WAITLIST USER GUIDE

FOR STUDENTS

April 25, 2012
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Waitlist Seat Availability

The online Class Finder at the Cuesta College web site provides information in real-time on open (available seats) or waitlist seats for a closed (full) class. The Class Finder also provides additional course information such as mandatory meetings for a Distance Education class, material fees, and textbook requirements.

Under Class Status, the default selection is Open & Wait List Available which will provide you with search results for a class with open seats as well as closed (full) classes with available waitlist seats.
Waitlist Seat Availability

Under search results, the **Status** column will inform you if the class is open for enrollment and the **Open/Wait** column will inform you how many waitlist seats are assigned to the CRN.

- **Status = OPEN** (class open; waitlist open):
  In the example below, there are 35 seats assigned (capacity) and 30 enrolled, with 5 open seats (open/wait). Click on the CRN to see if there are waitlist seats.

When you click on the CRN, another browser window opens that provides course deadlines and waitlist availability. Certain courses may not have waitlist seats assigned. Typically, courses with additional admission requirements such as the Registered Nursing and Psychiatric Technician Training Program will not offer waitlist seats. Cross-listed classes also do not have waitlist seats.

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**TIP:** Click on the CRN to open this browser window for more information on waitlist seats.
Waitlist Seat Availability

- **Status = WAITLIST** (class closed; waitlist open):
  In the example below, the CRN has a maximum of 27 seats (capacity) with 27 enrolled. There are 2 enrolled on the waitlist appearing as “2 waiting.”

You will need to write down the CRN of the class you wish to place on a waitlist then enter the CRN on your *myCuesta* Registration Worksheet to enroll in an available waitlist seat.

By clicking on the CRN or “waiting” hyperlink, you will see that there are 3 available waitlist seats with a maximum of 5 waitlist seats assigned to this CRN.
Waitlist Seat Availability

- **Status = WAITLIST** (class open/seats reserved; waitlist closed):
  In the example below, the status is WAITLIST, even though there are 2 seats available (27 capacity minus 25 enrolled). The Open/Wait column indicates there are “5 waiting.” The open seats are reserved for waitlisted students notified by email to enroll in the class. Click on the CRN or “waiting” hyperlink to see how many are on the waitlist.

Once the waitlisted students register in reserved seats, waitlist seats will become available for the CRN. If a waitlisted student does not respond and enroll in the class, the student will be automatically dropped from the waitlist and a waitlist seat will become available for the CRN.

By clicking on the “waiting” hyperlink or CRN, you will see there are 5 maximum seats on the waitlist and 5 enrolled on the waitlist. Two of the 5 on the waitlist have received email notifications to register in the 2 open seats in the class. The 2 seats are not shown as available as no other student may enroll except the notified waitlisted students.
Waitlist Seat Availability

- **Status = OPEN** (class open; waitlist closed):
  In this example, there are 6 available seats for the CRN with 5 enrolled in maximum waitlist seats offered. Five of the seats are reserved for the 5 prior waitlisted seats. One additional seat is available to any student to enroll.

By clicking on the CRN or “WL” hyperlink, you will see there are 5 maximum seats on the waitlist and 5 enrolled on the waitlist. All 5 on the waitlist have received email notifications to register in the open seats in the class. There is an additional seat open beyond the waitlist maximum that is open for enrollment for any student.

Once the 1 open seat is taken, then no additional enrollment will be allowed unless either:
1) prior waitlisted student enrolls in open seat or
2) waitlisted student does not enroll within notification period or
3) more students drop the CRN.
Waitlist Seat Availability

- **Status = FULL (class closed; waitlist closed)**
  In this example, the status is **FULL** as all seats for the class are closed (full) and all waitlist slots are closed (full.) Click on the CRN or “waiting” hyperlink to see the status of waitlist seats. This will help you to decide whether or not you should check back for an available waitlist seat.
Waitlist Seat Availability

- **Status = ADD CODE (class started – not too late to add; waitlist seats filled)**
  Once a class begins, only the instructor may authorize a late add for a student to register in the class by issuing an add authorization code. Add codes are valid from the first class meeting until midnight the day prior to the posted Census date. Students with add codes must register online in myCuesta.

