# What is the best thing about what you do when scheduling classes for your department?

**It is easy to use**

Resolution week x2 :)

a new user so looking forward to learn

**The forms are very user friendly**

**Run Analytics reports from previous semesters.**

**Resolution week**

**Working with our instructors**

**That feeling when stuff gets done**

**Rollover is helpful**

**sending the schedule to faculty before open scheduling even starts**

Meeting with the department schedulers and building partnerships with everyone. :)

RCS staff is super attentive when it comes to resolving issues

RCS staff is usually pretty quick to respond

# What is the worst thing about what you do when scheduling classes for your department?

The default for semesters....you set things and move down, then you have to double-check a couple of times, it goes to an older semester always.

The timeline of scheduling so far in advanced when often departments dont have that information and instructors dont know what that will look like for them with teaching.

my faculty see empty classrooms that they may be able to use.

Many tabs and codes. It can feel kind of unweildy.

It is frustrating to be required to enter faculty workload over and over - when it is not used for any purpose.

keeping track of T/Thurs scheduling by faculty so that they can all take turns teaching at those most requested times

students AND faculty really do not want MWF 8am courses anymore which limits some course scheduling.room availability

entered items not saving

How hard it is to change combined enrollment cap and how far away it is from regular enrollment cap

there are not enough collaborative rooms available and instructors get upset

Instructors and workload having to be done over and over because it didn't save properly (sad face)

Is there information on how change the home department for a class? I am not able to find the information.

The worst thing are many changes and challenges all at once for larger departments. Makes it difficult for the course scheduler.

**Figuring out what tab to use....**

Having to change meeting times or lower enrollment caps for sections because no rooms are available at desired time

my faculty don't finalize Fall until workload letters are finalized in June of the same year - hard to plan to previous October

Rooms - I know RCS is incredibly swamped, but faculty get nervous when rooms aren't showing up.

waiting for finalized days/times from Global to schedule microcampuses

need better turnaround time when emailing rcshelp; sorry, department calls it the blackhole.

**Having to deal with multiple last minute changes from faculty**

RCS response times

# What is the best thing about what you do when scheduling classes for your department?

**The rollover of courses**

**The ease of days and times selection**

The rollover is helpful. System is easy, except some cross-listings have been strange to maneuver.

## Rollover is helpful

I like the roll over as a starting point

Scheduling our own departmentally-scheduled rooms

When I have all the information needed to schedule the courses for my dept.

**Putting the puzzle together**

**Rollover is efficient**

**Rollover is very helpful!**

# What is the worst thing about what you do when scheduling classes for your department?

The online course scheduling system is not user friendly at all. So many of the options in UAccess are not intuitive. It's always been like this. Why so confusing?

Cross-listed and Co-conveyed courses are not fun to schedule when you have a lot.

I wish there was a way to see the search history.

Late Planning to the schedule and not getting responses in time to put the schedule together makes my job hard to do.

CLS's are difficult to come by

Learning how to use Adastra

finding rooms

cross listed courses are SO complicated

Crosslisting table

The Priority Scheduling request process as it is now is incredibly cumbersome for a large department such as mine and the process is not communicated very well.

Never enough rooms. Also, why have CLS priority gone away? Instructors are upset about this.

The process to make changes to classes after open scheduling is not efficient.

Student Workers are not always as helpful as regular staff. RCS needs more staff to manage the workload.

I get confused between cross listed rules and combined rules

workloads make no sense, and shouldn't be on a separate tab

planning so far ahead

Classroom capacities are different in different places. Makes it difficult to make sure we're not going over cap.

creating new co-convened sections

I don't like to wait for UAccess to update overnight to check my work

rolling over instructors is problematic for large departments where there is a lot of turnover with instructors

Multiple tabs to work with

Last minute changes are inevitable but difficult to make.

Ad Astra does not note RCS vs dept. rooms

Ditto for Cross-listed and Co-convened course process is so complicated!

Not getting classroom for seminar in historical classroom

why was the back-to-back option for rooms taken away?

