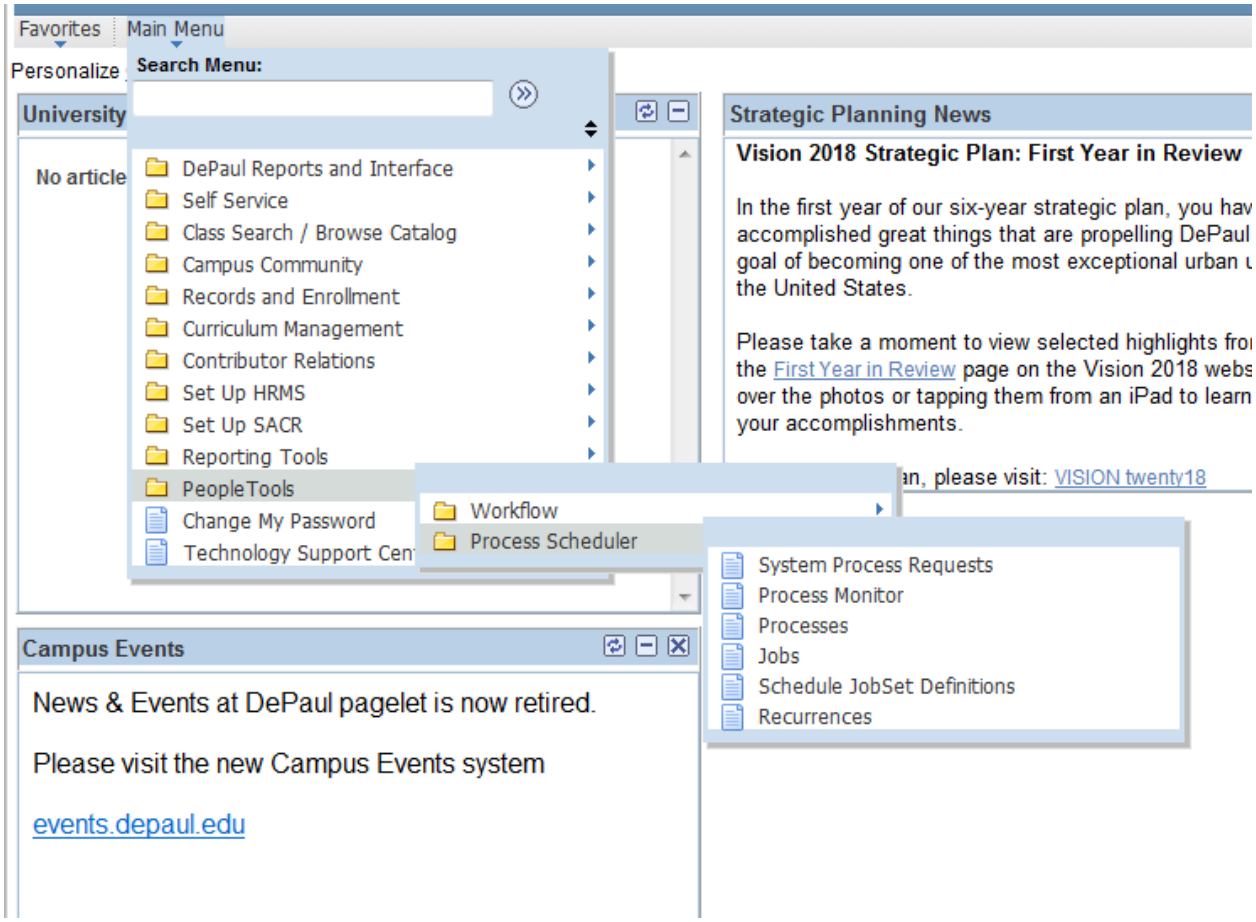
