1. **What’s the short version of how wait lists work?**

   **During the pre-registration period:** When a class is full but spaces remain on the wait list, students will have the choice of adding to the wait list for that class. Later, if a space becomes available in the class, the next student on the wait list will be sent an email to his/her CCSF mail account, and will need to act within 48 hours to move from the wait list into the class. If the student fails to act in that time, the next student on the wait list will be offered the seat.

   **Once school starts:** Faculty will be able to see the list of registered students and the list of students that had added to the wait list but never got in. When adding students to the class, **faculty shall add from the wait list first.** If spaces remain in the class after exhausting the wait list, faculty should then add students based on registration date/time order.

2. **How can faculty see class lists and wait lists?**

   Faculty can use Web4 or the Class Schedule Portal:

   **Class Schedule Portal directions**
   1. From the main CCSF web page, follow the link to MyCCSF
   2. Under MyCCSF for Faculty and Staff, click on the link to the Class Schedule Portal
   3. Fill in your Employee ID, Web4 PIN number, select the appropriate semester and role, then click “Login”
   4. You’ll see a list of classes. Click on the CRN number of the class you’re interested in, and you’ll get a class list. The list has two parts:
      a. Students who are registered, sorted alphabetically
      b. Students who are on the wait list, sorted in wait list priority order. When adding based on the wait list, start with the student on the top of the list.

   **Web4 directions**
   1. From the main CCSF web page, click on the link to MyCCSF located in the center area.
   2. Under MyCCSF for Faculty and Staff, click on the link to Web4
   3. Login
   4. Go to Faculty Services
   5. Go to Summary Class List
   6. Pick the appropriate term
   7. Pick the appropriate class
   8. What you see now is the list of registered students. Note that it does not show any wait listed students – click on "Wait List" under the "Enrollment Counts" section at the bottom of the page to view the wait list.
   9. Students are listed in wait list priority order. When adding based on the wait list, start with the student on the top of the list.
   10. To switch to a different class, use the CRN selection link at the bottom of the page, then use “Summary Class List” and/or “Summary Wait List” as appropriate
3. **Do all classes have wait lists?**
   Yes, with rare exceptions, all credit classes have wait lists.

4. **What if there is a valid reason for not having a wait list for certain classes, such as those for Police Academy and Nursing?**
   The Office of Instruction can approve removal of wait list on a case-by-case basis.

5. **How will students be able to tell if a closed class has a wait list available?**
   Several ways:
   - They can look on the online time schedule. Classes that are closed but have room available on the wait list will have the annotation “Wait list”.
   - On the Add/Drop Classes screen in Web4, if a student attempts to add a class that is closed but has room available in the wait list, the status message will say “Closed – Wait List Available – X students are already on the wait list” (where X is the number of students currently on the wait list).
   - If students search for classes in Web4, classes that are closed but have space on the wait list will be indicated.
   - If a student attempts to add a class that is both closed and has a full wait list, it will show “Wait list Full”.

6. **What happens if a student doesn’t act within 48 hours of a space opening up?**
   The student will be removed from the wait list, and the next student on the wait list will be offered the seat in class. If the first student wants to go back on the wait list, they will have to sign up again, and they will be added to the end of the wait list if space was available on the list.

7. **Can students see their position on the wait list?**
   Yes. When a student first attempts to add the class, the message they get will indicate how many students are ahead of them on the wait list. Once a student has added to the wait list, they can check their progress moving up the wait list by looking at the Student Detail Schedule in Web4.

8. **Will students be assessed fees for being on the wait list?**
   No, students are only charged an enrollment fee when they are officially registered in the course.

9. **How many students can be on the wait list for a class?**
   Typical wait list capacities are 10, but can be larger for certain classes.

10. **Does the 48 hours deadline count from when the seat opens, or 48 hours from when the student happens to get their email?**
    The 48 hours start from when the seat opens. Students on a wait list need to check their CCSF email regularly. They can also look at the Student Detail Schedule page in Web4 to see their position on the wait list, if there is a spot available and, if so, their deadline for moving from the wait list into the class. (Our experience with wait lists to date has shown that most students act within 24 hours)
11. Suppose a student is registered in one section of a course. Can this student add to a wait list for another section of the same course that is full?
No.

12. Can a student add onto the wait list for more than one section of a course?
No.

13. If a student needs two different courses (like English 96 and Math 60), both of which are closed, can they add onto the wait list for both?
Yes.

