University of Colorado Boulder

CLSS Instruction Guide for Schedulers

Revised 2/24/2023

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1.0   Getting Started

This User Instruction Guide provides information for Schedulers using CLSS to schedule course sections.

The guide is organized around processes and provides step-by step instructions. It will be most effective if you have it open while using CLSS. In addition to this guide, when using CLSS, click on the grey question mark wherever it appears for Leepfrog provided instructions and videos. Instructions provided by Leepfrog are generic and not University of Colorado Boulder specific.

Throughout the guide, the following text bubbles appear:

ACTION	TIP	CAUTION

1.1 Where and How to Login

1. Navigate to the CLSS webpage https://catdev.colorado.edu/wen
2. To login, use your University of Colorado Boulder login and password.

Having trouble logging in? Contact the Academic Scheduling team in the Office of the Registrar at academicscheduling@colorado.edu.

1.2 Important Terms

- **Instance**: A term, e.g. Fall Semester 2023, Spring Semester 2023.
  - o Instances are further classified into:
    - **Historical**, past academic years
    - **Current**, current academic year
    - **Future**, the next academic year.
- **Mode**: CLSS has two modes, Design and Refine.
  - o **Design**: When changes to the schedule are saved, changes will not be validated nor sent through any necessary workflows. Only when the 'Validate' button is clicked will all changes to the overall class schedule be validated and sent through workflow for further review and approval.
  - o **Refine**: A change made to a class section can be saved; but saving during refine mode will automatically trigger validation and workflow for further review and approval. Only save if you are ready for your changes to be validated and put into Campus Solutions.
- **Phases**: There are seven phases in CLSS: **Plan**, **Room Assignment**, **Review**, **Publish**, **Registration**, **Freshman Pre-registration**, **Post Registration**, **Locked**, and **Archive**.

Phase	Design/Refine?	What Happens?
Plan	DESIGN	Departments put their initial schedule together: securing faculty to teach, setting enrollment capacities, times, setting up combined sections, assigning department scheduled rooms, deleting sections that will not be offered, etc. All fields are editable by schedulers.
Room Assignment	N/A	CLSS is closed for editing as class sections are assigned rooms.
Review	REFINE	Departments have access again to make class section changes in CLSS.
Publish	REFINE	CLSS is published for students to see in Class Search and Buff Portal. This means certain changes will now need to go through a workflow, such as adding or cancelling sections, changing session, location code, changing meeting pattern and/or time.
Registration	REFINE	Schedulers review class section information, room assignments, and make needed changes. Only certain changes can be made during this phase and may initiate a workflow. In addition, if enrollment is greater than zero, class sections may need to be cancelled and a new section added in its place.
Freshman Pre-Reg	REFINE	Fall semesters only. Waitlists are removed for undergraduate sections and changes to enrollment capacities on undergraduate sections require review from Academic Scheduling. All other changes can occur through the normal process.
Post Registration	REFINE	Same changes can be made as Registration phase.
Locked		CLSS is locked for any changes.
Archive	N/A	All scheduling changes cease in CLSS. This phase indicates the end of the scheduling cycle. All schedulers are prohibited from making any adjustments to class schedules. Any changes will need to be submitted to academicscheduling@colorado.edu.

- **Scheduling Unit**: Typically, a department or subject.
- **Filters**: A tool that can search for specific sections based on criteria or class attributes. NOTE: More information about filters may be found on the CourseLeaf Help site: https://help.courseleaf.com/clss/filters/
- **Heat Map**: A visual representation of how many class sections are scheduled during specific hours of the day. Heat maps are available to view for specific scheduling units, a selected group of scheduling units or for all the class sections scheduled during a term. To view a heat map, click on the "Visualize" button at the top of your screen.
- **Section Attributes**: The term-specific attributes added to a class section, e.g., combined section attributes.
- **Course Attributes**: These are the attributes on each course at the catalog level. Scheduling liaisons and coordinators cannot make changes to course attributes in CLSS.
- **Validation**: When a scheduling liaison is completely finished entering schedule data for a term, they indicate they are done by validating their schedule. During validation, CLSS will check for errors, and prompt the liaison to fix before they can submit their completed schedule.

2.0   View Department Schedule and Course Offerings

CourseLeaf/CLSS – Instances

Instance screen

Hello, Colorado CLSS Team! Welcome to your site! For more information about how to use command statements to emphasize text, visit https://github.com/adam-p/markdown-here/wiki/Markdown-Cheatsheet

1) Click on the instance (term) you wish to view.

Current

Future

2022 Academic Year
Fall 2021
Spring 2022 CU Boulder

Spring 2021   Spring 2020 UC Boulder
Summer 2021   Summer 2020 UC Boulder

CourseLeaf/CLSS – Spring 2022 CU Boulder – Plan Phase

Scheduling Unit screen

124 Scheduling Units
4,720 Courses   18,664 Sections

♦ Visualize   ▼ Filter   Search

2) Double-click on which scheduling unit you'd like to view.

information about how to use command statements to emphasize text, visit https://github.com/adam-p/markdown-

⇕ ID	▲ Name	⇕ Courses	⇕ Sections
b-acct	Accounting	28	64
TCSA	Admin Only 999TC and 999SA	4	4
b-aprd	Advertising, PR, & Media Design	67	303
b-asen	Aerospace Engineering Sciences	52	470
b-altc	Anderson Language Technology Center	1	1
b-anth	Anthropology	65	322

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3) Double-click on a course to view all currently scheduled sections.

– Advertising, PR, & Media D...

Course screen

? ⊵ Log Out

View By ▾   ☑ Validate   ✄ Bridge Tools   ♦ Visualize   ▼ Filter   ⊞ Frame   Export ▾

Plan Phase   Design Mode

☐ Show courses with no sections

Hello, Colorado CLSS Team! Welcome to your site! For more information about how to use command statements to emphasize text, visit https://github.com/adam-p/markdown-here/wiki/Markdown-Cheatsheet

❯ APRD 1003 – Principles of Strategic Communication

APRD 1004 – Fundamentals of Grammar

APRD 2001 – Strategic Thinking in Advertising and Public Relations

APRD 2004 – Introduction to Research Methods and Insights

TIP: Click on the question mark to open a CLSS help page. These pages are maintained by Leepfrog and contain information not specific to University of Colorado Boulder

2.1 Additional Display Options

1) Display all sections by clicking on the **'Expand All'** icon. Select the **'Collapse All'** icon so only courses appear.

2) To view additional display options, click on 'View By' and a menu of options will appear. Select whether to view section information by Day and Time, Course and Instructor.

View By ▾   ☑ Validate
✓ Course
Instructor
Day and Time

CourseLeaf/CLSS – Spring 2022 CU Boulder – Advertising, PR, & Media D...

67 Courses, 303 Sections ↕ ⇕   View By ▾   ☑ Validate   ✗ Bridge Tools   ♦ Visualize   ▼ Filter   ⊞ Framer   Export ▾
Plan Phase   Design Mode   ☐ Show courses with no sections

Hello, Colorado CLSS Team! Welcome to your site! For more information about how to use command statements to emphasize text, visit https://github.com/adam-p/markdown-here/wiki/Markdown-Cheatsheet

❯ APRD 1003 – Principles of Strategic Communication

APRD 1004 – Fundamentals of Grammar

APRD 2001 – Strategic Thinking in Advertising and Public Relatio

APRD 2004 – Introduction to Research Methods and Insights

APRD 2005 – Strategic Communication Writing

APRD 2006 – Software and Design Applications

APRD 3001 – Visual Design

APRD 3002 – Communication Platforms

APRD 3003 – Strategic Communication Research Methods

APRD 3004 – Account Management

APRD 3005 – Content Strategy and User Engagement

APRD 3006 – History of Advertising

APRD 3008 – Qualitative Research Methods

3) To view all courses, even those with no current sections, check the box **'Show courses with no sections.'**

4) To export the current view, select **'Export.'** You may choose between a PDF or a .csv Excel file.