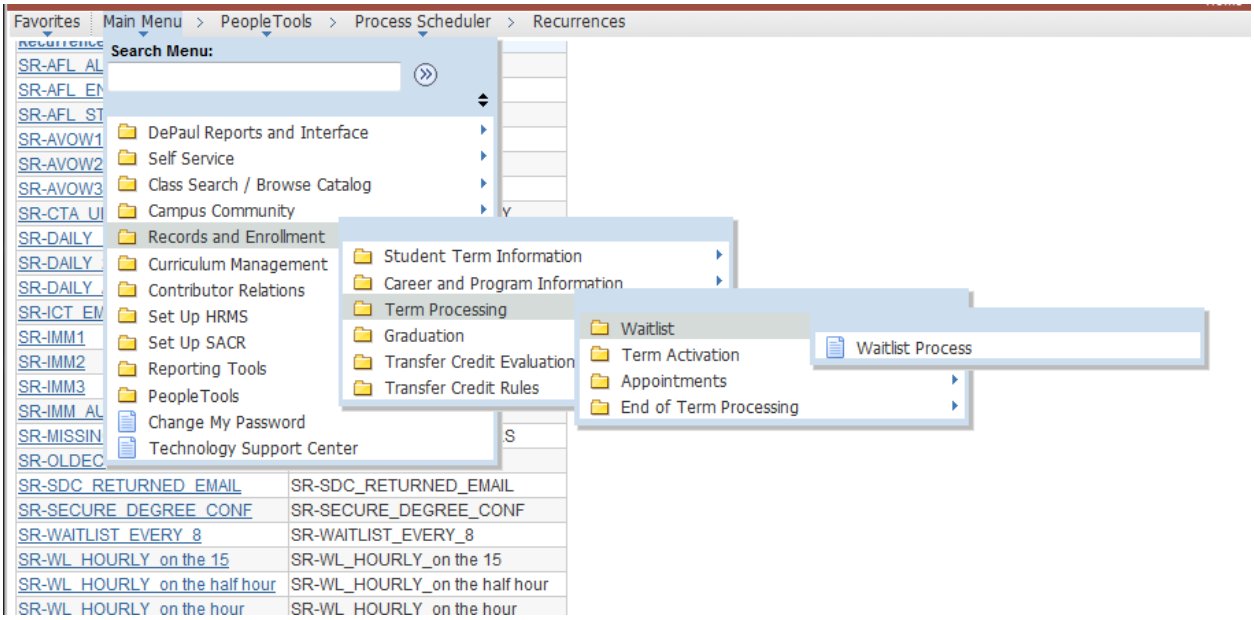
Waitlist Process