Instructors are encouraged but are not required to issue add codes to waitlist students at the first class meeting. However, all waitlisted students should attend the first class meeting to obtain permission of the instructor to late register.

In this example, there is one available seat in the class (21 capacity minus 20 enrolled) and 1 available waitlist seat. However, since the class has already started, there is an **Add Code** status that indicates students may only add with an add code issued by the instructor. No one may enroll in available waitlist seats if there is an **Add Code** status or once the class begins.

There is a “No Notification” period that takes place prior to the first class meeting which is currently 24 hours. The 24 hours is the period that waitlisted students have to respond to their email notification to register for an open seat in the class.
Waitlist Seat Availability

You may also use the Find Classes link in myCuesta to find classes with a waitlist.

Login to myCuesta, then go to your Student tab.

Go to the My Web Services channel, and open the folders as follows:

- Banner Self-Service
- Student
- Registration
- Find Classes

You can also access Find Classes within Banner Self-Service on the Registration menu:
Waitlist Seat Availability

Select the term/semester and click the Submit button.

Use the selection options to search for the class information you need, then click the Section Search button.

Under Sections Found, you will see the seat assignments for the class, including waitlist seats. In the example below, section 32407- BUS 170, there are:

- 12 seats maximum (Cap), 11 enrolled (Act), 1 seat available/remaining (Rem)
- 9 waitlist seats (WL Cap), 2 waitlist seats enrolled (WL Act), 3 waitlist seats available/remaining (WL Rem)

You will have to write down the CRN and return to the Add Classes Worksheet to enroll yourself in an available waitlist seat.
How to Place Yourself on a Waitlist

Login to myCuesta, then go to your Student tab.

Go to the My Web Services channel, and open the folders as follows:

- Banner Self-Service
- Student
- Registration
- Register (Add/Drop Classes)

You can also access Register (Add/Drop Classes) within Banner Self-Service on the Registration menu:
Select Registration from the Student menu.

Select Register (Add/Drop Classes) from the Registration menu.
How to Place Yourself on a Waitlist

Select the term from the drop-down menu then click Submit button.

Enter the CRN in Add Classes Worksheet then click the Submit Changes button.

Note: If you are registering for co-requisite courses, you must enter, as a group, all CRNs that are “linked” together as co-requisites in the Add Classes Worksheet then submit changes in one transaction. See the Registration Add Error section for more information on registering for co-requisite courses with waitlists.

A Registration Add Error message will appear if the course has an available waitlist seat. Under Action, select Wait Listed from the drop-down box and then click the Submit Changes button.

Under Current Schedule, the Status will update as “Wait Listed” to confirm you are now on the wait list!

Note: Once you are on a waitlist, you must check your myCuesta email daily to see if you have been notified if someone has dropped the class.

- **You will not be automatically enrolled from the waitlist if someone drops the class.**
- Once alerted by email notification, you will be required to log back into myCuesta and enroll yourself in the course within the notification period provided to you in your email.
- If you fail to enroll within the notification period, you will be automatically dropped from the waitlist and the seat will be offered to the next waitlisted student.
How to Register with an Add Code

If you are on a waitlist and receive an add code from the instructor, you may OR may not have to drop yourself from the waitlist. It depends on if the class is at capacity or has open seats after class starts.

If the class is at capacity, and you are enrolling above the maximum seat limit for the class, you do not have to drop the waitlist to add the class.

Login to myCuesta and go to the Add Classes Worksheet.

- Under Current Schedule, use the Action drop-down
- Select Web Registered then click Submit Changes

  ![Current Schedule](image1)

- Enter the 4-digit add (authorization) code in the box provided and then click Validate.

  ![Add Classes Worksheet](image2)

- After validation, you will receive an Approved status and then click Submit Changes.

  ![Log In to myCuesta](image3)

- Your Current Schedule will show the status as Web Registered for the class.
  You may now click on Complete Registration to pay fees owed.

