# HOW TO MANAGE WAITLISTS

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INTRODUCTION AND PURPOSE

The purpose is to provide Academic Departments with information on how to view and manage waitlist enrollment.

RELATED POLICIES, REGULATIONS, GUIDING PRINCIPLES, AND COMMON PRACTICES

The waitlist process in Banner functions on a first-come, first serve basis. Students’ priority on the waitlist is based on when the student waitlists for the section; seats are offered to students in the order they are listed. An action is required on the student’s behalf to enroll in the course after receiving a notification.

Departments are responsible for managing the enrollments of their courses to ensure that a seat is available in all required activities when a student is offered a seat. The waitlist will be on the smallest section of the linked courses only, such as the discussion section in a lecture/discussion pair.

Departments should be aware that the changing of course maximums has an immediate effect on the waitlist. Increasing the maximum sends the notifications and decreasing the maximum will require more seats to become available before a student on the waitlist can be notified. Multiple waitlist notifications can be sent at the same time; if 4 seats become available and there are at least 4 students on the waitlist, then 4 email notifications are sent. There are three actions that can cause a notification email to be sent to a student on a waitlist:

1. Department staff increase the maximum enrollment on a course.
2. An enrolled student drops the course.
3. The Batch Waitlist Notification automated process finds a notification that has expired with no action or a student who dropped from the waitlist after being notified of an available seat.
4. Department staff adjust the number of reserved or general population seats on a course.

Waitlist notifications are sent to the student’s UCR email account. When the student receives an available seat notification, the student can register for the course until the notification deadline of 24 hours has expired. If the waitlisted student tries to register for the course during the notification deadline, and a registration error occurs (such as time conflict, prerequisite, corequisite, and so on), the student’s priority on the waitlist is maintained until the 24 hour deadline. This gives students the opportunity to rearrange their schedules or resolve errors in order to enroll for the waitlisted course.

Below is a flow chart of the waitlist notification process.
Sample E-mail Waitlist Notification:

Dear Douglas,

A seat is now available in a class you are on the waitlist for. Your action is required if you want to enroll in HIST 010 WOLRD HIST: PREHISTORY to 1500 which is CRN 15444.

Please log into R'Web and proceed to the registration link where you can view courses you are waitlisted for and register for this section.

If this course has another required section (such as a lecture) you must register for it at the same time by selecting that section, too.

You have until

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to enroll in this section. If you do not enroll by this time, the seat will be offered to the next student on the waitlist. Go here to log into R'Web.

If you have any questions, please contact your academic advising office.

Have a great quarter!
The following restrictions are enforced when a student adds himself to a waitlist:

- **Prerequisites. Please note:** During prerequisite failure reviews at the end of a term a department will drop any waitlisted students.
- Permission by Department, Enrollment Manager, or Instructor.
- Restrictions (i.e. by class, level, and major).
- Meeting criteria as designated by a reserved seat rule or general population rule.

The following restrictions are not enforced when a student waitlists a course but are enforced when the student enrolls in the course:

- Courses that conflict with the meeting time of another course.
- Courses that have a corequisite.
- Courses that have 1 or more linked activities.

Waitlisted units do not count towards the student’s maximum units. The maximum units will be upheld when the student enrolls in a course.

A seat that has been offered to a student on the waitlist will show as available on the schedule of classes during the 24 hour notification period. Staff who attempt to enroll a different student into the course will receive an error message. This is because the seat has been offered to the waitlisted student and is reserved for that person until the notification period has ended. **Staff should not bypass this error with a permit; if they do, the waitlisted student’s seat is being given to a different student and will not be available when the notified student attempts to enroll.** Unless there are more seats available than there are students on the waitlist, no students, other than those who have been notified, are allowed to enroll in the course.

