



Staff Guide to Online Teaching Timetables and Class Allocations

Produced By: Central Timetabling Office
Updated March 2017

1. Introduction

The Central Timetabling Office has developed an online system that allows students to receive personal teaching timetables accessed via the web or via mobile phones with internet connection.

We would welcome any comments from students on how we can improve this system. The online service contains a feedback form. Alternatively feedback can be emailed to sfitchg@essex.ac.uk. All comments submitted will be considered when we undertake further development of this service.

2. Technical Issues

Any technical issues relating to this service should be emailed to: sfitchg@essex.ac.uk. Please refer any technical issues you receive from students to this email address.

3. Accessing the Online Teaching Timetables

Access to the online teaching timetables is via the URL below:

www.essex.ac.uk/timetables

Admin staff can also have access to the online timetables and can replicate logging in as an individual student using the above URL.

If you require admin access to the online student timetables please email your Essex username to sfitchg@essex.ac.uk, copying in your line manager.

You will be prompted to enter your Essex username and password to access this service. Please note these are your standard Essex details. Please prefix your Essex username as shown below.

Username = campus\username

You will then be prompted to enter the username of the student you wish to view the timetable for. The student's username can be found on the **Student Inquiry** screen within ESIS as shown below:

Student's username

STU001Q - General Student Records Enquiry	
PERSONAL-DETAILS 2009/10 :-	
Name	LLB LAW (3 YR), (LLB M100, Stage 1, LW1 LAW 09)
Dept:	Law (School of)
Campus	Colchester Campus
	Full-Time Undergraduate
D of Birth	Age 19 Sex M Residence
Internal Email	whheeee C.Nationality UNITED KINGDOM
Mobile Phone	C_Birth UNITED KINGDOM
External Email	

Enter the student's login name into the **Testing – Username to log in as** field and click **Get User** as shown below.

Timetables: Admin Login

You are logged in as: **mmac**

[if this is not you, please [Log Out](#), or close your web browser, and try again.]

Functionality for Administrators Only

Testing - Username to log in as:

You can then select the term that you wish to view from the drop down list and then click on **Get User's Timetable**

4. Functionality for Students

The admin access to the online system fully replicates what the student sees when they login. The **Student Guide to Online Timetables** details the functionality. Please refer to that document for information.

5. Timetable Clashes

Students can report timetable clashes on their individual timetable by completing an online form. All submitted timetable clashes are emailed to the CTO mailbox sfitchg@essex.ac.uk. CTO will only ask departments to get involved where it is not possible to resolve the clash due to the optional module the student has picked.

Below is guidance for the student on what they see online if there are clashes and how they report these.

6.1 Timetable Clashes

If there are clashes on the student's timetable for the current term this information will be displayed on the graphical, list and enrolment view of the website. The system will display an automated warning detailing the clashing events on your timetable as per the example below:

AUTOMATED WARNING: You have timetabled events which clash. Details of events which clash:
14 October 2010 from 09:00(LA157-5-FY and LA440-5-FY)
21 October 2010 from 09:00(LA157-5-FY and LA440-5-FY)
28 October 2010 from 09:00(LA157-5-FY and LA440-5-FY)
4 November 2010 from 09:00(LA157-5-FY and LA440-5-FY)
11 November 2010 from 09:00(LA157-5-FY and LA440-5-FY)

6.2 Reporting the Clash

Students should report clashing events on their timetable to the Central Timetabling Office using the **Report a Timetable Problem** button on each of the views.

Below is the guidance for students:

“Please ensure that when completing the form that you select the **Issue Type of Class Clash** as per the example below. Class clashes are automatically directed to the Central Timetabling Office for resolution where possible. Please see example below.”

Report a Timetable Problem

Please complete this form if:

- You have a clash on your timetable;
- Your course structure is showing the incorrect module enrolment;
- You are not registered for the correct course.

Alternatively you can fill in the [request a change to your allocated class](#) form.

* denotes mandatory field.