Having room capacities in a separate tab from enrollment caps doesn't make sense

More re. non-intuitive options, there is option for "Curriculum Management" & another for "UA Curriculum Management". We all work at UA - this makes no sense. Can options be refined so more intuitive?

My faculty are behind in planning for the course schedule which makes my job difficult

Lots of retired instructos

Changing scheduled courses at last minute.

Classroom 1-3 choices is no longer available. The general classroom request is confusing

# What is the best thing about what you do when scheduling classes for your department?

The best thing is when there is little or no change from the previous semester and classes automatically roll over

We appreciate the partnership with RCS for scheduling courses in our "home" building

receiving timely instructor preferences to be able to sketch out the schedule

LOVE that we can now see and update our course forms!

Having feedback from faculty before scheduling begins to have a plan to try to accommodate all faculty availability and courses.

Check, Double-Check, Triple-Check

Resolution week has been super helpful.

**Roll over and resolution week**

Lots of communication and coordination

**Collab schedule for edits and room requests**

**Rolling over the classes helps to get our team started.**

**Getting professors their preferred meeting patterns and rooms.**

interactive google sheet with tasks for team

Communicating with advisors and director throughout the process to make sure all needs are met

**Rollover of schedule from previous year makes things much easier**

Resolution week is very helpful and i agree, when most courses roll over and there is little change, that is great! the one on one during resolution is super helpful and the one on one follow up helps, instead of relying on forms

# What is the worst thing about what you do when scheduling classes for your department?

asking for back-to-back classrooms after the rooms are assigned, as for discussion sections taught by same instructor

So many details to keep track of and individual preferences and requests. Mostly not enough rooms to meet demand

Forms that have been submitted for change and they have been in pending status for a while.

**Agonizing about room availability.**

**Room availability**

**panic over last minute changes**

Changing combined classes once open scheduling ends :\ The waiting game when changes need to be made and no availability

Brief open scheduling window. Especially problematic since the process of creating/modifying new classes can take SO long.

**Last minute changes, and waiting for rcs form requests to go through**

uncombining sections to include the updated meeting patterns, etc., and recombining

Getting half the schedule one week before the scheduling window closes. (Sometimes that happens with new dept heads or during Covid ...)

Checking "opt out of COS process" for every section of every class. Would be nice to have a button to opt out of all, then just select the ones we want to

Room availability (especially not being able to get CSC rooms in our own building)

**Having to change or delete courses at the last minute.**

the worst thing is when I can't get a faculty member the room they would like

Instruction mode changes requested after students start to enroll! (Faculty still want live online.)

**Combined Sections are never easy...**

**Having to work with multiple class sections from different campuses.**

Not feeling like I have a good handle on the process. Worried things will slip through the cracks

Having to change the enrollment cap, then RCS having to find a room to fit the new cap.

**Not being able to enter requested rooms, as we could in the past.**

Our "grid" of courses scheduled in our home building was overlooked this year; I'd like more ownership in entering Facility IDs in the future to make all of our lives easier.

When there are date changes or other modifications that require the course be deleted and re-added after students have already been enrolled.

**Not having rooms near by the department**

**That I can no longer request a specific room**

# What do you dream of for this process?

**Make it simple**

A clean Analytics pull to compare to the Department Head requests, no cleanup required - something more visually friendly

More guidance/resource for scheduling AZ Online courses and sections!

less time consuming

I agree with a clean analytics pull (or clear directions on how)

Being able to change details on one course with multiple sections without a million forms

**Simplicity**

**To have support as a new user**

Required/mandatory RCS training for everyone who schedules courses in our college

Streamline process and timeline for schedulers that match department timelines like hiring teaching contracts.

**Make it easy friendly**

**Simplicity**

Streamlined X-list/combined, especially with Global/Online campuses now

**More help in RCS to complete the changes that all of us need.**

streamline co-convened courses table

**Time saving**

know what items really need to be included.