Course sections can have separate waitlists on a section if they have reserved seats. These sections may appear to have seats available in the section. However, based on a student’s eligibility for those reserved seats or general seats they may not be able to enroll in a seat that appears open. If they are ineligible for an open seat they may instead have to enroll on a waitlist or be unable to add to the waitlist if the waitlist is at capacity. **Staff should not bypass reserved seating restrictions; if they do, the reserved students’ seats will be given away to another type of student.**

Waitlists close at the end of the add/drop period for the given term. All enrollment adjustments after the add/drop deadline should be requested via the designated channel (MyForms, EAF form for Graduate students, etc.) and are completed in Banner by the Registrar’s Office.

The departments and colleges were consulted, and the following agreements were established:

1. Allow students 24 hours to respond to a waitlist notification email by enrolling in the course via self-service in R’Web.
2. Students will not be able to waitlist another section of a course the student is already enrolled in.
3. The waitlist will be on the smallest section of the linked courses only, such as the discussion section in a lecture/discussion pair.
4. A student whose notification expires should add himself to the waitlist again if s/he still wants to enroll in the course.
Fall waitlisting over the summer months is managed uniquely because continuing students do not have access to change their registration. At the end of 1st pass registration for continuing students (mid-June), the waitlist process is adjusted to “hold” seats until September.

- If a seat becomes available during the summer months, the student will receive an email that a seat is being held until September. If their registration time ticket is open, they can go in at that time and accept the seat; however, they ultimately have until the start of 2nd pass to make a final decision.
- Just prior to start of 2nd pass of registration, all students who have seats “held” receive a follow up email communication reminding them they have a seat being held and they have the first day of 2nd pass to accept the seat (if that is their decision).

**IMPACTED DEPARTMENTS, UNITS, PROGRAMS, AND CENTERS**

1. Academic Departments
2. Office of the Registrar – Academic Scheduling

**BEFORE YOU BEGIN**

If this is the first time you are reviewing this procedure, go to R’ Space and select the Banner Training icon in order to follow along and practice. Please submit a ticket if you have trouble accessing Banner Training.

**PAGES**

The pages listed below are covered in this training.

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**PROCEDURES**

**WAITLIST MANAGEMENT – NOT CROSS-LISTED AND WITHOUT RESERVED SEATS**

1. Departments will enter waitlist maximums in the Schedule page (SSASECT) on the Section Enrollment Information tab under Enrollment Details.
2. As course sections meet their maximum enrollment, students can waitlist any section in self-service that has a waitlist set up.
   a. Staff who wish to add a student to the waitlist, please refer to enrollment procedure “Add a Student to or Remove a Student from a Waitlist”.
3. Use the Waitlist Priority Management Page (SFAWLPR) to view the order of waitlisted students who have not yet been notified of available seats.
   a. To view specific course sections, enter the term and CRN or search for the class if you don’t know the CRN.
   b. This page displays the following information:
      i. ID of the waitlisted student.
      ii. Name of the waitlisted student.
      iii. Registration Sequence number of the waitlist entry. This is a one-up number of all waitlisted students. It is not the number that represents the student’s place on the waitlist.
      iv. Registration Status for the course, WL.
      v. Registration Date and Time the student added himself to the waitlist.
      vi. Waitlist Priority of the entry in the waitlist queue. This represents the student’s position on the waitlist as viewed in self-service. It is important to note that self-service will display the student’s position as 1 for a student who is on the top row of this page even if the Priority listed is greater than 1. This is because the student at the top will be notified when the next seat becomes available.
      vii. Waitlist Origin is how the Waitlist Priority is established. Valid values are System or Manual.
4. Note: A cross-listed course with a waitlist will not display on the Waitlist Priority Management Page (SFAWLPR). Use the Cross-list Waitlist Priority Management Page (SFAXWLP) page to view waitlist entries for cross-listed courses.
a. For example, if you try to view the waitlist for ANTH 006, you receive the error message below. **Tip:** Note the group code mentioned as you will need it to view the waitlist priority for cross-listed courses.

