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Introduction

Our students are what enable this institution to exist; as such, your role as liaison, advisor, guide, and general resource is invaluable to the mission of your department or unit. As a staff member working in student services, you are the first stop for students, faculty, staff, and guests when elucidating how we make our educational mission a reality. We are therefore very excited to welcome you to UNC and your new role in student services and support.

This orientation and reference guide is not intended to serve as a complete list of duties and responsibilities, but rather as a resource for those who are new to the role or those who would like a refresher on a certain component or process. The guide covers the basic components of student services at UNC-Chapel Hill, some or all of which may apply to your role specifically.

Systems & Offices

There are many systems and offices at UNC-Chapel Hill related to student services and support. Below are brief descriptions of the most common systems and offices with which you may interact.

**ConnectCarolina:** [ConnectCarolina](#) is the Student Information System (SIS) used by staff to schedule class sections, look up student records, register students, access reporting data and systems, run queries, etc. To access these areas in ConnectCarolina, you will need to fill out the relevant access form(s) with your supervisor and, if necessary, complete all required trainings.

**Tarheel Reports:** [Tarheel Reports](#) is a reporting hub for many kinds of data sources, including student information, finance information, and human resources information. Individuals in the student services role use this platform to access the Comprehensive Class report and the Student Term report, both managed in Tableau.

**InfoPorte:** InfoPorte is a hub for displaying, analyzing, and working with ConnectCarolina information. For more information, please visit this [site](#) and select the “Service Details” toggle. Once you are granted access, [training resources](#) are available.
Tableau: Tableau is a reporting and data analytics tool used to organize and display data from a variety of sources. The Comprehensive Class report mentioned above is one way to organize student, instructor, and course data. New or first-time users are encouraged to join the Tableau Teams site. Training tutorials are available on the UNC Library website or can be requested from the Enterprise Reporting team in UNC ITS.

Office of the Registrar: The Registrar’s Office provides services in classroom scheduling, registration, grades, academic data support, and more. They maintain several listservs to communicate information about scheduling, registration, degree audit, and graduation. This office also offers training in a variety of fields and systems, including classroom assignment and scheduling software and student records. A complete list of trainings is available on their website. For more information, please contact their office directly.

Office of Undergraduate Curricula: The Office of Undergraduate Curricula supports the University’s core mission by managing the undergraduate curriculum and encouraging faculty and student engagement with its various pieces and processes. We have recently assisted in the transition to a new undergraduate curriculum: IDEAs in Action. Our website contains information about the Making Connections curriculum (for students admitted 2006 through spring 2022) and the IDEAs in Action Curriculum (for students admitted fall 2022 and later). Staff are encouraged to visit the IDEAs in Action main website for student-centered information about the curriculum. Undergraduate Curricula also manages various systems for the College, including the Online Syllabus Management (OSM) system, the Online Learning Contract Management (OLCM) system, and the Blue Course Evaluation system.

Academic Advising: From orientation to graduation, UNC Advising is available to guide undergraduates in the College of Arts & Sciences and the General College during their academic career. Important information for staff, students, and parents is available on the advising website.

Honors Carolina: Honors Carolina is a rigorous, interdisciplinary academic program designed for students who are eager to explore beyond their immediate academic concentrations and anticipated career trajectories. They sponsor more than 200 small, seminar-style courses each year, in addition to study abroad programs and research fellowships. You can visit the Honors Carolina website for more information.

Office for Undergraduate Research: The Office of Undergraduate Research believes that all undergraduate students should have the opportunity to participate in research and thus has made it their mission to facilitate and enrich undergraduate research opportunities at Carolina by working to remove financial, social, and/or cultural barriers. More information is available on their website.

Center for Student Success: The Center for Student Success (CFSS) assists Carolina students in achieving their academic and personal goals. With a collection of programs dedicated to promoting academic excellence, CFSS helps students develop the skills and strategies needed to achieve academic success. More information is available on their website.

Student Services Meetings
The College of Arts and Sciences SSM holds student services staff meetings on Zoom four times a year on the second Wednesday of February, June, September, and December at 1:00pm. The presenters and topics vary, but agendas are shared one week before the meeting via the scheduling officers listserv and
department managers listserv. Upcoming meeting dates can be viewed on the Office of Undergraduate Curricula calendar.