- Always run the Waitlist process under SRBATCH
- Recurrences all begin with SR-WL
    - These must be updated each term based on the first day of registration and ending on the last day to add classes for the term
    - The first week of registration, WL should run every hour and then move to twice daily for the remainder



- Run Controls exist for each term under SRBATCH already
    - They all being with WAITLIST
    - Enter the correct term on the RunControl page, and leave the Waitlist Process Switch as ‘A’
    - After clicking the Run button, you will attach the Recurrence and choose the DePaul Waitlist Job (it includes the custom communication pieces)

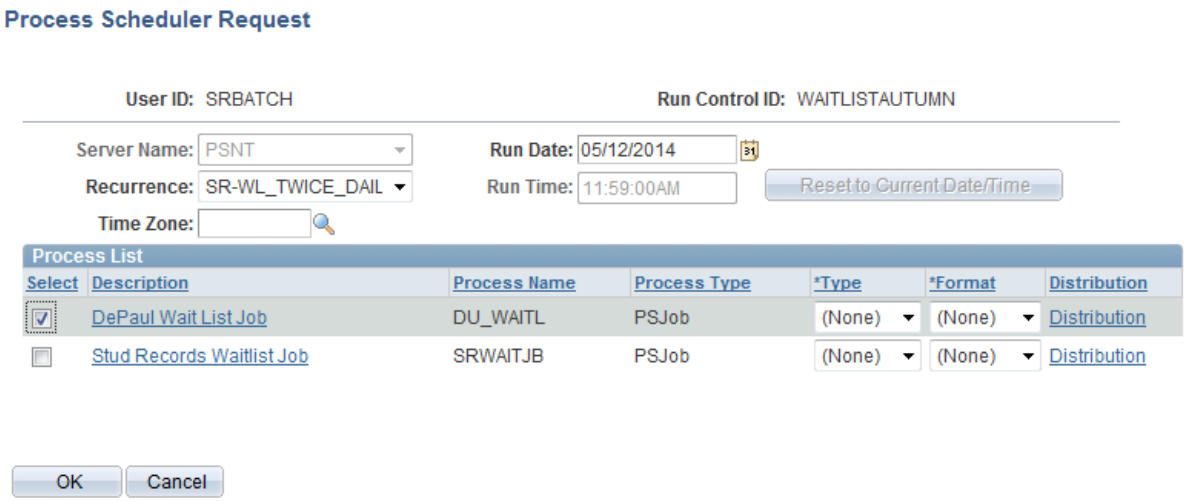


Wait List Process

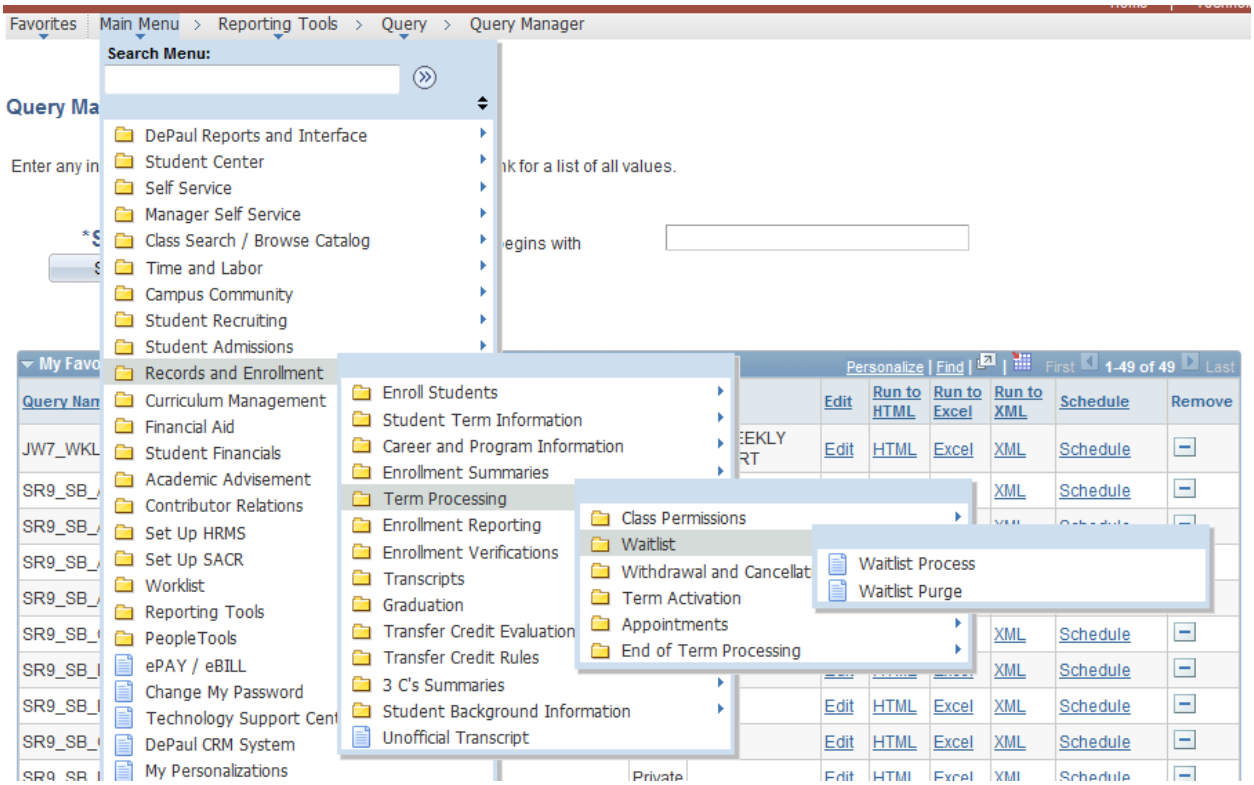
Run Control ID: WAITLISTAUTUMN Report Manager Process Monitor Run