⊞ Framer   Export ▾
Excel File (.csv)
PDF File (.pdf)

3.0   Adding a New Section/Editing a Section

CourseLeaf/CLSS – Instances

1) Click on the **instance** (term) you wish to view.

Historical

Current

Future

2021 Academic Year
Fall 2020 UC Boulder
Spring 2021
Summer 2021

2020 Academic Year
Fall 2019 UC Boulder
Spring 2020 UC Boulder
Summer 2020 UC Boulder

2022 Academic Year
Fall 2021
Spring 2022 CU Boulder

2019 Academic Year
Fall 2018 UC Boulder
Spring 2019 UC Boulder
Summer 2019 UC Boulder

2018 Academic Year
Fall 2017 UC Boulder
Spring 2018 UC Boulder
Summer 2018 UC Boulder

CourseLeaf/CLSS – Spring 2022 CU Boulder – Plan Phase

124 Scheduling Units

2) Double-click on which **scheduling unit** you'd like to view.

ID	Name	Courses	Sections
b-acct	Accounting	28	64
TCSA	Admin Only 999TC and 999SA	4	4
b-aprd	Advertising, PR, & Media Design	67	303
b-asen	Aerospace Engineering Sciences	52	470
b-altc	Anderson Language Technology Center	1	1
b-anth	Anthropology	65	322

CourseLeaf/CLSS – Spring 2022 CU Boulder – Advertising, PR, & Media D...

67 Courses, 303 Sections

View By ▾   ☑ Validate   ✂ Bridge Tools   ♦ Visualize   ▼ Filter   ▥ Framer   Export ▾

☐ Show courses with no sections

3) Double-click on a **course** to view all currently scheduled **sections**.

> APRD 1003 – Principles of Strategic Communication

APRD 1004 – Fundamentals of Grammar

APRD 2001 – Strategic Thinking in Advertising and Public Relations

APRD 2004 – Introduction to Research Methods and Insights

APRD 2005 – Strategic Communication Writing

APRD 2006 – Software and Design Applications

👤 vith8752 ❓ 🔲 Log Out

View By ▾   ☑ Validate   ✘ Bridge Tools   ♦ Visualize   ▼ Filter   ⊞ Framer   Export ▾

☐ Show courses with no sections

4) Double-click a section to edit an already existing section.

...elcome to your site! For more information about how to use command statements to emphasize text, visit https://github.com/adam-p/markdown-
...et

❯ APRD 1003 – Principles of Strategic Communication   ⊕

⊘ 001   LEC   ████████████████   TTh 2pm-3:15pm
⊘ 002   LEC   ████████████████   TTh 2pm-3:15pm

APRD 1004 – Fundamentals of Grammar

APRD 2001 – Strategic Thinking in Advertising and Public Relations

APRD 2004 – Introduction to Research Methods and Insights

5) To add a new section of a course, click the green plus sign.

The 'Edit Section' screen.

Edit Section – APRD 1003-001: Principles of Strategic Communication (SIS ID: 28141; CLSS ID: 17349)   ⊕ ❓ ✕

Section Information   Spring 2022 CU Boulder, b-aprd

1 Title/Topic   Principles of Strategic Communication (C ▾   9 Session   B (Boulder 16-Wk Session/Full Sem) (1/1(▾

2 Section #   001   10 Custom Dates   mm/dd/yyyy 📅 to mm/dd/yyyy 📅

3 Campus (Loc)   Boulder Main Campus   ▾   11 Units   3

4 Inst. Mode   In Person   ▾   12 Status   Active   ▾

5 Schedule Print   Yes   ▾   13 Consent   No Special Consent Required   ▾

6 Component   Lecture   ▾   14 Grading Basis   Letter   ▾

7 Final Exam   (No Option Selected)   ▾   15 Link To   Group 1 (Not Linked to Other Sections)

8 Auto Enroll 1/2   None   ▾   16 Combine With   Select section...

17 **Section Attributes**   ✏ 18 **Course Attributes**

None Selected   *None Assigned*

Tip: Fill out the **Edit Section** screen from top to bottom. Save **'Schedule'** for last.

19 **Instructor**   ✏ 20 **Room**   21 **Schedule**

Willis, ██████████████   MCOL W100 (161)   ▾   📅 TTh 2pm-3:15pm ✖
Logan, ██████████████
Friedel, ██████████████

22 **Enrollment**   151 current, 0 waiting   23 **Notes**   ✏

Maximum   Waitlist   1. APRD 1003 Section 001 and APRD 1003 Section 002 will swap
150   999   instructors after the first 8 weeks of the semester.

24 **Comments to Academic Scheduling**

6) Click 'Save Section'.

✘ Bridge Tools   👤 Admin View   ✖ Cancel   ✔ Save Section

Validation Details

⚠ The section data you have provided can be saved, however it generated the warnings listed below. Please review these items and make adjustments to the section data if you feel they are necessary. If there are no changes to be made, you can submit this data as-is by clicking the Save As-Is button below.

⚠ Standard Meeting Pattern Rule For Departmental Rooms
Make sure each section follows a standard meeting pattern.

IMPORTANT: After clicking **'Save Section,'** any pertinent errors or warnings will pop up. If the warning is orange, you can still save. If the error is red, you must follow the instructions to go back and change what is causing the error and save again.

In some cases, it might initiate a workflow (see below).

6) Click **'Save As-Is'.**

✖ Close   ✔ Save As-Is

Validation Details

👥 The section data you have provided can be saved, but will require approval. You can submit this data by clicking the Save As-Is button below, then when the scheduling unit is submitted you will be prompted to start the approval process.

👥 Comments to Academic Scheduling require review

IMPORTANT: In *Design* Mode, after clicking '**Save Section**', errors and warnings will display but not trigger workflow. In *Refine* mode, after clicking '**Save Section**' workflow is triggered.

Once in workflow, the class section will be locked for editing until the Approver(s) approves or rolls back the changes.

In *Refine* mode workflow is triggered every time '**Save Section**' is pushed. If workflow is not triggered, the changes may not appear in Campus Solutions correctly. **Email Academic Scheduling** if changes don't **end with Validation Details and Start Workflow**

6) Click **'Save As-Is'.**

✖ Close   ✔ Save As-Is

3.1 Edit Section Field Explanation

#	What	Notes
1	Title/Topic	If a class is approved for topics, the dropdown menu will include all the current topic listings from the course catalog. Select the desired topic from the dropdown menu. If the topic doesn't appear in the dropdown menu, submit a new topic request via the Comments to Registrar box at the bottom of the form. **NOTE**: You cannot change the **title** of a course without it going through the CourseLeaf Curriculum Course Change process.
2	Section	The section number will default to the next available number, so you may need to change the default value based on section numbering standards. Please refer to the Section Numbering Standards document for any assistance on what section number to use.
3	Campus (Loc)	This indicates the campus code and location code of the class. Most classes that are in- person are Boulder Main Campus or Boulder Main Campus (Boulder East Campus). If you have questions about campus and location, please contact Academic Scheduling.
4	Instruction Mode	This relates to the class delivery mode (100% online, In- Person, Remote, Hybrid In- Person/Remote or Online, etc.). (See the Office of the Registrar website for more information).
5	Schedule Print	Do you want this section to be viewable to students? If so, this should remain "yes". Select "no" to hide this section in the Class Search Page.
6	Component	This is related to the type of class that is offered (LEC, REC, LAB etc.). Not to be confused with Instruction Mode. (See the Office of the Registrar website for more information).
7	Final Exam	This indicates if the section will require a final exam row to be populated. Must select "Yes" or "No" for each section.
8	Auto-Enroll 1/2	For multi-component classes that have three or more linked components. Link To: non-enrollment sections (REC, LAB, etc.) will have a dropdown option to link to the enrollment component. **NOTE**: Enrollment components will always show 'Not linked to other sections.' You must always link from the non-enrollment component.
9	Session	This indicates which session this section occurs in. Default is "B (Boulder 16-Wk Session/Full Sem)" for fall and spring classes. To change, choose a different session from the dropdown menu. The corresponding session dates will be listed. Changing a session after enrollment is not allowed; the class would need to be cancelled and rescheduled with a new section number.
10	Custom Dates	Can only be used if the BVS session is selected. Custom dates must still fall within the session date range.
11	Units	Cannot be edited in CLSS, unless the credits are variable.
12	Status	"Active" indicates an active class., If you need to cancel a class, please select "Cancelled Section." **Note**: "Stop Further Enrollment" should be used if there is enrollment in a section and you need to cancel and re-create the section due to a change.
13	Consent	The default pulls from the Course Catalog here. The values are any combination of Add Consent and Drop Consent. You can change the consent by selecting the drop-down.
14	Grading Basis	The default pulls from the Course Catalog and cannot be changed in CLSS. This section is primarily for informational purposes only.
15	Link To	Link To: Non-enrollment sections (REC, LAB, etc.) of linked classes will have a dropdown option to link to the enrollment component. **NOTE**: Enrollment components will always show 'Not linked to other sections.' You must always link from the non-enrollment component.

