

Lauren Garrett: Hello, and welcome to the Decipher Podcast. This podcast is hosted by William & Mary staff members who are committed to student success. We all know that this year has been unlike any other, and our hope is that this podcast provides a fresh perspective on the challenges our students are facing.

Heather Deere: Navigating college life is no walk in the park, and being a William & Mary student in 2020 is no different. Join experts from around campus as they discuss ways to decipher common college experiences.

[00:00:30] All right, welcome back to this episode of the Decipher podcast. I'm one of your hosts, Heather, and I am joined by Shelly Laurenzo. And today we are going to talk about registration for the fall. Wow.

Shelly Laurenzo: Hey, I know. It's happening.

Heather Deere: I can't believe that time is already here, but we're excited to just... I'm going to ask her a few questions. You know, honestly, some things that I'm curious about as we think about fall [00:01:00] registration, maybe some questions that we're getting from students and families, and try to cover some ground in this episode. So thank you for hopping on Shelly.

Shelly Laurenzo: Yeah, of course. I love talking about this stuff.

Heather Deere: So my first question is kind of a broad one. So before we start talking about registration for the fall, what do we know about fall right now?

Shelly Laurenzo: Ooh, yes. That's a great question. So what we currently know about fall and let me state that [00:01:30] Heather and I are recording this on Friday, April 2nd, right? So things could potentially change by the time you listen to this podcast.

But what we currently know is back in March, we received an email from the provost talking about summer information and in that email, she included a line about the fall, essentially stating that we expect that things will improve to a point where we can resume in- [00:02:00] person operations in the fall with still maintaining whatever those public health protocols will be, but we still don't know yet.

So what we know is there is a desire and a hope for us to resume on campus in person operations in the fall. And I think we're all hopeful to get some more information in the coming weeks.

Heather Deere: For sure. So long story short, we don't really know.

Shelly Laurenzo: We don't know.

Heather Deere: [00:02:30] But more information will be coming, and it'll probably follow a similar... I don't want to say similar timeline, but a similar flow of information as

last summer, if you remember that. That maybe we'll have like a direction of travel. And it sounds like our direction of travel is, as in-person as we're safely able to be, which is really exciting as we think about what the last year has looked like.

Shelly Laurenzo: It is, I miss seeing students, that's the hard part. We get it, right Heather? We get into this line of work because we like working with students [00:03:00] and families, and we just haven't been able to see them.

Heather Deere: Yeah. We haven't been able to really feel that same sense of community. And so I think we're really excited to get back to that place.

Shelly Laurenzo: Yes.

Heather Deere: So Shelly, can you walk me through what the timeline is for fall registration?

Shelly Laurenzo: Sure.

So in general, our social class priority registration will start the week of April 12th. I always encourage students to check Banner early and often, if you will. Number one, to confirm [00:03:30] your specific time ticket, your specific registration window will be posted in your Banner, self-service, so please be sure to check that.

But yes, social class registration will start the week of April 12th. The other thing that I like to remind students when they're going into their Banner account to check their specific registration time, to also check to see if they have any registration holds, anything that might prevent them from being able to register when that window opens.

Heather Deere: Wonderful. What [00:04:00] are the holds that might be on a student's account right now?

Shelly Laurenzo: Sure.

Heather Deere: It can be a lot, but-

Shelly Laurenzo: Right, it can kind of vary. So, when I'm thinking about our first year students, the STEP office has continuing learning for their students. And so, some students might receive a hold from not for not having completed that programming and time.

Another potential place for holds for upper-class students is for not declaring their major and [00:04:30] time. So students have to declare their major once they've earned a certain number of credit hours. And so, they might receive a hold for having not done that in advance of this registration window.

And then there can always be holds for things like parking tickets, different bills maybe that haven't been paid. So there's some different financial holds, I guess, is what I'm trying to say can also pop up on a student's account. But, if a student does have a hold, it will tell them the office that placed [00:05:00] the hold, and it should also give them contact information for that office so they can follow up to make sure they do what they need to do to remove that hold in a timely manner.

Heather Deere: That's really helpful and they can see those holds now on their account and just thinking proactively, if there are some things you can do before you log on, really excited about your registration time ticket, that maybe we take a look and see what those holds are.

Shelly Laurenzo: Exactly. We want you to check that early and you know, sometimes it can [00:05:30] take a business day or two to resolve a hold. So making sure students check early so they can get those pieces taken care of before their registration window opens.