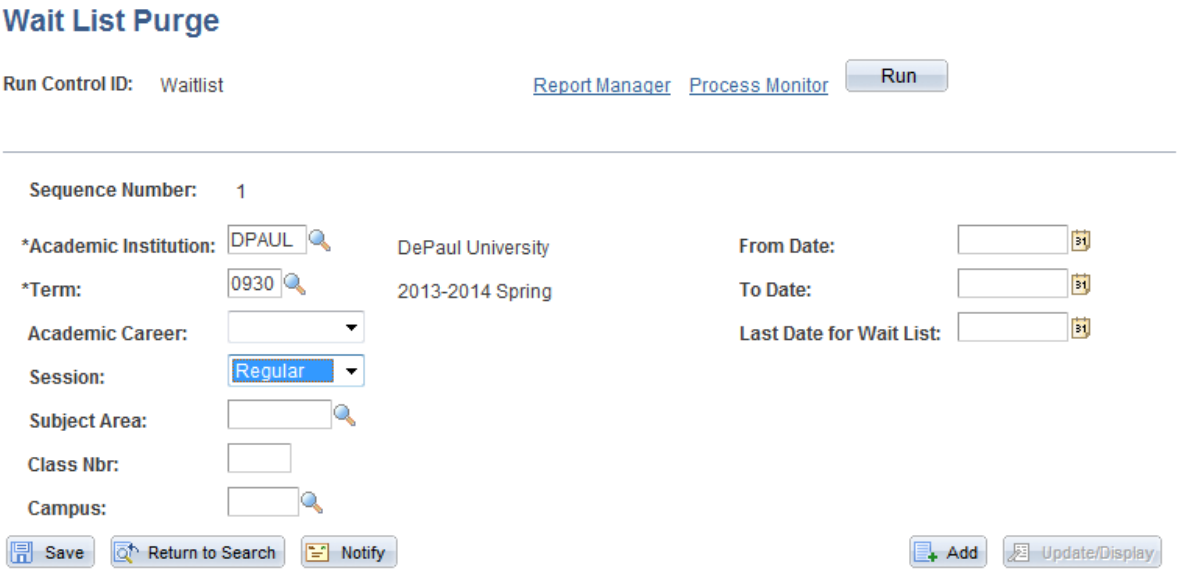
***Institution:**	DPAUL	DePaul University
***Term:**	0920	2013-2014 Autumn
Session:		
Subject Area:		
Course ID:		
Class Nbr:		
***WaitList Process Switch:**	A	