Student Services Listservs
Below are some UNC staff listservs that may be useful for you to join depending on your responsibilities and daily tasks:

- **Course Scheduling** – important course scheduling activities, updates, and deadlines. Contact the Registrar’s Scheduling team to be added to this listserv.
- **Registration Participants** – important student registration activities, updates, and deadlines. Contact Natalie Rollan in Records and Enrollment Services to be added to this listserv.
- **Degree with Honors** – important information about senior honors thesis process. Contact Jenn Marshburn in the Honors Carolina office to be added to this listserv.
- **Course Evaluation Coordinator** (units in the College only) – important course evaluation activities, updates and deadlines. Contact Heather Thompson in the Office of Undergraduate Curricula to be added to this listserv.
- **Commencement** – if you oversee your unit’s undergraduate commencement ceremony, contact Julie Truluck Thompson in the Office of University Events to be added to their contact list.

Required & Recommended Trainings
Since the student services manager role frequently handles student information protected under state and federal laws, mandatory training is required. Most training courses are scheduled through the Office of the University Registrar, though your department manager or Business Officer should also submit a formal access request to your school’s Access Request Coordinator (ARC). The most common trainings associated with the functions of this role are (in order of importance):

1. **ConnectCarolina Course Management Access training**
2. **Student Records: Registration and Enrollment training**
3. **25Live – Scheduling Classrooms training**
4. **Accessing Student Records Data – InfoPorte training**

All training sessions require you to first complete the online FERPA training module in Carolina Talent.

**ConnectCarolina Course Management Access training**
This training covers the following components of the Department Scheduling Officer role: setting up courses; adding instructors; adjusting enrollments; managing reserve capacities; maintaining cross lists; and scheduling classrooms. This training grants the access required to schedule department classes for all terms.

**Student Records: Registration and Enrollment training**
This training covers the following components of the Department Registrar role: enrolling students; using enrollment overrides; viewing service indicators; review of the Class Search process; managing program/plan (including majors, minors, and specializations). This training grants the access required to help students enroll in department courses for all terms.

**25Live – Scheduling Classrooms training**
This training covers the following components of the Department Scheduling Officer role: how to request specific classrooms; how to view classroom-scheduling grids; how to request rooms for events; and other facility-related concerns. This training grants the access required to make classroom requests on behalf of instructors and schedule courses in department priority scheduling spaces.

**Accessing Student Records Data in InfoPorte & Tableau**
This training covers how to use InfoPorte and Tableau to pull student data. Attendees will learn to work with each of the reporting tabs in the Student section: Degree Candidates, Degree Recipients, and general reports. Additional reporting is handled in Tableau; trainings are available on the [UNC Library website](https://library.unc.edu) or can be requested from the Enterprise Reporting team in UNC ITS.

There is additional training available through the Office of the Registrar that may be useful to you as you settle into your role. However, it is recommended that you sign up for the above trainings as soon as possible after joining your new department. The Registrar offers trainings throughout the year; additional questions about one-on-one trainings can be directed to their main office email.

**Module 1: Department Registrar**
This module covers the basic tasks related to student registration and enrollment. Please be sure you have completed the training required to access the systems described in this section. For more information, refer to the “Required & Recommended Trainings” section.

The Department Registrar oversees all aspects of student records and enrollment. These duties include, but are not limited to, assisting with student enrollment; validating student transcript information; maintaining and clarifying department registration and enrollment policies; adhering to all department and university registration policies and guidelines; and keeping complete and accurate records of student enrollments, courses, course syllabi, and other applicable data.

**Enrolling Students**
The simplest way to enroll a single student in ConnectCarolina is by using the Quick Enroll function. This function is granted after completing the Student Records: Registration and Enrollment training and enables you to add, drop, or swap a class on an individual student’s schedule. Note that this function works for both graduate and undergraduate students, although access and enrollment deadlines differ between the two careers. For more information about enrolling a student in a professional school career, contact the Registrar for that particular school.

**Enrollment Reports**
Enrollment reports are a way to view your course data for a given term in a single place. Depending on how your department/unit tracks enrollments in each term, you may find yourself running these reports once a week, once a month, or in a different configuration that suits your record keeping needs. The easiest way to pull enrollment data on demand is via the Comprehensive Class report in Tarheel Reports. The Scheduling Team in the Registrar’s Office also sends regular enrollment reports to all units via email during critical registration windows throughout the year.