5. Once a student is notified of a seat that has opened, they will no longer be listed on the **Waitlist Priority Management Page (SFAWLPR).** They will move to the **Waitlist Notification Query Page (SFIWLNT).** See the following example of how a student’s information will move from one page to the next.

   a. **SFAWLPR** shows the waitlist for PSYC-012-01, CRN 25772.

   b. Two seats open in this course section.

   c. **SFAWLPR** shows the first two students that were #1 and #2 as Waitlist Priority are no longer there.
d. **SFIWLNT** now shows those two students on the waitlist notification page in a **pending** status.

Scroll right to see all columns:

6. Use the **Waitlist Notification Query Page (SFIWLNT)** to query waitlisted students to check on notification of available seats, expiration of a waitlist notification, and waitlist status.
   a. This page displays the following information:
      i. **ID** of the notified student.
      ii. **Name** of the notified student.
      iii. Registration **Sequence** number of the waitlist entry. This is a one-up number of all waitlisted students. It is not the number that represents the student’s place on the waitlist.
      iv. **Registration status** for the course.
      v. **Registration Date and time** the student’s registration status last changed.
      vi. **Waitlist Priority** of the entry in the waitlist queue at the time the notification was sent.
      vii. **Waitlist Status** shows the current status of the student’s waitlist request.
         1. **Pending**: notification has been sent and notification deadline has not passed – waiting for student response. Status will also show on a student who dropped the section prior to the notification deadline and prior to running of the Batch Waitlist Notification Process.
         2. **Registered**: student registered in course before notification expired.
         3. **Expired** - student did not respond in the allotted amount of time – this status shows prior to running of the Batch Waitlist Notification Process.
4. **Dropped** - student removed from waitlist after the Batch Waitlist Notification Process is run – replaces Expired status.
   
   a. **Note:** A dropped registration status code with a dropped waitlist status indicates that a drop action was taken by an user during the notification period vs. a blank registration status with a dropped waitlist status indicates no action was taken during the notification period.

viii. **Waitlist Notified Date** signifying the date the notification of an available seat in the course was sent.

ix. **Notification Expires** is the time and date by which the student must register for the available seat or lose their place in the waitlist queue. Students have 24 hours to enroll before the seat availability option expires. If the seat is not taken, a notification will be sent to the next student on the waitlist.

EXAMPLE

1. **SFAWLPR** shows the waitlist for HIST-010-041, CRN 15872.

   ![Waitlist Example](image)

   Two seats open in this course section.

   ![Course Section Information](image)
3. **SFAWLPR** shows the first two students that were #1 and #2 as Waitlist Priority are no longer there. **Tip:** Mario sees his waitlist position as 1 in self-service, even though the Priority is 3; he will be the first student notified when a seat becomes available.

4. **SFIWLNT** now shows those two students on the waitlist notification page in a pending status.

5. It is possible for **SFAWLPR** to be blank if all the waitlisted students were offered a seat in the class and thus were moved to page **SFIWLNT**.
6. **SFIWLNT** – waitlist status of students enrolled in HIST-010, CRN# 15872, **as of August 17, 2018 at 2:25pm** – prior to the running of the Batch Waitlist Notification Process. The expiration date for Alyssa and Ariana is at 2:28pm; the expiration date for Mario and Claudia is 3:41pm.

   a. **Alyssa** – waitlist status **Registered** – registered for the course prior to notification deadline.
   b. **Ariana** – waitlist status **Pending** – however, student dropped the course before notification deadline (Registration Status: DR). Batch Waitlist Notification Process has not yet been run to update the Waitlist Status.
   c. **Mario** and **Claudia** – waitlist status **Pending** – has not responded but also has not reached his notification deadline.

7. **SFIWLNT** – waitlist status of students enrolled in HIST-010, CRN 15872, **as of August 17, 2018, 4:30pm** – after running the Batch Waitlist Notification Process.

