit is increased after the section has students on the waitlist, the students on the waitlist will be notified that seats are now available and they can register before non waitlisted students can enroll.

The rules and regulations for registration restrictions such as prerequisite, co-requisite, major and level restrictions still require permit overrides, if needed.
BASICS ON HOW WAITLISTING WORKS

Student attempts to enroll in a closed class that has the Wait List option

1. Student receives the “Section is full, If the Action field appears to the right, you may add your name to the waitlist and Submit Changes” message
2. The student has the option to elect to Wait List into the closed section
   a. If student elects to Wait List, this does not mean they are registered
3. A registered student drops the class, making a seat available for a waitlisted student
4. The first student on the Wait List is notified via LCC Student email
   a. The student has 24 hours from the time the email notification is sent to complete their registration
5. If student decides not to register or the time expires, the next student on the Wait List is notified and the process starts over

WHERE WAITLISTING IS SET UP IN BANNER

SSASECT is used to set up the course section with the Wait List Option.

SSASECT displays the seat limit for the course and if the course has been set up with the Wait List option, it also shows the Wait List enrollment limit.

To view the Wait List information on SSASECT
1. Click on the Section Enrollment Information tab

NOTE: Not all sections will have the Wait listing option.

INSTRUCTIONS - WAITLISTING REGISTRATION PROCESS

Wait listing is available until the class begins.

1. THE WAIT LIST and REGISTRATION PROCESS

Student logs into Banner Self Service
1. Student clicks on “Look up Class” and views course
2. If class is full and has an available wait list, the Select field will have a “C” for closed and the field appearing under the “WL Rem” column will be greater than zero.
3. Student clicks on the Register button and moves to the Add/Drop screen where they enter the CRN for the course they would like to Wait List.
4. Click the Submit Changes button

NOTE: Students can begin with the Add/Drop screen if they know the CRNs for the courses they wish to register/Wait List into.

2. STUDENT IS GIVEN AN OPTION TO BE ADDED TO WAIT LIST

When a student attempts to register into a section that has a Wait List, the student can add themselves to the Wait List if they meet the course criteria.

The Action drop-down arrow will give them two options:

1. Wait List. Select Wait List to add themselves to the Wait List, or

2. None. None is the default status if the student does not want to add themselves to the Wait List

WHAT MESSAGES WILL A STUDENT RECEIVE

Section is full. If the Action field appears to the right, you may add your name to the waitlist and Submit Changes.

Seat reserved for student on the wait list. If the Action field appears to the right, you may add your name to the waitlist and Submit Changes.

Section is full – Wait list is full. Please use the Class Search (below) to locate available sections.

REMINDER: Not all sections have the option of Wait listing.
3. TO WAIT LIST THE CLASS

When the student receives a closed section error message and it indicates that wait listing is available, he/she will have the option to Wait List the class. The following action will add the student to the Wait List if they meet all the criteria(s) for the class.

1. Click on the Action drop-down arrow
2. Select Wait List
3. Then, click on Submit Changes

When the student selects Wait List, this does NOT mean they are registered into the course, only that he/she have added themselves to the Wait List.

4. COURSE WAS WAITLISTED

Once the class has been added to the Wait List, the Student’s Current Schedule will have a status of “Wait List on mmddyyyy,” which displays the date the student was added to the Wait List. At this time, the student IS NOT registered into the course, they are only on the Wait List for the course.

EMAIL NOTIFICATION

When a seat becomes available, the first student on the Wait List will immediately receive an email at his/her LCC Student email address stating a seat is available for registration and the Wait List guidelines.

The student will have exactly 24 hours from the time the email was sent to follow-up and register into the section. If the student takes no action to register into course after 24 hours, the student will be
removed from the Wait List. The next student on the list will receive an email and the 24 hour process will begin again.

The open seat will be reserved for that student; no other student may log in and register for that seat during that 24 hour time period. If a student attempts to register during this 24 hour time period they will receive the message of “Seat reserved for student on the waitlist. If the Action field appears to the right you may add your name to the wait list and Submit Changes.”

5. ADDING THE WAITLISTED SECTION TO YOUR SCHEDULE

Once the student is notified via their LCC Student Email that a seat is available, he/she will have the option to register into the section.

