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## Waitlist Response Time

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## Senate Executive Committee Request for Information

### Waitlist response time

Submitted by: Donna Mullenax

12/17/2019

### Question(s):

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1. Why do students only have 12 hours to respond to a seat being available through a waitlist? How does 12 hour support student success?

### Rationale:

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Students that are on a waitlist have 12 hours to respond to an opening in a class before losing their position on the waitlist. This seems unrealistic and can potentially hurt student success. Many of our students work off campus and/or have families.

- 1) Not every student is attached to the University through email 24/7. Faculty are not expected to be, so why do we expect students.
- 2) Additionally, students that work 12 hour shifts can easily miss the opportunity because they are working. We should not expect them to check their GSU email right before reporting to work and then right after work.
- 3) Faculty are not expected to respond to emails on the weekend. Why should students?
- 4) If a student has a question about the respective course or other changes that adding this course may cause, who will respond to their questions within 12 hours, especially in the evening or during the weekend?
- 5) For students that are involved in activities such as athletics, drama, etc, 12 hours could be while they are on the road, training, etc.

A more realistic time would be 24 hours during regular business days. So if an opening occurs at 7:48 PM on a Friday, the student has until 7:48 PM on Monday at the minimum to respond.

I also want to know why the time was cut from 24 (from Armstrong prior to the merger) to 12. What DATA and ASSESSMENT were used to determine that 12 instead of 24 hours would help support student success. I would like for the response to cite/relate at least 3 strategic pillars as

to why this decision was made. - here is a link incase whoever is answering forgot our goals  
<https://president.georgiasouthern.edu/performance-excellence/strategic-plan/>

## Response:

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SEC Response: Approval of RFI.

Response provided by Dr. Christine Ludowise, Associate Provost.

there are some concerns that we hope Faculty Senate will consider and discuss before making changes to the waitlist times. Please note that the waitlist time was determined during consolidation and I don't think the institution has taken the time to evaluate either a 12-hour or 24-hour (or longer since we're talking about business days) period. Thanks. Christine.

1) Add/drop is the period when most students move into classes from waitlists. During add/drop, open seats will remain unfilled for a longer period of time. Students may not get into classes they need. Courses may not fill completely because students are unable to add the course because of the waitlist. The impact on course enrollments for high demand/high need courses will be problematic. Students would not be able to add end-of week lab courses because add/drop will end before a seat is available.

2) Students are advised to add themselves to the waitlists by academic advisors. In those cases, students are provided with information about keeping tabs on the waitlist and how to accept the open seat in the class. Creating a longer period for that decision will, again, impact the number of students who act in a timely manner which will have a ripple effect on other students needing the course. Will faculty curriculum committees and department schedulers be responsible for identifying how to keep students on track for timely graduation if the number of seats available in high demand/high need courses decreases because of the increase in waitlist time decision-making?

3) Since not all classes have waitlists - and we use them generally on high demand/high need courses only - will the Faculty Senate recommend that (a) all classes have waitlists and (b) that waitlists be used to open new sections to meet student needs in order to decrease students' time-to-degree completion?