16	Combine With	This refers to which course this section is combined with. You can enter a class to combine in the dropdown. Please note, combined sections will share instructors, room, and meeting pattern. Any changes to those fields will need to be made in the parent section.
17	Course Attributes	These attributes pull from the Course Catalog and cannot be updated in CLSS. They are there for informational purposes only. If something is incorrect, please contact Academic Scheduling.
18	Section Attributes	These are attributes that are added on a section level. Section attributes added at the catalog level will show by default and cannot be edited. You may add additional section attributes that correspond to the specific section (e.g., COMB attribute for combined sections).
19	Instructor	The instructor field should include any instructors listed in your subject. If an instructor you need added is not listed in the drop down, please send an email to Academic Scheduling with their name, id number and academic org(s) for the classes they will be teaching. Multiple instructors may be listed for each class section. The primary instructor in CLSS will show their conflicts on the Snapper screen. Please note, advisors for the department will also show up in the drop-down menu. Please contact Academic Scheduling if you have any questions.
20	Room	Here, you will indicate the room for this class. You have the option of "Centrally Scheduled Room" if you want the class to go through batch rooming. If the class will be assigned in a department scheduled room but you do not have all the details, you may assign 'See Department. If this is an online class, you would choose Online Class. If the section meets remotely, you would choose 'Meets Remotely.' You are only able to view any department scheduled rooms that have been used by the scheduling unit previously. If any department scheduled rooms should be added to the drop down, contact Academic Scheduling.
21	Schedule	This dictates the meeting pattern for the class. Clicking on the existing meeting pattern or the words "No Time Assigned" will take you to the Schedule Snapper Tool.
22	Enrollment	**Maximum** – The maximum number of students who should be able to register for the class. **Wait Cap** – Entering a 0, closes the waitlist and does not allow that option when students are registering. Entering 999 here indicates that you would like to a waitlist for students to be placed on, or place themselves on, in the event that the seats in the class are full. **Combined Cap** –The sum of all combined section caps. Only appears if a class is combined.
23	Notes	This field is for selecting pre-set Class Notes or for adding free-format notes containing information that the department would like to relay to students upon registration. This field is **NOT** for internal notes.
24	Comments to Academic Scheduling	The comments box is for departments to communicate with Academic Scheduling. This includes things like moving room assignments, special information regarding the class, information on combined sections, etc. Only Academic Scheduling can see what is entered into this box.

3.2 Combined Sections

Only children (secondary sections) can ask to be combined with a parent (primary sections). This is done so that another department does not take over a class section without that section's permission. A child (secondary) can only have one parent (primary), but a parent (primary) may have many children (secondary).

1) Double-click on the **class section** that will be the **child** in the combined relationship.

010	LEC	Schneider,	TTh 11am-12:15pm
> MDST 1003 – Critical Media Literacies			
001	LEC	Perold,	TTh 12:30pm-1:45pm
MDST 2001 – Introduction to Global Media			
001	LEC	Staff	No Time Assigned
MDST 2002 – Media and Communication History			

Edit Section – MDST 1003-001: Critical Media Literacies (SIS ID: 38887; CLSS ID: 18055)

Section Information — Spring 2022 CU Boulder, b-mdst

2) In the '**Edit Section**' screen, go to the '**Combine With**' field and type in the Course Code with which you'd like to combine. Then '**Save Section**'.

	Session	B (Boulder 16-Wk Session/Full Sem) (1/1(∨
	Custom Dates	mm/dd/yyyy to mm/dd/yyyy
	Units	3
Inst. Mode In Person	Status	Active
Schedule Print Yes	Consent	No Special Consent Required
Component Lecture	Grading Basis	Letter
Final Exam (No Option Selected)	Link To	Group 1 (Not Linked to Other Sections)
	Combine With	Select section...

Enter your search

No results

CAUTION: Once '**Combined With**' is saved, the parent section's **Faculty**, **Meeting Space**, and **Meeting Time** information will immediately replace the child's. There is no undo button.

Course Attribut
None Assigned

25Live Room Seek   Schedule
TTh 12:30pm-1:45pm ✗

current, 0 waiting   Notes
1. 0189 - This class will be taught in person with all students attending each scheduled class.

Maximum	Waitlist
40	0

Comments to Academic Scheduling

⚒ Bridge Tools   🔒 User View   ✗ Cancel   ✔ Save Section

Enrollment		14 current	Combined Enrollment	
Maximum	**Waitlist**		**Maximum**	**Waitlist**
25	999		25	999

TIP: After a section is officially combined, the **Combined-Enrollment** field will appear. This field must be filled out or else students will have difficulty registering.

The combined sections results can be seen on the **Course** screen.

			TTh 12:30pm-3pm	✂ *Also ECEN 5638-001*
002	MLS	Staff	No Time Assigned	
400	MLS	Basumallik,	MW 1pm-3:20pm	

TIP: 'Also' indicates a Parent/Primary

ECEN 4652 – Communication Laboratory

010	LEC	Staff	No Time Assigned	✂ *Also ECEN 5017-010*
011	LAB	Staff	No Time Assigned	✂ *Also ECEN 5017-011*

ECEN 4720 – Practical Printed Circuit Board Design Accelerator

001	LEC	Bogatin,	MW 9:05am-10:20am	

ECEN 4730 – Practical Printed Circuit Board Design and Manufacture

001	LEC	Bogatin,	MW 9:05am-10:20am	✂ *Also ECEN 5730-001*

ECEN 4840 – Independent Study

ECEN 5002 – Special Topics

001	LEC	Tang,	TTh 2pm-3:15pm	
002	LEC	Staff	No Time Assigned	Machine Learning for Engineers

TIP: 'See' indicates a Child/Secondary

ECEN 5005 – Special Topics

001	LEC	Gyenis,	MWF 11:15am-12:05pm	✂ *See ECEN 4005-001*
002	LEC	Staff	No Time Assigned	✂ *See ECEN 4005-002*
003	LEC	Combes,	TTh 8am-9:15am	✂ *See ECEN 4005-003*

Edit Section – ECEN 5005-001: Special Topics (SIS ID: 32180; CLSS ID: 5488)

ECEN 4005-001 controls the primary scheduling configuration for this combined section

Section Information   Spring 2022 CU Boulder, b-ecen

Title/Topic Special Topics (Default Value)   Session B (Boulder 16-Wk Session/Full Sem) (1/1(

Section # 001   Custom Dates mm/dd/yyyy to mm/dd/yyyy

                                                      Units 3

TIP: Changes to a combined class must be   Status Active
made in the Parent/Primary/Primary section.
The **Edit Section** screen of the child section will   Consent No Special Consent Required
provide a link to the Parent/Primary section at
the top of the screen in the purple banner.   Grading Basis Student Option

                                                    Link To Group 1 (Not Linked to Other Sections)

Auto Enroll 1/2 None   Combine With ECEN 4005-001 ✖

3) To un-combine classes, open the   Session B (Boulder 16-Wk Session/Full Sem) (1/1(
    section's Edit Screen and select the
    red **X**.   Custom Dates mm/dd/yyyy to mm/dd/yyyy

    Instructor, Meeting Space, and   Units 3
    Meeting will need to be updated as
    those three fields will still show the   Status Active
    parent's information, even after
    cancelling the combination.   Consent No Special Consent Required

    A section that is being cancelled and is   Grading Basis Student Option
    combined will need to go through
    Academic Scheduling.   Link To Group 1 (Not Linked to Other Sections)

                                           Combine With ECEN 4005-001 ✖

3.3 Linked Sections/Link To

The linked sections field allows you to link sections for registration. The ability to link sections comes from the available components on the course level, so if the course has not been set up with those components, there will be no option for linking within CLSS.

