1 **CIS Training Wait List Guidelines**

If a training session is at full capacity, additional registration requests from NCCCS staff are tracked on a wait list maintained by the CIS Training Registrar.

NCCCS staff are placed on a wait list according to the date and time of the registration request. If a session registrant withdraws from the session by canceling registration, the CIS Training Registrar and the session instructor will use the wait list to fill the newly available seat. The CIS Training Registrar will contact the new registrant.

If a session remains full, wait-listed staff are encouraged to utilize other resources available to them or contact the CIS Help Desk at cishelpdesk@nccommunitycolleges.edu to open a Help Desk Ticket (HDT) for Business Systems Analyst (BSA) support through remote consulting.

2 **Cancellation of Session Registration by Registrant**

As a courtesy to others, session registrants who must withdraw from a session are encouraged to do so as soon as possible so that wait-listed staff can register and plan to attend. To cancel your registration, contact the User Support Team at ust-internal@nccommunitycolleges.edu or (919) 807-7178.

3 **Cancellation of Session by the User Support Team**

3.1 **Instructor Illness or other Circumstances**

In the event that a training session must be cancelled or postponed due to instructor illness or other extenuating circumstances, session registrants will be notified as soon as possible. Notifications about session changes, postponements, or cancellations will be communicated using the contact information provided by the registrant during registration. Updates about session changes are also posted on the [CIS Training](http://www.nccommunitycolleges.edu) website.

3.2 **Severe Weather, Technical Issues, or other Emergency Conditions**

If the UST suspends a training session due to severe weather, technical issues, or other emergency conditions, the UST will attempt to postpone, reschedule, or repeat the training session and notify session registrants as soon as possible. Notifications about session changes, postponements, or cancellations will be communicated using the contact information provided by the registrant during registration. Updates about session changes are also posted on the [CIS Training](http://www.nccommunitycolleges.edu) website. In the event that a session is scheduled to be held on a campus, and that campus is closed, the UST may change an on-campus session to a webinar session if, during registration, all session registrants have indicated that remote access is possible.