A more streamlined process, less back and forth to figure things out, like scheduling rooms

Some clarity about what schedulers can and can't do and when - as a new-ish scheduler (couple years) - it's not always clear what I CAN do without trial and error

**mandatory training for all course schedulers**

Being able to upload a spreadsheet of data instead of entering every section, one-by-one

# What's important to you in this process?

Simplicity, Beta Training/feedback, communication

**Having someone to go to for questions and help as a new scheduler.**

**an accurate schedule of classes**

**training for anything new that comes out**

I agree with training for anything new

Big picture streamline - Knowing what all is rolling over and how it compares to what should be scheduled (Analytics issue again?) on a large (but clean) level.

Having rooms close to our buildings or even having more priority for central rooms in our own building

**Being able to get it right.**

**Correct information on the schedule of classes.**

Departmental organization which leads to course scheduling organization on all levels

Semesterly or Yearly best practices training for schedulers

Tips and tricks for how to make something easier

Not having the prescheduler override prerequisites at the beginning of fall.

GOOD COMMUNICATION

**Procedures that don't change with every term**

maybe have a sub-group of senior schedulers to mentor newer schedulers with some best practices?

**I like this!**

love this idea!

**Clear expectations**

**Not having to make changes constantly after the start of the semester!!!**

Is there a refresher course for schedulers? People who have been doing it but might benefit from an advanced training - or update on how things have changed/new features?

Keeping faculty and dept heads happy and creating the most ideal schedule of classes for them, in the rooms they prefer.

# What do you dream of for this process?

**Being able to change enrollments caps on our own.**

A clearer process for new hires to understand what provisioning is needed and tutorial modules prior to training so we know what types of questions to ask.

Being able to add attributes or remove them on our own and not having to submit a form for this.

**Ability to copy/replicate sections**

One form which includes all the necessary fields that can be routed to the appropriate people for completion and approval then uploaded to the scheduler.

Better online support for questions

**workloads that make sense.**

More access as schedulers to rely less on RCS for changes

Communicating/Chatting for a quick question. Less submissions of forms

**Easy table to delete and add courses in one submission**

**BULK UPLOAD**

Some kind of check on classes like the GenEd's we schedule to make sure they're set up properly. Like that the discussion is not optional, etc.

More timely processing of changes

clear guidance for which area to use for changes you need to make later, ie # of students allowed in the class, change of instructor name

**A little more access once scheduling is closed.**

**Remove all the tabs**

Fix the seat release process (calculations of seat release, timing of opening all seats, better balance/proportion of seats released per college, is there even still a need for it)

The process of courses with lecture with lab as a required or optional is complicated. I never schedule correctly and need to submit course change requests.

**I dream that schedulers are able to complete all schedule of classes within the 3 months of open scheduling.**

fewer tabs, fewer clicks, ability to remove inactive instructors

Ability to update your own caps for co-convened sections

**Upload a schedule from Excel**

A better method for combining courses.

Crosslisted or coconvened courses be automatic

Use open scheduling to get the job done.

**Fewer tabs would be nice**

Would like it addressed how non-intuitive the options are in UAccess. Can this be refined?

Being able to selectively rollover specific names per level/per section but exclude others. Like keeping coordinators but not instructor names.

**Keeping Live Online as a permanent modality**

For there not to be lag time between what we do in Schedule of Classes/UAccess and what populates in Analytics downloads.

More information on the tab where enrollment caps are updated, such as room capacity

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# What's important to you in this process?

Scheduling the classes that instructors want to teach AND the classes students need/want to take

Data integrity. Make sure that your data is correct when entering a section form.

Making sure the schedule is entered without issues and not having to change courses at the last minute

**Ease of making changes and timeliness of changes being processed**

Having RCS support and drop-in hours for us to meet with staff virtually to ask clarifying questions.

Streamline Maintain/Update Section tabs, super confusing to know where to go first

**Making the process simpler and more streamlined.**

**Getting the support that is needed. Quick answers to questions.**

Section requests are processed as quickly as possible. We understand there are many sometimes but when it takes a week or two to process one it affects our ability to do our jobs efficiently.

Reserve historical used classroom for seminar which is a course and open to the public.

