



“VSB is a far better solution for students, faculty, and families. It has allowed us to finally bring registration into the 21st century.”

– Kelly Zatorski, Manager, Systems and Projects, Office of the Registrar

VSB at TRENT: SATISFIED STUDENTS, SATISFIED STAFF

Scheduling Challenges at Trent

Every semester, students face the challenge of creating a new course schedule. It’s hard enough to come up with a schedule that meets course requirements, keeps you on track to graduation, and doesn’t have you running across campus – but then there’s life outside of school, too. Coming up with a schedule that balances academic life with life’s other commitments can be a daunting task.

Like many universities, students at Trent University navigated a trial-and-error scheduling process, planning and penciling in their timetables by hand. To come up with a schedule that met their course requirements, they had to transcribe and compare courses with up to 25 sections. Advisors found that they did not have as much time as they wanted to deal with bigger questions or long-range planning, as schedule planning and course registration took significant time. Both students and advisors were frustrated by time conflicts or unavailable course pairings found at the point of registration.



Students needed a tool to help them:

- Balance academic requirements with personal commitments
- Visualize combinations of available sections
- Compare their schedule options
- Feel confident proceeding to registration



A Comprehensive Solution

In a world of rapidly evolving technology, we have the ability to quickly and automatically perform so many of our daily tasks – managing our calendar, registering for services, paying our bills, even banking, are easier and faster than ever before. Students asked, why should course scheduling still take so much time and effort?

When the Office of the Registrar at Trent saw VSB, they knew they had found a solution that would improve the quality of service to their students, avoid a host of common scheduling problems, and ease the burden not only for the Scheduling Office, but also for Academic Advising and IT. With VSB’s single screen experience, Trent students view, sort, and filter all their possible schedule combinations and then add sections in a single action. Courses are loaded directly from their timetables, allowing them to either build a new schedule or simply make changes within their current plan.

Ease for Students

First year students love VSB, and students who remember the previous system can't believe the difference. They appreciate the ease of creating a course schedule that fits their personal schedule: VSB allows them to block out days and times that they are not available, and still find a schedule that includes their course requirements and keeps them on track to graduation. Visibility over real-time course and seat availability allows them to register with confidence, keeping the whole process in one place.



"VSB has been a big stress-reliever to new students. It is intuitive and we find students understand it quite well." – (Advising)

Opportunity for Academic Advisors

Advisors reported that VSB creates opportunities for deeper conversations, from discussing why to keep or drop a certain course, to long-range planning, to advising through a crisis. University is a full and complicated time in a student's life, and simplifying the scheduling process gives advisors space to help them navigate the challenges they face.

Simplifying for IT

The IT staff, for their part, have seen a dramatically lower volume of user questions and far fewer IT helpdesk calls. VSB has eased schedule conflicts and made registration fast and easy, and because students can edit and control their own schedules, there are fewer questions and much less frustration. "The complaint of "I can't plan my schedule" is now only someone who doesn't know what tools they have available," says Information Systems Manager Paul Armstrong.

"We saw the difference right away. The ability to whip through all the options really quickly, block out days and times, see all the available combinations – that's what students want. And from an IT perspective, it was the least amount of work for us. It was so easy to integrate!"



"VSB would be beneficial to any institution," says Kelly Zatorski of the Office of the Registrar. "It helped us get up to speed with the digital era, give students better access to information, and offer a far better solution to students, parents, and faculty."