

Managing Waitlists

Purpose: Use this document as a reference for managing waitlists in ctcLink.

Audience: Student Records staff.

 You must have at least one of these local college-managed security roles:

- **ZZ SR Enroll Term Processing**

Additionally, you must have these SACR Security settings:

- **CS 9.2 SACR Security: Enrollment Security**

If you need assistance with the above security roles or SACR Security settings, please contact your local college supervisor or IT Admin to request role access.

Supporting Information:

Check out the detailed **Waitlist Processing FAQ** for more waitlist information!

1. Once a class section reaches capacity, the class status changes to *closed*. As long as a waitlist exists, the class status remains closed.
2. If a waitlisted student is not eligible to enroll (e.g., has a Service Indicator that does not allow enrollment or does not meet enrollment requirements), the process does not stop, wait or hold a spot for that student. It immediately moves on to the next student on the waitlist.
3. Because the waitlist does not hold a spot for ineligible students, it's important to check shortly after every waitlist run to see if any students were unable to enroll in the class. Use **Enrollment Request Search** or **QCS_CC_WAITLIST_ENRL_ERRORS** to find students who could not be enrolled from the waitlist. You can manually enroll these students or reach out to them to resolve eligibility issues.
4. If all of the students on the waitlist are ineligible for enrollment, then students who are not on the waitlist will be able to enroll themselves in the class.
5. Your college policy dictates the number of credits a student can waitlist. This limit is defined on the Academic Program Table and can be overridden on a student-by-student basis on the **Term Activate a Student** page.

6. A student can be on waitlists for multiple sections of the same class; however, they cannot indicate a preference. If a spot becomes available and the process enrolls the student, it removes that student from all corresponding waitlists. The process evaluates class waitlists in order of class number.
7. There isn't a delivered waitlist enrollment notification. Students are responsible for verifying enrollment, or your college may choose to send a communication. You can also [use this QRG](#) for step-by-step instructions on setting up a waitlist notification message sent to the student's Message Center.
8. Student can see their position by selecting View Waitlist, select class, and then availability (it is in Class Details). Staff can locate using the [Student Services Center](#), [Advising Center](#), or [Class Roster](#).

[Additional Resources:](#)

- [Set Up Enrolled from Waitlist Message Center Recurrence](#)
- [Waitlist Processing FAQ](#)

[Queries:](#)

- [QCS_SR_WAITLISTED_STUDENTS](#) - Waitlisted Students - Identifies waitlisted students by Institution, Career, and Term with optional Group and Class Nbr. prompts
- [QCS_CC_WAITLIST_ENRL_POPSEL](#) - Waitlist Enrollment PopSel - This query identifies students enrolled into a class from a Waitlist within the last day by Institution, and Academic Career (optional)
- [QCS_CC_WAITLIST_ENRL_ERRORS](#) - Waitlist Enrollment Errors (Today) - This query returns Waitlist enrollment errors that have occurred within the last 24 hours (default) or the previous hour (prompt). The query includes details about the class, a brief description of the enrollment error, and the student's name and email.

Managing Waitlists

Navigation: Records and Enrollment > Term Processing > Waitlist > Waitlist Process

1. The **Wait List** run control ID search page displays.
2. If you have run this process or report in the past, select the **Find an Existing Value** tab to enter an existing Run Control ID and select the **Search** button. If this is the first time running this process or report, select the **Add a New Value** tab to create a new Run Control ID and select the **Add** button.
3. **NOTE:** It is important to note that [Run Control IDs](#) cannot be deleted. Do not include spaces in your Run Control. We encourage the Run Control ID to have the same process naming convention but unique to the step; because of this, including your institution code and a

short process description in the Run Control ID is recommended--e.g., WA220_WAITLIST_ALL_1_FALL.

4. The **Wait List Process** page displays.
5. Enter **Institution**.
6. Enter **Term**.
7. In **Waitlist Process Switch**, enter "A" to process all or "Y" to process only new Waitlist candidates.
8. **The session, Subject Area, Course ID, and Class Nbr** are all optional fields to narrow the classes processed in this batch.
9. Select **Run**. Refer to the QRG [Process Scheduling](#) for instructions.
10. The **Run Date** will default to the system (current) date.
11. **Optional:** Use the **Recurrence** drop-down menu to define a frequency--(e.g., M-F Every 3 Hrs, 7 am - 4 pm).
12. Once an appropriate time has been selected, update the **Run Date** to the current date by selecting the **Current Date** link. **It is essential to ensure that the run date has been updated to the current date and the run time is set to a time in the future.**
13. Check the box next to **Stud Records WaitList** to run the COBOL process.
14. Click **OK**.
15. Select the **Process Monitor** link to confirm your Waitlist setup.

 The [Waitlist Process](#) runs for individual class sections.

1. **Combined Sections.** The waitlist process can enroll students into combined sections. However, the Waitlist process assesses course by course and does not assess the combined section as a "set." Karen shares this example: Let's say Math 97, 98, and 99 are in a combined section. When the Waitlist runs, it checks Math 97 first, then 98, and finally 99. The earliest waitlisted student for the set may have been waitlisted for Math 99; however, the Waitlist will enroll any students for Math 97 or Math 98 before that student.
2. **Co-Requisites.** Classes set up as [co-requisites](#) can have Waitlists; however, colleges must manage these Waitlists manually. This is because the Waitlist can't facilitate enrolling a student into both sections simultaneously, which is required to meet the Enrollment Requirement.
3. **Instructor Consent.** Classes requiring Instructor Consent do not have Waitlists.
4. **OEE Classes.** For OEE classes, the "auto-enroll from waitlist" option gets disabled. As a result, if the class has a Waitlist capacity, the students remain on the Waitlist until it is purged.

Using Enrollment Request or Quick Enroll pages, staff can override requisites if a student has permission to enroll in a class but does not meet the prerequisite. Additionally, you can provide students with Class Permissions to enroll using Self

Service. For this purpose, generate Class Permissions with the Requisite checkbox checked.

Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

View Tutorial Via Panopto

View the external link to [Waitlist Process](#). This link will open in a new tab/window.

End the Waitlist Process Recurrence

Supporting Information:

After the Waitlist and Send Messages processes have completed the last run for the term (for example, the Friday before the term begin date), cancel the queued Message Center and Waitlist process.

1. **Multiple Terms-Summer/ Fall:** Only cancel the Waitlist process for summer since the process will still need to run for the fall term.
2. To prevent students from rejoining the Waitlist, move the Waitlist date on the [Term/Session Table](#) back by one day. If the Waitlist ends mid-day, and students can add themselves until midnight of the day configured in the term session table, students can rejoin the Waitlist until midnight of that same day unless the date is changed.
3. After the [Waitlist Purge](#), all individuals on the Waitlist are removed. The class will remain closed until the final drop date. However, if a student drops the course during that period, it will become available in the course search, and another student can enroll.

Navigation: People Tools > Process Scheduler > Process Monitor

1. Click on the **Details** link next to the queued process.
2. Select the **Cancel Request** radio button and click **OK**.

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View the external link to [End the Process](#). This link will open in a new tab/window.