3.3.1 How to Link, Edit, and Unlink Sections

https://help.courseleaf.com/images/hover.png

1. Navigate to the CLSS instances screen
3. Click to open an instance
4. Double-click to select a scheduling unit
5. Double-click to open a course
6. Double-click a section to open the editor
7. Click the link to drop-down menu
8. Select an option:
   a. Not Linked to Other Sections
   b. Groups - means the student must take one of a group of specified sections linked with a specific enrollment section.
   c. Any/All Groups means the student can take any of the linked sections with any of the enrollment sections.
9. Click save section

REMEMBER!!!
Enrollment components will always show
'**Not linked to other sections.**'
You must always link from the non-enrollment component.

3.4 Notes

The Notes box includes fields for the Class Notes visible to students. Notes should include any information students may need to know about a particular section. If you have a standard note to that you want to add as a pre-set note, please email Academic Scheduling so we can add that for you. Pre-set notes already added have defaulted text. Free format notes can be entered, but should be clear, concise, and free from errors for the students.

3.5 Comments to Academic Scheduling

Comments to Academic Scheduling should only include information for Academic Scheduling. Class Notes should not be added in this field. Please keep this section brief. Although we greatly appreciate them, there isn't a need for please and thank you; simply write your requests and we will do our best to accommodate them. Requests that you can include in the comments to Academic Scheduling include room swaps, Topics that do not show in the drop-down but have been added in CIM and noting when a section is being cancelled and re-created.

COMMON Comments to Academic Scheduling REQUESTS

Request Type	Example Comment
Share Space with non-combined section	Meets with ACCT 3220-002
Special Topic Titles	Topic: Race and Antiquity
Other Directions	Please add "Restricted to Leeds Honors Program (PLHP) students only."
Room Swap	Swapping rooms with ASEN 3112-001. (ASEN would comment, swapping rooms with MATH 110-0001).
Cancellation and Re-creation	Cancelling ANTH 2010-001 and creating new section ANTH 2010-002, please move enrolled students to new section

IMPORTANT: Swapping rooms? Indicate this in **Comments to Academic Scheduling** for *both* sections swapping rooms.

3.5.1 Room or Building Requests

In the Room field, select "Centrally Scheduled Classroom" if you want the class to be included in batch rooming. You may select up to two Preferred Features if needed, but we advise using this very sparingly as it will greatly reduce the number of rooms potentially available for your class during batch rooming.

3.5.2 25Live Room Seek

25Live Room Seek will appear starting in Review phase. This tool will show centrally scheduled rooms that are available based on enrollment cap, meeting pattern, and preferred features.

Centrally Scheduled rooms that are available and meet the enrollment cap, meeting pattern, and preferred features will appear under "Available, Meets All Criteria"

25Live Room Seek

AHUM 1825-101: Inclusive Interdisciplinary Data Science for All (SIS ID: 21349; CLSS ID: 16371)

Campus:	Meets:	Enroll Max:	Room Features:
Boulder Main Campus	Th 2pm-2:50pm 8/28/2023 - 12/14/2023	24	None

Available, Meets All Criteria | Available, Criteria Not Met | Not Available

	Room ⬍	Capacity ▲
Select	Ketchum Arts & Sciences Bldg 1B84	24
Select	Lucile Berkeley Buchanan Bldg 330	24
Select	Engineering Center ECCR 116	27
Select	Cristol Chem & Biochem Bldg 145	28
Select	Engineering Center ECCR 108	28
Select	Carlson Gymnasium 202	30
Select	Center Acad Success & Engagmnt E220	30
Select	Center Acad Success & Engagmnt E224	30
Select	Ekeley Sciences Bldg M203	30

The "Available, Criteria Not Met" tab displays rooms that have a smaller cap than the enrollment cap or do not have the selected preferred features.

⚒ Debug   ✖ Cancel

25Live Room Seek   ⊘ ✕

AHUM 1825-101: Inclusive Interdisciplinary Data Science for All (SIS ID: 21349; CLSS ID: 16371)

Campus:	Meets:	Enroll Max:	Room Features:
Boulder Main Campus	Th 2pm-2:50pm 8/28/2023 - 12/14/2023	24	*None*

Available, Meets All Criteria	Available, Criteria Not Met	Not Available

	Room ⇕	Capacity ⇕	Deficit ▲	Missing Features ⇕
Select	Duane Physics G1B25	23	1	-
Select	Duane Physics G1B35	23	1	
Select	Duane Physics G1B39	23	1	
Select	Eaton Humanities Bldg 145	22	2	
Select	Cristol Chem & Biochem Bldg 133	20	4	
Select	Eaton Humanities Bldg 245	20	4	
Select	Eaton Humanities Bldg 270	20	4	
Select	Engineering Center ECCR 1B08	20	4	
Select	Engineering Center ECST 1B21	20	4	-

> The capacity column shows the cap for each room, the deficit column displays the difference between the room cap and the enrollment cap. The missing features column will show what features are missing based on what was selected on the "preferred features" field.

⚒ Debug   ✕ Cancel

3.6 Schedule Snapper

The schedule snapper allows you to "snap" a section onto a defined class meeting time.

3.6.1 Schedule Snapper Basics

The Schedule Snapper appears.

To see more or fewer days in the weekly view, click 'Days' and in the Drop-Down menu, select which days you wish to see.

TIP: Click on sections to turn sections on and off.

Hover over the 'Grid' icon to see all the standard time options in the weekly view that typically work for sections of this kind.

Select **'Patterns'** to see the list of standard meeting pattern. Select the pattern you need and hover over the weekly view to see the standard meeting times in gray.

Scheduling – ECEN 5254-001: Remote Sensing Signals and System

Days ▾ | Patterns ▾ | ECEN 5254-001 LEC | LEC 002

✓ MP - Main Campus - 50 min - 1x wk - M-T-W-Th-F
MP - Main Campus - 50 min - 2x wk - MW-TTh
MP - Main Campus - 50 min - 3x wk - MWF
MP - Main Campus - 50 min - 4x wk - MTThF
MP - Main Campus - 50 min - 4x wk - MTWF
MP - Main Campus - 50 min - 5x wk - MTWThF
MP - Main Campus - 75 min - 1x wk - M-T-W-Th-F
MP - Main Campus - 75 min - 2x wk - MW-TTh
MP - Main Campus - 150 min - 1x wk - M-T-W-Th-F
User Defined

Meeting Pattern Name | Add

Friday

8am
9am
10am — A. ECEN 5254-001 LEC 9:30 – 10:45
11am
12pm
1pm

W 12:20pm-1:10pm

If your class is approved to meet outside a standard meeting time, click on **Meeting Pattern Name** and write in your custom meeting pattern. Then click **Add** and it will then populate in the weekly view.

TIP: In the **'Snapper'**, a red bar will appear at all the times the instructor of the section for which you are scheduling is already scheduled to teach. You may still save if the time you choose conflicts with a time the instructor is already teaching; the red bar is a cautionary note.