PRID:	<input type="text"/>
Registration No:	<input type="text"/>
First Name(s):	<input type="text"/>
Surname:	<input type="text"/>
Module Code: *	<input type="text" value="BE111-5-AU"/>
Issue Type: *	<input type="text" value="Class clashes"/>
Description of Issue: *	<input type="text" value="My Wednesday 9:00 am class clashes for modules BE111-5-AU on 4th and 11th October."/>

[max 400 characters]

“Please submit one form for each module event that is clashing. Please note if it is this the same module clashing at the same time slot each week, it is only necessary to submit the form once. If you have multiple events clashing please report these individually.”

6.3 Central Timetabling Office Responsibilities

Below is the guidance for students.

“The Central Timetabling Office is responsible for ensuring students have clash free timetables **where possible.**”

Whilst every attempt will be made to resolve clashes, due to the flexibility in module options on most courses it may not be possible to accommodate your optional selections. In this case you will be contacted by your Department and requested to change your optional modules. This is in accordance with 9.4 of the University’s Timetabling Policy.

Clashes on core and compulsory modules will always be resolved by the Central Timetabling Office.”

6. Module Enrolment Issues

7.1 Reporting Module Enrolment Issues

Students with incorrect module enrolment can complete an online form detailing their issue. The form will generate an automated email that will be sent directly to the department.

Below is the guidance for students

“If your module enrolment is incorrect please report this via the **Report a Timetable Problem** button displayed on the graphical, list and enrolment views.

When completing the online form please ensure that you select the **Issue Type of Module Enrolment Issues**. Module enrolment issues are automatically directed to your Department for resolution where possible. Please see example below.”

Report a Timetable Problem

Please complete this form if:

- You have a clash on your timetable;
- Your course structure is showing the incorrect module enrolment;
- You are not registered for the correct course.

Alternatively you can fill in the [request a change to your allocated class](#) form.

* denotes mandatory field.

PRID:	<input type="text"/>
Registration No:	<input type="text"/>
First Name(s):	<input type="text"/>
Surname:	<input type="text"/>
Module Code: *	<input type="text" value="AR302-6-FY"/>
Issue Type: *	<input type="text" value="Module enrolment issues"/>
Description of Issue: *	<input type="text" value="I selected the above optional module through enrolment, however this option is not currently showing as enrolled. Could you please investigate for me?"/> <small>[max 400 characters]</small>

7.2 Departmental Actions

When students submit enrolment issues from the online timetable system the Department will receive an email to their designated email account detailing the information the student has completed on the web. Please see an example email below:

```
Subject: Timetable Problem Report ( )
ATTENTION: Departmental Staff.
The below timetable problem report has been logged and requires attention:

Name: MATILDE 
Registration Number(s): 
E-mail: @essex.ac.uk
Module Code: PS111-4-FY
Issue: Module enrolment issues
Issue Description: I should not be enrolled on this module as I actually selected PS112-4-FY from ENROL
-----
Message automatically generated by https://www.essex.ac.uk/timetables/timetableform.aspx; 20/09/2010 10:35:59
```

The student will also be sent an email detailing their submitted enrolment issue.

Reported module enrolment issues are **not** recorded on ESIS.

7. Request a Class Change

Students are automatically assigned to classes based on availability by the Central Timetabling Office and in the attempt to produce a clash free timetable for every student. For specific modules the departments have supplied information on how to manually allocate students to classes. Students can request a change to their allocated class by submitting an online form accessed from the online timetable system.

8.1 Reasons for Requesting a Class Change

Below is the guidance issued to students:

“In special circumstances students may request a change in their class allocations. Section 9.6 of the University Timetabling Policy states:

Students studying in full-time mode are expected to be available at any time during the teaching week. Where a student is allocated to a specific class¹ or lecture but is genuinely unable to attend the class or lecture on a regular basis for a particular reason, where possible, the following reasons will usually be accepted as valid for allowing students to change to an alternative class or lecture:

- *Childcare and/or caring commitments;*
- *Work commitments, including work experience, work placement and voluntary work;*
- *Attendance on other courses of study;*
- *Medical reasons, including regular medical or dental appointments;*
- *Participation in sporting events at a regional, national or international level; and*
- *Significant travel for one class/seminar only.*

Permission to change to an alternative class or lecture is agreed at departmental or school level and the right is reserved to refuse permission to change. The above list is not exhaustive and it is recognised that there may be other genuine reasons for changes to be necessary.”