To Register in the Waitlisted course

1. Click on the Add or Drop Classes link
2. In the Action Field click on the down arrow and select “Web Registered” or “Re-enroll in CRN”
3. Click on Submit Changes

6. TO DROP THE SECTION FROM THE WAIT LIST

If the student decides they do not want to register for the class in which they have Waitlisted, it is good practice for the student to drop the waitlisted course. This will allow another student to Wait List

To Drop the Waitlisted course

1. Click on the Add or Drop Classes link
2. Select Web Drop
3. Click Submit Changes

The student is removed from the Wait List and the next student on the Wait List will move up.
7. VERIFY REGISTRATION

After Registration is complete, verify the class has been added by reviewing the Student Class Schedule in Banner.

Registration Restriction Notifications

Registration rules such as holds, prerequisites, co-requisites, will apply to the Wait List process. If a student does not meet the criteria and/or has any registration restrictions, they will not be able to add the Waitlisted section.

Note: Time conflicts will not stop a student from wait listing but will prevent a student from registering in the course until the time conflict is resolved.

Example of Registration Restrictions:

- Prerequisite – the student has to complete some courses and/or test prior to enrolling in the section
- Co-requisite – the student must take one or more sections together during the same term.
- Major – the section is limited to students with a specific major.
- Student Level – section is not available to lifelong learning students. This student must complete the admissions application.
- Maximum Credit Hours exceeded - Unlike the Wait List Registration Rule Restrictions, the student is given the opportunity to add a class to the Wait List even if it goes over their Maximum Credit Hours allowed. It will, however, restrict the student from completing the actual registration process. The student would need to drop a currently enrolled course from their schedule before adding the waitlisted course.

FAQS

Are students added into waitlisted courses automatically?

No. The Wait List process is done manually. The student will receive an email notification once a seat becomes open and will have the option to register into the course. If the student does not complete the registration process within 24 hours of when the email was sent, they will be removed from the Wait List and the next student on the list will receive an email.

When does Waitlisting open?

If a class has been set up with the Wait List option, the student will have an opportunity to select the closed class as a Wait List during their registration process.

At what point does Waitlisting end?

Waitlisting is available until the class begins.
Is the student guaranteed a seat if they get on a Wait List?

No. Wait listing DOES NOT guarantee a seat in the class. The student should check their positions regularly on the Wait List. If they are not moving up on the Wait List, they should find an alternative course to schedule.

Can a department still permit (override) a student into a waitlisted class?

The department should refer the student to Banner and have the student add themselves to the Wait List.

How are students notified when a seat is available on a waitlisted class?

The student will automatically receive an email notifying them the class has a seat available, the student will then have 24 hours from the time the sent to register into the class. If the student does not register into the class by the deadline, they will be removed from the Wait List and the next student on the list will be notified of the available seat. This is the only notification the student will receive.

How long does the student have to enroll in the waitlisted class after they are notified via email?

Once the email notification has been sent, they have 24 hours to complete the registration process. After that time, they will be removed from the Wait List and an email notification will be sent to the next student on the Wait List.

Which email address will the student receive the notification?

The Wait List notification will be sent to the student LCC email address.

What will a Registration Hold do?

Registration Holds will restrict both processes of attempting to add the Waitlisted class and the Registration process.

How can a student drop a Waitlisted course?

Students can remove themselves from a Wait List by logging into Banner. Click on Student>Registration>Registration Tasks>Add or Drop Classes. The courses that are waitlisted will be noted, the student then removes themselves from the waitlisted course by selecting the Drop option in the Action field drop down box. The student WILL NOT be on the Wait List and WILL NOT receive an email notification once the class has a seat available.

What happens if the student drops a course that was on the Wait List?

If a student drops a class which has an active Wait List, they cannot re-enroll into the class; they must add themselves on the Wait List or enroll in a different class. (If the student drops the Waitlisted course during the 24 hour window, the student can still add themselves back into the class.)
Can a student get on more than one Wait List?

Yes. Students can add themselves to multiple classes including two or more sections of the same class. If the student gets enrolled into one of the sections of the class, it is a good practice to drop the Wait List from the other sections they do not intend to enroll in.

Is a student left on the Wait List if they don’t register within the 24 hours?

No. Once a class becomes available and the student email has been sent, they have exactly 24 hours to enroll into the course, after the 24 hours, they are dropped off the Wait List.

Can a student still Wait List if the Wait List Maximum has been met?

No. The student will need to wait until the Wait List Maximum Enrollment has an opening. The Wait List Maximum Enrollment field is located on SSASECT. Note: The system does, however, allow a student to add themselves to the Wait List if they receive the “Open – Reserved for Wait List” message. This message means there is a student on the Wait List that was notified and is in the 24 time limit to register into the course.

How does the student enroll in the class after they have been notified?