  ![Current Schedule](image4)
How to Register with an Add Code

If the class has open seats as of the first class meeting, waitlisted students who are issued an add code will have to drop from the waitlist and re-enter the CRN on their Add/Drop Worksheet and then enter the add code issued by the instructor.

Login to myCuesta and go to the Add Classes Worksheet.

- Under **Current Schedule**, use the **Action** drop-down
- Select **Drop Before Instruction** then click **Submit Changes**

![Add Classes Worksheet](image)

- Re-enter the CRN in the Worksheet and then click **Submit Changes**.

![Add Classes Worksheet](image)

- Enter the 4-digit add code in the box provided and click **Validate**.

![Status Chart](image)

- Once status returns as Approved, click **Submit Changes**.
Registration Add Error Messages

Here are examples of Registration Add Error Messages that you may receive when placing yourself on a waitlist and what they mean.

- **Duplicate class with CRN ######.** Drop duplicate class or submit repeat petition if class is repeatable.
  You may not place yourself on a waitlist for a class you are already enrolled or waitlisted.

- **CLOSED – # on waitlist ahead of you.**
  You will receive the message below when all seats are filled for the class but there are available wait list seats. The # will tell you how many students are on the waitlist ahead of you.

- **OPEN - Reserved for Wait List.** – Available seats reserved for prior waitlist students.
  You will receive the message below when a registered student has dropped the CRN but the available seat is reserved for a student already on the waitlist.

  - There may or may not be additional waitlist seats available. You will have to select “Wait Listed” and then click Submit Changes button to find out.
  - If there are no more waitlist seats available, you will receive this message:
    **Sorry, all waitlist seats are filled at this time.**
Registration Add Error Messages

- **CLOSED – All waitlist seats are filled.**
  You will receive the message below when all seats are filled for the class and all waitlist seats assigned to the CRN are filled or if a seat is on reserve for a prior waitlisted student.

```plaintext
Registration Add Errors
Status
CLOSED - All waitlist seats are filled.
```

- **Time Conflict with another CRN.**
  You will be blocked from placing yourself on a waitlist for an overlapping class you are already waitlisted or are enrolled in.

```plaintext
Current Schedule
Status
Web Registered** on Jan 31, 2012
Wait Listed on Feb 08, 2012

Action
None
None

CRN
32407
30172

Subj
BUS
COUN

Crse
170
116

Sec
0
0

Level
D
C

Cred
0.500
0.000

Grade Mode
Standard Letter Grade
No Pass/Pass

Title
Dealing With Change
Student Success

Total Credit Hours: 0.500
Billing Hours: 0.500
Minimum Hours: 0.000
Maximum Hours: 19.000
Date: Feb 08, 2012 02:53 pm
```

- **Exceeds repeat limit.**
  You have already passed the class with a “C” or better grade.
  You may not re-enroll in the course as you have successfully completed the course and it is not repeatable.

```plaintext
Registration Add Errors
Status
Exceeds repeat limit. Repeatable 0 times. You may not repeat class unless repeat petition requirements met.
```

Note: You will not be allowed to enroll in a waitlist seat for a work-in-progress class until a final substandard grade is posted. This happens if you did not drop a spring or summer class by the drop with a W deadline and are now attempting to re-enroll in the same class the following term.
Registration Add Error Messages

- **Exceeds withdrawal limit.**
  You have already enrolled in this class at least two prior times and received two or more W for withdrawals.
  - If this is your third attempt, you may submit a “Third Enrollment Agreement” to be cleared to register.
  - If this is your 4th or more repeat attempt, you have reached the maximum number of repeat attempts for a course allowed at Cuesta College.

- **Substandard grades near/beyond repeat limit.**
  You have already enrolled in this class two or more prior times and received a combination of substandard grades and W (withdrawal) grades. [Review repeat regulations](#) to see what your options are.