**Major and Minor Reports**
Major and minor reports can be run in Tarheel Reports under the Student tab (Menu > Student > Student Data > Student Term report). This report shows you the number of active majors and minors in
your department/unit as of a given term. This information is often included in unit-level reports and may be requested by your supervisor. It is also a useful tool for developing outreach programs, measuring student engagement levels, and researching other means of connecting students with the resources available in your department/unit.

Course Syllabi
The UNC System Office record retention policy requires departments to collect course syllabi every semester and archive them for at least four years. To facilitate this process, the Online Syllabus Manager (OSM) tool was built to allow instructors in the College of Arts & Sciences to upload and archive class syllabi in a centralized, digital repository each semester. The deadline for syllabi uploads is the first day of classes (FDOC) for each term. OSM is not currently used in the professional schools.

All department managers/business officers are given the OSM Manager Role by default. This role grants users the ability to upload and download syllabi for courses owned by your unit. If your job requires you to track and manage syllabi for your department, please ask your business officer/manager to grant you the OSM Manager Role.

Independent Studies & Learning Contracts
The University offers independent study experiences for undergraduate students, including directed readings, internships/practica, mentored undergraduate research, and senior honors thesis courses for individual students.

All independent study courses at UNC-Chapel Hill require learning contracts. These contracts stipulate the number of hours per week of work expected from the student, the number of required meetings between the instructor and the student during the term, reading and writing assignments and their due dates, assessment information specifying how the final grade will be calculated, and a brief work plan. Students, in consultation with the faculty member, must complete a learning contract and have it approved by the director of undergraduate studies (or designee). Registration for an independent study course must be completed after the learning contract has been approved and no later than the last day of “late registration.” For more information about the learning contract process and policies, please visit the Catalog.

To facilitate the learning contract review and approval process, some units within the College of Arts & Sciences use the Online Learning Contract Manager (OLCM). This system was designed to mimic the workflow for paper learning contracts, but enables departments to generate, review and approve student learning contracts digitally. For more information about OLCM, visit the Office of Undergraduate Curricula website.

Final Exams
All undergraduate courses offered at UNC-Chapel Hill must include a final assessment unless the provost has granted an exception. A traditional final exam is written, is administrated at a predetermined time as specified in the final examination schedule, and takes place at a designated location (normally the classroom in which the course meets during the semester). For graduate and professional school

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1 See UNC System Office records retention schedule, 12.11: “Course Syllabi and Outlines.”
2 Available by term on the Registrar’s website under Academic Calendars.
courses, final examinations, which may or may not be written, may be given at the option of the college/school dean and the instructor.

Only enrolled class members whose registration has been certified by the Office of the Registrar may take the final examination. Instructors may arrange a suitable time for make-up final examinations upon receipt of a signed examination excuse from the dean of the school in which the student registered.

The full memo outlining the UNC examination system is available on the Registrar’s website and the full policy can be found in the UNC Catalog.

Grades
The primary instructor of a class is the sole authority for reporting and/or changing a course grade. In all cases, an approved grading Proxy may enter grades on behalf of a faculty member or Dean. A grading Proxy cannot approve grades or submit grade changes; only the primary instructor or the second level approver may do so. Staff should never be assigned as proxies on a class section for purposes of reviewing or reporting grades. Grades are due within 72 hours (three calendar days) following the scheduled date of the final examination. Each student whose name is listed on a grading roster is validly registered for the section and must receive a grade appropriate to the grade type for which they are registered. More information about the grading system is available in the UNC Catalog.

Students with undergraduate classifications should be assigned grades using the undergraduate grading system. Students with graduate classifications should be assigned grades using the appropriate graduate or professional grading system.

Only the undergraduate and professional programs accrue quality points and so report a grade point average (GPA). The grading system for graduate students does not accrue any quality points so there are no grade point averages reported for graduate programs.

Graduate students enrolled in courses numbered 099 and below (prior to Fall 2006) and 399 and below (starting with Fall 2006) should receive undergraduate grades. Undergraduates enrolled in any graduate-level course should receive an undergraduate letter grade.