Save Return to Search Notify Add



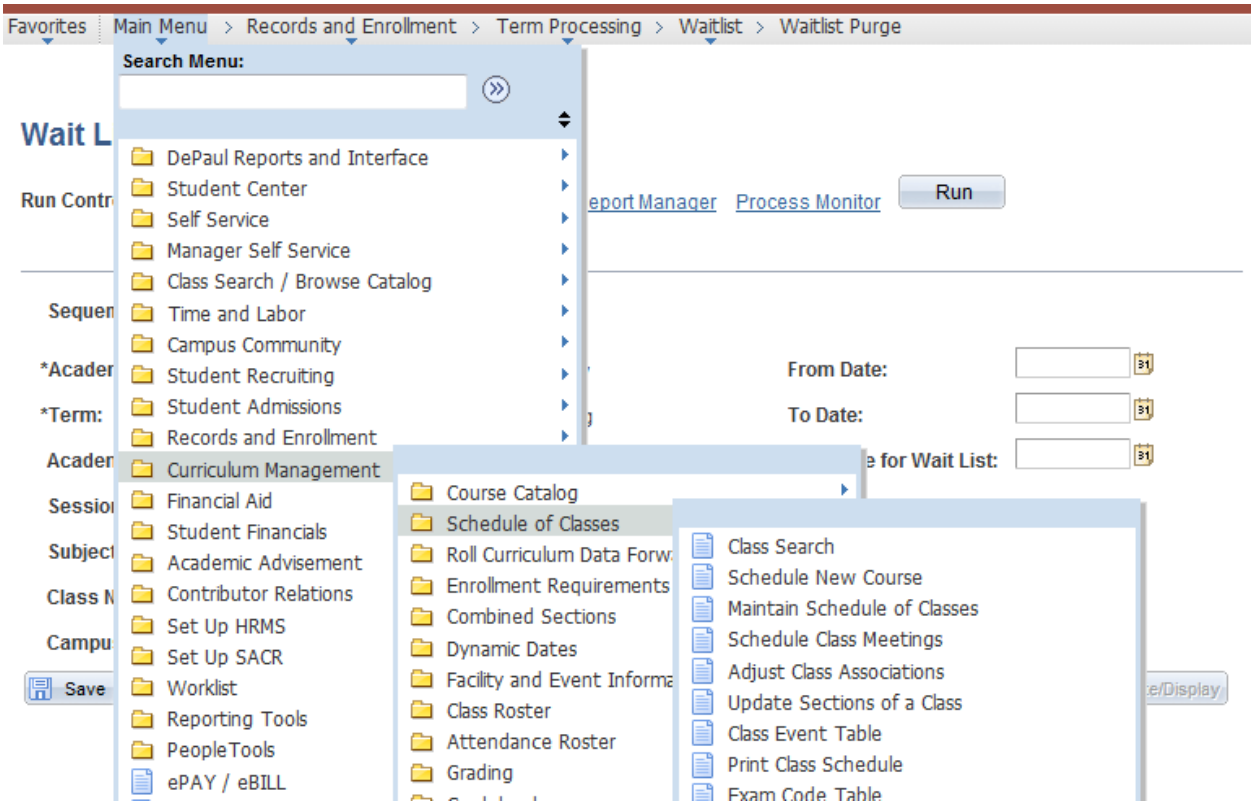
- Monitor pending and completed WL processing in the Process Monitor, searching for the Process Name DU_WAITL
- Sunday system maintenance can sometimes stall out pending WL requests, so best to keep an eye on it Monday mornings
- Queries:
    - SR9_SB_CLSS_W_WAITLIST
    - SR9_SB_STDNTS_ON_WAITLIST
    - SR9_SB_ERROR_STILLWAITING
    - SR9_SB_STDNTS_ENRL_FROM_WLP
- I currently run and send SR9_SB_STDNTS_ON_WAITLIST and SR9_SB_ERROR_STILLWAITING to John Glatz and Randy Honold each term right before I run the purge process – this may no longer be necessary based on how the purge moves forward
- Current practice is at the end of each add period, I run the above queries and purge the WL for the ending term/session. (Purge REG session and leave OLS session for 2 more days)
    - With the new fix in place honoring the last day to add for the class/session, this may no longer be necessary