7pm
8pm

⏱ Meetings | 📍 Rooms | ⧄ 25Live Room Seek

✖ Cancel | ✔ Accept

✓ MP - Main Campus - 50 min - 1x wk - M-T-W-Th-F
MP - Main Campus - 50 min - 2x wk - MW-TTh
MP - Main Campus - 50 min - 3x wk - MWF
MP - Main Campus - 50 min - 4x wk - MTThF
MP - Main Campus - 50 min - 4x wk - MTWF
MP - Main Campus - 50 min - 5x wk - MTWThF
MP - Main Campus - 75 min - 1x wk - M-T-W-Th-F
MP - Main Campus - 75 min - 2x wk - MW-TTh
MP - Main Campus - 150 min - 1x wk - M-T-W-Th-F
User Defined

TTh 1p-1:50p | Add

TIP: When defining your own meeting pattern, enter the info like so:
Days, start time, dash, end time
Example: To propose meeting Monday and Thursday 8:00 am to 4:00 pm, enter:
MTh 8:00am-4:00pm
If am/pm is missing, the default is am. Letter capitalization must be correct.
M = Monday
T = Tuesday
W = Wednesday
Th = Thursday
F= Friday
Sa = Saturday
Su = Sunday

3.6.2 Schedule Snapper: Viewing Additional Class Sections

1) To see another class on the **Schedule Snapper**, add it by clicking on the gray plus sign.
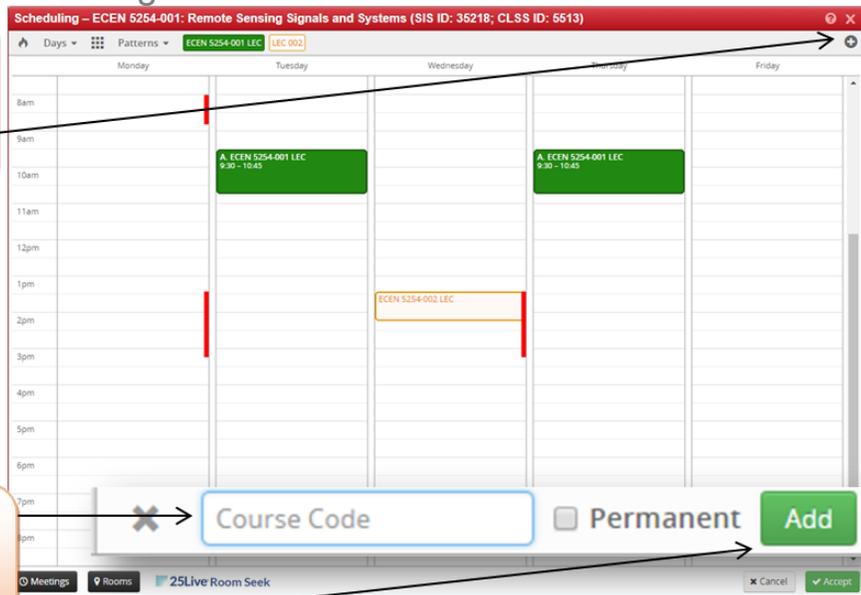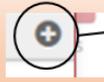
2) A Course Code field appears. Type in the course code, then click **'Add'**. The schedule for all sections in that course will appear in the Snapper.

3.6.3 Schedule Snapper: Section with More than One Meeting Pattern

1) To add another meeting pattern to a class section, select **'Meetings'**.
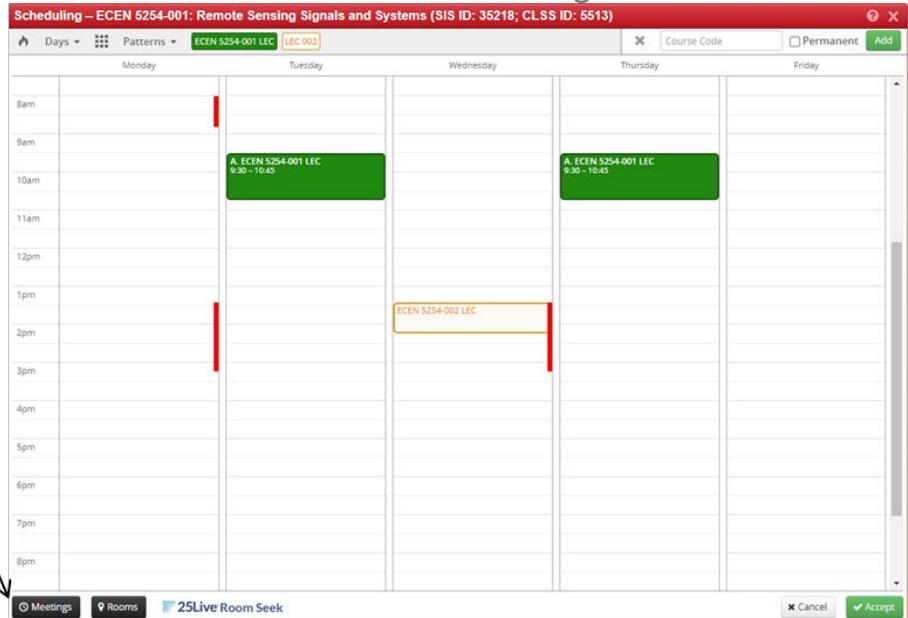
2) A field appears, select the green plus sign.

Pattern	Room	Dates	✚ ✖
A. TTh 9:30am-10:45am	Engineering Center ECCS 1B28 (78)	*Using Session Dates*	✏ 🗑

3) The **Meeting Details** pop-up appears. From the drop-down, select the room you wish to use and the date range for using that room. The dates option will automatically populate the Regular Academic Session, but you can choose a custom date. Then select **Accept** range by selecting 'custom' in the drop down.

Meeting Details ❓ ✖

Pattern Does Not Meet

Room No Room Needed ▾ 25Live Room Seek

Dates 1/10/2022 to 4/28/2022 (Boulder 16-Wk ▾

✖ Cancel ✔ Accept

4) The additional meeting type is now available, but still does not have a meeting pattern assigned to it. To assign a meeting pattern, select it and go back to the Schedule Snapper to select a meeting pattern.

5) To edit, select the meeting patterns then choose the **Pen** icon. To delete, select the **Trash** icon.

Pattern	Room	Dates	✚ ✖
A. TTh 9:30am-10:45am	Engineering Center ECCS 1B28 (78)	*Using Session Dates*	✏ 🗑
B. Does Not Meet	No Room Needed	*Using Session Dates*	✏ 🗑

3.6.4 Multiple Meeting Patterns

Multiple meeting patterns are used in a few different scheduling situations:
    a. Hybrid sections.
    b. Sections that meet in different rooms on different days.
    c. Sections that meet at different times on different days.

Follow these steps to enter multiple meeting patterns in CLSS:
1. Open the Snapper on your class section.
2. Click on the 'Meetings' button on the bottom left-hand corner of the Snapper.
3. Click on the green plus sign (+) to add a meeting pattern.
4. Enter the start and end date(s) for the specific meeting pattern.
    i. for sections that meet in different rooms on different days, enter the term start and end date
    ii. for sections that do not meet every week during the term, the start and end date will be the same
5. Click 'Accept,' and then navigate back to the Snapper by double clicking on the new meeting pattern. Select a meeting pattern from the drop-down menu or enter custom meeting pattern in Meeting Pattern Name box. Repeat as needed.
6. Once the additional meeting patterns are created, you must either select a department-owned room, indicate that the additional meetings need general assignment space or use 25Live Seek after Room Assignment phase.
    i. Click on the 'Meetings' button on the bottom left-hand side to display your meeting patterns
    ii. Click on the pencil icon to edit each additional meeting pattern
    iii. Choose a department-owned room from the dropdown, or choose "Centrally Scheduled Classroom"
    iv. Once you've entered all additional meeting patterns, and assigned or requested a room, you may close out of the Snapper

Example of multiple meeting patterns with multiple meeting dates, both using the session dates and a single date:

Pattern	Room	Dates	+ ✖
A. Th 8am-8:50am	DUAN G2B21 (36)	*Using Session Dates*	✏ 🗑
B. W 12:20pm-1:10pm	STAD 217 (16)	1/26/2022	✏ 🗑
C. T 3:30pm-4:20pm	STAD 217 (16)	4/12/2022	✏ 🗑

4.0   Validating

In the Course screen, validating runs all relevant rules on all of a scheduling unit's sections for a particular term. It is a useful way to review which sections have a warning or error note and the types of Workflow approvals sections will go through.

