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Database Set Up

Q: Why can’t I access the Scientia applications on the Scheduling and Curriculum Management Centre (SCMC)?

A: Please ensure that you are using Internet Explorer when launching Scheduling – Courses & Events, for course scheduling.

Q: Why open Course Planner (CP) and Enterprise Timetabler (TT) at log in?

A: You will be using both CP and TT to complete your scheduling tasks. The Scientia Portal page will time out after 5 minutes without use. By opening both at first login, you will not have to re-login to open the applications when you need to use them.

Q: Will I be working with two databases at the same time?

A: For courses and events that bridge two databases, you may have to make the booking twice in order for activities and resources to be scheduled correctly.

Space booking is the primary concern to make sure a double-booking does not happen.

Q: Don’t see the location you are looking for?

A: Contact Scheduling Services via email at scheduling.services@students.ubc.ca and further investigation will be conducted.

Q: How will you know what suitabilities are available for you to select?

A: Suitabilities will be available for you to select if it matches the day, time, room, and staff resources that have been defined.

Q: Can new suitabilities be added to the list?

A: Facilities Planning manages the space inventory on campus. If you need to add new suitabilities, please email Learning Spaces via email at learning.spaces@ubc.ca and cc Scheduling Services at scheduling.services@students.ubc.ca.

Q: What if there are no Named Availability Patterns (NAP) that fit what you are trying to schedule?

A: Users can create a custom pattern to adjust the scheduling weeks to reflect the weeks the activity must be scheduled.
Q: How can I search for my course easily and quickly?

A: To search easily in any Scientia application, you can add an auto-filter row to your search in CP, TT, and RD. Right-click on the heading row and select ‘Show Auto Filter Row’.
Enterprise Course Planner (CP)

Q: How can I see the full details of the module?

A: Users can see the full details by clicking on the module and selecting ‘Form View’ at the bottom of the Module Editor.

Q: Do I need to create a new activity template for each type of activity?

A: Yes, a new activity template is to be created for each different activity type. If an activity template is modified, all sections attached to the template will also be modified.

Q: How do I find and confirm the activities I have just generated?

A: There are two options:
   1) On the Course Planner (CP) dashboard in the ‘Activities’ section, click on ‘Show’ next to ‘Total’. An Activity Editor window will open and a list of all existing activities will be listed. Filter to find the activities you are looking for.
   2) Find your generated activities for each module in Enterprise Timetabler (TT).
Enterprise Timetabler (TT)

Q: I see the Enterprise Timetabler (TT) icon on the taskbar at the bottom of the screen, but why won’t it open?

A: TT is opened in a minimized state. When this occurs, you will see the TT icon on the task bar, however, TT does not open on your screen. This can be fixed with the following:
   1) Hover over the TT icon on the taskbar at the bottom of the screen until a grey box appears above the icon
   2) Right-click on the grey TT box and select ‘Maximize’
   3) TT should now open on your screen

Q: Can I change my section ID after I have written back?

A: No, once a section ID has been written back, it cannot be changed. The Activity Editor on Enterprise Timetabler (TT) will allow for the editing of the section ID but this change will not transfer properly to the SISC. If the section ID is to be changed, a new activity will need to be generated and the old activity should be deleted.

Q: What happens if I uncheck the ‘Use Planned Size’ box in the Activity Editor?

A: By unchecking the ‘Use Planned Size’ box in the Activity Editor, the system will not look at the room capacity and will use other requirements defined for the section.

If the planned size is not being used to search for a room, the system may also show available rooms that are lower than your intended planned size. Ensure that the room you are selecting will work for the size of the course before scheduling.

Q: If the course is running multiple days per week, how can I select multiple days?

A: In the ‘Resources’ tab, next to the ‘Day/Time’ row, hold down the ‘CTRL’ key on the keyboard before selecting the multiple days.

Q: Can multiple instructors be attached to a course?

A: Yes, to select multiple instructors, hold down the ‘CTRL’ key on the keyboard before selecting all the instructors that are to be attached to the course.
Q: How do I double-book a staff member?

A: To allow the double-booking of staff members, please do the following in Enterprise Timetabler (TT):
   1) Go to the Tools (top of page) drop-down menu and select ‘Constraints’
   2) Once the Constraints box appears, under the ‘Avoid Double Booking Constraint’ category, select “Never” for Staff Member and click ‘OK’ at the bottom of the Constraints box to save
   3) Writeback this change. This will allow you to double-book staff members. A problem will be triggered.

Q: Why doesn’t a room appear when I click the ‘Search’ button even though I know it’s available?

