

## Q&A: CalCentral Training (Webinar #2)

---

### Student's Enrollment Experience, Waitlists, Enroller-Advisor Enrolling Process

**1. Question: Who are “college waitlist managers”? Do you mean “department schedulers”?**

Answer: Some college schedulers are also enrollment managers; some advisors are enrollment managers. However, not all advisors or class schedulers manage enrollments. There are both enrollment and waitlist managers at L&S, and college advisors managing enrollments.

**2. Question: Is the notification customizable? Some advisors have appointments and some have drop-in only.**

Answer: Regardless of whether an advisor has drop-in or fixed appointments, the “meet with an advisor” hold will be either ON or OFF.

**3. Question: Why is the square blue and not red?**

Answer: SIS did not modify this portion of the delivered Campus Solutions module.

**4. Question: Will students be able to see their position on a discussion section waitlist, or just the overall lecture waitlist?**

Answer: There is no discussion section waitlist -- it's just one waitlist for the entire class. If there is a space in discussion, you will get in; if there is no space, you will not get in. That's how it worked in DB2.

**5. Question: How will students know their class numbers? Can you demo "search" more?**

Answer: The class number is basically the same as a CCN. Students may search for a class by name or subject in “class search.” They can then add it directly to their shopping cart. They don't need to know the class number unless you wish to provide a shortcut.

**6. Question: How soon after a new student SIRs will he/she have access to the *My Academics* tab?**

Answer: Once a student is onboarded, they will have access to CalCentral and the *My Academics* tab. This may take up to 24 hours. Term activation and appointment will be set around mid-May.

**7. Question: Can all schedulers bypass the time conflict for students?**

Answer: No. If you are *also* an enrollment manager and you wish to issue an override, you may issue a student-specific one or issue an entry code for a class.

**8. Question: Will students be able to request "any available" discussion section?**

Answer: Yes, though the section may have a set reserve capacity set.

**9. Question: How can a student figure out which discussion section has the shortest waitlist?**

Answer: The system does not show the number of people on the waitlist for a class.

**10. Question: Will the online schedule of classes still remain on the website so that students can see all the department offerings?**

Answer: Yes, you may go to class search in Campus Solutions. There will also be a schedule planner that has a list of classes.

**11. Question: What is the name of this enrollment system?**

Answer: CalCentral (Enrollment System).

**12. Question: How will Concurrent/Extension students enroll?**

Answer: Concurrent students will continue to go through Extension to get started.

**13. Question: Since we don't know whether a student will drop a course with a time conflict, shouldn't we bypass the time conflict for all students on the waitlist?**

Answer: No, students will not be allowed to enroll in time conflicts. A new functionality called "swap" allows students to swap one class for another class, although they can't do this until the "add class" is completed.

**14. Question: If students can't see open seats in a discussion/lab section, how will they know to choose an open section and ultimately enroll in the class?**

Answer: Students will only be allowed to add classes with open seats. If a seat is open, a green circle will be displayed; if a seat is closed, a blue square will be displayed. If the registration for the class is complete and a waitlist has begun, a yellow triangle will be displayed, indicating that the student will be waitlisted for the class.

**15. Question: Can a student ask the system to enroll them in any available section (as opposed to asking for a specific section)?**

Answer: No, the student must select a specific section.

**16. Question: Will schedule builder or schedule builder functions still exist? What about GPA distribution?**

Answer: Schedule builder will be replaced by schedule planner. GPA distribution is not yet implemented yet, but this is being worked on with the Student Technology Council.

**17. Question: How about OLADS for graduate students, or manual enrollment for graduate students? Will we still need to do that?**

Answer: You should never have had to do this. Please tell graduate students to enroll themselves. If you choose to enroll grad students, you must go through training, have access to the system, and submit an enrollment request. In new Campus Solutions, students will not get a bill and will not receive charges until they enroll. Students will not receive fees or financial aid until they enroll.

**18. Question: Will schedulers manage enrollment in campus solutions?**

Answer: Yes. Schedulers and Enrollment managers will manage in Campus Solutions. Information will show to students on CalCentral. Please refer to "CalCentral" with students, as they will never see anything with the words Campus Solutions.

**19. Question: Should we simply tell students to "register in CalCentral"? There are so many other things to do in CalCentral.**

Answer: We will say, "Register under My Academics on CalCentral." The tools and functionality will become more obvious once students start using it.

**20. Question: Concurrent Enrollment/UC Extension students may not be able to "see" the Schedule of Classes for some time to know if a desired course is offered, and at what day/time. What should students do in the interim? Can Advisers "see" the Schedule of upcoming classes?**

Answer: You can say, "Register under My Academics in CalCentral."

**21. Question: Will a student know his or her position on a waitlist?**

Answer: No, they will not know their exact position until the transaction has been completed.

**22. Question: If we allow students to have advisor holds, will this delay their enrollment or do the advisor holds provide an access code to register for classes and keep others out?**

Answer: There are no longer advisor codes. You'll have to release holds manually or in a batch so that students can enroll.

**23. Question: Will the 10.5-unit maximum for phase 1, and 16-unit maximum for Phase 2 still be enforced in the system?**

Answer: Yes, there will still be a hard limit.

