

**Encourage each of the departments to add a brief phrase or sentence on the permission process for that particular course in the "Enrollment Information" box within the "Class Details" window.**

**CURRENT CHALLENGE:**

I'm a fairly new employee (5 months) and I'm not sure if this process or policy is already in place or if this idea has already been proposed, but I would like to share this idea in case it has not been shared. I just recently experienced the first week of a semester as an Academic Counselor and I realized that majority of the students that came in for advising were students who needed to figure out what other classes they can take to help them graduate on time since the classes they need are full and requires a permission number. In trying to help the students, it was a challenge learning the process on how to obtain a permission number as many departments and colleges use different processes. I am confident there are good reasons for each of the processes currently used. With several processes in place it is difficult for students as well as staff to figure out the appropriate process in trying to help a student request a permission number when the students in each college are taking courses taught from different colleges.

**PROPOSED SOLUTION:**

I understand that it may be very difficult for Fresno State to have an agreed consistent process for obtaining permission numbers across all colleges/departments. Therefore, I recommend, if possible, to encourage each of the departments to add a brief phrase or sentence on the permission process for that particular course in the "Enrollment Information" box within the "Class Details" window when students are searching for a class or clicks on a class for details. This will be only a recommendation and not something every department must do as I'm too new to know all the reasons why it may not be a good idea for certain departments to implement this idea. If adding a permission process to the Enrollment Information box cannot be done, I recommend to have an agreed place on the campus website where departments or college have the option to list their permission process so students and staff can easily locate it.

**BENEFITS TO FRESNO STATE:**

Often times during the first week of the semester, staff and faculty are very busy and not as readily available to answer emails or phone calls to help explain the permission process. This idea will help provide better service to our students, prevent run-arounds for students, reduce confusion on the process that needs to be followed, and ultimately help students enroll in classes they absolutely need to graduate. Additionally, this idea will save students time from having to contact the instructor for a permission number to only find out he/she cannot provide a permission number and the student will need to contact the department chair instead. This idea will also save time for staff/faculty and reduce the unnecessary emails or phone calls staff/faculty will receive or need to respond if the process does not start with them.

**ADDITIONAL INFORMATION:**

Encourage each of the departments to add a brief phrase or sentence on the permission process for that particular course in the "Enrollment Information" box within the "Class Details" window.