The Registrar’s website includes a complete list of authorized grades, as well as help guides for faculty. Additional information regarding grading policy is available in the Catalog.

Add/Drop Procedures
Changes in student schedules should be made during the first five days of a given semester (or the equivalent 1-2 days in summer terms). During this window, students may add and drop courses in ConnectCarolina without going through a department or staff member. After the first five days of the semester, the addition of a course to a student’s schedule requires the permission of the offering department or course instructor and a manual enrollment action by the department. Ten days into the semester departments lose the ability to enroll students and an add/drop form is required for all schedule changes. Students can obtain these forms from their academic advisor, department, or school.

More information about adding courses is available on the Registrar’s website.
Undergraduate students may drop courses using the registration system during their online access period but must maintain full-time student status (at least 12 credit hours). Graduate students may drop courses in ConnectCarolina during the first eight weeks of the semester.

More information about drop/add procedures is available on the Registrar’s website.

Course Audit Procedures
Both UNC students and non-student community members can audit certain UNC courses. Course audits can only be requested after the last day for students to add classes in ConnectCarolina, and are contingent on permission of the course instructor and offering department. UNC students should also meet with an academic advisor. An add/drop/audit form should be used to submit all audit requests; non-UNC students must also complete a Bio-Demographic form (available from the University Registrar). More information about UNC course audit policies is available on the Registrar’s website.

Module 2: Department Scheduling Officer
This module covers the basic tasks related to course scheduling. Please be sure you have completed the required training for the systems described in this section. More information is available in the “Required & Recommended Trainings” section of this guide.

The Department Scheduling Officer oversees all courses offered by the department in all four yearly terms (fall, spring, and summer). In this capacity, the role works closely with the faculty administrative team member(s) who solicit teaching preferences and creates the schedule of courses for each term before inputting the necessary data into ConnectCarolina and 25Live. In addition to scheduling classes in ConnectCarolina and 25Live, this role is responsible for keeping accurate records of past course schedules, for managing course distribution and ensuring the department remains in compliance with College and University guidelines, and for managing all room requests, including the scheduling of department or unit controlled after-hours classrooms.

Scheduling Best Practices
Below are a few important items related to classroom scheduling. Additional information is available on the Registrar’s Classroom Scheduling page.

1. Classrooms should be occupied a minimum of 35 hours per week
2. 65% of the workstations should be used.
3. The university uses five standard meeting times, as follows:
   • 50 minutes, MWF
   • 75 minutes, TTH
   • 3 hours, one day per week
   • 50 minutes, four days per week (e.g., language classes, select science classes)
   • 50 minutes, one day per week
4. Classes with non-standard schedules result in incomplete use of classrooms because they overlap multiple time slots and block full use of the rooms. As many classes as possible should adhere to the above standards.
5. All classes must adhere to the contact hour requirements used to determine credit hours (see UPM 29). There must be a minimum of 750 minutes of instruction (contact) per credit hour.
6. To the greatest extent possible, one-day-per-week classes starting before period 7 should be paired with other once-per-week classes to fill that time slot throughout the week. This may be done within the department or with other departments.

7. To the greatest extent possible, all classes regardless of length should begin at the official starting times. Any remaining classes with non-standard meeting patterns should still adhere to the same starting times to preserve accessibility for other classes in the rooms.

Course Numbering Rules
There are a handful of course numbering conventions of which all scheduling officers should be aware. The most common are listed below. For a complete list of course numbering rules, refer to UPM 4.

- **050-089** First Year Seminars
- **190, 290, 390** Undergraduate Special Topics Courses
- **193, 293, 393** Undergraduate Internships and Practica
- **195, 295, 395** Undergraduate Research Courses
- **490, 590, 690** Undergraduate/Graduate Special Topics Courses
- **493, 593, 693** Undergraduate/Graduate Internships and Practica
- **495, 595, 695** Undergraduate/Graduate Research Courses
- **496, 596, 696** Undergraduate/Graduate Independent Study/Reading Courses
- **691H, 692H, 693H, 694H** Senior (Undergraduate) Honors Thesis
- **697, 698** Capstone Courses *(Undergraduate)*

Scheduling Semesters
Scheduling a semester involves more than entering individual sections into ConnectCarolina. This is where you will work closely with the faculty administrator in your department/unit who is responsible for soliciting instructor teaching preferences and selecting which courses will be entered (by you) into ConnectCarolina.

