

## Waitlist Workgroup Proposal Spring 2024

### 1. Recommendations to apply now (Pre-Banner implementation):

- Don't charge students tuition and fees until registered for the class instead of when on waitlist (current practice charges when on waitlist)
- Stop auto-rolling waitlist into class (inflates class cap) after official start date (opt in instead of opt out)

### 2. Recommendations to apply when Banner implemented:

- Maximum number of waitlists a student may be on at the same time: 10
- Maximum number of sections of same class a student may be on for same course: 3
- Do not automatically remove students from other waitlists for sections of same course if they opt to register in one when allowed. Notification should include reminder to students to take themselves off other waitlists if no longer interested.
- Prevent students from waitlisting when prerequisites lack (FAQ provides info)
- Allow students to waitlist if currently enrolled in prerequisite class at SRJC (current practice, included here to clarify bullet above).
- Waitlists should be large whenever possible: this allows for data analysis of true demand that can assist with schedule planning and Program Review.
- If texting becomes an option for notifying students that they can enroll in the class, we recommend texting in addition to email notification.
- Waitlists should close (become inactive) at 11:55 the night prior to the first official class date (online and in-person).
- Standard implementation practice is to allow student 24 hours from point of notification to enroll in a class before their turn is up and they lose their place on the waitlist, we recommend keeping this set at 24 hours.

### 3. Confer with EPCC:

- Keep waitlist practices as Board Procedure (current situation) or post elsewhere on college website (CCLC recommended practice)?

### Other Information Regarding Banner Functionality:

- Will students be prompted with question asking if they want to get on a waitlist, if they attempt to register but the class is full? → *Yes, if class is full the waitlist option will be available in the class schedule during registration*
- For the 24 hours after notification piece, what happens if student notified at awkward time Saturday and can't reach anyone. What are colleges doing? → *The recommended wait after notification is 24 hours and Imperial Valley noted no significant problems with this, students are watching carefully their position on waitlists.*
- Can Banner be set up to include a note about clearing up Prereq challenges when student is notified that their turn to register has come? If so, have it include BOTH clearing prereq challenges AND holds. → *Banner can be set to notify student they cannot waitlist because they are lacking the prerequisite and notification can point them to how to resolve this*
- Do we have local control over "opt out" features e.g. charging BearCubs fee to student upon registration unless they opt out? → *This piece has nothing to do with the waitlist function and will only affect students when registering same as now.*

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- When student registers for a class but wants to stay on WL for other sections of same class, are they prompted with a Q asking if they want to remain on those other WLs? → *No they are not. SRJC will need to decide whether to automatically clean them all out or to not clean them out at all.*