Please note class change requests are subject to:

- ***Availability within other classes***
- ***An alternative class being available that does not clash with other teaching events the student is currently enrolled on.***

Please note it is not possible to move teaching events to accommodate a request from an individual student due to the potential impact on other students enrolled on that event.

8.2 Submitting a Class Change Request

Below is the guidance issued to students:

“To request a class change use the **Request Class Change** button on the graphical, list and enrolment views.

Please provide as much information as possible to enable your Department to evaluate the merits of your request. Please see example below.”

Request a Class Change

Please complete this form if:

- You wish to request a change of class allocation only.

Alternatively you can fill in the [report timetable problem](#) form.

* denotes mandatory field.

PRID:	[REDACTED]
Registration No:	[REDACTED]
First Name (s):	[REDACTED]
Surname:	[REDACTED]
Module Code: *	<input type="text" value="AR958-7-SU"/>
Reason for Request: *	<input type="text" value="Childcare or caring commitments"/>
Description of Issue: *	<input style="width: 100%; height: 80px;" type="text" value="I have to take my children to school each morning and cannot be at the University before 10:00 am. This is only a problem on Wednesday and Thursday morning as I have a child minder for the other days."/>

“When entering your unavailability please ensure you only enter the times you are **unavailable**. Please see example below.”

Unavailability:*

Please ensure that you only check the times you are **unavailable** below. These represent the start time of the class.

	09:00 – 10:00	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
Thursday	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.3 Departmental Email

Below is the guidance for students:

“Your request to change classes will automatically be directed to the Department for resolution. They may request additional information from you in order to process the request.

The Department can:

- Approve your request whereby it will be passed onto the Central Timetabling Office for resolution **where possible**.
- Reject your request as there are no other classes available or the reason you have entered is not a permitted reason to change class.”

When a student submits an online requesting a class allocation change the online system will send an automated email to the Department alerting them to the request from the student.

Below is an example of the email you will receive:

```
Subject: Timetable Problem Report ( )
ATTENTION: Departmental Admin Staff.
The below timetable problem report has been logged and requires attention:

Name: MATILDE
Registration Number(s):
E-mail: @essex.ac.uk
Module Code: PS111-4-FV
Issue: Childcare or caring commitments
Issue Description: I have to take my children to school and cannot attend classes before 10:00.
You indicated unavailability for the following slots: Mon: 09:00-10:00, Tue: 09:00-10:00, Wed: 09:00-10:00, Thu: 09:00-10:00, Fri: 09:00-10:00,
-----
Message automatically generated by https://www.essex.ac.uk/timetables/timetableform.aspx; 20/09/2010 10:43:38
```

The student will also be sent an email detailing the request they have submitted.

This information is also logged into ESIS so the class allocation workflow can be followed.

8.4 ESIS Screens for Class Allocations

All requests to change class are automatically populated into new ESIS forms that enable the department and CTO to manage and process the request.

The department can take 4 actions relating to the request to change class:

- **Approve the request** – the request is then passed to CTO for action.
- **Reject the request** – the student is emailed their rejection reason and no further action is required.
- **Refer to CTO** – the department isn't sure whether the request could be actioned and therefore refers the request to CTO for processing (where possible).
- **Close (no action)** – the department can close the request without any action. This would normally only occur where a submitted request had already been dealt with by other means.

The class change request function has now moved from COR to the Attendance Monitoring section on ESIS.

- ESIS Main Menu
- Attendance Monitoring
- Class allocations
- Class Change Requests

This opens a new form detailing all class allocation requests on a department by department basis.

The filter by drop down list has the following request statuses:

- **Approved by department** – these are requests that have been approved by the department, but no action has yet been taken by CTO.
- **Change completed by CTO** – these are requests that have been approved by the department, and CTO have completed the change on CMIS.
- **Open** – these are requests that have been submitted by students, but no action has yet been taken by the department.
- **Refer to CTO** – these are requests that have been submitted by students and the department has referred them to CTO as they are unsure what to do with the request.
- **Rejected by CTO** – these are requests that have been approved by the department, but CTO were unable to action the request and have rejected them.
- **Rejected by department** – these are request that have been rejected by the department.
- **Closed (no action)** – these are the requests that were closed by the department or CTO with no action taken.