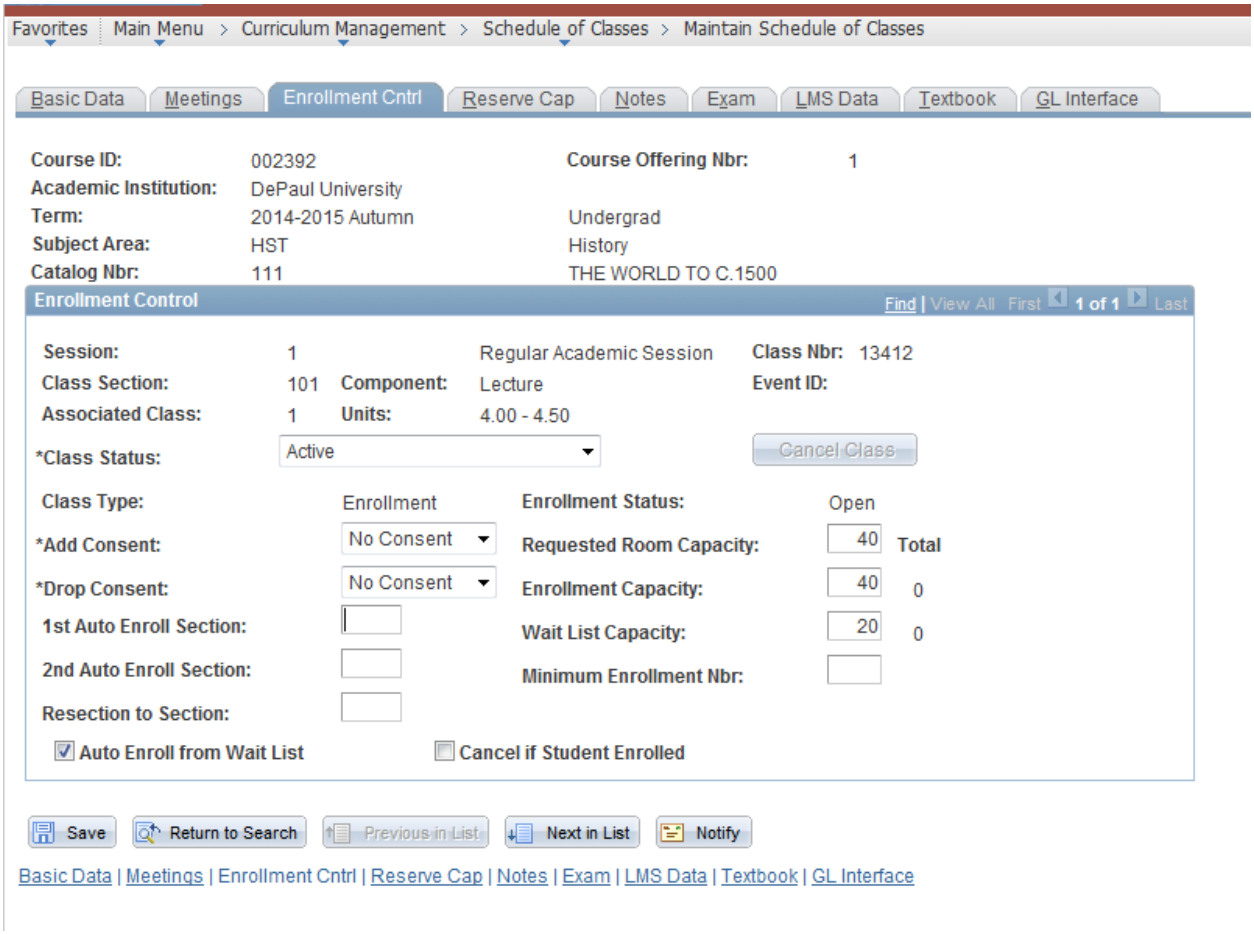




- Waitlist capacities are located on the class setup – Maintain Schedule of Classes
    - This is managed by the class schedulers in the college offices, but you should be familiar with it for testing and troubleshooting.

- The WL Cap determines how many students can occupy a WL, because some students will clog WLs, we recommend liberal caps
- The Auto-Enroll From WL box should be checked – otherwise, the WL must be managed manually. You can use the Classes with Waitlists query above to look for classes with it incorrectly set to N





- Most waitlist questions involve timing – lack of understanding that the WL only runs twice each day – and reasons why a student may not have moved off the WL
    - I typically start by checking the error query, then the Enrollment Request Search to identify the enrollment transactions performed by the student
    - An important note – the WL does not run through the traditional Enrollment Request, but rather the Block Enrollment, so if you need to look at the actual transaction, you must search there
    - Often, the WL troubleshooting involves analyzing the student's enrollment transactions in detail, as it most often comes down to timing. For example, a student may have gotten an error, then dropped another class, and there are no new openings in their desired class

Enrollment Request Search

Academic Institution: DPAUL DePaul University

Academic Career:

Term: 0930

Enrollment Request ID:

Enrollment Request Source:

Enrollment Request Action:

Enrollment Action Reason:

User ID:

Empl ID: 1231233

Class Nbr:

Search

Refresh Previous Search Result:

Enrollment Action Range

From Date:

End Date:

Last Update Range

From DateTime:

Thru DateTime:

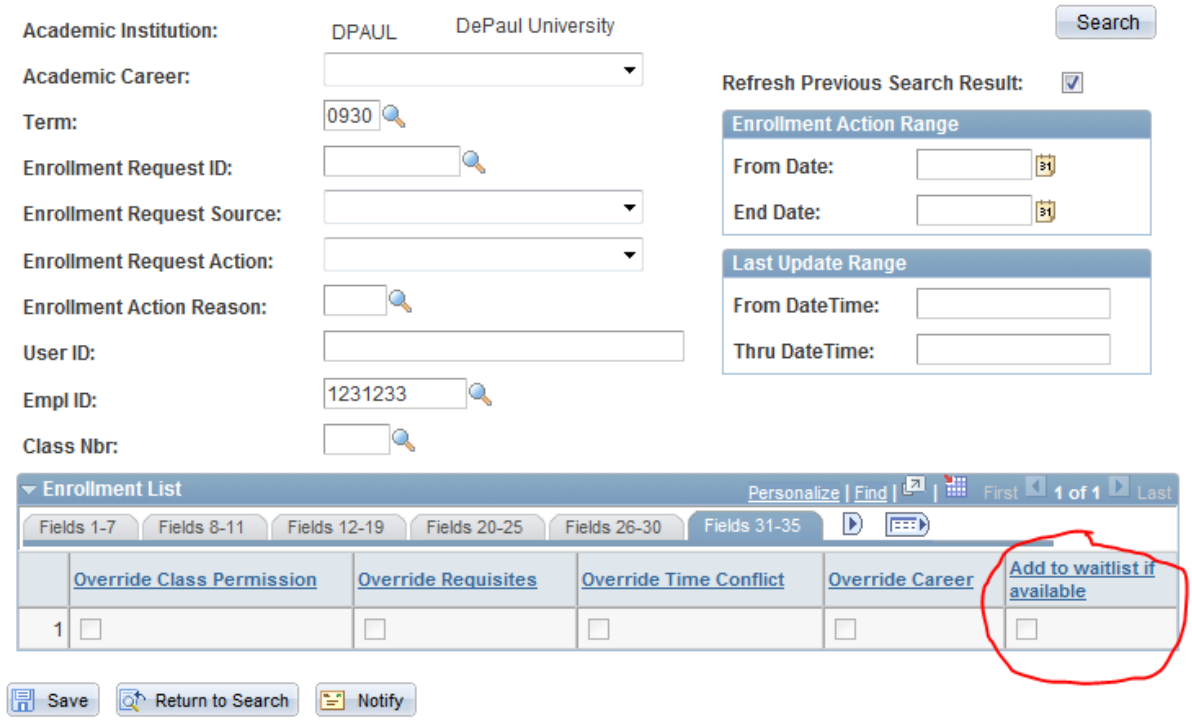
Enrollment List

Personalize | Find | First 1 of 1 Last

Fields 1-7 | Fields 8-11 | Fields 12-19 | Fields 20-25 | Fields 26-30 | Fields 31-35

	User ID	ID	Term	Class Nbr	Subject Area	Catalog Nbr	Academic Career
1							

Save | Return to Search | Notify



- Finally, many of the WL questions can be addressed in the FAQ's on our website. For more details on the Block Enroll searching, see the documents in the WL shared drive folder.

Block Enroll Merge

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Enrollment Request ID:	begins with	
ID:	begins with	
Academic Career:	=	
Academic Institution:	begins with	DPAUL
Term:	begins with	
Class Nbr:	=	
User ID:	begins with	
Campus ID:	begins with	
National ID:	begins with	
Last Name:	begins with	
First Name:	begins with	

☐ **Case Sensitive**

Limit the number of results to (up to 300): 300

Search | Clear | Basic Search | Save Search Criteria