The following list includes the most frequently asked questions from schedulers using the Student Administration System (PeopleSoft). This list captures ongoing FAQ's and if you suspect your question should be on this list, please email: ittrain@ucalgary.ca with your question to be considered for this list. Whenever possible a link to the existing job aid or online learning will be included.

Question: How do I setup instructors when the Term has already started?
Answer: A good example of this situation is when an instructor has been hired after the Term as begun due to unforeseen circumstances such as a previous instructor illness and the "new" instructor will complete the Term.

1. Perform a **Search/Match** to ensure that the person doesn't already exist in the system. Reference *Search/Match Create, Save and Delete* job aid and online learning:
   http://www.ucalgary.ca/ittraining/user-guides/student-administration/student-administration-basics

2. After determining they do not exist in the system, you may follow the job aid and online learning; *Adding New Instructors*: http://www.ucalgary.ca/ittraining/user-guides/student-administration/schedule-classes-timetabling

3. Once you have completed adding new instructors you will need to *Add the New Instructor to the Instructor/Advisor Table* using the job aid and online learning: http://www.ucalgary.ca/ittraining/user-guides/student-administration/schedule-classes-timetabling

Question: Where do I add instructors once access is turned off?
Answer: You may add instructors at any time during the Term in the schedule class meetings tab. This is the one process that can be performed whether access is open or closed.

1. Always perform a **Search/Match** to ensure the person doesn't already exist in the system. If they do not exist in the system you may add them. Once they have been added to the system you will need to add the new instructor to the **Instructor/Advisor Table**. All job aids and online learning are here: http://www.ucalgary.ca/ittraining/user-guides/student-administration/schedule-classes-timetabling

Question: Where do I find the GFC (General Faculties Council) recommended hours for the course?
Answer: GFC hours are visible in the **class attributes** section by following this navigation: Curriculum Management > Schedule of Classes > Maintain Schedule of Classes and search for specific class. From the Basic Data Tab:

You can also view the GFC hours from the online Calendar by following this navigation:

Enrolment Services > University of Calgary Calendar 2014-2014 > COURSES OF INSTRUCTION > Course Description > Search for Class (e.g. Accounting 323)

Question: Why can't I change No Consent to Department Consent (Dept Cnsnt)?
Answer: The default must be **No Consent** or the student cannot add the class. Only departments that have the prerequisite listed as Consent of the Department, can have this set to Dept Cnsnt. Schedulers should ensure they do not change this while their access is on.

Question: Why can't I still schedule after access is turned off?
Answer: This is to allow the Scheduling Office to ensure that the schedule is correct. Once the schedule is correct it is uploaded and visible to students and staff. However you may add new instructors to the Instructor/Advisor Table if necessary even when access is "closed". Once new instructors have been created in the Instructor/Advisor Table, you can add them to the class using the schedule class meetings tab.

Question: Why can't I schedule my classes TBA (To Be Announced)?
Answer: Undergraduate courses may **NOT** be listed as TBA unless they are a designated independent/directed/honours studies, practicum or field studies section.

Question: How do I setup Alternating Labs?
Answer: Specific departments/faculties e.g. Psychology, Chemistry, Biological Sciences, Physics and Engineering commonly schedule alternating labs. By using the Alternate Weeks Page in the Schedule Class Meetings section alternating labs can be setup for example using an odd number lab beginning one week and the even numbered lab alternating.

Question: What is the Auto Create Component Button used for?
Answer: When access is open, the **Auto Create Component** button can be used when setting up a new course. It allows the system to automatically setup the subsequent components (e.g. lab and tutorial) once the lecture is setup.

1. Following this navigation: Curriculum Management > Schedule of Classes > Schedule New Course enter the Subject Area and Term and press Enter or Search. For complete instructions on Scheduling a New Course and online learning: http://www.ucalgary.ca/ittraining/user-guides/student-administration/schedule-classes-timetabling

Question: The Instructor cannot view grades?
Answer: Ensure that the Grade Administrator/Timetabler in your area has your **Access** set to **Grade** for instructors. If this is not set to Grade the instructors do not have access to the class roster through the Faculty Centre and do not have access to enter grades. For **Grade Approvers** this must be set to **Approve and Post**.

Question: I do a lot of cross-listed courses, what is the best way to schedule them?
Answer: Communication! If you are cross-listing courses contact the department/faculty that will teach the other course. Once you have discussed who schedule the course (or each department schedules their own), one department must take responsibility for combining the courses once they are both scheduled. Please ensure that each department has correct caps so that they are combined correctly.