

SENATE RESOLUTION
[NUMBER - [SR-S22-006](#)]

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TITLE	Proposition to Fix ITS Issues on UCR R'Web Course Registration Portal
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Background

The rise of the COVID-19 pandemic gave way to a new way of learning: virtually. The online learning vehicle exacerbated the issues that were always present but perhaps hidden or glossed over entirely. Issues ranging from an unnecessary amount of prompts after a mistake in the registration process, hidden menus that would only appear after following through with other menu options, to seating and general requirement availability. While initially many of these issues were perceived to be stemming from the Academic Senate and the Office of the Registrar, through committee investigation were found to be from the UC Riverside Information Technology Solutions (ITS). While there are many complicated issues in the infrastructure of the registration system, as is expected to be with any website, we believe that many of the issues found can be fixed through website redevelopment, as well as general student population feedback. As we wrap up an already eventful school year, we should look ahead and ensure that quintessential systems like that of registration are quick, efficient, and effective.

WHEREAS, the University of California Riverside currently sustains a student population of 26,847 students, all of whom must register for x amount of seats in x amount of classes. With an immense population of first-generation students, as well as other demographics, it is important to ensure that the systems that ensure student enrollment function in a smooth manner.

WHEREAS, undergraduate student enrollment alone the University of California, Riverside has reached a record number of 7,259 students comprised of first time freshman and transfer students) [w/ a 4.5% YoY increase.](#)

WHEREAS, in our survey, 100% of respondents reported having encountered problems with the registration website at some point in their career at our institution.

WHEREAS, convoluted, difficult to understand error messages were cited as the most frequent issue with the registration process, based on the results of our survey.

RESOLVED, That The Associated Students of UC Riverside -

- (1) *Let it be resolved* that ASUCR will stand for simplifying the registration system from the complexity of the one that stands today.
- (2) *Let it further be resolved* to advocate for expanded reserved seats to all students in Learning Communities (CHASS1st, CNAS, EFLC).*
- (3) *Let it further be resolved* to add a confirmation (yes or no) before being allowed to submit and register.
- (4) *Let it further be resolved* to get rid of courses from the course menu after they have been dropped.
- (5) *Let it further be resolved* for the registration portal pop-ups to be less convoluted, simplified, and stripped to only essential messages.
- (2) *Let it further be resolved* that we would like the ITS Registration Portal to account for classes students are currently taking that are prerequisites for future courses.
- (4) *Let it be finally resolved* that we would like to reduce the number of errors experienced through the UCR Course Registration website and reform legitimate errors to be easier to understand.

Cc:

1. Vice Chancellor of ITS
2. Vice Chancellor of Student Affairs
3. Academic Senate Committee Chair Jason Stajich
4. Academic Senate Committee Chair David Biggs
5. Academic Senate Committee Chair Jonathan Eacott
6. Associate Dean of Student Academic Affairs Alicia Arrizon
7. Associate Vice Chancellor and Chief Information Officer: Matthew Gunkel
8. Vice Chancellor Student Affairs
9. Head of ITS (Teri Eckman)

KUCR

The Highlander Newspaper

Executive Vice President
Mufida Assaf

SUBMITTED ON - *May 19th, 2022*

COMMITTEE APPROVED ON - *May 20th, 2022*

VOTE COUNT - *Passes 6-0-0*

SENATE APPROVED ON - *Fill in by Senate Secretary*

VOTE COUNT - *Fill in by Senate Secretary*