- **Pre/co-req Not Met: Take Assessment Test or submit Form A.**
  You must complete the prerequisite requirement by:
  - Completing an assessment test and receive a test score placement in the class. Note: Math courses also require you submit official high school transcripts.
  - Completing the required prerequisite course with a grade of C or higher at Cuesta College.
  - Completing an equivalent course that meets the prerequisite at another college. Submit official transcripts and Form A to request clearance by the Prerequisite Office.
Registration Add Error Messages

- Pre/co-req Not Met: Take Assessment Test or submit Form A.  
  (Co-requisite required Lab + Course taken concurrently in same term.)
  - Scenario 1: If the lab class has an open seat but the course has a waitlist seat, you will be blocked from placing on the waitlist for the Lab class for not having met the co-requisite, concurrent enrollment requirement.
  - Scenario 2: If the course has an open seat but the lab class is full, you will be able to enroll in the course and place yourself on a waitlist for the lab class.
  - If you attempt to drop the lab course, you will receive the error message below and must:
    a) Drop: Be dropped from both the course and lab class waitlist or
    b) Do not Drop: Remain enrolled in course and on lab class waitlist.

By selecting Drop, you will receive the following confirmation after being dropped from both courses:

All connected courses that could be dropped were done so at your request.
Registration Add Error Messages

- **Department Approval**
  There are additional requirements that must be cleared prior to enrolling in the class. Refer to the comments noted in the online Class Finder for classes that have a *Restricted* status.

- **Registration Update Errors**
  Students on the waitlist, who are trying to submit an add code, may receive the following message.

Students will need to drop from the waitlist by selecting **Drop Before Instruction** and clicking **Submit Changes**. Once the CRN is removed from Current schedule, re-enter the CRN in the Add Classes Worksheet and then enter the add code to Validate.
How to Access *myCuesta* Student Email

Students who place themselves on a waitlist for a class will be notified by email notification to their *myCuesta* email address when a seat becomes available. Once the email notification is delivered, students must respond within the time frame provided in the email notification message to register for the class in *myCuesta*. Once the notification time expires, the student will automatically be dropped from the waitlist and the seat will be offered to the next student on the waitlist.

Steps to access your *myCuesta* email:

- Login to *myCuesta* at [https://my.cuesta.edu](https://my.cuesta.edu)
- Go to your *Student* tab
- Go to the Student Email channel and click on “*Student email is available here.*”

Another browser window will open which may ask you to login again. Login using your *myCuesta* Username and Password. Do **not** use your *myCuesta* email address as your Username. (john_smith11@my.cuesta.edu)

Be sure and click the “*Sign out*” link in the upper right corner to close your *myCuesta* Student Email so no one else can access if you are using a public computer.
How to Access myCuesta Student Email

The email notification will come from “Cuesta College Registration” to your myCuesta email account unless you have myCuesta emails forwarded. Be sure and note the term and CRN number provided in the email. It is possible that you are on a waitlist for different terms when registration overlaps.
Forwarding *my*Cuesta Student Email

Students may forward their *my*Cuesta student emails to another email account.

- Access your *my*Cuesta Student Email and click on the drop-down arrow beside the icon and select **Settings**.

- On the Settings page, select **Forwarding and POP/IMAP** and click on the **Add a forwarding address** box.

- Enter the forwarding email address and click the **Next** box and following the prompts.
Forwarding myCuesta Student Email

- Login to the email account you forwarded your myCuesta student email. Look for an email that contains a confirmation code for verification. Return to myCuesta and enter the confirmation code and click Verify.

- Be sure to adjust the filter for the account your myCuesta emails are being forwarded so emails do not get deleted as SPAM.
How to Confirm You are on a Waitlist

You can confirm you are on a Waitlist at three (3) locations in your myCuesta My Web Services menu:

- **My Class Schedule/Receipt**
- **Student Detail Schedule/Waitlist Position**
  (Displays the Notification Expires date/time and position on waitlist.)
- **Registration History**

Login to myCuesta, then go to your Student tab.

Go to the My Web Services channel, and open the folders as follows:

- Banner Self-Service
- Student
- Registration
  - My Class Schedule/Receipt or
  - Student Detail Schedule/Waitlist Position or
  - Registration History

You can also access My Class Schedule/Receipt, Student Detail/Waitlist Position, or Registration History from the Registration menu.
How to Confirm You are on a Waitlist

**My Class Schedule/Receipt**
Here is a sample *myCuesta* Student Schedule/Bill showing waitlisted courses.

Tip: Click on **Print Page** to keep a copy for your records.