In Plan Phase, validating is how a Scheduler submits a scheduling unit to Academic Scheduling.

1) Select **'Validate'** from the Course screen.

2) Click on blue or red text to pull up a detail list of sections that either cause a warning or initiate a workflow. **Note:** there is no red text on this example.

3) Click **'Start Workflow'**

TIP: You can export this information to Excel.

| View By ▼ | ☑ Validate | ✖ Bridge Tools | ♦ Visualize | ▼ Filter | ⊞ Framer | Export ▼ |

Validating Scheduling Unit   ❓ ✕

Rule Validation Complete

Total: 66   Complete: 66

🔵 Scheduling Unit submissions from Design Mode to Refine [
This prevents schedulers from bridging to Campus Solutions whole
   • All Sections ↗

⚠ Sections with variable units Prior to Publish Phase
Are you sure you want to save this section with the units still variab
   • 09. Section with Variable Units ↗

TIP: You can go from the detail screen directly to the sections that triggered an **Error** or **Warning** by clicking on the little export arrow.

For **Workflow** items, nothing must be done. However, this is a good way to check and see which of your sections are in workflow at any given time.

⊞ Export   ✕ Close   👥 Start Workflow

4.1 Flags: Error, Warning, Workflow

Rules are established in CLSS to remind schedulers of certain set up requirements, enforce university policy and assist with managing the numerous course schedule changes that occur in a typical academic year. They are like error reports, except they notify you right away if there is an issue with the section. There are three levels of notification if a class section does not satisfy one or more rules.

a. **Warning:** CLSS will tell you that there is a potential error on the section. The program will let you save and continue.

b. **Error**: The error must be fixed before CLSS will allow you to save your work on a section.

c. **Workflow**: The section triggers one or more rules that must be approved by the Chair, Dean, or Academic Scheduling.

Warning: Can save but proceed with caution. Section or Scheduling unit may be saved, but caution or review should be taken before completing the schedule.

Error: Section or scheduling unit may not be saved. A rationale with possible solutions to error is given. The **Save As-Is** or **Start Workflow** buttons are not available. To save the section, correct the error then attempt to save again.

Workflow: Section or scheduling unit may be saved. Further approval required before the course section is entered into Campus Solutions. In **Design mode**, all workflow occurs at one time for the entire scheduling unit. In **Refine mode**, each section goes through workflow on its own.

5.0 Heat Map/Visualize

1) To open the heat map, click on **'Visualize'** or the **'flame'** icon wherever it appears.
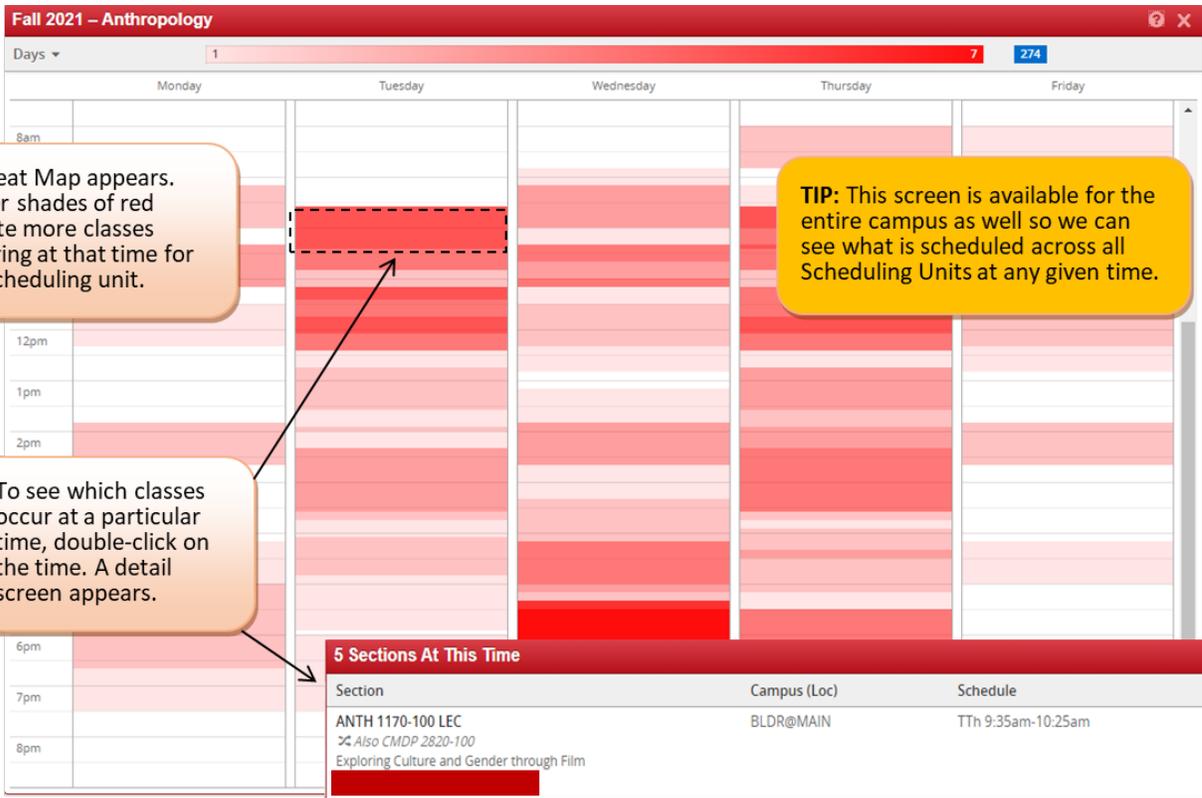
The Heat Map appears. Deeper shades of red indicate more classes occurring at that time for that scheduling unit.

TIP: This screen is available for the entire campus as well so we can see what is scheduled across all Scheduling Units at any given time.

2) To see which classes occur at a particular time, double-click on the time. A detail screen appears.

Fall 2021 – Anthropology

Section	Campus (Loc)	Schedule
ANTH 1170-100 LEC ⤨ *Also CMDP 2820-100* Exploring Culture and Gender through Film	BLDR@MAIN	TTh 9:35am-10:25am
ANTH 2010-002 LEC Introduction to Biological Anthropology 1	BLDR@MAIN	TTh 9:35am-10:50am
ANTH 2030-001 MLS Laboratory in Biological Anthropology 1	BLDR@MAIN	T 9:35am-11:25am
ANTH 4525-001 LEC Global Islams	BLDR@MAIN	TTh 9:35am-10:50am
ANTH 7000-002 SEM Seminar: Current Research Topics in Cultural Anthropology	BLDR@MAIN	T 9:35am-12:05pm

5 Sections At This Time

6.0   Using the Framer

The Framer is a useful way to compare terms.

1) Select **'Framer'** from the Course screen.

2) The Framer will open in Summary view.
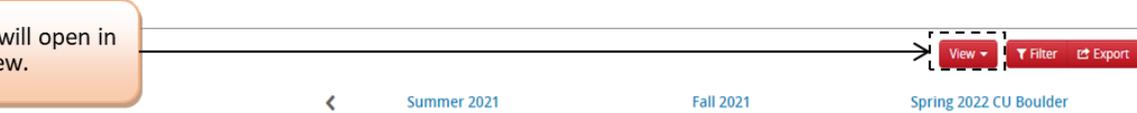
3) To change the view, select **'View'** and choose from Summary, Standard and Detail options.
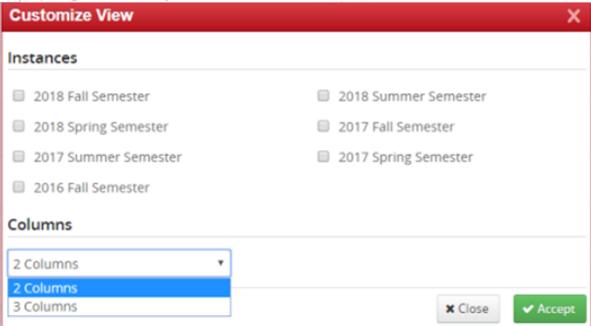
TIP: Numbers in parentheses indicate enrollment. **Historical instances** show actual enrollment. **Future instances** show the max cap.

