

THE FACULTY REGISTRAR NEWSLETTER

Faculty of Arts and Science

Fall 1991

The 1991 Winter Session is now well under way, and with luck, all the rush associated with registration and course selection is behind us. The manner in which these procedures were accomplished this session are so different from procedures a mere five years ago. We have gone from balloting and course selection during the first two weeks of classes, to balloting and registering for courses during the summer, to Access, to course changes on-line using the telephone, to course selection and degree choice by telephone - a truly remarkable change. Perhaps one day students will be able to get course results and the examination timetable over the telephone. Rick Hayward, the Associate Faculty Registrar responsible for Registration and Enrolment, has written an interesting article on recent developments to the telephone system; and, Katharine Thompson, the Supervisor responsible for examinations, provides us with some insight as to how the examinations are scheduled.

Although we did not receive any correct solutions to the spring crossword puzzle and have included the solution here, we have included a new crossword for your enjoyment. There will be a prize for the first correct solution received.

WITH THE ARRIVAL OF SPRING, A YOUNG PERSON'S THOUGHTS TURN TO ... EXAMINATIONS!

-Katharine Thompson

*There was a distraught student who
was late
For an exam, who came running
to Kate
And so on...*

If only I could write a limerick!

The actual writing of examinations by the students is the culmination of an administrative process which begins for April/May examinations when the students return to classes in January. It is a lengthy process.

Early in January, 1992 we will be asking all departments what courses will require faculty finals on what are known as the "Yes/No" lists. At the same time the departments are also sent forms requesting information about the examinations we are to administer. We need to know the duration of the examination (whether two or three hours). We need to know whether there are any students who will be writing under a different course identifier, such as graduate students, as the scheduling

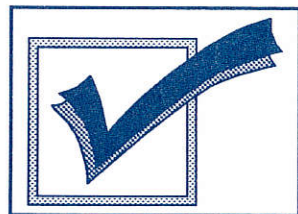
programme takes into consideration, only those students who are enrolled in Faculty of Arts and Science courses. We cannot accommodate or print papers for those students we are not told about. We need to know whether a course is being given on another campus so the examination date can be co-ordinated with the other campus(es) and whether the same examination is going to be used. We need to know whether the examination is going to be written on the question paper and/or examination books or computer cards so we can estimate the number of examination books needed in each hall. We need to know whether there are special needs such as audio visual equipment which would require a special room. And for the purpose of not scheduling two examinations taught by the same instructor at the same time we need to know if an instructor is responsible for any other Arts and Science faculty finals. And last but not least, we need to know if an examiner has to be at a conference or has any other serious special request, so we can accommodate that request if possible. We hope this information will reach us by the end of January (last year's deadline was January 25) so we will know everything we need to know before making up the examination schedule.

Let us suppose it is now the end of January, all "Yes/No" lists are in and the information on the request forms is being tabulated and checked. The list of courses having examinations is now turned over to the Office's computer people who will take from the data base all those students currently enrolled in the almost 700 courses that will have an examination. Last year we scheduled 60,658 course enrolments. On the basis of these course enrolments a conflict matrix is now prepared with which we do the scheduling. Once the programme is up and running, day versus evening information is added to the scheduling programme together with the information received on the request forms. By the end of the first week in February we should be ready to schedule. The courses with the largest enrolments are scheduled first, then known exclusions and combinations, special requests, and then all the remaining courses in descending order of enrolment.

It takes the two of us about a week of work to schedule the April/May examinations. (We are always happy to show interested persons the scheduling programme in operation.) Although a deliberate choice of date must be made for each examination we have a wealth of information to help us. For each course we schedule, at any possible date and time (and there are 45 in April/May - 15 days x 3 starting times), we are provided with the seating capacity still available to us and the number of conflicts, if any, that will arise with the course being scheduled. Most importantly, we can see where students have other courses and avoid crowding their examinations. Of course, we cannot please everybody. There are too many permutations and combinations of courses taken by students and the more unusual their

choices, the more likely their examination timetables will be awkward.

