

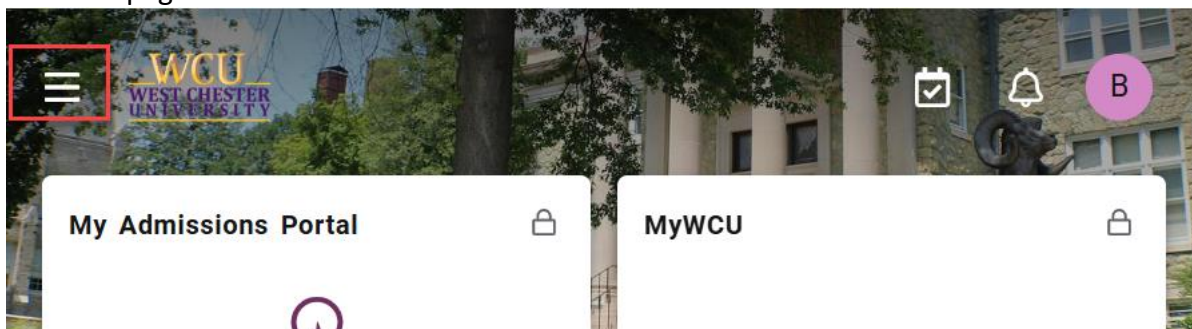
Tools for Academic Departments to Support Waitlist

Monitoring Waitlists

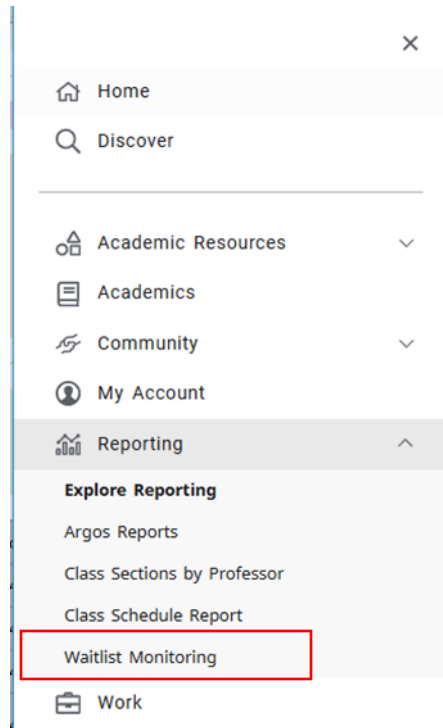
- We have built a report departments can utilize to see students who are on the waitlist for a class. This report shows
 - Each student on the waitlist
 - Each student's waitlist position number
 - If the student has been offered a seat in the course
 - Date/Time their seat on the waitlist expires
 - If they tried to register and received an error, the report will show the error message.

Accessing Report: All faculty, department chairs, graduate coordinators, deans, and Student Success Coordinators can access the report in Navigate.

- **Log into VPN:** If you are working off campus, first connect to the WCU VPN (Virtual Private Network). If you do not have access to the VPN, please submit an application via [Service Now](#). For additional VPN information, please visit IS&T's [Network Access page](#).
- Log into [RamPortal](#)
- Locate & click the “hamburger” menu icon in the top left corner of the home page.



- Click the “Reporting” dropdown and choose “Student Advising Details Report”.



- Next, do NOT type your username and password in the “Evisions” window, instead click the “Use Single Sign-On” button on the bottom.

The 'evisions' login window has a blue header with the word 'evisions' in white. Below the header is a yellow warning box that says 'Warning: Your session has expired. Please sign in again.' There are two input fields for 'Username:' and 'Password:', both of which are obscured by large black 'X' marks. Below the password field is a checkbox labeled 'Remember this user'. At the bottom of the window, there are two buttons: 'Use Single Sign-On' (highlighted with a red rectangle) and 'Sign In' (blue button with a person icon).

Running the Report:

You can prompt the report on the following fields:

Term:	<input type="text"/>	Subject:	<input type="text"/>
College:	<input type="text"/>	Course:	<input type="text"/>
Department:	<input type="text"/>	Class Section:	<input type="text"/>

GO

Note you can select “all” in any field to cast a wide net and see data for all courses in a department or college.

The results will show all students on the course waitlist (Enrollment status = WL).

Tips for looking at the data:

- **Waitlist Priority** = the student’s position on the waitlist for the course. Note: because the report only shows students *currently* on the waitlist you won’t see all position numbers listed.
- **Waitlist Start Dt** = this will be populated if the student has been offered a seat in the class. It lists the date/time the seat was offered. REMINDER: Student has 72 hours from this date/time to enroll into the class or they are removed from the waitlist
- **Waitlist End Date** = this is populated if the student has been offered a seat in the class. It lists the date/time their seat expires. REMINDER: Student must be registered into the class by this date/time or they are removed from the waitlist.
- **Waitlist error message** = this is populated if the student attempted to enroll into the class after being offered a seat and they received an error. You can refer to this website to better understand each error message and the next steps the student needs to take to resolve the error:
<https://www.wcupa.edu/academicEnterpriseSystems/training/waitlist-errors-resolutions.aspx>
If the student has tried to enroll in the course from the waitlist multiple times, the report will show the most recently received error message.
Registration date = this is populated if the student attempted to enroll into the class after being offered a seat. It shows the day/time the student attempted to enroll. If the student has tried to enroll in the course from the waitlist multiple times, the report will show the most recent attempt date/time.

Using this information:

There are a few options departments may want to consider:

- Departments can review errors students received and proactively solve for them via issuing enrollment permissions.
- Departments can go in and enroll the student into the class themselves. Chairs, Graduate Coordinators, and SSCs will have access to register students into the class from the waitlist. Instructions on how to do so can be found here:
<https://wcupa.sharepoint.com/:w:/s/AA/ES/ProcDocs/EY5Mus6ocXRjIVmHRtRIgPEB-iWeuYP8769Vee3oLI0wrw?e=8eb3AL>
- While students will have received an automated email alerting them that they have been offered a seat in the class, departments can send additional

communications via text/email when they see students have been offered a seat.

- Answer student questions: If students aren't confident of when their offered seat expires, or what error they need to resolve- departments can check and share this information.
- Encourage students to drop the course if they are not longer interested: If students no longer wish to be enrolled in this course, we encourage them to go into RamPortal and drop this waitlisted course by updating the action on this course to DROP COURSE. Doing so will allow the system to move onto the next student on the waitlist more quickly.
- Finally, Departments do have the following options if they want to help students whose waitlist seat has expired:
 - If a student does not register into the class within 72-hours of receiving the email communication, they will be dropped from the waitlist. There are two options you can consider if the student still wants to be enrolled in the class.
 - Have the student re-enroll onto the waitlist. This will put them in the last position on the waitlist.
 - If there are extenuating circumstances that require the student to get priority registration into the class, you can offer the student enrollment via a closed class permission to over-enroll the course. Remember that all closed class overrides should be done under the direction of the department chair, and with consideration to classroom capacities.