Heather Deere: Speaking of being proactive, when thinking about fall registration, can students see what courses are available in the fall?

Shelly Laurenzo: Yes, yes. So the fall courses are loaded into Banner. So students can use either the dynamic scheduler through Banner to look for classes or open course list, which is my personal favorite way to look [00:06:00] for classes. And that website is [courselist.wm.edu](http://courselist.wm.edu), so families can also pull up that website and search for classes.

So yes, the course offerings for the fall are posted there and you can see... You can search by attribute, you can search by discipline. So those are just some different ways for students to identify the courses that they want to take for the fall.

Heather Deere: Speaking of things that they can see [00:06:30] right now, are they able to see the delivery mode of the course?

Shelly Laurenzo: That's a really great question. So, for students and families, you're probably familiar during this past academic year, that there have been different instructional modalities for different courses. And so our students are probably familiar with the language of looking for an RA, meaning a remote asynchronous course versus an FS like a face-to-face course.

As [00:07:00] of now, those instructional modalities are not listed for the fall courses. Again, I think this is in response to the hope that we will be able to resume in-person instruction in the fall. But I would anticipate as we learn more about the fall, that if that is an option again, I'm not saying that it will be, but if it is an option again, those things will be listed potentially at a later date. But for now, all of the course listings are listed [00:07:30] as if they will be in-person.

Heather Deere: Wonderful. So speaking in hypotheticals for a moment.

Shelly Laurenzo: Sure.

Heather Deere: Hypothetically speaking, there is more than one instructional modality offered in the fall semester. That information comes about after students have registered for their courses, are students able to make changes to their registration? And at what point does that begin?

Shelly Laurenzo: Yes, that's a really good question. So, [00:08:00] there are different windows for students to make adjustment and changes to their schedule. So we typically talk about that social class priority registration window being kind of a student's first chance to get in there and create a schedule.

After all of the social classes have been able to go in and make changes. There is a schedule, there are several schedule adjustment periods. So starting April 19th, all the way up till May 7th is a schedule adjustment period for all social classes. So all social classes have [00:08:30] an opportunity between April 19th and May 7th to make changes to their schedule.

We typically block students out for making changes during finals, because we want students to focus on their finals and not necessarily worry about that about fall course registration at that time. So during finals, students can't make changes to their courses, but after finals are over starting May 19th, students can go back in again and make changes to their schedule.

So there will be opportunities both later this spring [00:09:00] and in the summer. I will say in general, between some point roughly in June and then the end of July, all continuing students are blocked out of Banner for registration purposes to allow for our incoming students to register for courses. So just kind of something to keep in mind, if you notice there's this huge blackout date, where you as a student or your student, if you're a family member, can't make changes, that's why we hold that [00:09:30] time just for incoming students.

But then, come August, we lift the continuing students back in to make changes. And then we always have the add/drop window that starts the Tuesday before classes and ends the second Friday of classes.

In some ways that's kind of the beauty of the fall semester is we actually have a lot more time on our side to make changes and make adjustments. And especially as we are waiting to hear more information about what the fall semester will look like, we will be sure to provide students with opportunities to make adjustments as they may need to.

Heather Deere: [00:10:00] And I think that's really comforting when you think about the schedule that they create on that first day of their registration, doesn't necessarily have to be the final one. And then as we learn more information,

students are given the option to be flexible within their schedule. So I think that's really great news to hear.

Shelly Laurenzo: Yes. Well, and Heather, that's a really good point too, that we try to remind students of this. The schedule that they make the first day registration is open, doesn't mean that that's going to be their final schedule, right? Sometimes, students are able to craft the [00:10:30] perfect schedule as soon as registration opens and that's awesome, but most students aren't. Most students need time to make changes, or do some swaps, or wait for that override. And so, it is perfectly normal and okay for a student to not really have their schedule final, final, until classes start. That's perfectly normal and okay.

Heather Deere: A term that you just used, "override," sparked a question in my brain for families who might not be [00:11:00] familiar with an override process. I'm thinking maybe like our first-time-in-college students who maybe haven't gone through the override process before, what does that look like?

Shelly Laurenzo: Sure. So an override essentially means any instance where a student can't register themselves for the course. So they aren't able to add it themselves in our Banner system. And those instances, the student would reach out to the instructor to request an override.