If every student had five examinations, the ideal would be to schedule those five examinations evenly over two weeks. However, with the constraints on space and the number of examinations to be scheduled, we have to extend the schedule to at least thirteen days. We try to minimize conflicts, i.e. two examinations at the same time; we try not to give students three examinations in one day; we try to give each student a maximum of two examinations in six slots and three examinations per week. This is not possible for all students but this is the goal we work towards which is consistent with getting as many students as possible through their examinations in two weeks.



After we have scheduled all the examinations, we then have to add the duration of the examinations to the timetable; check that all special requests have been met; and that all evening course examinations have been scheduled in the evening. The timetable is now sent to the departments so that they may recheck this information. We hope there will be no changes. A great deal of effort and careful thought has gone into producing the timetable and as in a building, one brick supports another, so the scheduling of one course depends on what has gone before. Courses can only be moved with great difficulty, and if the instructor has

forgotten to alert us about a conference he or she must attend, other courses cannot be moved to accommodate that lapse.

While the departments are checking the examination timetable, 700 courses are being roomed. All examinations in a hall must be of the same duration, two or three hours. It is like a puzzle trying to squeeze the most recent enrolment figures for courses into the halls available to us, halls that are not always ideal accommodation for writing examinations even if the weather remains cool. The rooms are then added to the final April/May timetable which is posted seven weeks before examinations are due to begin.

We ask for the examination papers five weeks in advance of the start of examinations, not an unreasonable length of time for 700 papers to be checked and printed. The format of these examinations is checked for correct heading, a consistent numbering system, and a marking scheme that adds up and is present -- all those professors who choose to go with "all questions are of equal value" are blessed. If a professor is teaching a course for the first time, or has any other reasonable excuse for not meeting the deadline, we try to be understanding. As well, 700 course question papers cannot be printed in one day. But we do appreciate the efforts of everybody involved with examinations who get their examinations in on time. With the co-operation of the departments in meeting this Office's examination deadlines, we shall once more be ready for April 20, 1992, survive until May 8, and perhaps go on to finish the limerick.

HUNG UP ON REGISTRATION

- Rick Hayward

And where were you in September 1988? I certainly remember where I was. I was in the Registrar's Office at St. Michael's College. One of my most vivid memories of that time is going out the back door of Alumni Hall, down the alley to Bay Street, and into the Physiotherapy Clinic. There I would lie on the table and receive treatment for a very severe pain in the neck. Of course, 1988 was also the first year of our unique registration system known as ACCESS. (I wonder if there was a connection between the pain in my neck and ...NO! Couldn't be!)

Few of us who were in the registrarial offices of the University will soon forget the first year of ACCESS. For the first time in our memories we were telling students there was no space in first year Chemistry, or Economics or Commerce, and that they would have to go to the Drill Hall and fill out another request for the courses or sections (Whoops! I forgot. You couldn't request a different section then, or could you? No. That's right; to change sections you had to line up at the Drill Hall later. I think!) Another vivid memory is my state of confusion and frustration. I didn't know what to tell students. All my experience seemed useless in the face of new and strange procedures. Then, as if ignorance was not enough, came the first day of on-line enrolment.

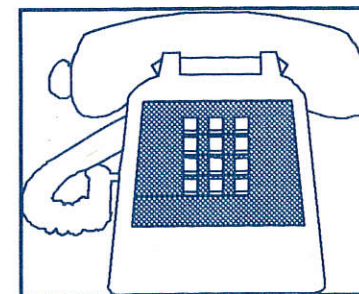
Having changed the locale of my employment from St. Michael's Registrar's Office, to the Office of the Faculty Registrar in January of 1989 to help refine registration, I am pleased to say that September 1991 was significantly different from September 1988.

One important element in that difference is the Student Telephone Service. Contrary to popular belief, it does not mean "Telephone Registration". Students do not actually register by phone. Most still do that in person. However students in Arts and Science, Scarborough, and Woodsworth Diploma and Certificate programmes can use a touch tone telephone to add and drop courses from their current session both Summer and Winter; add, drop, and change degree requests for June and November Convocations; add and drop ACCESS course requests and obtain ballot results for asterisked courses on the St. George campus. Currently there are no other Faculties using the S.T.S. The use of the Telephone Service in September for the on-line course enrolment has meant a very large reduction in the number of students lining up in Registrar's Offices. I don't think the Faculty could have continued with the current on-line enrolment system without the Telephone Service.

