## Process Name • Master Course Scheduling

### Overview of the Academic Affairs Master Course Scheduling Process

**Purpose:** To create a student-centered course schedule in accordance with CNM's strategic directions on Centralized Scheduling, which enables students to more effectively and efficiently reach their graduation goals.

Elements of a student-centered schedule:
- Allow for program progression through back-to-back and sequenced course offerings within a term and term to term that helps students graduate in the least amount of time and facilitates effective space and resource allocation.
- Distribute course offerings across diverse days and times of the week to maximize offerings that enable students to create viable and conflict-free schedules.
- Align course offerings within and among the different academic schools and campuses to meet interdisciplinary needs of students.
- Adhere to a standardized set of course scheduling times for student planning purposes.

**CNM Way Experts:** The Academic Affairs Master Scheduling Office (MSO) will coordinate the process between the Academic schools, Enrollment Services, CNM campuses, and CNM Ingenuity, Inc.

**Functional Units Involved:** Master Scheduling Office, Academic schools, Enrollment Services, CNM campus administration, CNM Ingenuity, Inc.

**Beginning of Process:** Enrollment Services rolls the draft schedule for the current year into Banner sandboxes for the planning year.

**End of Process:** MSO Reports on the concluded academic year.

### Definitions:

Predict Analysis – Analysis conducted by data partner in Astra Live, including registration forecasting

### Appendices:

A. Scheduling Timeline
B. Standardized Course Scheduling Times (Fall/Spring and Summer)
C. School ATA or Designee Responsibilities

**Forms:**

       Schedule Update Form
       Room Change Request Form
       ADA Request Form
       Room Reservation Event Form Request

**Process:**

Introduction:

Effective class and classroom scheduling is critical to the academic mission of the College. These protocols have been developed jointly with the Master Scheduling Process Team and schools to ensure that both classes and classrooms are scheduled efficiently to support the needs of students, faculty, and the institution as a whole.

The protocols in this document are designed to ensure that course offerings are scheduled in a manner that permits access to available offerings by the greatest number of students and allows the best match between specific instructional needs and courses being offered in the existing facilities.

Schedule Development

Enrollment Services rolls the academic schedule into the Banner sandboxes for the next academic year to allow initial schedule input for each term. The schedule rolls from like term to like term. Example: In summer 2022, the academic schedule rolls for fall 2023, spring 2024, and summer 2014. Fall 2022 rolls to fall 2023, spring 2023 to spring 2024, and summer 2023 to summer 2024.

Academic schools communicate planned curriculum changes to the MSO; the Scheduling Director attends meetings of the College Curriculum Committee (CCC) as part of this informational process. Academic schools keep theMSO informed in a timely fashion (within a week), of any developments not recorded in the Curriculum Management software as planned changes navigate the curriculum revision process.

The Scheduling Director meets with the Executive Director of Physical Plant to confirm anticipated building and renovation activity during the planning year and to review college energy and space utilization directives. The Scheduling Director communicates the findings of this meeting with the MSO staff and the schools, and continues to convey updates received from the Executive Director of Physical Plant in a timely fashion (within a week) as the schedule creation process progresses.

MSO Coordinators review the schedule for errors and correct for data entry mistakes (incorrect start and end times, incorrect contact hours, mismatched campus codes, missing data fields, etc.). MSO Coordinators also update planned offerings based on established rotation schedules.  The resulting draft is exported from Argos as an Excel file, formatted, and posted on the school's scheduling SharePoint page for analysis.

Personnel within the academic schools (Associate Deans, Program Directors, Academic Affairs Directors, Faculty Chairs, and others as determined by the school) and Master Scheduling Office Coordinators independently analyze the rolled schedule. Schools conduct their analysis according to their own internal process. The MSO Coordinators review, analyze, and create recommendations for changes to the master course schedule in Banner for each academic term based on established student-centered scheduling protocols (sequencing and progression of classes, standardized time patterns, and distribution of classes), enrollment trends, and on cohorting (where applicable). If needed the MSO coordinator may meet with program or school representatives to collect additional information on CCC changes, current schedule suitability, industry changes, resource limitations, pilot and special programs (such as Fast Track or Competency Based Education (CBE) offerings), and program specific details.

The workbook utilized by the MSO coordinator, with proposed schedule revisions, is posted on the school's scheduling SharePoint site two weeks prior to the schedule revision period. The school reviews the proposed changes and posts any additional change requests they have at this time. Each group reviews the other's proposed changes prior to the opening of the schedule revision period.

