Questions – Universities Using Multi-term Registration

General Issues
1. What model for multi-term registration (MTR) does your university use? Why did you choose this model?
2. What did you hope to achieve by switching to Multi-Term Registration? Were you successful? How do you know?
3. Did MTR end up being more efficient or less efficient than your previous system—did it entail more expense and effort or less?
4. Was MTR part of bigger, more comprehensive institutional initiative (student success, enrollment management, cost containment, etc.)?
5. How did you communicate with students about the implementation of Multi-Term Registration? What process did you use, including the timeline for notification?
6. What unanticipated problems did you encounter? What unanticipated benefits came about?
7. Did you make other changes at the same time (e.g. paper to electronic)?
8. Did you buy a system or build one internally?

Scheduling
1. How do you accommodate special requests or special classroom needs in your scheduling process? For example, faculty member with an ADA issue requiring a specific type of classroom. What qualifies for an accommodation? (beyond those covered under ADA)
2. Does your MTR solution list instructors when courses are made available for registration? If not, at what point are specific faculty linked to course sections?
3. Did you modify the time blocks used for scheduling classes as you moved to multi-term registration? What time blocks do you use?
4. How do you schedule hybrid courses? For example, a 3 credit class only meets F2F once per week and the rest is online?
5. Are online courses scheduled at the same time as on-campus classes? Does registration for both types occur using the same process and schedule?
6. How has the department scheduling process changed as you moved to multi-term registration? How did department chairs/schedulers respond to your transition to multi-term scheduling?
7. Have your curricular processes been modified to set firm deadlines for when items must be fully approved to be added to a schedule?

Registration
1. How do you manage the dynamic nature of registration and enrollment using Multi-Term Registration? For example, when do you decide about cancelling classes? Dropping a student for lack of pre-requisites? etc. Do you have quotas for classes? Do you make commitments to students regarding certain classes (or percentage of classes being offered that appear on a schedule one or more terms out? When in your registration process is a final decision made about cancelling a class?
2. What flexibility do students have to change a schedule? When can that be done during your registration process?
3. Do you have different processes/rules for first year students vs returning students?

Wrap up

1. If you had to do it over, what would you change or avoid? What lessons have you learned?