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Scroll right to see all columns:
a. **Alyssa** – waitlist status **Registered** – registered for the course prior to notification deadline.
b. **Ariana** – waitlist status **Dropped** – formerly read Pending, but once the Batch Waitlist Notification Process has been run a student who dropped the course (indicated by a drop code in the registration status field) before the notification deadline will have their waitlist status updated to Dropped.
c. **Mario** and **Claudia** – waitlist status **Dropped** – once the Batch Waitlist Notification Process has been run, waitlist status updates to Dropped. They did not take any action when notified of a seat.
d. **Sandra** – waitlist status **Pending** – a new student has been notified of a seat. She has not responded to notification, but her notification deadline has not passed. It’s on August 18, 2018 at 2:36pm.

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**WAITLIST MANAGEMENT – CROSS-LISTED**

1. Use the **Cross-List Waitlist Priority Management Page (SFAXWLP)** to view and manage the priorities of waitlisted students who have not yet been notified of available seats in cross-listed courses. Waitlists for cross-listed courses are combined into a single queue viewed on this page.
   a. To view cross-listed course sections, enter the **term** and **cross-list group code** for waitlisted records you wish to view.
      i. If you don’t know the cross-list group code, view one course section in **SSASECT**. The code will appear in the Cross List field.
ii. From the Schedule Page (SSASECT) Related menu, refer to the Schedule Cross-List Definition page (SSAXLST) to view all cross-listed partners associated with a Cross List Group Identifier code. Use the horizontal scroll bar at the bottom right to view enrolled and waitlisted seat numbers. In order for a student to enroll in a cross-listed CRN, there must be at least one available seat for the CRN and the cross-listed group.

Scroll right to see all Enrollment and Waitlist information for the sections:

2. The Cross-List Waitlist Priority Management Page (SFAXWLP) displays the following information:
   a. CRN (Course reference number) of the course in the cross-listed group.
   b. Subject of the course.
   c. Course Number of the course.
   d. Section number of the course.
e. ID of the waitlisted student.
f. Name of the waitlisted student.
g. Registration Sequence number of the waitlist entry. This is a one-up number of all waitlisted students. It is not the number that represents the student’s place on the waitlist.
h. Registration Status for the CRN.
i. Registration Date and time the student registered for the course and was added to the waitlist.
j. Waitlist Priority of the entry in the waitlist queue. This represents the student’s place on the waitlist. It is important to note that self-service will display the student’s position as 1 for a student who is on the top row of this page even if the Priority listed is greater than 1. This is because the student at the top will be notified when the next seat becomes available.
k. Waitlist Origin is how the Waitlist Priority is established. Valid values are System or Manual.

**EXAMPLE**

1. SFAXWLP lists students waitlisted in cross-listed course RLST-012-021/ETST-012-021, CRNs 19277 and 15109.

2. To open a seat for a cross-listed course, update the Maximum Enrollment field on the Schedule Cross List Definition page (SSAXLST).
3. The student on the waitlist for the CRN with an open seat will be sent the waitlist notification, even if they are not the first name appearing on SFAXWLP. This is because there must be at least one available seat for the CRN and the cross-listed group.

4. After above maximum enrollment was updated for RLST-012-021/ETST-012-021, CRNs 19277 and 15109. Even though Andrew was #3 on SFAXWLP (and his waitlist position in self-service displayed as 1), because he was waitlisted for the cross-listed section that had an open seat, he was notified and his name now displays in SFIWLNT for ETST-012-021. He will no longer display in SFAXWLP.

5. SFIWLNT shows Andrew on the waitlist notification query. This is the same page discussed above for courses that are not cross-listed. There is a single notification query page used to review notified students for all courses.

6. **Tip:** In the example below, the enrollment of a cross-listed group has a maximum enrollment on SSAXLST that is equal to the maximum enrollment of each CRN. The enrollment of this cross-list group is full because **2 students are enrolled which is the maximum of the group.** Therefore, even though it says there are available seats in each CRN there are no seats available for the group; therefore, a student on a waitlist will not be notified of a seat at this time. There must be at least one available seat for the CRN and the cross-listed group for a waitlist notification to be sent.