To filter requests select:

- Campus
- Status

A message will display at the bottom of the screen if no data is found matching the status.

The request records will be displayed where data is found. Please see example below:



The screenshot shows a web interface for 'Class Allocation Requests'. It features several dropdown menus for filtering and sorting. The 'Acad.' dropdown is set to '2016/17', the 'Campus' dropdown is set to 'Colchester', and the 'Filter By:' dropdown is set to 'Rejected by Dept'. The 'Sort By' dropdown is set to 'Surname'.

Class	Allocation Requests
Acad.	2016/17
Campus	Colchester
Filter By:	Rejected by Dept
Sort By	Surname

Click on the **See Request** button to view an individual request. This will open a new form for the request as per below:

CLASS ALLOCATION REQUEST Version 3.00

Person Details
 Reg num. [REDACTED]
 PR ID [REDACTED]
 Surname [REDACTED]
 Other Names [REDACTED]

Class Allocation Request
 Description: READ-ONLY
 [REDACTED] Single one hour class every Wednesday weeks 2 to 11.

Module/Audit information
 Department: CE
 Module: CE202-5-AU
 Scheme: BSC G400 15
 Reason: Travel for single class
 Logged date: 10/OCT/2016
 Current status: 3 REJECTED By DEPT
 Last User: rwtakie
 Last Modified date/time: 10-oct-16 12:05:48

Unavailability **Class move**

Unavailability details (READ-ONLY)

Time Slot	Mon	Tue	Wed	Thur	Fri
9:00-10:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00-11:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00-12:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:00-13:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13:00-14:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14:00-15:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15:00-16:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16:00-17:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Class move
 New Class: [REDACTED]

CTO Comments
 Please add reason for rejection (if required)
 The only alternative classes for CE202 is on a Tuesday afternoon between 3 - 4pm, and you have a CE243 lecture at this time. It will therefore not be possible to allocate you to an alternative class, and you will be expected to attend the CE202 class on Wednesdays.
 (To REJECT, a rejection reason must be completed to proceed)
 Please add reason for referral (if required)
 (To REFER, a referral reason must be completed to proceed)

Buttons: Complete CTO, Rejected CTO, Close Request, Return to Class Allocation Requests, Close

Email details
 Email From: sfitchg@essex.ac.uk
 Email to: [REDACTED]

Email Audit Information
 User Name: [REDACTED]
 Date Changed: [REDACTED]

The class allocation request screen consists of various sections as detailed below:

Person Details

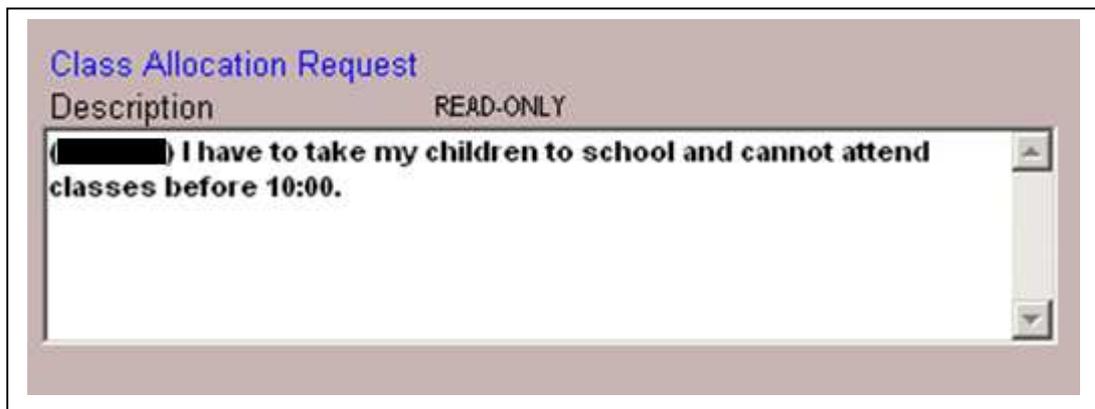
Standard personal information relating to the student.