1. Click on Student>Registration>Registration Tasks>Add and Drop Classes
2. In the Add or Drop link, there will be a drop-down arrow next to the class that is on the Wait List.
3. To add the class: The student will select Web Register to enroll in the class.
4. The student logs into Banner
5. To drop the Wait List: the student would select Drop
6. Click on Submit Changes

Is there an audit of Wait listing?

Yes. SFASTCA will display an audit of the Wait List activity.

Can the maximum enrollment on a section be increased?

Yes. But it is discouraged. If a seat is added on a course even though it has been waitlisted, the student(s) in position # 1on the Wait List will be notified of an available seat.

Are waitlisted courses counted toward the student’s credit hours?

No. Waitlisted courses do not count into the student credit hours UNTIL the student actually registers into the course.

Do registration restrictions prevent being added to the Wait List?

Yes. Registration Holds, Prerequisites, Co-Requisites, and Major and Level Restrictions continue to work and prevent registration and wait listing. If a student attempts to register into class that has any of these
errors, they will be notified they do not meet the requirement and WILL NOT be allowed to be added to the Wait List. The inability to be added to a Wait List or to move from the Wait List into the class may be due to one or more registration restrictions.

a) prerequisite  
b) co-requisite  
c) time conflict (student can Wait List with a time conflict but can’t register with an unresolved time conflict)  
d) major  
e) student level  
f) department approval  
g) maximum credits allowed have been exceeded (student can Wait List but cannot register over the maximum credits allowed.

What do Wait List Maximum, Actual, and Remaining mean?

Wait List Maximum displays how many students are allowed on the Wait List  
Wait List Actual displays how many students are on the Wait List  
Wait List Remaining displays how many students can still add the Wait List

What do the Registration Action messages mean?

Once a student has added a Waitlisted class to their schedule, the class is displayed under the Current Schedule as a Waitlisted class (not registered class). The student will then have options in what they do with their waitlisted class. These options will be on the Action drop-down arrow.

Wait List = this action will add the student on the Wait List  
None = this action will cancel the attempted registration  
Web Registered = Once the class has a seat available and is notified via email, the student would have the option to register into the class  
Drop = this action would drop the student from the Wait List

What do the Wait List Statuses mean?

Registered = student was registered into the class  
Pending = student was notified and has the 24 hour time limit to enroll in the class  
Dropped= student did not register within the 24 hour time limit and was removed from the Wait List  
Wait List on mmddyyyy = Indicates the date the student was placed on the Wait List  
Registered on mmddyyyy = Indicates the date the student registered into the course

What happens if the student is at their Maximum Credit Hours limit?

Unlike registration restrictions, maximum credit hours will not limit the student from adding a Wait List course to their schedule; they will not however, be able to register into the class once there is an opening. The Waitlisted course does not count any hours into the Credit hours until the course is actually registered.
How do Co-Requisites work?

As with the normal registration process, the student will need to add both the Lecture and Discussion/Lab as a Wait List.

Why does Wait List Remaining have a -1, -2, -3, etc.?

When a class is set up with the Wait List Option and has reached its maximum Wait List enrollment and, as normal, a seat becomes available the student first in line receives the email notification. During this 24 hour time limit, if another student attempts to register into the course, they will receive a message of “Seat reserved for student on the waitlist. If the Action field appears to the right, you may add your name to the waitlist and Submit Changes.”, which means the class has a seat available but is reserved for Wait List.

The Wait List Status still shows PENDING but the Notification Expiration date is expired, can the student still register into the course?

No. As of the Notification Expiration date and time, the student can no longer register into the course. A systems job will be run automatically that will change the PENDING to DROPPED, at that time then the next student in line will be notified of the open seat. This job will run approximately every 15 minutes.

What happens if a student misses the 24 hour timeline and still wants the class?

The student can add themselves back on the Wait List but will at the end of the Wait List line.

What happens to the Wait List if a student is dropped for NON-PAYMENT?

If a student does not make a tuition payment by the scheduled due date, all classes including any classes on the Wait List will be removed.

Does the student pay tuition for a Waitlisted course?

Fees will be assessed AFTER the student officially registers into the class. Once Fees are assessed, it is the student’s responsibility to pay by the tuition due date.

What happens if the student is placed on Academic Recess?

If a student is scholastically dropped, all classes including any classes on the Wait List will be removed.

Why aren’t all departments using Waitlisting?

Each academic department will evaluate whether they want to utilize Wait listing. Within a department, it may be determined to use Wait listing on only a few of their classes or not use Waitlisting at all.