**24. Question: How will students know how to select the section with the shortest waitlist if they're not able to see the number of students on the waitlist for a section? Will this information still be available on [schedule.berkeley.edu](http://schedule.berkeley.edu)?**

Answer: No, [schedule.berkeley.edu](http://schedule.berkeley.edu) is going away. You may be able to see this information in schedule planner.

**25. Question: Previously, grad students did not have access to Tele-BEARS after the third week, and GSAO's made manual changes to enrollment in OLADS. Is this going away?**

Answer: Grad students will have access through the third week. Students will have to come to you to process enrollment.

- 26. Question: Will the new system allow students to enroll in a course in which they previously received a "Pass" or a letter grade of "C-" or higher?**

Answer: If the repeat rules allow them to enroll in a particular class, they can enroll. It depends on if a repeat is allowed at the course level.

- 27. Question: If we do not have an online schedule of classes, how will others (e.g. non-students or advisors) see offered courses? We often tell staff and the public to visit [schedule.berkeley.edu](http://schedule.berkeley.edu) to see what courses are offered for the semester.**

Answer: There is no public facing schedule of classes, though the Office of the Registrar is building a public facing tool. In the interim, we can provide a hard copy or PDF list of the schedule of classes.

- 28. Question: Are course-wide restrictions viewable by students?**

Answer: There are no longer course-wide restrictions; however, there are enrollment requirements. Until prerequisites are cleaned up, enrollment requirements will not be viewable. Only entry level writing for Reading & Comprehension (R&C) will be enforced starting in fall 2016.

- 29. Question: Waitlist processing seems similar to before. Is that correct?**

Answer: Yes, it is similar. There is a way to turn off the automatic process, but this should not be touched.

- 30. Question: How can we reserve a seat for an extension student that the department has invited to campus?**

Answer: If you are reserving a seat for a specific student and there is a way to identify that student, we can issue a student-specific permission.

- 31. Question: Will there still be a manual option for waitlist management?**

Answer: Yes, you can put it on manual but please exercise caution. Once it is put on manual, there is no way to prevent someone from circumventing the waitlist if another student drops a class and a seat opens up.

- 32. Question: How often will the waitlist process?**

Answer: We plan to run it twice a day, and there has been discussion about 3-4 times/day.

- 33. Question: Can seats be reassigned to open seating if they are not used by reserved seating groups?**

Answer: Yes! Reserved seats can be set to expire on a certain day.

- 34. Question: If a class has open seats that are reserved for majors only, what message will non-majors receive when they try to enroll and are unable to do so?**

Answer: They will see a message that says they “do not meet the requirement” to enroll. A list of student messages will be published online. It will also be listed on the Advisor Training Page under the student enrollment section of website.

Other note: Each and every requirement group must be coded. You may have a group created for you that has a particular combination, e.g. “new undergraduate transfer” with “declared major,” but you will need to make the specific request. You may see a list at [tinyurl.com/req-group](http://tinyurl.com/req-group). Terms of attendance are also described on the worksheet. There’s also a worksheet on every plan. If something seems to be missing, contact Doug Au at [dau@berkeley.edu](mailto:dau@berkeley.edu).

- 35. Question: If someone is not currently a student, how do we hold a spot until they are able to register?**

Answer: If you want to hold a spot for someone who is not currently a student, go to the new requirement groups (this is something that the class schedulers can adjust and fix) and choose code number 000055 for “enroll by permission only.”

- 36. Question: What about switching sections? Is that manual process?**

Answer: Yes. You enter the system and process the enrollment request similarly to how you would process an add/drop. We suggest that you give students permission and have them to do it themselves.

- 37. Question: Will we have the option of "L" for locking a course so that only enrollment managers can manage waitlists?**

Answer: There is no “L” function in this system. You should set it so they enroll by permission only, or set reservations and hold all seats for that reservation group.

- 38. Question: Can you provide a link to student enrollment information and training review?**

Answer: Yes, it is: <http://sisproject.berkeley.edu/training/academic-advising>. Here you will find an upload of this recording, presentations, and other documents.

- 39. Question: Will the system still restrict students from enrolling in no more than 4 units of 98/198 per term?**

Answer: No, the system will not do that for Fall 2016. We will run, write and send reports to the advisors, and they can decide how to proceed from there.

- 40. Question: Where shall we refer students, faculty, and the public if they can't find the information they're looking for, including - but not limited to - "may be able to's," schedules, place on waitlist, and other items they were familiar with but now have no access to? What is the equivalent to "osoc@berkeley.edu"?**

Answer: We suggest they contact Cal Student Central (CSC). If it's a systems issue, they may submit a ticket to [sishelp@berkeley.edu](mailto:sishelp@berkeley.edu), including as much information as possible.

**41. Question: In L&S, we always lock classes after the third week. What should we do from now on?**

Answer: You may stop enrollment of the course. You cannot cancel the course, but you can stop enrollment.

**42. Question: Is [sishelp@berkeley.edu](mailto:sishelp@berkeley.edu) just for staff, or is it also for students?**

Answer: It's primarily for faculty and staff. Students should be encouraged to go to CSC if they have a problem/question.

---

More Questions?

Please contact [sishelp@berkeley.edu](mailto:sishelp@berkeley.edu)

For timeline, status updates and training information, please visit the SIS website at <http://sisproject.berkeley.edu>