Like the University it serves, the Student Telephone Service is a big operation. S.T.S. can handle 96 telephone calls simultaneously. During peak demand periods it operates from 7 a.m. to midnight and on weekends. The first day of full service operation, September 11, 1990, the Service answered over 18,000 telephone calls. During the 1990 Winter session 12,937 students used S.T.S. to do 21,913 course adds, 24,653 course drops, and they listed their courses 40,834 times. So far for the 1991 Winter session, including the submission of ACCESS course requests, 21,297 students have used the Service.

The specialized computer that answers the calls and generates the dialogue effectively makes each telephone a computer terminal

connected to the Student Record System. Because a telephone has just 12 keys, only numbers can be transmitted to the computer at the other end. So, how can a student request "ENG 220Y" using all numbers? To accommodate this, the Systems Development Office of the University created a three digit code for each course prefix. In the case of English this code is "055". There is also a code for suffixes; A=1, B=2, F=3, H=4, S=5, and Y=6. Of course the University has three campuses and many courses offered at Erindale have the same identifier as the course offered on St. George, so 5=Scarborough, 3=Erindale, and 1=St. George. This results in an eight digit code that uniquely identifies all University of Toronto courses, not just Arts and Science.



While there have been difficulties during the introduction of this new technology, none have caused terrible problems. I am looking forward to adding more functions to the telephone, including programme enrolment, grades, and the examination timetable.

While the introduction of new technology is an important element in the improved registration process, I think the most important contribution has been the efforts of dozens of dedicated members of the University community working

together to insure that the educational needs of "our" students are not thwarted by the complex but legitimate organizational requirements of the Faculty. Satisfying the academic needs of more than 22,000 students, from 12 different Faculties, making 124,000 course requests, completing requirements of more than 300 different programmes, will never be simple. But the individuals who are the human face of the "administration" consciously and consistently labour to master the complexity, and overcome the confusion. I have been impressed by the universal concern with the needs of the students consistently expressed by all the people with whom I work. Staff in departmental offices, analysts and programmers in Systems Development, personnel in College Registrars' Offices and Professional Faculties, Computer Services, the Admissions Office, and the Office of the Faculty Registrar spend countless hours to make registration and course enrolment as painless as possible. Being a part of such a truly dedicated group has made my job truly gratifying.

**ARE YOU INTERESTED IN
THE FINER THINGS IN LIFE?**

**IF SO, THEN PERHAPS YOU WOULD LIKE TO TRY
THE STUDENT TELEPHONE SYSTEM!**

Please look for the coloured insert with *The Newsletter* which will provide you with information as to how you can access the test data base to "sample" the Student Telephone System.

INSTRUCTIONS FOR USING THE STUDENT TELEPHONE SERVICE

USE A TOUCH TONE TELEPHONE

Most of the telephones on the Centrex System are Touch Tone.

PREPARE BEFORE YOU CALL !

Determine the adds, drops, switches etc. you wish to do and fill out the worksheet on the other side of these instructions, before you call. Follow steps 1 - 5 on the worksheet.

HOURS OF OPERATION

You will be using the Test system which is in operation only for this demonstration.

NOV. 5, 6, 7 10:00 a.m. - 4:00 p.m.

STUDENT NUMBER & BIRTHDATE

Use the numbers pre-printed on the worksheet. ("006407249" & "0627") After you have entered them the first five characters of the name associated with the numbers is read back. They should be "H A Y W A".

TELEPHONE COURSE IDENTIFIER

Each course has been assigned an eight-digit telephone course identifier in the **Timetable** listing; i.e. ENG102Y =05510261. Enter this number using the Touch Tone telephone key pad when you are asked for the course by the **STUDENT TELEPHONE SERVICE**. (Use the list of courses at the bottom of the page. Use only those courses.)

EXAMPLE

COURSE	PHONE I.D.	SECT
ENG102Y	05510261	L0101

SECTION NUMBERS

The section numbers for each course appear to the right of the course numbers. Using the Touch Tone telephone key pad, enter the section type ("L" or "P") and the numbers when you are asked for the section by the Student Telephone Service. On a touch-tone keypad the **L** is located on the number **5**. The **P** is located on the number **7**. **After you enter each section number you must press the # symbol.**

ANOMALIES

Because this demonstration will be using only one student record, and a limited number of courses and sections, use the LIST function first to see just what courses and sections are on the record. Feel free to do any drops, adds, etc. since you are using the test database. The record you are changing is not a real student's record. Also since we have only one demonstration telephone line, you may get a busy signal. Please try again!