Course Schedule Maintenance (CSM) is the window during which departments can enter course information into ConnectCarolina. The rough CSM dates are as follows:

<table>
<thead>
<tr>
<th>Course Schedule Maintenance (CSM) Begins</th>
<th>Summer Terms</th>
<th>Fall Term</th>
<th>Spring Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 1</td>
<td>Oct 1</td>
<td>April 1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Schedule Maintenance (CSM) Ends</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 15</td>
<td>Jan 18</td>
<td>July 30</td>
<td></td>
</tr>
</tbody>
</table>

These dates remain mostly the same from year to year, though deadlines that fall on a weekend or university holiday will typically be rolled to the next working day. The Registrar is responsible for creating and sharing the course scheduling dates for each semester in advance; updates and calendars

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3 For more information about first year seminars, refer to the “Scheduling First Year Seminars” section below or the “First Year Seminars” section in Module 3 of this guide.
are usually posted to the “Scheduling” tab of their website. If changes are made to these dates a notice will be sent to all scheduling officers. Your faculty administrator and/or your predecessor should be familiar with the process by which your department/unit solicits instructor teaching preferences and shapes them into a rough draft of the final schedule.

It is important to note that the courses available in ConnectCarolina for a newly opened term will have rolled from the previous semester (spring rolls to spring, fall to fall, etc.) and may not reflect all the courses available in your department/unit. Do not be alarmed if you don’t see all your courses the first time you navigate to the Maintain Schedule of Classes page for a new term.

Once Course Schedule Maintenance closes for a given term, the Registrar’s Office will begin making classroom assignments and other adjustments. You will not be able to edit courses in ConnectCarolina at this time without going through their office. To request edits to a course outside of Course Schedule Maintenance, submit a Scheduling Request.

Extended Course Schedule Maintenance (ECSM) occurs when the Registrar has finished assigning General Purpose Classrooms and reopens the system for additional department/unit edits. The rough Extended Course Maintenance dates are as follows:

<table>
<thead>
<tr>
<th>Extended Course Schedule Maintenance (ECSM) Begins</th>
<th>Summer Terms</th>
<th>Fall Term</th>
<th>Spring Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes displayed on Registrar’s website</td>
<td>Dec 5</td>
<td>Mar 4</td>
<td>Sept 23</td>
</tr>
</tbody>
</table>

If changes are made to these dates a notice will be sent to all scheduling officers. Extended Course Schedule Maintenance is the last opportunity departments have to edit their semester course list before students can view a semester schedule live in ConnectCarolina. See below for the types of edits that can be made during ECSM.

<table>
<thead>
<tr>
<th>Type of Edit</th>
<th>Available in ECSM</th>
<th>Formstack Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add/Cancel a Course or Section</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add/Remove/Change Instructor or TA</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Add/Remove Consent Flag</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Adjust Enrollment Capacity</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Adjust Reserve Capacities</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Add/Remove Notes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Change Topic ID</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Change Free Format topic</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

4 When making changes to combined and cross-listed courses we strongly recommend submitting requests via Formstack to make sure all sections of the cross list are updated accordingly.
Scheduling Individual Class Sections
The ConnectCarolina Course Management Access training provided by the Registrar goes over how to schedule individual classes in ConnectCarolina.

Scheduling Recitations & Labs
Recitations (referred to by some departments/units as recitation sections or just sections) are small, in-person classes where students have the chance to review lecture material in company with their classmates. These are typically scheduled as non-enrolling components of larger lectures where the course instructor may not be able to interact with each student individually. Recitations are typically, but not always, led by graduate student teaching assistants in the department.

Labs follow a similar scheduling convention to recitations, though not all labs are scheduled as non-enrolling components of lectures. If you have never worked with or scheduled a recitation or lab section before, we strongly encourage you to contact another Student Services Manager or the Scheduling Team for guidance. For information about course and section numbering conventions, refer to the “Course Numbering Rules” section of this guide.