Scroll right to view all columns:
WAITLIST MANAGEMENT – RESERVED SEATING

1. Use the Reserved Seats Waitlist Priority Management Form (SFARWLP) to view and manage the priorities of waitlisted students who have not yet been notified of available seats in courses with reserved seating and waitlists.
   a. To view waitlist for course sections with reserved seats, enter the term and CRN.

2. To view the waitlist you must first select the appropriate group of students, either reserved seats or general population rule within the Reserved Seats Waitlist Priority Management section of the page. Reserved seat rules can be identified by any characteristics indicated in this row such as a level, field of study, or cohort code as approved by the Senate.

   If there are no characteristics indicated these seats are for the general population.

   After you click on the appropriate group of students the Waitlist Control section will update to show the corresponding students on the waitlist.
3. The **Reserved Seats Waitlist Priority Management Form (SFARWLP)** displays the following information:
   a. **CRN** (Course reference number) of the course in the cross-listed group.
   b. **Subject** of the course.
   c. **Course Number** of the course.
   d. The specific reserved restrictions for the Section number of the course.
   e. The number of **Reserved** seats for specific student population(s) and seats reserved for students outside of the reserved population, including **Maximum** enrollment, **Actual** current enrollment count, and **Remaining** seats in the course.
   f. The number of **Waitlist** spots for reserved student population(s) and waitlist spots for students outside of the reserved population, including **Maximum** waitlist spots, **Actual** current count on the waitlist, and **Remaining** spots on the waitlist.
   g. The **Waitlist Control** block displays the following:
      i. **ID** of the waitlisted student.
      ii. **Name** of the waitlisted student.
      iii. **Registration Sequence** number of the waitlist entry. This is a one-up number of all waitlisted students. It is not the number that represents the student’s place on the waitlist.
      iv. **Registration Status** for the CRN.
      v. **Registration Date and time** the student registered for the course and was added to the waitlist.
      vi. **Waitlist Priority** of the entry in the waitlist queue for that particular group of students (either reserved or general population). This represents the student’s place on the waitlist. It is important to note that self-service will **not display the actual number the user sees but translates it to show the number they are of students still waiting for a seat in one combined waitlist**. However, the next student to receive a notification for the course depends on if the next seat that becomes available is part of the reserved student seating or general population.
      vii. **Waitlist Origin** is how the Waitlist Priority is established. Valid values are System or Manual.

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**EXAMPLE**

1. **SFARWLP** lists students waitlisted in PYSC 012, CRN 58865 with two seats with enrollees reserved for Graduate Level students and two seats with enrollees for general population. There are four students on the waitlist: two under the Graduate reserved waitlist and two under the general population. Even though there is an overall priority number that is displayed in self-service, Banner will treat each group of students as having its own separate waitlist.

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**Reserved for Graduate**
2. When a seat becomes available it will be offered to the next student in that group, not necessarily the student with the lowest Waitlist Priority number. In this example, if a Graduate population seat becomes available the next student to receive a waitlist notification spot will be Jorge and not Ibrahim. You can see Jorge’s notification is sent on the Waitlist Notification Query Form (SFIWLNT).

3. Ibrahim retains the top spot of the Reserved PYSC student waitlist on Unreserved Seats Waitlist Priority Management Form (SFARWLP)

4. Jorge is no longer displayed on Reserved Seats Waitlist Priority Management Form (SFARWLP) under the Graduate population waitlist. Ryan will see a waitlist position of 4 in self-service but is actually first in line for a Graduate population seat.
5. If a general population seat becomes available the next student to receive a waitlist notification spot will be **Ibrahim** and can be seen on the **Waitlist Notification Query Form (SFIWLNT)**.

6. **Ibrahim** is no longer displayed on **Reserved Seats Waitlist Priority Management Form (SFARWLP)** under the general population student waitlist –notification time period can be viewed in SFIWLNT. Gwendolyn is now first in line for a reserved PSYC seat.