PROBLEMS or COMMENTS

Please don't hesitate to call me (Rick Hayward 6266) if you encounter difficulties or if you have any comments about your experiences. I would appreciate hearing from you.

COURSE	PHONE I.D.	SECTION
ACT 240F	00324031	L0101 L5101
ACT 247S	00324751	L5101
ANT 200Y	00720061	L0101 L0102 L5101
COM 120F	03412031	L0101 L0102
COM 121S	03412151	L0101 L0102 L5101
ENG 102Y	05510261	L0101 L0102
ENG 210Y	05521061	L0101

- over -

Student Telephone Service Worksheet

Only a Touch Tone telephone can be used to make entries. Touch-tone phones make a different tone sound for each button pressed. Phones that make no tone or the same tone for each button pressed will not work.

1.

Call the Student Telephone Service

971-2023
2.

Enter your 9 digit student number

006407249
3.

Enter your Personal Identification number which is the number of the month and day of your birth date. Include leading zeros: for example, June 3rd would be "0603".

0627

M M D D
4.

Press 1 for Winter Session.
5.

Press 2 for Current Courses.

Legend for Key Pad

KEY ACTION

1

Return to Main Menu

2

Add a Course or Section

3

Drop a Course

4

Change Sections

5

List Your Courses

8

Have a Message Repeat

9

End Your Call

0

Primary Option Menu

*

Cancel Your Entry Before it is Complete

#

Number Sign

1

ABC

DEF

GHI

JKL

MNO

PRS

TUV

WXY

*

OPER

#

COURSE ADDS

Course Code	Telephone Course I.D.	Section # (L)	Section # (P)
		5	7
		5	7
		5	7
		5	7
		5	7

COURSE DROPS

Course Code	Telephone Course I.D.

