January 29, 2016

Dear JKSIS Graduate students:

For Spring Quarter 2016 registration, which begins on Monday, 02/15/16, we are adopting the University of Denver’s official, fully automated online waitlist process. Given this important change to our waitlist procedure for over-subscribed graduate courses, we are reaching out to help explain what this entails and how the new process will work.

1. The Office of the Registrar (not Student Affairs) is responsible for the quarterly registration process, including generating registration time ticket assignments based on total credits earned. Ultimately, this is the mechanism that allows second year students to register prior to first years (assuming that students actually register at their designated time), and is the first layer built-in to the system.

2. Over the course of the last two months, we have worked in collaboration with degree and certificate directors to develop and refine the second layer of registration criteria, namely identifying required courses for individual degree programs and attaching appropriate restrictions (i.e. field of study) or allocating seat reservations for particular majors as needed.

3. This information was then attached to the course records in question, so that any relevant registration restrictions are effectively front-loaded in the process. This process helps ensure that students with required coursework for their degree have first priority to register for those courses, while the registration time ticket assignments give priority to students who are closest to graduation. In order for this system to work, it is important for you to (a) register at your assigned time, and (b) respond promptly to emails from the waitlist system as applicable.

Thank you in advance for your assistance and cooperation in this matter. By adopting the University’s automated process for waitlist management, we hope to achieve a more equitable solution for our students, adhere to best practice, and implement a sustainable administrative model for the future.

Should you have any questions or concerns about this process, please be in touch and/or review the FAQs below.

Warm regards,

Graduate Student Affairs
Office of Academic and Student Affairs
Josef Korbel School of International Studies
University of Denver

2201 S. Gaylord Street, Suite 101
Denver, CO 80208
Office: 303.871.6451
Fax: 303.871.2124
Automated Online Waitlist Process FAQs

Why is the waitlist process changing?

As our many degree programs continue to grow, it is critical that we have an equitable and sustainable system in place to ensure that required degree courses are accessible, first and foremost, to the students that need them for degree completion.

How does this new process differ from the process utilized in the past?

Beginning this registration cycle (Spring Quarter 2016), we are adopting the University of Denver’s official, fully automated online waitlist process. The registration criteria are the same that have been utilized to make waitlist decisions in the past. The difference is that the criteria have been front-loaded on to the registration process (by attaching the criteria to the actual course record), as opposed to waiting to apply the criteria on the back-end (during the waitlist request process).

By utilizing DU’s officially sanctioned waitlist system, we will achieve greater equity, consistency, and sustainability in our registration and waitlist process.

How do I use the automated online waitlist?

You are encouraged to consult the step-by-step instructions regarding how to use the registration waitlist, provided by the Office of the Registrar.

How can I verify my registration time assignment?

Find your time assignment and registration status by logging in to PioneerWeb > click the “Student” tab > click the “Registration” link in the “Advising and Registration Tools” section > and click the “Prepare for Registration” link > select the relevant term/year from the drop down menu. The “time ticket” field generally appears after the “holds” field.

What if I cannot register at my designated time?

You should make every effort to register at your designated time, in order to maximize your registration options. Students that cannot do so because of extenuating circumstances may reach out to the Office of the Registrar to inquiry about proxy registration assistance at your designated registration time.

I have holds on my account. Will I be able to register and/or add my name to the online waitlist?

No. Any and all holds on your account must be resolved before you are eligible to register for courses or utilize online waitlists.

I am graduating soon. Will I have priority to register for classes before other students?

The Office of the Registrar (not Student Affairs) is responsible for generating registration time ticket assignments based on total credits earned. Ultimately, this is the mechanism that allows second year students, who are closer to graduating, to register prior to students that have fewer
total credits earned (e.g. first years). It is essential that students verify their registration time in advance and register at their designated time in order to capitalize on this mechanism.

**Does the new process guarantee that I will be able to register for a course that is required for my degree?**

While the automated online waitlist process is designed to improve equity and consistency, the new process does not guarantee that you will be able to register for a required course. Please remember that a number of factors contribute to the overall registration process, including, but not limited to, total credits earned, your registration time assignment, when you actually register for courses, and whether restrictions were attached to the course in question.