Schedule revision occurs for one week and is expected to occur in the summer and early fall for liberal arts schools (CHSS, MSE, and SAGE) and in late fall and early spring for CTE schools (AT, BIT, HWPS). Schools approve MSO-recommended changes in the workbook, and MSO coordinators approve school-requested changes by the same process. If discussion is needed, it may be conducted via email or in revision meetings which include MSO staff (Scheduling Director, Scheduling Coordinators, and assisting Scheduling Coordinator) and representatives from the school (Associate Dean, Scheduler, and any other invited personnel). A written record of the discussion (either in email or in meeting minutes) should be retained for the use of both the MSO and the school.

Accepted changes are entered into Banner within one business day.  Changes not acceptable to both groups are either scheduled for further research or elevated to the Academic AffairsExecutive Director for decision.

An Argos report of the schedule as it exists at the conclusion of the revision is posted as the draft schedule on the school's scheduling SharePoint site; the prior draft will be locked and archived on the school's scheduling SharePoint site.

## Schedule Review – Phase I

The MSO and academic schools will continue to review the draft schedule and assess itsquality (in light of academic environment, enrollment trends, resource availability, cross- disciplinary interactions, analytics data, etc.). Refinements can be made as necessary to improve the quality of the draft. Until the schedule is rolled out of Banner sandboxes, school personnel (Associate Deans and/or ATA's with scheduling responsibilities) and MSO staff can request changes on the draft schedule document on SharePoint.

**Notation:** In this and all following phases change requests, whether made by the school or the MSO, must include the date of the change and a sufficient rationale ("course not needed" or a restatement of the change to be made, for example, do not constitute sufficient rationale).

The approving group will conduct a change review to determine the impact of the change prior to approving it; approvals will follow the same process as during the revision period. Approved changes will be entered into the SIS by the MSO Coordinator within ten business days of approval.When school personnel and MSO staff are not in agreement, change requests will be referred to the Academic AffairsExecutive Director for decision.

The MSO works with Astra to obtain an analysis of planned offerings using Predict Analytics. Analysis reports are shared with the schools and will generally be available within a month following the census date of the prior like term (for historical analyses) or of the immediately prior standard term (for full analyses). The MSO also conducts multiple test roomings, to include one following Liberal Arts school schedule revision in the fall, and one following CTE school schedule revision in the spring, to identify space concerns relating to the draft schedule in advance of official classroom assignment.

## Schedule Review – Phase II

At a date of their choosing, no later than one month prior to publication of the schedule, Enrollment Services rolls the schedule from sandboxes to the production terms. MSO verifies the quality of the roll, makes necessary updates to section session dates (along with any other edits requiring the production environment) and posts a final draft of the schedule to the school's scheduling SharePoint site for review.  The prior draft schedule is locked and archived on the school's scheduling SharePoint site. The schools review and ensure the accuracy of their school schedule, and may begin adding faculty assignments, for all three terms. Changes during the final draft review period are noted on the posted draft schedule, must be dated and approved, and should be limited to the correction of data entry errors. MSO Coordinators update schedule information in Banner.

## Schedule Publication

The master schedule for the three academic terms moves to Enrollment Services who publishes a searchable full-year academic schedule. The dates for publication and registration are set by Enrollment Services; publication typically occurs on the first day of May.

## Schedule Review – Phase III

Following publication of the schedule, a copy of the published schedule is posted on the school's scheduling SharePoint site. The prior draft schedule is locked and archived on the school's scheduling SharePoint site. Schools may request changes via the schedule worksheet in the same fashion as during previous review phases. The MSO Coordinator conducts a change analysis prior to responding to the change request. TheAcademic Affairs Executive Director has final authority to approve or deny change requests. Changes may be requested at any point up to the end of the adjustment period; however, due to the work cycle of the MSO, requests may not be reviewed immediately. The MSO will respond within ten business days. The optimal time to request changes is during one of the adjustment periods which occur prior to registrationfor a term.

After census date, each academic term, and at least six weeks prior to the opening of registration for the following term, a schedule update period for the following term will be open for two weeks. The Master Scheduling Office posts a new copy of the schedule on the school's scheduling SharePoint site, archiving the prior copy as a locked Excel document. The MSO makes recommendations in the Academic Schedule Review workbook based on Platinum analysis, registration patterns, changes in related programs, and other factors.