**Getting rooms that are closer to the department building**

**Reliability and availability from RCS staff/student workers**

**availability and knowledge of RCS staff, and enough staff**

quick processing of RCS course change requests so schedule of classes gets updated promptly

**Making an easier process to find available rooms on AdAstra.**

Communication from RCS

**Classroom capacities are correct and current across all sites and data points.**

Better communication from RCS on changes to procedures. For examples, there was no communication when requests for CLS rooms was removed from Priority Scheduling

**back to back classes schedule at LEAST in the same building, please**

Not having to click on various dashboards for one course to change information. Ex. Coconvened course instructor update is Maintain Course Schedule

# What do you dream of for this process?

**rollovers are reality!**

**Having a smooth scheduling process altogether.**

Almost absolute empowerment?

If its departmentally scheduled, we have all of the power to make changes for most everything. no waiting for RCS

Fewer places to go to make changes, maintain schedule of classes, schedule class meetings, combine section table... if this could be done all in one location that would be amazing

A course tracker that shows all movement in the process and when a course is built

**Yes! Being able to change our combined enrollment numbers!**

I wish Analytics updated in real-time, so we don't have to wait overnight to review.

**Getting the rooms faculty want all the time!**

More freedom to enter Facility IDs for course in our home building for which there is an agreement.

**being able to plan further in advance**

Less glitches: Some real problems with lec required/disc required this semester.

To be able to change enrollments for combined sections as we could previously. It is very time consuming to have to request the updates from RCS and creates unnecessary extra work for you your team.

An easier way to change enrollment, instructors, everything, in combined sections

Having access to change some things after open scheduling: combined course capacities, date/time changes, coconvening, etc

**More ability to edit meeting times in UAcess rather than the change form**

**Streamlined template without all of the extra tabs and tables.**

Quicker turnaround for requests submitted via RCS Form (or a different future process).

# What's important to you in this process?

**Having forms completed in a timely manner.**

**Freedom and flexibility**

**Getting it right the first time**

Communication, knowing where the request is in the process

**Accuracy**

getting knowledgeable help when needed during the process.

making sure that faculty understand our need for deadlines and parameters, especially with meeting patterns and room assignments.

**Making sure student workers are well trained.**

**Easier process for everyone**

**Streamlined process, the fewer clicks the better for each action**

**accuracy early on and as little change as possible**

**That everything goes as planned**

Communication

# If you could make a change in this process, what would that change be?

# What areas does RCS need to focus on for improvement?

allow dept schedulers more access to prevent multiple forms needing to be input

I would like to have access to add/delete sections of a course after open scheduling.

Giving more experienced schedulers a bit more latitude and permissions.

These past couple years have been challenging and strange. All things considered, RCS did amazing work to transition & adjust to keep everyone safe. Thank you-

When being told no rooms are available, please provide what options do exist that we can look at

agree to this - or a queue or something? faculty at least need more

I think the changes registrar's office are making now is GREAT

Bring back live online for Spring 22. This is a major concern for many faculty.

agreed, when there are no rooms we are left to "wait and see"

access to delete courses after open scheduling would be helpful

New schedulers are often lost even with the initial trainings. Having someone to go to is really important.

I would be happy to help new schedulers.

Highlighting the suggestion from earlier about a new/veteran scheduler mentorship

There's a LOT of info for newbies - hard to assimilate it all at once. Would be interested in a refresher course specifically for schedulers who've been at it a bit.

**Response time**

More people! RCS need more staff to handle the workload of the university schedulers.

agreed!

Clarity on the structure of RCS - an org chart of some kind?

Agreed. Emailed for weeks the wrong person.

**Quicker turnaround times for emails and section forms**

Resolution week is helpful if you know how to prepare for it. It took me a few semesters to figure that out. Would be great to have a check list for preparing for resolution week

**Brilliant team; thanks for listening.**

**Answer emails**

update waitlisted forms more regularly

providing more information about AZ Online in webinars and trainings.

Would like to see RCS staff provide options when there are conflicts or rooms unavailable. Be proactive on that.