**What should I do if all the seats in a required course fill before I have a chance to register?**

Please add your name to the automated online waitlist. Step-by-step instructions regarding how to use the registration waitlist are provided by the Office of the Registrar.

**Do the restrictions apply only to the waitlist process or to the overall registration process as well?**

The restrictions or seat reservations requested by degree/certificate directors apply to all seats in the course, as well as the waitlists. For example, a course that has a field of study restriction requested by International Security means that 100% of the seats available in the class and on the waitlist are reserved exclusively for International Security majors. Non-International Security majors are not eligible to register for the course or add their names to the waitlist.

**I tried to register and got a field of study error. What does this mean?**

This restriction error message signals that the class in question restricts registration to students within specified majors or certificates.

**I am receiving a registration error and I do not know what it means.**

For a list of common registration errors that prevent you from registering for courses, along with explanations and potential solutions, please review the Registration Error Messages list provided by Office of the Registrar.

**Can I register/place my name on a waitlist for a course that does not have any restrictions attached to it?**

Yes. Courses without attached restrictions or seat reservations specified by degree directors are open to all JKSIS students for registration and waitlist requests on a first-come, first-served basis (the only constraint being the registration time assignment).

**Can I add my name to the waitlist in advance?**

No. Students are not eligible to register for courses or add their name to the waitlist until at or after their designated registration time assignment.

Moreover, waitlists do not become active until a course reaches capacity.
I added my name to the online waitlist for a closed class. Now what?

If a seat in the section becomes available, notice will be sent to the University of Denver’s recorded preferred email address of the student at the top of the waitlist, who will have 24 hours to log in to his or her PioneerWeb account and add the class. The open seat will be reserved solely for the student at the top of the waitlist: no other student may register for the seat during the 24-hour time period. If the student at the top of the waitlist does not add the class within the 24-hour period, he or she will be removed from the waitlist and the next student on the list will be notified.

I am waitlisted for a class I want. How will I be notified if a seat becomes available?

If a seat in the section becomes available, the automated waitlist system will send a notice to your recorded preferred email address if you are at the top of the waitlist. You will then have 24 hours to log in to your PioneerWeb account and add the class.

It is critical to ensure that your preferred email address is accurate and up-to-date in PioneerWeb (“Student” tab > Student Information > Personal > Set Your Preferred Email Address).

Is there a way for students to know their position on waitlist?

Students may view their waitlisted classes by viewing their class schedule in their PioneerWeb account. A student in position 1 (one) on a waitlist is next in line if a seat becomes available. A student in position 1 (one) will move into position 0 (zero) if a seat becomes available. S/he will receive notification that a seat has become available and will have 24 hours to log in and register, before being dropped from the waitlist.

Can my Degree Director or the Office of Academic and Student Affairs help me secure better placement on the waitlist?

No. Once the automated waitlists are active, requests are handled robotically in the order they were received; neither individual faculty members, nor the Office of Academic and Student Affairs can intervene. Adding and dropping waitlist requests, as well as responding to a notice to enroll within the 24 hours allocated, are the sole responsibility of the student.

I received a notice from the Office of the Registrar to remove my name from the waitlist and register for an open seat in the course I want. What happens if I do not register for the open seat within 24 hours?

Your name will be deleted from the waitlist and the open seat will be offered to the next student on the waitlist.

If I failed to register for an open seat within 24 hours after receiving notice from the Office of the Registrar, can I re-add my name to the waitlist?

Provided space is available, you are welcome to re-add your name to the waitlist. Please be advised, however, that your new request will go to the bottom of the list.

I need technical assistance to register for a course or to be waitlisted. What should I do?
The Office of Academic and Student Affairs is not authorized to register students for courses or waitlists directly. If you are experiencing technical issues or need help formally registering for classes at or after your designated registration time assignment, please reach out to the Office of the Registrar for assistance:

- Website: http://www.du.edu/registrar/index.html
- Email: registrar@du.edu
- Phone: 303-871-4095
- In person: garden level of University Hall (Building 41 (F-5) on DU Campus Map)
  2197 S. University Blvd – Denver, CO 80208

When do the waitlists close?

Waitlists close at 5:00 pm on Friday of the first week of classes.

Additional FAQs

Please review the FAQs provided by the Office of the Registrar regarding Closed Courses & Waitlists.