SECTION CHANGES

Course Code	Telephone Course I.D.	From Section	To Section

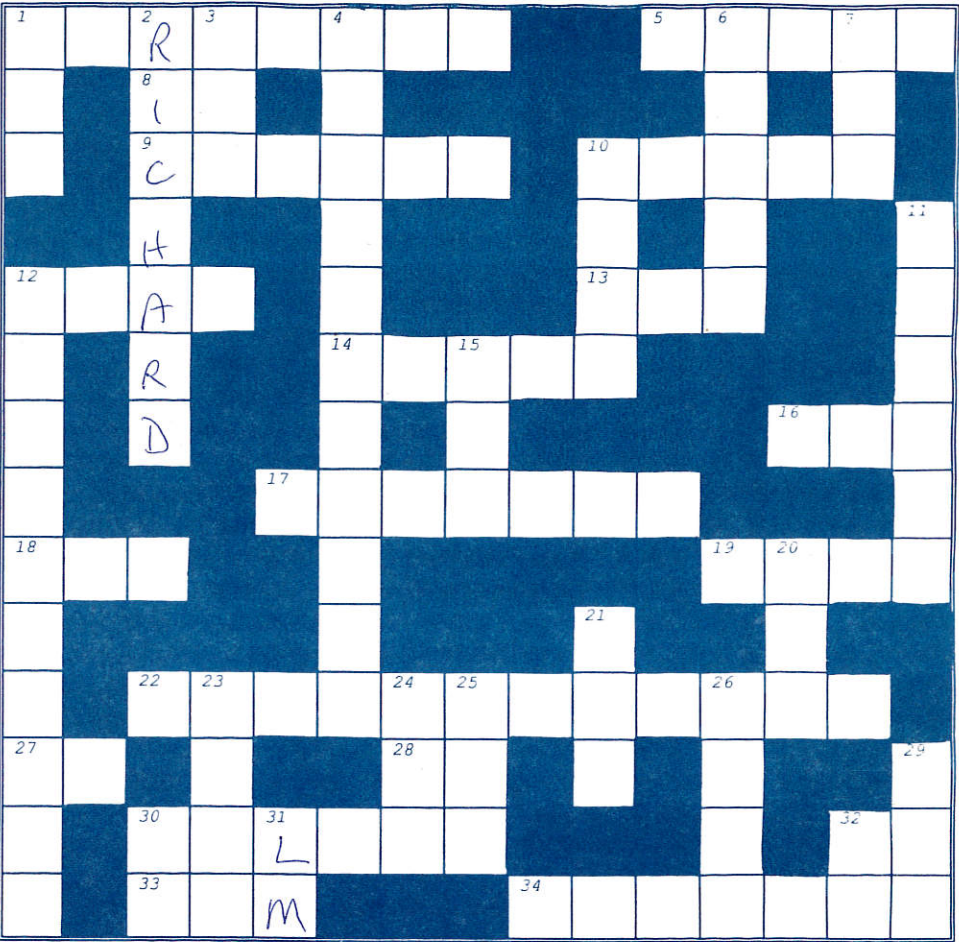
"BY GEORGE!" - A CROSSWORD

Across

1. nickname of athletic facility
5. College established by Royal Charter
8. adm. cert.
9. no vacancy
10. three required to make this possible
12. offers Neurosci. prgm.
13. means of easy access
14. happy at New
16. Erin. 'professional'
17. College of 1990-91 SAC Pres.
18. missing mark
19. age is supposed to make us this
22. famous Archbishop
27. of CLA and New
28. med. prof.
30. entrance to course
32. home to us
33. favourite of Marie and Peter
34. Dean Armstrong's "baby"

Down

1. summer 'European' courses
2. Hayward, Chow, or Toporoski
3. Access TT 'unknowns'
4. result of unsatisfactory performance
6. famous U of T economist
7. questionable result
10. home to Erindale Coll.
11. former boating associate dean
12. honours prgm.
15. studying "Cannes"
20. located on Sussex
21. means of admission
23. based on need
24. all that's left
25. volatile substance
26. Emeritus Professor
29. former associate of ECO
30. 1,628 admitted to this in June '90
31. CHM bldg.
32. member of CUEW



SOLUTION TO SPRING '91 CROSSWORD



(Sorry for our errors on this first attempt.)

**UNDERGRADUATE COUNSELLING AND ADMINISTRATION
NEW STAFF/CHANGE OF RESPONSIBILITIES**

Dept. of Botany - Prof. John R. Coleman, Undergraduate Secretary
- Janice Walker, Undergraduate Office Administration
Dept. of Computer Science - Donna George, Student Counsellor
Dept. of Economics - Robbie Innes, Undergraduate Secretary
Dept. of English - Prof. Walter O'Grady, Associate Chairman, Undergraduate Studies
Dept. of Geology - Prof. W. (Fried) Schwerdtner, Undergraduate Secretary
Dept. of German - Prof. Deirdre Vincent, Acting Associate Chair
Dept. of History - Jan Hazelton, Acting Undergraduate Secretary
- Prof. Laurel MacDowell, Acting Associate Chair
Dept. of Immunology - Prof. Wanda Tamminen, Undergraduate Secretary
Dept. of Italian Studies - Dr. Anne Urbancic, Undergraduate Co-ordinator
Dept. of Political Science - Prof. Robert Vipond, Undergraduate Director
Dept. of Zoology - Carm de la Cruz, Assistant in the Undergraduate Office

Erindale College - Shari Blackstien, Personal Counsellor
- Alfred Chu, Information Assistant and Student Records
- Violet Grofsics, Registrarial Assistant
St. Michael's College - Father George Smith, Academic Advisor
Trinity College - Barbara Allingham, Financial Aid & Petitions
- Claudine Bonner, Registrarial Assistant
- Rodney Branch, Acting Registrar
- Homa Fanian, Enquiries
Victoria College - Barbara Helewski, Office Supervisor
- Iona Mitchell, Registrarial Assistant
- Jamieson Cochrane, Registrarial Assistant

Office of the Faculty Registrar - Rose Pinto, Information Assistant

The Faculty Registrar Newsletter is published three times annually by the Office of the Faculty Registrar. Your comments and ideas would be appreciated. Please contact the Office of the Faculty Registrar, Room 1006, Sidney Smith Hall.

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