FAQ: ConnectCarolina Waitlists

Q: What is a waitlist in ConnectCarolina?
A: Waitlist in ConnectCarolina is an option for students to add themselves to a course that may be closed or has reserved capacities.

Q: Who can set up a waitlist on a course?
A: Departments are responsible for the setup of a waitlist on a course.

Q: When can a waitlist be added to a course?
A: Waitlist can be added to a course during course scheduling maintenance. Please reach out to the Scheduling office (scheduling_office@unc.edu) for questions regarding this process.

Q: What are the minimum and maximum caps for a waitlist? Is this different for summer terms?
A: Waitlist hours for undergraduate students range from 0-4 credit hours while graduate and professional students waitlist hours range from 0-12 credit hours. This is the same for summer.

Q: Can you add a waitlist to a course that has an associated non-enrolling lab or recitation component?
A: Yes.

Q: Can you add a waitlist to a recitation or non-enrolling lab section?
A: No.

Q: Where do students access a course waitlist?
A: Students can see the waitlist capacity for a course when searching for courses and looking at the details of the course to see if one is offered and how many seats are available to waitlist.

Q: How do students add themselves to a waitlist?
A: When adding courses to the shopping cart, there is a step that allows them to check the box stating, “Waitlist if class is full.” Once the course is on their shopping cart, they can finish registering for the course. If the transaction is successful, the course will appear on their schedule with a yellow triangle.
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Q: When can students add themselves to a waitlist?
A: Students can add themselves to a waitlist when the shopping cart becomes available and when enrolling during their enrollment appointment.

Q: At what point are students no longer able to add themselves to a waitlist?
A: Students are no longer able to add themselves to a waitlist after the waitlist deadline has passed. Check our term calendar for dates.

Q: Can a student remove themselves from a waitlist after they have been added?
A: Yes. The student can use the drop function to remove themselves from the waitlist.

Q: How is a student enrolled from a waitlist in ConnectCarolina?
A: The ConnectCarolina web based registration system automatically reads open seating, each student and any requirements needed to be enrolled in the course from the waitlist.

Q: How often does the system move students on the waitlist into open seats?
A: Waitlists are updated every hour.

Q: What happens if a student who is on the waitlist cannot be enrolled (e.g. they have a time conflict, they have a hold on their account, etc.)? How is the student notified?
A: The student is not notified, Connect Carolina’s system will skip to trying to enroll the next student on the waitlist to the course.

Q: How are students informed when they have been removed from a waitlist (either because they were enrolled or were unable to be enrolled)?
A: Students will need to monitor their ConnectCarolina closely during registration periods to be informed of when they have been removed from the waitlist.

Q: What happens to continuing students who are on a waitlist when the system is closed (e.g. during first-year orientation) and a seat becomes available?
A: Because the system will be closed to continuing students, there should not be any seat availability changes due to continuing student enrollment transitions as their access to make any changes will be denied during the first-year orientation.
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Q: What does it mean when a waitlist is ‘purged’?
A: A purged waitlist means the remaining students who did not get enrolled in the course from the waitlist are removed/deleted.

Q: Who purges waitlists, and when does this happen?
A: Waitlists are manually purged during the second week of classes by the Registrar’s office. Check our term calendar for dates.

Q: Why are waitlists purged?
A: It is part of the clean up process for registration to ensure those seats do not remain pending and are released since students can no longer add themselves to the waitlist. Additionally, having the waitlist in place takes a lot of bandwidth in the system, so it is removed to free up this space.

Q: How do waitlists interact with reserve capacities?
A: Waitlist interact with reserve capacities as it would with courses without reserve capacities. Students on the waitlist will simply need to meet the reserve capacity requirements to be considered being moved from the waitlist if seat(s) become available.

Q: If a course has a reserve capacity on it, can students who do not meet the capacity requirements waitlist the course, and if so, will they be moved into any open seats?
A: If there is a reserve capacity that a student does not meet while on the waitlist, the ConnectCarolina registration system will skip to trying to enroll the next student on the waitlist.

Q: Can you provide a general timeline of when and where to use waitlists, starting from Course Schedule Maintenance and running through Census for fall, spring, and summer terms?
A: The process starts with the SSM setting up the course and determining if there should be a waitlist to a course. If so, they can add the seats for the waitlist at this time. After the course is set up in Connect Carolina, the student, during registration, can add themselves to the waitlist for the course. For dates, you will need to look at each term calendar on our website to see when students can add themselves to a waitlist and when that period ends for continuing students and new students.
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Once the term starts, students cannot add themselves to a waitlist. Before census, the student can work with the course SSM to be enrolled in the course. After census, the student will need to work with their academic advisor to have the course added if approved.

Q: Where can I go to learn more about waitlists? Does the Registrar have a waitlist FAQ or training document available?
A: Please visit our website here to learn more about waitlist. This document will act as the current waitlist FAQ/training document for our office.

Additional Resources:
- Registration Guide: https://registrar.unc.edu/guide/