I will [00:11:30] say different instructors use different parameters for their override list. So some instructors will prioritize students based off of when they ask for the override. Some instructors will prioritize students based off of social class, right? If it's a senior and it's their the last year, their last chance to take the class, they might those students. So different instructors have the autonomy to make their [00:12:00] own parameters around their override lists.

One thing to keep in mind that was in place this year and may also be in place in the fall is because of our distancing requirements, our classroom capacity on campus shrink. As we needed to increase the amount of space between folks that limited our classroom capacities on campus.

And so, students may have asked for an override and were denied because there [00:12:30] simply wasn't the physical space in the classroom for that student. So that's just something to keep in mind, thinking ahead to the fall, we don't know what our safety protocols will look like. And so there could potentially be shifts in classroom capacities once we know what the protocols look like. So just this understanding that sometimes faculty, it's not that they don't want to give an override, but they can't because there's a physical space limit.

The other thing I want to say too, is [00:13:00] these are the rules for Arts and Sciences courses. The Business School actually has a separate process for managing override requests. So for students that are looking for courses in the

Business School, they have posted on their website, their process for managing override requests.

Heather Deere: That's a lot of really great information.

Thinking about the summer and how some students may be using the summer to fulfill some course requirements, and maybe some courses they weren't able to [00:13:30] take in the spring, or in this last fall semester. In the case that a student is taking a course in the summer, that is a prerequisite for the fall, is there anything special they'll need to do during fall course registration?

Shelly Laurenzo: That's a really good question. So what our registration system does is if it sees that prereq on your transcript for the summer, it's going to assume that you're going to pass that [00:14:00] and then allow you to register for that next course in the fall.

So that's kind of the assumption that the system makes is that, if you are registered for this class in the summer and then are taking the next level in the fall, it's assuming you're going to pass that summer class. And so, it will then allow you to register for the fall class.

Heather Deere: Easy peasy, wow, that was painless, not complicated at all. That's what we love to hear.

Shelly Laurenzo: Right.

Heather Deere: Honestly, I think that's my last question. Do you have any other [00:14:30] tips for a successful registration for students?

I know that sometimes registration can be, or can feel like a high stress situation. Because you know, they feel like they need to be sitting down right when their time ticket opens and they have that perfect schedule built.

And so what tips do you have for students to maybe mitigate some of that stress?

Shelly Laurenzo: Sure. I mean, I think one of the best things you can do is plan in advance. And so, different students might have different systems for this, but having your list [00:15:00] ready to go of... We call them CRN, the course registration numbers. That's what you actually put into the Banner registration system to register for a class.

So having that list in advance, some people do that in an Excel spreadsheet. So they just copy and paste them into Banner to be able to register for courses quickly. Again, whatever works for you. So I think having the list of courses prior to your registration window opening, and then also having lots of [00:15:30] options, right? So let's say you know you are planning on taking your NQR

knowledge domain requirement for the fall semester, and there's one specific class that you want to take, that's great.

I would also recommend maybe having a list of three or four other classes that would work in case you aren't able to register for that particular course out the gate. So that's something else is planning ahead. [00:16:00] So do as much planning as you can. And then, again, remember that you have time, chances are you're not going to get that perfect schedule during your first registration window. Know that there are more opportunities to make and adjust your schedule and, and have some patience and give yourself some grace as part of that process.

Heather Deere: And if students have any questions about registration, who would be a good resource for them to go to?

Shelly Laurenzo: Sure. So in my office, the Office of Academic Advising, [00:16:30] we have three professional advisors on staff.

Students can schedule appointments online to meet with us and we're available to meet via Zoom or phone. So we're always happy to assist students with that process. If it's something technical-related to Banner, then I typically refer students to the Registrar's Office, but please don't hesitate to reach out to our office. We're more than happy to help you think through it and help you problem solve and troubleshoot.

Heather Deere: Fantastic. [00:17:00] Well, Shelly, thank you for answering all of my questions about fall registration. It's exciting for us to look forward to the fall and whatever that's going to look like.

Shelly Laurenzo: Yeah, thanks Heather, I agree. I'm really excited to look ahead to the fall.

Heather Deere: Me too, thanks everyone.

Shelly Laurenzo: Thanks.

Lauren Garrett: Thank you so much for tuning in to this episode of the Decipher Podcast. For our show notes, please visit our website, [decipher.blogs.wm.edu](http://decipher.blogs.wm.edu), take care. [00:17:30]