14. If a student is registered for a class that meets MWF 9-10AM, can they put themselves on the wait list for a different class that also meets MWF 9-10AM?
Yes, however, if space becomes available in the wait-listed class, the student will need to decide whether to stay enrolled in the first class, or drop the first class and add the second class.

15. I thought I heard that students on the wait list are automatically moved from the wait list into the class. Isn’t that how this works?
No! Students will receive an email in their CCSF account if space becomes available and they are next on the wait list. Students will have 48 hours to take action.

16. What happens to the wait list once class starts?
Class lists, which are available via Web4 and the Class Schedule Portal, will show both the registered students and those students who remained on the wait list but never got in.

17. What do I do if a student who isn’t on the wait list shows up on the first day, and has a really early registration date?
Instructors must first add those students who were on the wait list. Once the wait list is exhausted, if space remains in the class, faculty shall add students giving priority based on the student’s registration date.

18. Are Add Codes still used?
Yes.

19. Who should students call if they have other questions?
For questions related to the Wait List or Registration, call Admissions and Records, 415-239-3732.

20. I’m a visual learner. Can I see step-by-step directions of what students will see when they’re attempting to register?
Sure, here you go:

First, the student will use the Add/Drop Classes screen in Web4 to attempt to add into the class, and will be informed that the class is closed but a wait list is available. On the Add/Drop Classes screen in Web4 (see screen shot below), they will click on the drop-down menu under “Action”. They will see two choices: “None” and “Wait List”. They’ll select “Wait List”, then click the “Submit Changes” button at the bottom.
Once they have been added to the Wait List, they can look at their current schedule. The “Status” column will say “Wait List”, followed by the date they added onto the wait list (see below).

### Current Schedule

<table>
<thead>
<tr>
<th>Status</th>
<th>Action</th>
<th>CRN Subj</th>
<th>Crse Sec Level</th>
<th>Cred Grade Mode</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wait List on Nov 11, 2010</td>
<td>None</td>
<td>70652 ACCT 59B S90</td>
<td>Credit Classes</td>
<td>0.000</td>
<td>Letter Grade (Credit Div) California Income Tax</td>
</tr>
</tbody>
</table>

Total Credit Hours: 0.000
Billing Hours: 0.000
Minimum Hours: 0.000
Maximum Hours: 17.000
Date: Nov 11, 2010 03:43 pm

21. **How will a student know if a seat becomes available and what procedure do they use to register for the class?**

When a seat becomes available, the student at the top of the wait list will be sent an email to student’s CCSF email account. The student will log onto Web4 and go to the Add/Drop Classes screen to see their current schedule. They’ll change the drop-down menu under the “Action” column from “None” to “**Registered**”, then click on the “Submit Changes” button (see screenshot below).

### Current Schedule

<table>
<thead>
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<th>Status</th>
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<tbody>
<tr>
<td>Wait List on Nov 11, 2010</td>
<td><strong>Registered</strong></td>
<td>70652 ACCT 59B S90</td>
<td>Credit Classes</td>
<td>0.000</td>
<td>Letter Grade (Credit Div) California Income Tax</td>
</tr>
</tbody>
</table>

Total Credit Hours: 0.000
Billing Hours: 0.000
Minimum Hours: 0.000
Maximum Hours: 17.000
Date: Nov 11, 2010 03:44 pm

They can look at their “Current Schedule” to confirm the registration in the class. The “Status” column should now say “**Registered**”, followed by the date they registered for the class (see screenshot below).
22. What’s the text of the email that students will receive?
Here’s an example

Dear Kate,

We are pleased to tell you that a seat has opened up for you in CS 130A, PHP Programming, section 831, CRN 38883.

YOU MUST ACT WITHIN THE NEXT 48 HOURS to move from the wait list into the class. YOU WILL NOT BE AUTOMATICALLY MOVED FROM THE WAIT LIST INTO THIS CLASS. If you fail to add the class within this time, you will be removed from the wait list and the seat will be made available to another student.

To move from the wait list into the class:
* Log onto Web4: https://ocean.ccsf.cc.ca.us/web4stud.shtml
* Use Student Services -> Registration -> Add/Drop Classes to view your current registration
* Switch the drop-down list for this class from "None" to "**Registered***"
* Click on the "Submit Changes" button

Once you have successfully moved from the wait list into the class, the status for that class will say "**Registered***", followed by the date.

If you have questions, please read the Wait List FAQ at http://www.ccsf.edu/NEW/en/student-services/admissions-and-registration.html You can also call 415/239-3732.