**WAIT LIST PILOT: FREQUENTLY ASKED QUESTIONS**

**Q:** How does a student know if a course section is available for wait list?  
**A:** Once a course section is **FULL** but available for wait list, students will be able to click on an “add to wait list” icon in e-services. This will move the course to their wait list “cart.” The wait list system will display other full sections available for wait list and sections with open seats the student can choose instead of wait listing.

![Image of wait list icon]

Wait list icon becomes “live” when course is full.

Also, if the course is eligible for Wait List, it will be noted on the Class Schedule: “Y” for yes and “N” for no.

![Image of Class Schedule]

**Q:** When selecting the Wait List option, will students know how many others have already placed themselves on the list?  
**A:** Yes. Students will see the current number of “entries” on the Wait List.

![Image of Wait List options]

There are 3 entries on the wait list.
Q: Do students receive a confirmation email that they have been placed on a Wait List?
A: No. Students do not receive a confirmation email.

Q: Can students see their position on the wait list as it changes?
A: Yes. While logged into e-services, students will see the courses they have chosen to wait list. The courses will be in the order added by the student. Students will also see their position on the list for each course. An email will notify students about changes in wait list position. For example, “You are now in position 1 on the waiting list for Subject/Number.”

Q: Can students put themselves on the wait list for a course where they have not met the prerequisites?
A: Yes. Students can put themselves on the wait list if they have not met the prerequisites. However, they may be removed from the wait list by the department who owns the curriculum. The department will be responsible for communicating to the student if dropped from the wait list.

Q: If a student is on the wait list for multiple sections of the same course and accepts an offer, is the student automatically removed from the other wait lists?
A: No. The student remains on the wait list for the other sections. Currently, the student is responsible for removing themselves from any other sections.

Q: How are lecture/lab relationships and co-requisites handled?
A: Students may wait list a course that is just one half of a relationship.
**WAIT LIST PILOT: FREQUENTLY ASKED QUESTIONS**

Q: Can other MnSCU students put themselves on the wait list?
A: Yes. Once open registration begins, MnSCU students can put themselves on the wait list. The wait list will function the same way for non-Metropolitan students.

Q: Can students place themselves on a Wait List before their registration window opens?
A: Yes. Once the Wait List option is available, any student can add themselves. However, if students get a Wait List offer before their registration window, they will not be able to accept it.

Q: If a Student receives a Wait List offer before their registration window, will they remain on the Wait List?
A: No. If students are unable to accept a Wait List offer, they are removed from the list. Students may add themselves again if their registration window was not open.

Q: How are students notified when they have a wait list offer?
A: The wait list system will automatically send e-mail promotions and communications to students. Existence of a valid e-mail address is verified and required. Students are encouraged to frequently check their institutional e-mail accounts. Wait list emails will include notification of open seats and will give students opportunities to remove themselves from wait lists if they are no longer interested. The system will also automatically notify students of removal from waiting lists (whether done by themselves or office staff).
**WAIT LIST PILOT: FREQUENTLY ASKED QUESTIONS**

**Q: How long do students have to respond to the wait list offer?**
A: Students have 24 hours to accept or decline a wait list offer.

**Q: Can the 24 hour time limit be changed?**
A: No. We are unable to change the 24 hours this is a MnSCU controlled function in e-services.

**Q: Will a follow up e-mail be sent to students to remind them of the wait list offer?**
A: No. Students have 24 hours to respond to a wait list offer.

**Q: What happens if a student fails to respond to an e-mail offer?**
A: The student will receive an “offer has expired” e-mail message.

**Q: Can departments prioritize or override the wait list?**
A: No. The wait list functions on a first-come-first-serve basis. Prioritizing the wait list or overriding seat caps would remove the automated function. This would defeat the purpose of students placing themselves on the list as they register. However, the School of Law Enforcement and Criminal Justice have a separate petition process which is separate from the wait list.

**Q: How does the weekend impact the 24 hour time limit to respond to a wait list offer?**
A: Weekends do not impact the wait list. There is a 24 hour time limit to respond to a wait list offer. For example, if students receive an email on Friday at 8 pm, they have until Saturday at 8 pm to accept or reject it. If students do not respond within the 24 hours, they are removed from the list and will need to add themselves back to the list if desired.

**Q: How do holidays impact the 24 hour time limit to respond to a wait list offer?**
A: Holidays do not impact the wait list. There is a 24 hour time limit to respond to a wait list offer. For example, if students receive a wait list offer email on December 24th at 8pm, they have until December 25th at 8pm to accept or reject it. If students do not respond within the 24 hours, they are removed from the list and will need to add themselves back to the list if desired.

---

**ENSL 1101 wait list entry has expired**

registration@manscu.edu to me
show details
4:56 PM (22 hours ago)

You have been removed from the waitlist for ENSL/1101, 01 (109939) because the 24 hour time limit has expired and you have not claimed the offered seat by successfully registering.

If you want to add yourself back to the waitlist, click here: [https://webportal0.mnsu.edu/registration/waitlist/awm.php?awm=su01&awm=01&awm=ENSL/1101&awm=109939](https://webportal0.mnsu.edu/registration/waitlist/awm.php?awm=su01&awm=01&awm=ENSL/1101&awm=109939)

---

**Metropolitan State University**
**Student Affairs**
Q: **What if the email goes to the wrong email address?**
A: At the time the student places themselves on the Wait List, the wait list system checks for an institutional email address. If the student does not have one, the system will check for a personal email address. If there is no personal address, the student is prompted to enter one. The student is responsible for correcting an invalid email address.

Q: **How does the 16 credit limit registration affect the wait list?**
A: Students attempting to register for more than 16 credits will receive a message notifying them of the limit. Students will have 24 hours to drop another course and arrange their schedule to accept the wait list offer.

Q: **When will the wait list feature be activated (turned on) and de-activated (turned off)?**
A: The wait list feature is automatically activated the first day of registration. Metropolitan State will turn off the wait list feature on the start of the fifth day of classes. The 24-hour period to claim an offered seat will coincide with the add/drop registration deadline.

Q: **Can students put themselves on a waitlist if they have any registration holds or if they are on academic probation?**
A: Yes. However, if those students attempt to accept a Wait List offer, any hold will prohibit them for registering for the course.

Q: **Will the Wait List have any impact on payment deadlines, Financial Aid or book vouchers?**
A: No. The Wait List function will be aligned to shut off at the same time as the drop/add deadline. Financial Aid and Business Office processing will not function any differently. For example, book voucher are still based on registered courses only.

Q: **Will the Wait List have any impact on tuition payment deadlines?**
A: No. The Wait List function will have the same deadline as the drop/add. The Business Office processing will not function any differently. For example, if a student registers for a course after the tuition payment deadline, students will receive the exact same message that they need to make payment arrangements within 24 hours or they will be dropped from the course.