Scheduling Cross-Listed & Combined Sections
Cross-listed courses are coded at the catalog level and identify multiple ways that students can register for the same course. Cross-listed courses are divided into sponsors (the department/unit responsible for making content updates in CIM and the catalog) and non-sponsors (department/unit with seats in the course but no content responsibilities). Students can register for either a sponsor or a non-sponsor section and receive credit for the course. For example: in POLI/WGST 217 students can enroll under either POLI 217 or WGST 217, but the course has the same instructor, assignments, and learning outcomes, and students will receive credit for the course regardless of the section in which they enroll.

Combined sections is the function in ConnectCarolina used to schedule more than one course section in the same classroom. Combined sections are most often used for cross-listed courses (described above) but may also be used to combine graduate and undergraduate level courses or honors and non-honors courses that have different assignments and/or learning outcomes. If you have course sections that should be combined, contact the Scheduling Team to confirm they have been accurately entered in the combined section table.

A note about faculty teaching loads and department seat credit for cross-listed courses:

- **Faculty teaching loads** are based on the number of courses taught by an individual instructor; instructors may offer courses outside their home department (as in the case of a cross-listed or combined section course) and still receive credit towards their teaching load.

- **Department seat credit** (also referred to as enrollment credit) is based on the number of students enrolled in each section. For cross-listed courses, this means the department should count the number of seats in their section and not the total enrollment of all sections combined under the cross-list. Seat allocations in cross-listed courses are determined by the units involved in the cross-list and can be changed according to instructor or department needs.
Scheduling General Education Courses
Certain types of general education courses require additional steps while scheduling. Please refer to the specific subsections below, or contact the First-Year Curriculum Specialist or the CAS SSM for assistance.

First-Year Seminars
First-Year Seminars (FY Seminar) are designed for incoming first-year students with no prior college experience. These are small classes that introduce students to the intellectual life of the University. Many academic units have a minimum number of FY Seminar class sections (Department Minimum) they must offer each academic year.

Scheduling FY Seminars: FY Seminars are scheduled using catalog numbers 50 – 89 and section numbers ranging from 001 – 299. They should be scheduled in a standard meeting pattern and meet at least two days per week. Seminars have an enrollment cap of 24, no waitlists, and no instructor/department consent.

Scheduling New FY Seminars: Instructors who want to offer a brand-new FY Seminar must offer it for the first time under a special topics number (89). They are required to submit a FYS Prospectus Form with an attached syllabus no later than February 15 (for the upcoming fall term) and no later than September 15 (for the upcoming spring term). Like other topics courses, the same XXXX 89 topic can only be offered twice before a permanent course proposal must be submitted in CIM-Courses.

More information is available on the OUC First-Year Seminar web page. For questions about scheduling and registration, contact the First-Year Curriculum Specialist, Ben Haven. For questions about Department Minimums, contact the Curriculum Director, Nick Siedentop.

First-Year Launch Courses
First-Year Launch (FY Launch) courses introduce a discipline or field of study that directly relates to a major offered at UNC. They are a smaller version of an existing introductory level course and typically incorporate more student-centered active learning strategies. Many academic units have a minimum number of FY Launch class sections (Minimums) they must offer each academic year.

Check Approval Status Before Scheduling: Approval must be received in CIM-Courses before a department can schedule a FY Launch section of an existing course. Check your course inventory to determine if your department has approval to offer sections of a course as FY Launch; approved courses have the IDEAS in Action Gen Ed tag “FY-LAUNCH (only designated sections)” in the Catalog.

Scheduling FY Launch: FY Launch sections are scheduled using the same course number as the standard version of the course, but use a 01F, 02F, or 03F section number and a corresponding associated class number of 100, 200, or 300. They should be scheduled in a standard meeting pattern meeting at least two days per week. Launches have an enrollment cap of 35, no waitlists, and no instructor/department consent.

More information is available on the Office of Undergraduate Curricula’s website. For questions about scheduling and registration, contact the First-Year Curriculum Specialist, Ben Haven. For questions about Department Minimums, contact the Curriculum Director, Nick Siedentop.
Triple-I Courses

Ideas, Information, and Inquiry (“Triple-I”) courses bring together three professors from different departments to examine common themes from multiple disciplinary perspectives. Many academic units have a minimum number of participating instructors (Minimums) that must teach Triple-I classes each academic year.