A fillable form to give instructors to enter proper information to avoid mistakes or missed information.

More visibility on what is possible. Maybe there are things I can do when scheduling that makes more sense

The knowledge and talent in RCS is ah-mazing! Simply need more of you so we can get our answers same-day. ;-)

**Not to treat experienced schedulers like it is their first rodeo.**

While 2020/21 was WEIRD (thank you all for all you did)there were several emails that went unanswered for weeks, even /w repeated follow up

RCS staff are great to work with! Appreciate them and make them happy so they will stay. Reward them :)

Our team recently implemented Zoho - it's an amazing ticketing system!

Create a clinical course component for the health sciences

# If you could make a change in this process, what would that change be?

more intuitive. Why are there so many tabs that make no sense? I've been a course coordinator for about 10 years but the process is never easy because it makes no sense. Have the tab options be intuitive and save us and RCS a

As a newer scheduler I just feel like I muddle through. Training resources are so limited and when you need a quick question answered it can take days.

Allowing for a longer timeline for edits by schedulers.

**Bulk upload**

more access to update small things

**Ability to make changes (grayed out Uaccess tabs) without submitting change forms**

Change the Priority Scheduling Request Process. The Google forms do not work for large departments. Communicate the process entirely.

**Resolution week is not that helpful**

**More access to make changes after Open Scheduling**

**Submit an ideal schedule to RCS, partner with rep to create**

Streamline bulk upload. Uncomplicate crosslissted and coconvened update and add.

# What areas does RCS need to focus on for improvement?

**does RCS have enough staff?**

**Responding in a timely manner to emails and forms**

**RCS, thank you. Lots of hard work going on.**

Consistent information and communication

**Timely processing of changes**

Availability and time between department submitting a form and it being processed.

**Trainings. Better customer service.**

RCS needs more regular staff. The student worker model is troublesome and creates more work for us

**Confirming the request form changes are correct in the system**

**a best practices seminar for schedulers**

Email communication is confusing for newer schedulers.

Communication

Notifying schedulers of things like when they are opening up seats in their courses.

**Maybe make resolution week a little longer**

**Hopefully RCS can be fully staffed.**

**Request forms being completed accurately.**

**I think y'all do a great job!**

**You guys are awesome by the way**

A comprehensive list of buildings/rooms to look up room assignments

**More training for the student workers.**

**Sending confirmations for room requests**

# If you could make a change in this process, what would that change be?

Schedulers have access to combination tables after open scheduling; have a place to notate back to back; bring room or building preferences back

Creating an easier way to combine sections.

Clarity - Is RCS really paying attention to ALL the boxes we click/fill? Or just some?

aligning section numbers with modality/location. example, section 001 with Main Campus, In-Person, etc.

a more visually friendly layout for the schedule of classes and combined sections within a department

include workload percentages?

More freedom/autonomy for courses in our home building (that follow the the agreements).

more flexibility to pick our own rooms

Bring room and or building preferences back.

Flexibility to edit

Course forms worked in order, instead of different folders/kinds of forms being worked on very different times scales.

Finding a way to make combined sections easier to schedule.

Option to populate one piece of information for multiple sections at once: instructor, meeting pattern, etc

# What areas does RCS need to focus on for improvement?

Quicker response times to forms.

making room scheduling easier

short training tutorials which walk you thru many of the processes

Can special room requests come later? Sometimes I don't have a schedule in time for this deadline.

Student Workers sometimes make things more complicated.

Modality changes.

Looking at what changes dept schedulers can make on their own. Less work for RCS, Quicker updates for the dept. WinWin for everyone!

Having department have access to things after open scheduling and not bombarding RCS with certain things.

finding rooms in same building for back-to-back discussions - though Resolution Week has worked well to address this

I second quicker response times to forms

help icons next to some fields that offer explanations or provide links to more information

updating the course scheduling template--streamlining it

Combined sections. Streamlining forms. Making more changes ourselves.

This isn't related to scheduling, but quicker review of new course/course modify forms. I submitted a new course form that was denied a month later with no communication about the concerns. Very frustrating.