

**UCDHS CENTER FOR PROFESSIONAL PRACTICE OF NURSING
DEPARTMENT GUIDELINES**

**I - 001 GUIDELINES FOR CPPN:
Registration Process**

Approved: Kelly Tobar, R.N., Ed.D.	Page 1 of 7	
	Effective Dates	
Supersedes:11/2011	4/2015	

I. PURPOSE

- A. To establish guidelines that facilitates and support the registration process for CPPN class offerings.

II. POLICY

- A. Course registration requests are taken prior to course date and course participants are entered into database by the Administrative Assistant as registration requests are received.
 - 1. The course descriptions on the CPPN website state clearly that participants are submitting a registration request and that registration is not completed until payment of course fee or deposit information has been provided. The text on each class description is: Registrations are confirmed only if deposit or fee is provided with registration form.
- B. All registrations will be entered into UC Learning Center as “registered,” “pending approval,” or “waiting list.” Noting on the form using the routing stamp (Exhibit 1).
 - 1. Registered
 - a) There is space availability and payment or deposit has been received.
 - b) Indicate on the Registration Request the “Number of Users Registered” which can be found by clicking on the link “Show More Details.”
 - c) Staff completing the registration process should complete the routing stamp with registration # and date/initials
 - 2. Pending Approval
 - a) A registration request has been received without payment or deposit.
 - (1) Indicate Pending on the routing stamp and the date entered into UC Learning.

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- b) When payment or deposit has been received, the registration request status is updated in the UC Learning Center and on the registration form in the class folder.
- c) If the class is at capacity when payment is provided, the registration request should be moved to "Waiting List" If available. This will require the registrar to remove or delete the individual from Pending and re-enter the individual. However, instead of moving the individual to "Registration" the name is moved to "Waiting List." There is no direct way to move an individual from Pending to Waiting List.

3. Waiting List

- a) When a registration request has been received after the class is at capacity, **and** payment or deposit information has been provided, the registration request is entered on the Waiting List.
- b) When placed on the Waiting List in UC Learning, the names will be listed in alphabetical order. However, when there is a vacancy in the class, the computer will select the next available participant based upon the date the registration was placed on the Waiting List.
- c) Indicate on the registration form using the routing stamp that the person has been entered on the Waiting List and the date of the action.

4. Waiting List Restrictions

- a) When someone is placed on a Waiting List, the same registration request will not be used to register the individual in the same class at a later date. It will be the responsibility of the individual to submit a second registration request for the later class date. This most commonly occurs during registration for ACLS, PALS or NRP classes. When moved from the Waiting List to Registered, the individual will then bear the responsibility of notifying CPPN to cancel the later registration date or the individual shall be charged a "no-show" fee for the second

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course.

- b) When someone is registered into a class but wants to also be placed on the Waiting List for an earlier session you must inform that person that you can place him/her on the Waiting List and UCLearn will e-mail if an opening occurs in the class. The person must be told it is his/her sole responsibility to notify CPPN to cancel the later registration or he/she will be charged a "No Show" fee.

5. Notifications

- a) E-mail notifications are automatically sent to individuals when registered or placed on the Waiting List in UC Learning. No e-mail notification is sent if the registration request is Pending Approval.

6. First In Time

- a) If a class is approaching capacity and there are two or more registration requests with payment information, registration completion will be granted to the registration request with the earliest date and time received. The other(s) will be placed on the waiting list.
- b) If a class is approaching capacity and there are two or more registration requests with payment information, priority will be given to UCDCMC employees. The other(s) will be placed on the waiting list.
- c) "Payment Information" consists of the following:
 - (1) A credit card number provided by a UCD employee
 - (2) A MarketPlace payment made by a UCD employee
 - (3) A MarketPlace payment made by a non-employee

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III. PROCEDURE

A. Receiving and Processing Registration Requests

1. Each morning and afternoon the Administrative Assistant will print out registration requests received via CPPN e-mail. Once the Request to Register is printed, the e-mail will be deleted from the in-box. It is important to verify the Request is successfully printed before deleting as e-mails are kept only two days before being permanently deleted from the e-mail 'trash' file.
 - a) Requests to register are placed in the alphabetical file folder under the individual's last name.
2. Prior to beginning any registration, staff needs to check for payments received and deposit information received. There are two places to check for payments: MarketPlace and phoned-in credit card information placed in the inside front-cover pocket of the alpha file.
 - a) The MarketPlace YouPay site must be checked for payments made on-line. It is best to check MarketPlace during the period from when it was last checked to the present, including at least one extra day in the past in case on-line payments were made at night.
 - (1) A payment is noted on the Registration Request. Use the routing stamp and write the following information:
 - (a) MarketPlace tracking number,
 - (b) \$\$ amount paid,
 - (c) Form of payment (i.e., Visa, MasterCard),
 - (d) Date of payment, and
 - (e) Initials of staff processing the registration

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3. Enter MarketPlace payment information on the CNE/Accounting spreadsheet following the existing convention for data. It is helpful to mark the registration request form payment information in some manner to indicate it is entered it on the spreadsheet.

4. When someone phones CPPN to provide payment information for a Pending registration, that information is written Is noted on the form using the routing stamp.
 - a) The Pending Approval registration is then moved onto the class roster if there is still room available in the class. If the class is full, the registration is moved onto the Waiting List.

 - b) If payment of class fee is required by participant, run the credit card charge prior to registering participant in the class. Attach the credit card receipt to the Registration Request for delivery to participant following the class.

5. Registration requests should be sorted prior to entering into UC Learn. Sorting is necessary in order to prioritize by payment received and UCDMC employees pursuant to Policy II.B.5. First In Time, above.
 - a) After noting payments and deposits on the Registration Requests, sort alphabetically by class name.

 - b) Within each class name sort again by class date(s).

 - c) Enter Registration Requests in the following order of priority:
 - (1) UCDMC Employee paid registration or deposit information received
 - (2) Non-UCD employee paid registration
 - (3) CDMC Employee pending registration

6. When Registrations are entered they go into the UC Learn "Pending Approvals." Those requests that have payment

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information can then be moved directly onto the Roster. See II.B.1., above for additional information.

7. If there is no payment information, indicate payment due (“PD” or “Pmt Due”) and the date entered into UC Learn on the bottom right quarter of the registration form. File Registration Request in the rear of the class file folder.

8. .

B. Deposit Checks

1. When a UCDCMC Employee provides a check for a class deposit, the check should be stapled to the Registration Request and the registration should be completed pursuant to II.B., above.
 - a) After participant attends class, the check will be attached to the BRN/ANCC Certificate for return to the participant.
 - b) If participant is a ‘no show’ for the class, the check shall be deposited to the CPPN income account.
2. If a deposit check has been provided for a Registration Request on the Waiting List, contact the participant to ask if the check should be returned or shredded in the office

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Exhibit A

Routing Stamp:

Registration #			
Type	Amt	Date	Initials
Pending	Ø		
Waitlist #	\$		
Deposit/Pay	\$		
MARKET PLACE INVOICE #			
CREDIT CARD INFO: Visa MC Discover AmEx			
#			
Exp Date:			