TIP: To customize the view, select the instances and how many columns you wish to view. Select **'Accept'**.

TIP: Select Standard or Detail view for more information. Here **'Detail'** view is shown.

01 – LEC: Staff (0)
No Time Assigned

81 – LEC: ████████ (35)
No Time Assigned

200 – LEC: ████████ (150)
MW 10:10am-11am

201 – REC: Hoppes, ████████ (25)
W 3:35pm-4:25pm

202 – REC: ████████ (25)
W 4:40pm-5:30pm

203 – REC: ████████ (25)
F 10:10am-11am

204 – REC: ████████ (25)
Th 3:30pm-4:20pm

205 – REC: ████████ (25)
Th 5pm-5:50pm

206 – REC: ████████ (25)
F 11:15am-12:05pm

300 – LEC: Staff (10)
T 2pm-2:50pm

301 – REC: Staff (5)
Th 12:20pm-1:10pm

400 – LEC: Staff (15)
W 11:15am-12:05pm

TIP: In Standard or Detail view, click on a faculty member's name to get their teaching schedule for those terms.

00 – LEC: Staff (100)
No Time Assigned

ANTH 1140
Exploring a Non-Western Culture: The Maya

001 – LEC: Staff (100)
No Time Assigned

100 – LEC: ████████ (150)
MW 9:10am-10am

101 – REC: ████████ (25)
W 6:30pm-7:20pm

102 – REC: ████████ (25)
W 5:20pm-6:10pm

CourseLeaf/CLSS – Schedule Framer

👤 vith8752 ❓ ⏻ Log Out

View ▾   ▼ Filter   ⬈ Export

‹	Summer 2021	Fall 2021	Spring 2022 CU Boulder
ANTH 1120 Exploring a Non-Western Culture: Pueblo Indians of the Southwest			201 – REC: ████████ W 3:35pm-4:25pm 202 – REC: ████████ W 4:40pm-5:30pm
ANTH 2200 The Archaeology of Human History		017 – REC: ████████ W 4:10pm-5pm 019 – REC: ████████ W 5:20pm-6:10pm	

7.0   Filtering and Reporting in CLSS

Filtering is a powerful tool to view course sections throughout the university. The ways to use the tool are many and you are encouraged to experiment with it.

7.1 Filtering

Navigate to CLSS and login.

Choose what term you would like to pull a report in.

Historical

| 2021 Academic Year | 2020 Academic Year |
Fall 2020 UC Boulder	Fall 2019 UC Boulder
Spring 2021	Spring 2020 UC Boulder
Summer 2021	Summer 2020 UC Boulder

2019 Academic Year	2018 Academic Year
Fall 2018 UC Boulder	Fall 2017 UC Boulder
Spring 2019 UC Boulder	Spring 2018 UC Boulder
Summer 2019 UC Boulder	Summer 2018 UC Boulder

2017 Academic Year	2016 Academic Year
Fall 2016 UC Boulder	Fall 2015 UC Boulder
Spring 2017 UC Boulder	Spring 2016 UC Boulder
Summer 2017 UC Boulder	Summer 2016 UC Boulder

2015 Academic Year	2014 Academic Year
Fall 2014 UC Boulder	Fall 2013 UC Boulder
Spring 2015 UC Boulder	Spring 2014 UC Boulder
Summer 2015 UC Boulder	Summer 2014 UC Boulder

Current

2022 Academic Year
Fall 2021
Spring 2022 CU Boulder

Future

Click the Filter button.

Filtering can be done on several different data points. Filters are used to drill down in the data and to create Rules.

Key words and symbols can be used individually or combined to limit and specify your search criteria. Go to CourseLeaf's Help Site for more information on how to use filters.

Use on All Filter Fields:

!	Not
,	Match any of the items in the comma-separated list
=	Exact match, ignoring other special characters
?	One wild card character
*	0 or more wild card characters
>	Greater than
>=	Greater than or equal to
<	Less than
<=	Less than or equal to
::	Range
same	Field's value is the same as the corresponding field in another group
NUM	Numeric
ALPHA	Alphabetic
ALPHANUM	Alphanumeric

Some helpful filtering symbols:

Symbol	Description
?	Wild card, one character
*	Wild card
<	Less Than
>	Greater Than
!	Not
,	Or (filters in one field not between multiple)

***URLs in CLSS are stable so if you create a very complicated set of filters, save the URL. You can easily adjust the term to pull this information up again.

If you unsure about what code to use when filtering, you can select the "Codes" tab in the filter. The codes tab will list the specific codes broken down by section. You can copy the code and directly paste it into the filter.

Filter Sections

Criteria	Codes

Department ←

B-ASAH	A&S Arts and Hu...
B-ASNS	A&S Natural Science...
B-ASSC	A&S Social Science Division
B-ATLS	ATLAS
B-ACCT	Accounting
B-APRD	Advertising, PR, ...
B-ASEN	Aerospace Engin...
B-ALTC	Anderson Langu...
B-ANTH	Anthropology
B-APPM	Applied Mathematics
B-ARCH	Architecture
B-AAAH	Art & Art History
B-ARSP	Arts & Sciences Admin
B-ALAC	Asian Languages & Civilizations
B-ASPS	Astrophysical & Planetary Sciences
B-ATOC	Atmospheric & Oceanic Sciences
B-BAKR	Baker Residential Acad Prgm
B-BCHM	Biochemistry
B-BIOC	Biochemistry
B-BADM	Business Administration

TIP: Codes that are listed are organized by different sections; the section names are listed before the codes. The section names are the same as the corresponding filter criteria.

Filter Sections

Criteria	Codes

˅ Course

Career Code:
College Code:
Department Code:

✖ Close   ← Clear   ✔ Apply

There are numerous ways to filter. Here are some of the most common.

Department Code

Subject Code

The subject code, as entered below, is the subject area code that you would typically use in Campus Solutions.

Catalog Number

Active/Cancelled Sections

Change Status Code to X for all cancelled sections.

Enrollment

This is the field to look at to check for 0 or low enrollment. Be sure to have the status code be A otherwise cancelled sections will also be displayed.

Room/Building

Filter Sections   ❓ ✕

Criteria   Codes

> Course

> Section

> Instructors

> Meeting Pattern

> Meetings

> Rooms

Room ID: | 00200303

This is how you would look for a specific room. You can click '**Visualize**,' which will pull up a heat map, to see if there are any availabilities in the space (this will not mean the room is open, only that there are no sections scheduled in the room at the time you searched).