A: There may be a few reasons:
   1) The planned size in the Activity Editor may exceed the seat capacity of the requested room
   2) Your search setting may be limited to specific a building and/or room.
   3) Your term dates and/or start and end time may be incorrect.
   4) The room may be booked on one of your scheduled days. If so, you may need to remove that particular week for the activity.
   5) Have you checked the room availability on the Scientia Online Timetable? Make sure you are checking the corresponding academic year, as each year will have new link.

Q: Can I delete activities that are accidentally created?

A: If too many activities are accidentally created, these activities can be deleted in Enterprise Timetabler (TT) by highlighting the activity in the Activity window, right-clicking, and selecting ‘Delete Activity’. Prior to deleting the activity, please contact Scheduling Services to advise them of the situation. Ensure that you are in the correct database and no students are registered in the activity before deleting an activity. If an activity has registration and is deleted from Scientia, the section will be cancelled in the SISC and students will be immediately dropped from the course.

If all activities associated with one activity template is to be deleted, the activity template can be deleted in Course Planner (CP) in the Activity Template Editor.

Q: Do I attach the same instructor to the waitlist as the corresponding course?

A: If the instructor for the corresponding course is confirmed, define this in the resource requirements so students have this information. As the corresponding course will also have the instructor attached to the course at the same day and time, the double-booking constraint for staff will need to be turned off.
Reference Data Manager (RD)

Q: Why is the instructor not in the Reference Data Manager (RD)?

A: If an instructor is not viewable in RD, they may not have an active appointment in the HRMS. As the instructor list from RD syncs from the HRMS, T-Reps will need to follow up with their respective HR department.
SISC

Q: Why isn’t my course appearing on SISC?

A: Please review and ensure all of the below steps are completed:
   1) The activity has a section ID assigned to it. Section IDs must be 3 characters and any letter are capitalized.
   2) Section IDs cannot be changed after the original section ID has been written back to the system. If you have modified this after, please change it back and add a new section for the new section ID.
   3) Please make sure all changes have been written back.
   4) It takes up to 15 minutes from the writeback time for the data to sync from Scientia to SISC.

If you have checked all of the above and they have been completed accordingly but you are still experiencing issues, please contact Scheduling Services for assistance.

Q: Why isn’t my course appearing on the online course schedule?

A: Please double check the following:
   1) Ensure that you have completed the course section on SISC Section Controls
   2) On the SISC Section Detail tab, please make sure the Publish options were selected:
      a. Publish Section: select Yes
      b. Publish Meeting: select Yes
   3) Was the course added today? An overnight refresh is required before it will display on the course schedule. If the course is added after 4pm, it may take 2 overnight refreshes for it to appear.

Q: Why can’t students register for my course?

A: There may be a few reasons:
   1) You just created a section and will need to wait overnight for the Conflict Checker to run before the section is released to students.
   2) The "Permit Students to Register" box may not be checked.
   3) The student may not meet the restrictions.
   4) Section-level restrictions: Restrictions at the section level are located on the UBC Details page, under Seat Pool. You may create restrictions that are only applied to the section. When creating a restriction, do not type in any of the information for the restrictions, as this will create an error. Use the arrows or the drop-down menu. Make sure you save the seat pool and select ‘OK’ to go back to the main page.
   5) Senate restrictions: Senate restrictions can be viewed on the Faculty Course Management (FCM). Senate restrictions are applied to all of the sections of the course. To remove Senate restrictions contact Senate & Curriculum Services.
   6) Faculty restrictions: Also viewed on the SCMC, these restrictions are applied to all sections of a course. Students must meet these restrictions before they are able to register for the course.
   7) Registration may also be prevented based on the student account (e.g., financial holds, advising required, not eligible).
Q: Does Scientia automatically register students on the waitlist when a spot opens up in the course?

A: No, users will need to manually register students from the waitlist when a spot opens up. To ensure that students register for the waitlist and do not jump the queue to get into the course, close registration once the course is full.
Glossary

Modules
Modules in Scientia are brought in from the Faculty Course Management (FCM) for courses and courses with detail codes that are available to be scheduled for a specific session.

Modules will appear twice in Scientia, one with a -S and one with a -W extension. The -S or -W identify which session the module should be scheduled (Winter or Summer).

Module = course code + course number + course detail code (if applicable)

Activity Templates
The Activity Template defines a course (module) with the Activity Type, Duration, Planned Size, and Zone. The Activity Template is set up for the purpose of creating activities (sections) at the start of the scheduling process.

Activities
Activities in Scientia most commonly relate to course sections in the SISC. Activities define the type of delivery, days, times, term, and location. A section can have multiple activities, so do not always assume activity = section. The section ID field in Scientia is the key field for linking activities to the same section. If you give multiple activities the same section ID, it will connect the days, times, and terms for all the activities for the course schedule and registration.