The schools will review the suggested changes for the following term and approve them or provide a reason for denial. Schools will also submit their recommended changes for approval. The schools and the Master Scheduling Office will meet to discuss options, if necessary. The agreed-on changes are entered in Banner by the MSO Coordinators. As with prior phases of the schedule generation process, the Academic Affairs ExecutiveDirector has final authority to accept or reject change requests.

The Master Scheduling office and the schools will work with outreach services to confirm appropriate dual credit offerings. Following the closure of the adjustment period for a term, change requests for that term will be frozen until the start of priority registration, after which all change requests must be submitted to Enrollment Services, in accordance with their schedule update process.

## Supplemental Materials

Supplemental materials for a term are due from the schools to the MSO by close of business on the final day of the adjustment period. The supplemental materials include: Topics Course Description Form, Offsite Location Form, Linked Course Form, and Special Section Attributes Form. The templates for these documents are available on the MSO SharePoint site, in the Supplemental Materials Templates folder. The forms are completed by the school scheduler and submitted to the MSO at scheduling@cnm.edu no later than the end of the review period for the term in which the courses are offered. The MSO provides the collected supplemental materials electronically to designated recipients in Enrollment Services and MCO the first business day following the end of the adjustment period. The MSO reports all missing and late supplemental materials forms to the Academic Affairs Executive Director for follow-up.

## Classroom Assignments

Four weeks before continuing student registration, the Scheduling Office updates optimization rules according to the information on the Course Requirements Workbook housed on the school's scheduling SharePoint site and the approved accommodation list maintained by Human Resources (see ADA accommodation request process for further details). The MSO then assigns classrooms to classes at all campuses using the Astra Schedule Room Optimizer. During this time, schedule changes are frozen so that the Scheduling Office can place classes in classrooms that best match the requirements of each class and that are available on the days and times needed.

It is the responsibility of the school to maintain the accuracy of the Course Requirements Workbook, including noting the current location of any special features or equipment listed. It is also the responsibility of the school to ensure that faculty assignments in Banner are as complete as possible prior to this point; only faculty assignments entered in Banner can be considered in placing back-to-back classes or meeting approved ADA accommodation requirements.  To be considered in the room optimization process, HR must have formally approved the ADA accommodation prior to the commencement of rooming for the term.

Following room assignment, at least two weeks before continuing registration begins, the schoolroom adjustment period will open to allow schools to refine room assignments on a space available basis; the schools are also responsible for room assignment changes thereafter (see Room Change Process for further details).

In the event of maintenance requirements, emergencies, or evacuation of a classroom or building, the Master Scheduling Office, in coordination with the school, will temporarily relocate classes.

The school and faculty are responsible to ensure that actual attendance does not exceed available seating and the limit specified by fire safety codes. Labs may not be overfilled. Lecture sections which are likely to be overfilled should be placed in rooms large enough to accommodate the additional students prior to the start of registration.

## Schedule Update

At the start of priority registration, the schedule for that term is turned over to the schools. The schools make changes to published sections and add and/or cancel sections in conjunction with Enrollment Services, according to established processes. Schedule updates are processed through Enrollment Services using the Schedule Update Form. Changes are tracked for reporting purposes using an Excel spreadsheet and are submitted to the Master Scheduling Office (scheduling@cnm.edu) at the end of each term.

**Form Distribution:** The forms unique to this process include the schedule analysis workbook and numerous iterations of the draft schedule with change request columns. These forms are generated by the MSO and distributed to the schools by being posted on the scheduling SharePoint site for each school. The Course Requirements workbook is created by the MSO, posted on the school's scheduling SharePoint site, and completed and maintained by the school. The Supplemental Materials forms are created by Enrollment Services, housed on the MSO main SharePoint site, completed by the schools and submitted by email to the MSO upon completion. Distribution of the Enrollment Services schedule update forms and the ADA accommodation request form are addressed in the Key Processes documents for their respective processes.

**Activity Tracked/Results:** The MSO tracks schedule analysis workbook completion internally. Reports on year-to-year rates of change in the schedule are in development. Schedule analysis reports, including first day of term enrollment ratios, facilities utilization, and course distribution by campus, discipline, and modality are in use by the MSO and available to CNM staff through software tools.

**Last Reviewed/Improvements Made:** Feb 2022. Rollback of unproductive prior revision (requiring real-time schedule entry during a joint revision meeting), timeline clarification, update of examples, minor grammatical corrections.