2019 Spring Semester – Custom Search   ❓ ✕

Days ▼

	Monday	Tuesday	Wednesday	Thursday	Friday
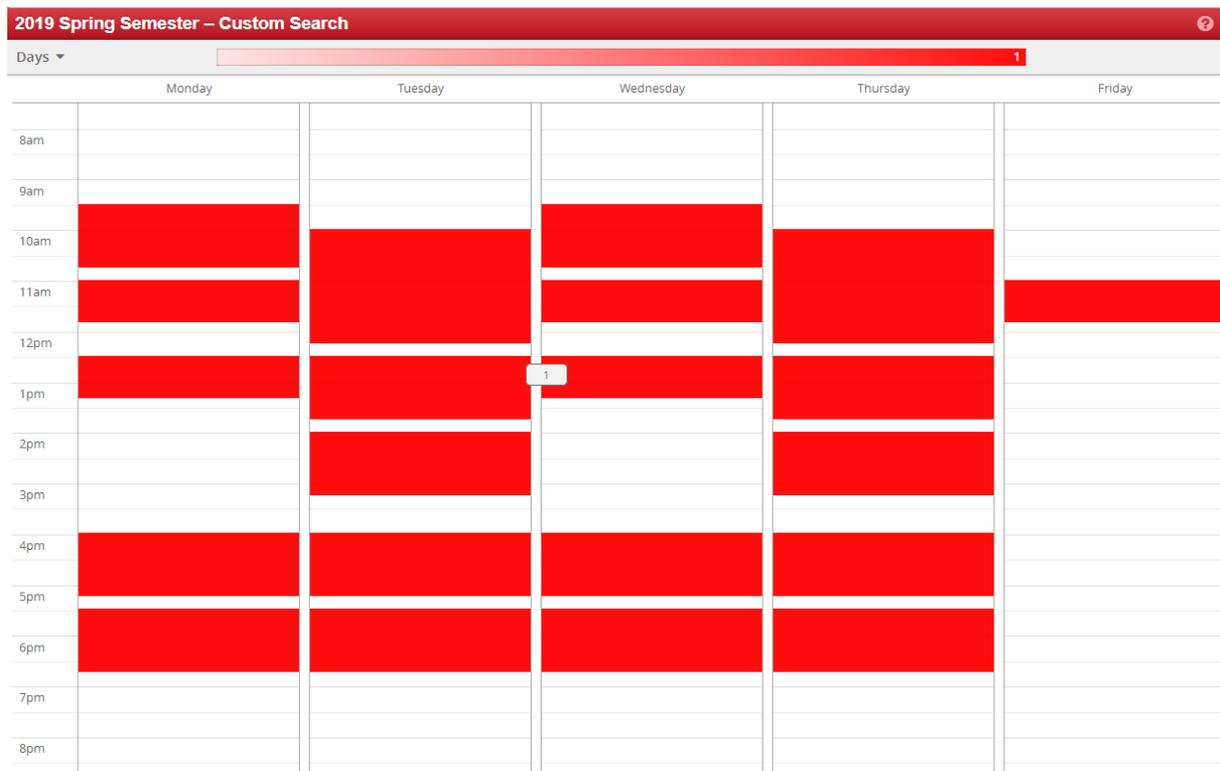
Clicking on the area that is pink/red will pull up what section is scheduled at that time.

Filter Sections   ❓ ✕

Criteria   Codes

> Course

> Section

Status Code: A

> Instructors

> Meeting Pattern

> Meetings

> Rooms

Meeting Space ID: -1

"-1" is how to look for sections that do not have a room assigned. It is also best here to only look at Active sections. This is a good way to see if any sections are missing a room assignment.
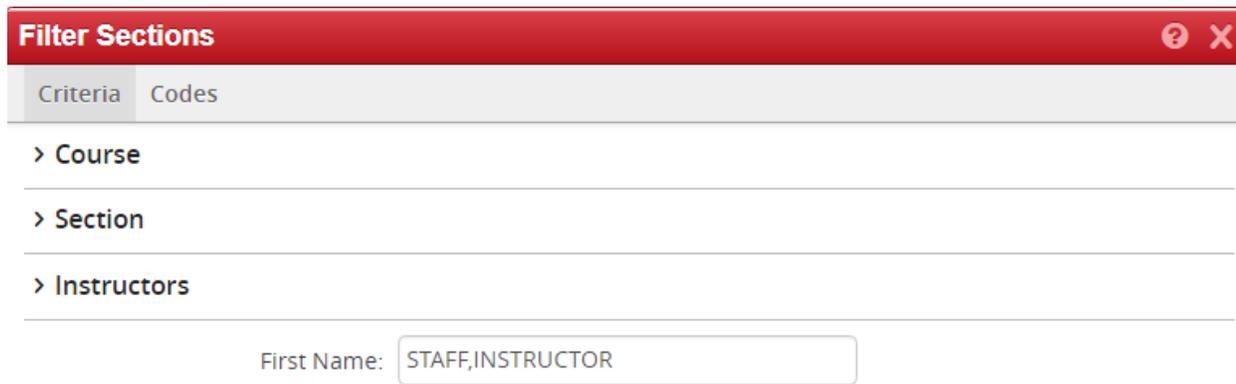
Empty Instructor

Combined Max Cap

This is the filtering needed to see any Combined section that has Combined enrollment equal to zero.

7.2 Reporting

After entering all the filters click on the export button. Exporting to Excel is the most useful.
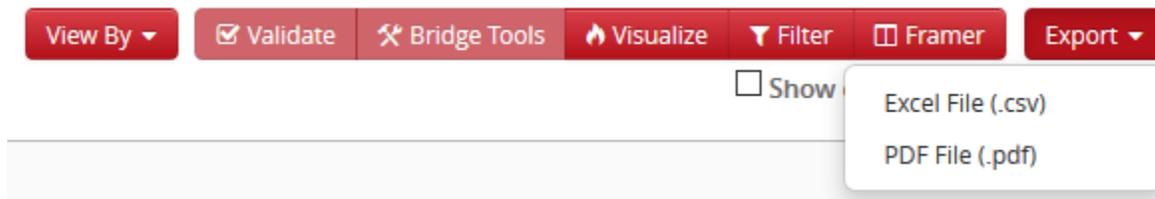
After opening the excel file, filter out what you need and do not need for your purposes. You should be able to sort and filter the data as needed.

8.0   Questions and CLSS Access

For access to CLSS or questions not covered by this guide, please contact Academic Scheduling.

Thank You:

Thank you for working with us to ensure the accuracy of the class schedule. The Office of the Registrar and the students at the University of Colorado Boulder greatly appreciate it.

Appendix A: FAQ

1. **In CLSS, will class sections roll from one academic year to the next?**
   Yes, the rolling forward of information from like term to like term remains the same.

2. **I need to schedule a class, but don't see it in my list. Where is it?**
   If the class wasn't offered during the previous like term, click the checkbox next to "Show courses with no sections," located below the toolbar. If it doesn't appear after clicking the checkbox, contact Academic Scheduling.

3. **I want to assign an instructor to this section, but I do not see them in the dropdown. What do I do?**
   Search by the instructor's name. If you see their name pop-up, go ahead and add them. If not, please email Academic Scheduling with the instructor's name, id number and academic organization they need to be added to.

4. **My class section needs to be scheduled in two different rooms or is a Hybrid section, how do I do this?**
   In CLSS, you can create multiple meeting patterns in the Snapper screen.

5. **The component I need is not showing in the dropdown. What do I do?**
   If you do not see the component you need, try adding a section and see if the component is in the dropdown. If it is, go ahead and schedule a new class with that component and delete or cancel the old one. If not, please contact Academic Scheduling.

6. **When I open the section, it says that edits cannot be made in this interface. How do I proceed?**
   If you receive this error, please contact Academic Scheduling.

7. **An error keeps occurring that I cannot fix. What needs to be done?**
   If you keep receiving an error that cannot be fixed, please contact Academic Scheduling.

8. **Why can't I link my recitation or lab to the lecture?**
   Check to make sure that you have chosen the correct component from the dropdown and try linking again. Remember, enrollment components will always show 'Not linked to other sections.' You must always link from the non-enrollment component.

9. **Will CLSS notify me when my changes are approved?**
   No. CLSS will only send you notifications if changes you made are incorrect or unapproved. However, if you have a question, you can always contact Academic Scheduling.

10. **How will we know when other classes are scheduled?**
    Similar to now, class section information relies on departments and colleges inputting their information into the system. Once those updates occur, you can see the results in CLSS.

11. **How much class section information will be available in CLSS?**
    CLSS will have several terms of historical data. Information not housed in CLSS will remain available in Campus Solutions and our reporting system, CU Data.

12. **What kind of enrollment information will CLSS have?**
    CLSS will update nightly with enrollment information. During registration periods, you should still rely on Campus Solutions for the most up-to-date enrollment figures.

13. **Will CLSS automatically save your work?**
    No, you will need to click the save button to save your work. In Design mode, saving your work will not move it forward in the workflow. All changes made by that scheduling unit will be held until clicking Validate which will move all into workflow. In Refine mode, saving your work will trigger a workflow for the individual section.

14. **What if we are unable to select the topic, grading basis, credit hours, or other information needed for a section in CLSS?**
    If you do not see information needed to successfully create your section in any of the drop downs or boxes, please contact Academic Scheduling.

15. **Who would we contact about technical issues with CLSS?**
    You would need to contact Academic Scheduling with details about the problem and we will assist in getting it resolved.