

Spring and Summer 2019 Time Ticketing

Office Of The University Registrar

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BACKGROUND

- **What is a “time ticket”**

Beginning in October 2018 for the Spring 2019 and Summer 2019 terms, students will register as always on their registration day based upon priority status or student classification, but rather than mass registration opening at 8 a.m., students will be assigned a specific time during their day where their randomly assigned time serves as the start time for registering. Registration each day begins at 8:30 a.m. and can continue through the close of business.

- **Why is there a need to make a change?**

- Previous Banner concerns/slowness/lockouts
- Ellucian recommended
- Peer Institution recommended
- Worst case scenario



PROCESS

- Priority Group lists provided to OUR enabled our office to appropriately assign the correct day of registration.

Undergraduate students were assigned their registration day based upon earned hours + hours in Progress for Fall 2018.

Classification	Hours
Freshman	1-29 Earned Credit Hours, Inclusive
Sophomore	30-59 Earned Credit Hours, Inclusive
Junior	60-89 Earned Credit Hours, Inclusive
Senior	90 or More Earned Hours



Registration Dates

Registration Group	Registration Day
PSC Exceptions	October 16th
WVUIT Veterans, PSC Open Registration	October 23rd
Professionals, Graduates, *Exceptions, L3 and *Honors Fourth Year	October 24th
L2 and *Honors Third Year	October 25th
L1 and *Honors Second Year	October 26th
*Honors First Year	October 29th
Seniors, WVUIT Open Registration	October 30
Juniors	November 1st
Sophomores	November 5th
Freshmen	November 7th



COMMUNICATION TIMELINE

July and August:

- Multiple Email communications to Advisors/Asst. and Assoc. Deans
- Creation of the time ticketing website:
<https://registrar.wvu.edu/registration/time-ticketing>
- Presentations to Academic Advisory Council
- Initial Email to all students with Time Ticketing Overview: August 29th.
- E-News Announcement on August 30th.

First week of October:

- Personalized Email with their assigned day and time of registration listed at the bottom: Your registration window begins at: [DD-MM-YY HHMM]
- Time Tickets appear on Degree Works:

Registration Window: October 26, 2018 at 08:30 AM



SAMPLE FAQ'S

- How is my time determined?
- Where do I find my time?
 - What If I can't register at that time?
 - There's only one seat in a class and I need to graduate. Can I change my time?
 - I am "this" not a "that", so I should have a different day or time
 - I am expecting something to arrive that will change me from "this" to "that"
 - I don't have a time listed. Can I have one assigned?
 - Will I always have the same time?
 - What do I do have I have a "Hold" preventing me from registering?



SUMMARY AND NOTES

- The impact of PSC/WVUIT
- A typical day of registration is better than we expected.
- The change has been well received by our students and we anticipate the change will assist in alleviating the majority of the load on the student information system that has caused issues in the past.

Questions?

