CLSS FAQ

Q: Does the "sandbox" go live with the schedule changes?

A: *Yes, the changes made now in the "sandbox" will be there when the schedule goes live. Once departments "validate" their schedule (from "sandbox" to refine phase) they will need to wait until sometime after September 14th when we will turn CLSS back on to make any additional changes.*

Q: How do you add a new instructor to CLSS?

A: *New instructors will auto populate if you choose "other" and type in the instructor's name. It will then be saved to your dropdown options for future terms.*

Q: How do you add a course that was not rolled from the previous rolled term?

A: *After clicking into your scheduling unit, check the box in the top right of the screen that says "Show courses with no sections" this will display all the courses that are available to you based on the University catalog.*

Q: What do I do if some of the functions of CLSS are missing or do not work?

A: *If you are using Internet Explorer, close this browser and use Fire Fox or Google Chrome to launch CLSS. If you are using Fire Fox or Google Chrome and the problem persists, please refresh or close your browser and reopen Fire Fox or Google Chrome.*

Q: How do you add department designated classrooms to the room drop down menu in CLSS?

A: *Please provide Scheduling with the designated classroom information and we will submit the request to Course Leaf. In the meantime, please include the room number in the "comments" field.*

Q: Why can't I add multiple meeting patterns?

A: *CLSS is unable to support classes with multiple meeting times at this moment. Please add the additional meeting time/s in the "comments" field and we will make sure it shows correctly on the schedule once it is submitted.*

Q: My program has different meeting patterns than those proposed in the new scheduling model. How do I add my meeting patterns in CLSS?

A: *Please use the "User Defined" option under patterns for times outside the new scheduling model (e.g. F 9am-9:50am- day initial, space, start time, dash, and end time, click accept). This will generate a workflow to be reviewed by the scheduling office. If you are using department designated classrooms we will add the meeting times to the schedule, otherwise, it will be treated*

as non-standard time with no priority scheduling and room assignment will be based on space availability.

Q: I added some courses but now they show as being crosslisted and owned by another department. How do I fix it?

A: Departments give up their access to a class once they cross list with another course (you become the child section and the other course the parent with full control). Please contact the scheduling office if you need to remove the cross-listing from a section.

 Q: Why are my courses listed under another department? How can I get then listed under my scheduling unit?

A: Unfortunately, CLSS does not support shared ownership of course numbers. If a course number is shared by two departments and/or colleges, CLSS will list the course (and all its sections) under the unit listed as primary owner in the catalog (Banner). If you are not the primary owner of a course the Scheduling office will need to grant you access to the primary unit in order for you to make updates to your sections. You will then need to create a filter or go to the primary unit to find them as they cannot be listed under your unit at this moment. This limitation of the software is in the developer's roadmap to find a possible resolution.

Q: If an academic unit is scheduling a class in dedicated space (a room not controlled by the Registrar), are they required to adhere to the new schedule meeting patterns?

A: No. You are not required to adhere to the new schedule meeting patterns. However, you are asked to be mindful that students may be taking courses outside of their major to meet degree requirements and would need to access other courses in a timely manner. This is particularly important for undergraduate students to insure a timely degree progression. Adherence to the start and/or end times of the scheduling model is strongly recommended for undergraduate classes taught in dedicated space.