Person Details

Reg num. 1111111
 PR ID AAAAA11111
 Surname BLOGGS
 Other Names FRED

Class Allocation Request

This is the detailed reason the student has given for wanting to change class.

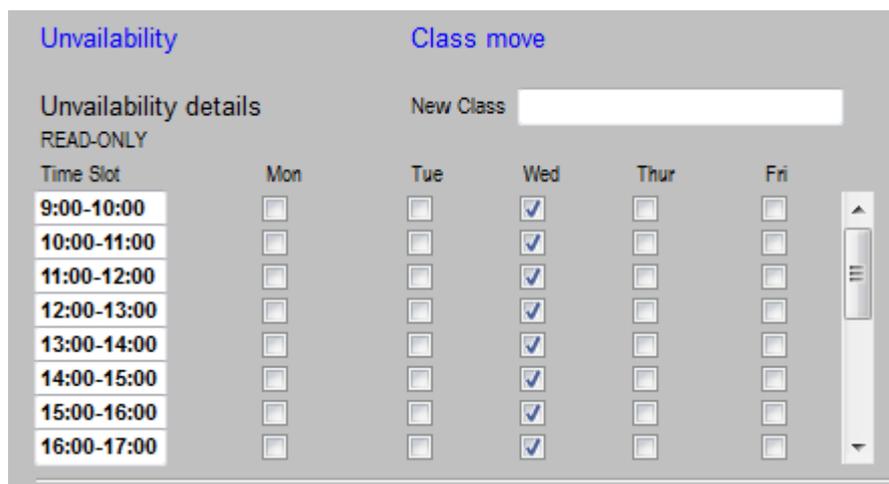


Class Allocation Request
Description READ-ONLY

(██████) I have to take my children to school and cannot attend classes before 10:00.

Unavailability

These are the timeslots that the student has stated they cannot attend.



Unavailability **Class move**

Unavailability details READ-ONLY

New Class

Time Slot	Mon	Tue	Wed	Thur	Fri
9:00-10:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00-11:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00-12:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:00-13:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13:00-14:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14:00-15:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15:00-16:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16:00-17:00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Module / Audit Information

This details the module and reason for request. It also shows the status of the request, when it was logged and the last user that modified the request.



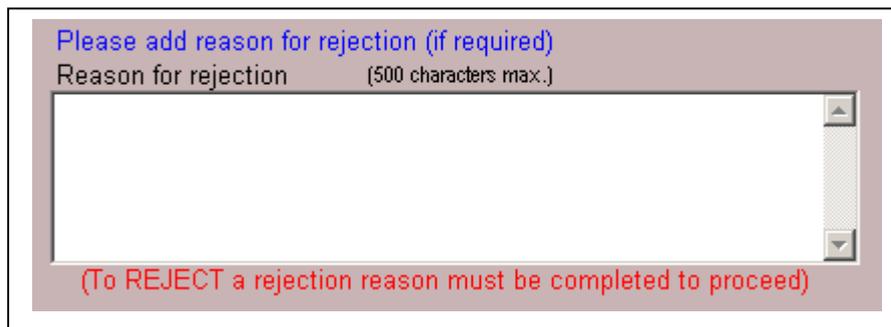
Module/Audit information

Department
Module
Scheme
Reason

Logged date
Current status **OPEN**
Last User
Last Modified date/time

Rejection Reason

This is where the department would enter the reason for rejection if applicable.



Please add reason for rejection (if required)
Reason for rejection (500 characters max.)

(To REJECT a rejection reason must be completed to proceed)

Refer to CTO Reason

This is where the department would enter the reason for referring the request to CTO.

CTO Comments Section

This is where CTO will enter comments if they have started work on the class change request, but are waiting for feedback before the change can be completed.



CTO Comments

Final Class Group Assigned (CTO Use only)

CTO will add the class the student was moved to which will appear in the email sent to the student confirming the change.

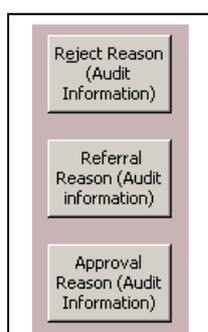


Class move

New Class

Reason Buttons

These 3 buttons allow the user view the reasons entered for rejection, referral and standard audit information relating to approved requests.



