

Timetable and Resource Unit

Allocate+

Frequently Asked Questions



What is the Password and User Name for students?

Students use their student ID Number as their User Name and their password is their SIMS password. The most common problem we come across is that students who have a Student ID/User Name with an "X" in it do not use the capital X and this comes up with an error message.

Other Common Problems we are contacted for?

Other problems are that the students are not enrolled - usually if they are coming back from LOA they assume they are enrolled, sometimes if they have failed a unit they assume they will be automatically enrolled in it again or that their amendment to enrolment has not been processed by the faculty.

Some of the units will not use Allocate + and thus not showing on Allocate +.
e.g. Offsite location like Moorabbin Airport or final year Project Groups.

When can students get in to Allocate+ after enrolment?

During enrolment times when Allocate+ is open we normally do an upload 3-4 times a day. A student who enrolls in the morning should be able to access Allocate+ by early afternoon. It is a manual upload system, not an automatic system that happens overnight.

Students advise that they have units showing on Allocate+ that they are not enrolled in?

This shouldn't happen, students are normally referring to Blackboard which Timetable Unit does not look after. Uploads are done a regular basis with the current or undated enrolment information from ASCOL. Other possibilities are the MySwinburne portal is not pointing correctly, if this is the case it is referred to ITS as they look after that application.

What does the 01-P1, 01-P2 etc mean when it is next to an activity?

The table below shows an example of multiparting. Students must choose a group of the classes which have been put together for them. They either choose Group 1, 2 or 3 in the example below. If they choose Group 3 then their classes will be Wednesday at 17:30 & 18:30. This way the same students will attend both classes.

How does a student view a timetable for a unit they are not enrolled in and how do they know if there are places available?

Students can access the Unit of Study timetable and this is the same information that is on Allocate+. From below you can see that there are still 30 places available in each class, once Allocate+ is in adjustment mode the numbers are updated and let the student know if there are places available in a particular tutorial.

HSS111 S2: World Peace 1

Group	Activity	Day	Start	Duration	Location	Staff	Weeks	Description	Avail
Class	01-P1	Mon	10:30	60 min	BA602	-	10/8-14/9, 28/9-2/11	-	30
Class	01-P2	Tue	13:30	60 min	BA602	-	11/8-15/9, 29/9-3/11	-	30
Class	02-P1	Mon	17:30	60 min	BA602	-	10/8-14/9, 28/9-2/11	-	30
Class	02-P2	Mon	18:30	60 min	BA602	-	10/8-14/9, 28/9-2/11	-	30
Class	03-P1	Wed	17:30	60 min	EW302	-	12/8-16/9, 30/9-4/11	-	30
Class	03-P2	Wed	18:30	60 min	EW302	-	12/8-16/9, 30/9-4/11	-	30

What are combined modules?

Combined modules are two units which are timetabled together, e.g. ABC5191-XYZ6192_S1-LE1/01. Students from both units ABC5191 and XYZ6192 attend the same lectures/classes. On Allocate+ the unit XYZ6192_S1 will show as the child of the unit ABC5191_S1. When a student views the timetable for XYZ6192_S1 on the Unit of Study Timetable it will bring up the timetable under the code for ABC5191.

An academic staff member wants me to find a class list?

A detailed description of how to do this is in the Allocate+ Quick Start guide but it is a very simple process and gives the convenor a spreadsheet or a PDF of students enrolled in each activity. There is a generic login for teaching staff so that they can do this for themselves. An Academic Staff Quick Start Guide can be provided to assist them.

Can students contact the Timetable Unit?

The timetable office provides a phone Help Desk for students normally from 10.00 am-12:00 and from 14:00-16:00, there is also an email link for them to contact the office directly, which is found on the Allocate+ web site..

Students always complain that they don't get their first preference even though they entered them as soon as Allocate+ opened.

The system has to allocate so that students do not have clashes, it is also not a first in first served basis so that all students are treated fairly. Once Allocate+ opens in Allocation Adjustment mode then students can automatically allocate themselves.

Students can't allocate as they have clashes?

The whole idea of Allocate+ is that it provides a timetable without clashes. If a student contacts the TTO we would refer the student to the appropriate faculty to amend their enrolment. On some occasions students can resolve their problem if they can rearrange their allocated classes.

Students may contact the Teaching Unit for assistance with this. In the Allocate+ Quick Start Guide it shows how to 'delete' a student from an activity so then they can reallocate themselves. In some cases you may need to add the student this is also explained in the guide. The Timetable Office cannot allocate students at their request, this is why it is referred to the faculty.

The lecture is full can the school/faculty advise students to still go?

For occupational health and safety reasons and a directive by the DVC the answer is that no students cannot just attend a lecture which is showing full – the students needs to go to the lecture they are allocated to.

The activity is showing full on Allocate+ can the convenor allow additional students to attend?

No, Allocate+ as well as being the online students' timetable allocation system provides important information for the University regarding room utilisation and planning for the future. As well as the occupational health and safety reasons above we cannot allow students just to ask

tutors to move their allocated classes. In addition, the student would not appear on the appropriate class list from Allocate+. All building and utilisation plans by Facilities Services Group will use Allocate+ information as a basis for planning.

Students advise that the activity is full/ clashes but it is the only time I can attend?

Each Faculty or School will have **their** own way of dealing with these queries – it may be that students have valid reasons for only being able to attend at certain times, again the timetable office would refer the student to the School/Faculty. Some will keep a waiting list or try to move students to accommodate part-time students. Students should be advised to keep checking Allocate+ to try and allocate themselves as there is movement as people amend their enrolment, take Leave of Absence or Withdraw.

Students ring and advise that there were allocated to a tutorial but when they have gone back in to check they have been changed?

Staff can check to see if this is correct by going to the student's allocated history under their ID number the changes may be the result of moves by the student or by the Faculty/School. The timetable Unit does not unallocate students it would be something done by the School/Faculty. It may be that the School/Faculty has moved students to meet the requests of convenors to keep specific groups of students together.

What happens when there are changes to the Timetable once Allocate+ is open?

If a Faculty/School makes a change to the time/day of an activity once Allocate+ is open and they are allocated to that activity or have put in a preference for that activity an email is sent to the student's Swinburne email address advising them of the change, the email also goes to the Faculty/School's generic email address, e.g.

From: engineering@swin.edu.au

Timetable System Message: Activity HES1230_S1, Lab, 01-P2 has been deleted/changed

The student will receive a more detailed message than above. The email alerts the student that they need to check their allocations or preferences. In most cases the convenor of the unit will also place a notice on Blackboard or email the students as well.

How can I see what the student is seeing, this would make it easier to understand their questions?

By going to Allocate+ and clicking Student on the tool bar you can log on as the student as see the same information that the student is viewing. If you are only wanting to see what the student sees for a particular unit then click on the unit, manage subject and the activity you wish to view. You can then click on Students View.