Here is a sample of **Registration History**, which represents active as well as completed registrations for current and prior terms.
How to Confirm You are on a Waitlist

**Student Detail Schedule/Waitlist Position**

The **Student Detail Schedule** provides the most information for a waitlisted class by providing:

- **Waitlisted Position**: student’s priority number for waitlist
- **Notification Expires** information: specific date/time student must register in the class after receiving email notification when a seat opens in the waitlisted class

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**Student Detail Schedule**

<table>
<thead>
<tr>
<th>Total Credit Hours</th>
<th>0.000</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRN:</td>
<td>332145</td>
</tr>
<tr>
<td>Status:</td>
<td>Wait Listed on Feb 22, 2012</td>
</tr>
<tr>
<td>Waitlist Position:</td>
<td>2</td>
</tr>
<tr>
<td>Notification Expires:</td>
<td>Feb 24, 2012, 10:45 am</td>
</tr>
<tr>
<td>Assignor:</td>
<td>Barbara G. Hoffman, Barbara G. Hoffman</td>
</tr>
<tr>
<td>Grade Mode:</td>
<td>Standard Letter Grade</td>
</tr>
<tr>
<td>Credits:</td>
<td>0.000</td>
</tr>
<tr>
<td>Level:</td>
<td>Credit</td>
</tr>
<tr>
<td>Campus:</td>
<td>North County Campus</td>
</tr>
</tbody>
</table>

**Student must register for this CRN prior to Feb 24, 2012, 10:45 am or he/she will be dropped from the waitlist.**

**Students that receive email notification to enroll in an open seat will have a “0” Waitlist Position.**

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**Student Detail Schedule**

<table>
<thead>
<tr>
<th>Time</th>
<th>Days</th>
<th>Date</th>
<th>Schedule Type</th>
<th>Instructors</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am - 9:20 am</td>
<td>TWR</td>
<td>Jan 05, 2022</td>
<td>Lecture and/or discussion</td>
<td>Barbara G. Hoffman (P)</td>
</tr>
<tr>
<td>9:30 am - 12:20 pm</td>
<td>TWR</td>
<td>Apr 05, 2022</td>
<td>Lecture and Studio/Activity</td>
<td>Barbara G. Hoffman (P)</td>
</tr>
</tbody>
</table>

**There is no Notification Expires information listed because a seat has not opened and the student remains #2 on this CRN’s waitlist.**
Waitlist “No Notification” Period

The “no notification” period is 24 hours as of 11:59 p.m. the day prior to the CRN’s first class meeting. During the “no-notification” period, the automated email notification process for the waitlist system freezes. If enrolled students drop the class and a seat opens, there will be no email notifications sent to students enrolled on a waitlist during the “no-notification” period.

Here is an example:

- The first class meeting for a CRN is August 25 (Saturday) at 8:00 a.m.
- 24 hours prior to 11:59 p.m., August 24 (Friday) is the “no notification” period, which begins 12:00 a.m., August 24.
- Any seat that opens from other students dropping when the “no notification” period begins as of 12:00 a.m., August 24 will not trigger an email notification to waitlisted students.
- Add codes issued to students can only be used to register in myCuesta starting August 25 (Saturday), the day of the first class meeting.
- Students must submit add code online in myCuesta no later than one day prior to the Census date for the CRN, which is the deadline to late add.
- Students that fail to register by the late add deadline may only appeal upon extenuating circumstances, which are documented cases of accidents, illness, or other circumstances beyond the student’s control.

Students will be allowed to enroll in available seats that are not reserved for waitlisted students during the “no notification” period (24 hours before class starts.)

Students may also enroll in available waitlist seats during the “no notification” period (24 hours before class starts) and are advised to attend the first class meeting.

Students who are on the waitlist when the class begins must attend the first class meeting. Instructors will have access to a roster of waitlisted students to determine who may add a class based on seat availability. It is the instructor’s discretion to issue add codes to waitlisted students after the class begins. Enrollment is not guaranteed.