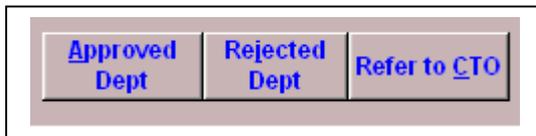
Reject Reason (Audit Information)

Referral Reason (Audit information)

Approval Reason (Audit Information)

Action Buttons

These allow the Department to take one of 3 actions with the request.



Close Request Button

This will allow the user (Dept or CTO) to close the request and enter comments, but without the student receiving an email.

8.5 Departmental Staff - How to Action Requests

Requests with a status of Open are waiting for action by the department. The 3 actions the department can take are shown below.

Approvals

Click on the **Approved Dept** button if the department is happy to approve the request. Answer **Yes** to emailing the student.

The status of the request will now change to **Approved by Dept** and is now ready for CTO action.

ESIS emails the student informing them that their request has been approved and passed onto CTO. Please see example email below:

```
Dear MATILDE

I am pleased to inform you that your request on 20-sep-2010 to change your class for module PS111-4-FY on course BA C802 10 has been approved by your department.

The request has been passed to the Central Timetabling Office for action.

The Central Timetabling Office will contact you within 3 working days with information relating to your new class allocation.

Please note this change is subject to there being availability in other classes that will not cause timetabling clashes for other modules that you are enrolled on.
Regards

mmac@essex.ac.uk
University of Essex
```

Rejections

Enter a **Reason for Rejection** and click on the **Rejected Dept** button. Answer **Yes** to emailing the student.

The status of the request will now change to **Rejected by Dept**. This is the end of the process.

ESIS emails the student informing them that their request has been rejected. Please see sample email below.

```
Dear NELLY

I am sorry to inform you that your request on 20-sep-2010 to change your class for module PS114-4-FY on course BA C802 10 has been declined by your department.

The reason for declining this is shown below:

No other classes available.

You are therefore expected to attend the current class allocated to you on your timetable.
Regards

mmac@essex.ac.uk
University of Essex
```

IMPORTANT – the reason the user enters in the “Please add reason for rejection” field appears in the email to the student.

Refer to CTO

Enter a **Reason for Referral** and click on the **Refer to CTO** button. Students are not sent an email when referred to CTO as CTO can now approve or reject the request and this will notify the student.

The status of the request will now change to **Referred to CTO**. CTO will then action the request.

8.6 CTO – How to Action Requests

CTO will have 2 statuses awaiting action by them, **Refer to CTO** and **Approved by Dept.**

CTO have 2 actions that they can take as below.

Completed by CTO

The student's request to change class was possible and the change has been made on CMIS. Click on the **Complete CTO button** to finish the request. Answer **Yes** to emailing the student.

ESIS emails the student informing them that their request has been completed. Please see sample email below.

Dear KATERINA

I am pleased to inform you that your request on 3 Feb 2017 to change your class for module BE100-4-FY on course BSC G400 16 has been actioned by the Central Timetabling Office. Your new group is CLAA02.

Until your individual timetable has been updated you can find details for the teaching of this group using the departmental timetables: www.essex.ac.uk/depttimetables and search by module code.

Please note that online student timetables are only updated at 10:00pm each day and that you won't be able to see the changes until that time. In order to accommodate your request it may have been necessary to change o timetable.

Please therefore ensure that you check all entries on your timetable.

Please login to your personal timetable using the URL below to see your new class allocation:

www.essex.ac.uk/timetables

Regards

Central Timetabling Office.

Rejected by CTO

The student's request to change of class was not possible enter the **Reason for Rejection** and click on the **CTO Reject** button.

ESIS emails the student informing them that their request has been rejected. Please see sample email below:

Dear NELLY

I am sorry to inform you that your request on 20-sep-2010 to change your class for module PS111-4-FY on course BA C802 10 has been rejected by the Central Timetabling Office.

The reason for for declining this is shown below:

There are no other classes available that will not create clashes on your other modules..

You are therefore expected to attend the current class allocated to you on your timetable.

Regards

mmac@essex.ac.uk

University of Essex