1. Registration system crashes

<u>Concern</u>
Registration in October 2020 crashed for most students when it opened each morning. These system crashes lasted for about 5 minutes and then disappeared. Though short-lived, they caused much frustration.

<u>Solution</u>
      A.) An analysis of the crashes indicated the systems became overwhelmed. Since that time, IT has done thorough stress testing, brought in a consultant from IBM, and continued to optimize the code behind the registration system. We have also increased the web server's capacity.

      B.) The system continues to have limitations that prevent supporting a full class registering at once. Our testing concluded we could support up to 600 simultaneous users at one time. To mitigate this issue, we will split each class into two groups, separated by 30 minutes. Additional information is listed below. During the week of registration, IT staff will be on hand beginning at 6:30 am each morning to assist should there be any technical difficulties. IT will be monitoring the system closely for errors and working to resolve them as quickly as possible.

      C.) We are continuing to optimize interactions between the systems and have built a "wish-list" application into registration so students can pre-populate a list of classes they may want to register for when their registration time opens. The wish-list application will streamline the registration process and lessen the time that each student needs to be in the registration system.

2. Equity

<u>Concern</u>
Faculty expressed concerns about staggering registration times by student classification (SR, JR, SO, FY). The concerns centered on access to pre-college credits (AP/IB/PSEO) and how students from more privileged high schools are able to move up in classification more quickly, even though all first-year students were held to the same registration time. The assumption was that low-income students were disadvantaged by having a later registration time.

Analysis of the student survey data, together with student financial aid records, showed that low-income students reported the same success registering into the courses they needed or wanted as non-low income students (70%).

<u>Solution</u>
66% of respondents to the faculty and staff advisor survey selected that registration should be staggered by anticipated graduation year (class year). Based on that response, registration will now be staggered by class year (instead of student classification). In order to accommodate the system load issue identified above, this staggering will now be split into two groups each day. Priority registrants were given priority in the previous system as well.

Opening day of registration for Fall 2021, occurring this spring, will be for students in class years 2021/2022; the next day will be class year 2023, and so on. Each day's registration times will begin as follows:

> *630 am - Priority registrants, per federal requirements*
> *7 am - Students with last names starting with A-L*
> *730 am - Students with last names starting with M-Z*

For odd academic years (e.g., 2021-22), A-L will go first (after priority registrants) for Fall registration, and M-Z will go first for Interim and Spring. For even academic years, M-Z will go first for the Fall and A-L will go first for Interim and Spring.

Additional Changes/Functionality - Coming Soon