Scheduling Triple-I: The Office of Undergraduate Curricula schedules Triple-I sections. Prior to the close of Course Schedule Maintenance, Undergraduate Curricula follows up with departments so they are aware of meeting patterns for participating Triple-I instructors in their unit(s).

More information is available on the Office of Undergraduate Curricula’s website and the IDEAs in Action website. For questions regarding course composition, scheduling, and registration, please contact the First-Year Curriculum Specialist, Ben Haven. For questions about Department Minimums, contact the Curriculum Director, Nick Siedentop.

Reserve Capacities

Reserve Capacities (also called enrollment requirement groups) are a way of limiting a certain number of seats in a given section to a certain group of students. Your department/unit may have specific reserve capacity guidelines already in place. More information about reserve capacities is included in the Course Setup Playbook, saved in the Registrar’s document repository (under the “Schedule of Classes” subsection). If you would like to create a NEW reserve capacity, please contact the Curriculum Team.

Requesting Classrooms

The Registrar currently uses the 25Live software to schedule all sections and events that require an instructional facility or classroom. All General Purpose Classrooms (GPCs) in the College are included. Classrooms and instructional facilities in one of the professional schools may be subject to different scheduling rules. For specific information about those spaces, contact the Scheduling Team.

More information, including a user’s guide, about 25Live is available on the Registrar’s website. Staff are encouraged to join the UNC 25Live Teams site for additional support and resources. Questions can be directed to Rebecca Jones or the Scheduling Team.

Priority Scheduling Rooms

Priority scheduling rooms, also referred to as department or unit controlled after-hours classrooms, are General Purpose Classrooms managed by individual department/units on weekdays after 6pm and on weekends. Typically, but not always, classrooms of this type are available in 25Live for department scheduling officers to assign as part of standard course schedule maintenance. For a list of your department/unit’s priority scheduling rooms contact the Scheduling Team.

Curriculum Inventory Management (CIM) System

The Curriculum Inventory Management (CIM) system was implemented in August 2018 and enables departments/units as well as faculty to initiate and review changes to their curriculum components. The system now constitutes two parts: CIM Courses and CIM Programs. For more information about user roles, as well as current user guides, please visit the Registrar’s CIM page. If you would like to set up a one-on-one training session, please contact the Curriculum Team.
CIM-Courses
The University uses the Curriculum Inventory Management (CIM) system to submit, review, approve, and process all course proposals. This includes new courses, changes to existing/active courses, and requests to deactivate or reactivate courses. Please visit the Undergraduate Curricula website for more information about CIM-Courses.

CIM-Programs
The University uses the Curriculum Inventory Management (CIM) system to submit, review, approve, and process all program proposals. This includes new program submissions, changes to existing/active majors, minors, and concentrations, and requests to deactivate programs. Further information and submission instructions can be found on the Undergraduate Curricula website.

CIM Submission Deadlines
The CIM proposal deadlines for both course and program forms have recently changed effective academic year 2023-2024 and beyond. Please review the Undergraduate Curricula website for the most up to date proposal deadlines.

University Catalog
Departments/units edit their sections of the University Catalog (both Undergraduate and Graduate) annually in the spring semester. Campus units make updates using the online Catalog Management System (“CAT” for short). User roles and access to CAT are managed by the Registrar’s Office. Additional information about Catalog editing resources can be found on the Registrar’s website. The production schedule for departments/units begins February 1 and ends March 31.

Please note, departments/units cannot make changes to their courses or undergraduate program requirements when editing the catalog; these must be submitted through CIM (see CIM section above).

Useful Queries
A query is an end user reporting tool that enables you to extract specific information from ConnectCarolina in the form of an Excel spreadsheet. Queries can be run in ConnectCarolina by following this navigation path: Home > Student Admin Menu > Reporting Tools > Query. Not all users will have access to all queries; if you do not have the appropriate access, please contact the Registrar. Common queries include:

1. NC_SR_ACT_CROSS_LIST_CRSES: Active cross-listed courses
2. NC_SR_CROSS_LIST_BY_TERM_CS: Active cross-listed class sections scheduled
3. NC_SR_ACT_CRSES_GE_ATTRS: Active courses with gen ed attributes
4. NC_SR_WAITLIST_BY_SUBJECT: Class sections with waitlist by subject
5. NC_SR_ACT_CRSES_LST_ENRL_TRM: Last term active courses had enrollment
6. NC_SR_CLASS_WO_APPROVERS: All scheduled sections without grade approver
7. NC_SR_GRADE_ROSTER_STATUS: Grade status for classes during the grading period
8. NC_SABA_TEMP_GRADES_INSTR: List of temporary undergraduate grades assigned by term
9. NC_SR_GRAD_TEMP_GRADES2: List of graduate AB/IN grades assigned by term
10. NC_SR_ALL_CLASSES_IN_TERM: List of all classes scheduled in a given term
11. NC_SR_CLASS_ENROLL_BY_SUBJECT: Class enrollment summary by term
12. OUR_STUDENT_EMAILS_BY_COURSE: List of enrolled student emails by course section
Module 3: Department Undergraduate Administrator

This module covers anything not discussed in the previous two modules involving general undergraduate students and services. Some of these services include: support for members of your faculty administrative team; managing course evaluations for your department/unit; interpreting policy for faculty, staff, and graduate students; piloting new programs on behalf of the College; attending required trainings and meetings; managing all undergraduate outreach programs and events in your department; and maintaining good working relationships with campus partners.

Course Evaluations

Student Course Feedback, often referred to simply as course evaluations, for all units in the College of Arts and Sciences are managed by Heather Thompson (cas_evaluations@unc.edu), the Course Evaluation Coordinator for the College of Arts & Sciences. Departments are responsible for selecting the courses to be evaluated and verifying instructor and course data is accurate prior to each evaluation cycle. Selection is managed through the Blue course evaluation software. Professional schools manage their own evaluations. For further details on the course evaluation process and contact information for professional schools, visit the Office of Undergraduate Curricula website.

Honors Carolina & Senior Honors Theses

Many academic units have a minimum number of honors sections they must offer each academic year for students in the Honors Carolina program. For more information about honors sections relating to your department, contact Jason Clemmons, Director of Curriculum, Recruitment, and Operations. The Honors Carolina Faculty & Staff Handbook provides information about the policies, procedures, and important dates associated with honors course scheduling and registration, and the Senior Honors Thesis process.

Students who wish to graduate from Carolina with honors or highest honors must complete a senior honors thesis project in their major field(s) of study. Such students need not be members of Honors Carolina but must meet academic eligibility standards set by Honors Carolina and the individual departments, curricula, or professional schools that sponsor senior honors thesis programs. More information about the Senior Honors Thesis process is available on the Honors Carolina website.

Summer School

Students can enroll in up to 8 hours per summer term in Summer School. To register for 9 hours requires an academic dean’s approval. Two five-week sessions, first session (SSI) and second session (SSII), and one three-week Maymester session (MM) are available. First session and Maymester run concurrently. Students can take only one Maymester course, and it is strongly recommended that students in a Maymester course not enroll in a summer session 1 course because of the hefty time commitment. Course descriptions by department are available on the Summer School website in mid-December to help students refine their schedules. For questions, please email summer_school@unc.edu or call 919-966-4364.

Study Abroad

The Study Abroad Office directly supports UNC students who take courses internationally for academic credit during the fall, spring, summer, and/or year-long terms. To learn more about study abroad registration (YAP and ISP placeholders), academic credit (Faculty-Led Graded Credit and TREQ Credit),
and department course approvals (Major/Minor/Language/Gen Ed Credit) please visit the Study Abroad Website: Faculty & Staff. Please feel free to email general questions to abroad@unc.edu. For questions regarding Study Abroad programs with Honors Carolina or Kenan-Flagler Business School, please reach out to Honors Study Abroad or Kenan-Flagler Business School Undergraduate Global Programs directly.

Transfer Student Support
More information can be obtained from the Office of Undergraduate Admissions or Luke Fayard, the Transfer Student Coordinator in the Center for Student Success.

Commencement
Commencement is held twice a year: once in December for winter graduates and once in May for spring graduates. For more information about these events, please visit the commencement homepage. Outside of these two University-wide ceremonies, most departments/units have individual ceremonies for their majors and minors. Contact your predecessor and/or department manager to find out what sort of ceremony your department offers and what your involvement will be. For campus wide Commencement updates and information (including venue reservations), we recommend contacting Julie Truluck Thompson in the Office of University Events to be added to their listserv.