Managing Enrollments

This job aid provides the steps for managing enrollments for classroom and online courses. You must have an elevated role to perform this task; Course Manager, Instructor or Domain Administrator.

CLASSROOM COURSES

1. On the top menu bar click on Responsibilities.

2. Under Manage Content, click on Manage Enrollment for Classroom Course.

3. Under Search for enter in the title of the classroom course, click Search. Click on the title of the course you want to manage enrollments for.
Managing Enrollments

Canceling a Person’s Enrollment or Waitlist

4. All the current sections will show. For each section you have the option to manage enrollment, enroll learners, reserve seats, or manage the waitlist (if you have it turned on). We’ll first take a look at managing the enrollments. Select Manage Enrollment.

5. The Manage Enrollment page displays a list of users who are currently enrolled in or waitlisted for the course section, as well as learners who have completed the course. From this page you can cancel an enrollment or a person on the waitlist. Click the radio button next to the person you want to cancel their enrollment or waitlist and then select Cancel Enrollment or Waitlist. You may select multiple people at one time.

If you want to require someone to attend, select the Must Attend checkbox for each user who must attend the course. This change is automatically saved, and selected learners cannot cancel their enrollment.
6. You will see a pop-up box asking if you are sure you want to cancel the enrollment or waitlist. *Click on OK to proceed.*

![Pop-up box]

**Enrolling Learners**

7. Now we’ll take a look at how to enroll learners. From the Manage Enrollment screen *click on Enroll Users.*
8. Enter the person’s last and first names and select **Search**. When you locate the person you want to enroll, click on the radio box next to their name and then select **Batch Enroll Users**. You’ll see a confirmation the person has been enrolled. Continue this step to enroll additional people.

![User search interface](image)

**Reserving Seats**

You can reserve seats in a classroom course section for members of a user group. Once you have reserved seats in a section, any member of the user group may enroll in the course section and claim one of the seats. Learners who are not a member of the user group see a reduced number of available seats when they attempt to enroll in the course section.

The number of seats you reserve cannot exceed the maximum number of seats available in the section. For example, if a course section has an enrollment capacity of 5, you cannot reserve 6 seats.

**Course Sections with a Waitlist**: A course section may have both reserved seats (available to members of a specific user group) and general seats (available to anyone).

- If a learner with a reserved seat cancels his or her enrollment, the empty seat is only available to someone on the waitlist who qualifies for it. If no one on the waitlist is a member of the user group that has been assigned the reserved seat, the seat remains open.
- If a learner with a general seat cancels his or her enrollment, the empty seat is available to the person at the top of the waitlist, regardless of whether he or she qualifies for a reserved seat.
- If a learner with a reserved seat is removed from the user group that was assigned the seat, the learner is not removed from the course. The learner is reassigned to a general seat. If there are no general seats left, he or she remains in the reserved seat until a general seat becomes available.
Managing Enrollments

9. From the Manage Enrollment screen click on Reserve Seats. The Reserve Seats page is divided into three parts:
   - Section: Information about the course section displays, including its enrollment capacity, the number of learners currently enrolled, and the number of seats currently reserved.
   - Reserved Seats: User groups for whom seats have already been reserved display in this area. You have the option to update the number of seats reserved for each group or remove the reserved seats for a group.
   - User Groups: This is a search area, which allows you to find user groups for whom you want to reserve seats.

   In the User Group area enter in the group you are searching for. Click Search.

10. Select the checkbox next to the title of the user group to reserve seats for that group. You may select more than one. Use the # Of Reserved Seats to field to indicate how many seats you want to reserve. Select the Reserve Seats.

11. The Section information is updated to indicate the number of seats that have been reserved, and the selected user group displays in the Reserved Seats area.
1. On the top menu bar *click* on *Responsibilities*.

2. Under Manage Content, *click* on *Manage Enrollment for Online Courses*.

3. Under *Search for* enter in the title of the online course, *click Search*. *Click* on *Manage Enrollment*.  

   ![Manage Enrollment](image_url)
4. The Manage Enrollment page displays, which lists all learners currently enrolled in the online course, as well as learners who have completed the online course. From here you can cancel a person’s enrollment or require them to take the online course.

5. To enroll people into an online course, click on Enroll Users from the Training page.

6. Enter the person’s last and first names and select Search. When you locate the person you want to enroll, click on the radio box next to their name and then select Batch Enroll Users. You’ll see a confirmation the person has been enrolled. Continue this step to enroll additional people.