

## **Student Administration**

**Training Guide** 

**Academic Advising** 



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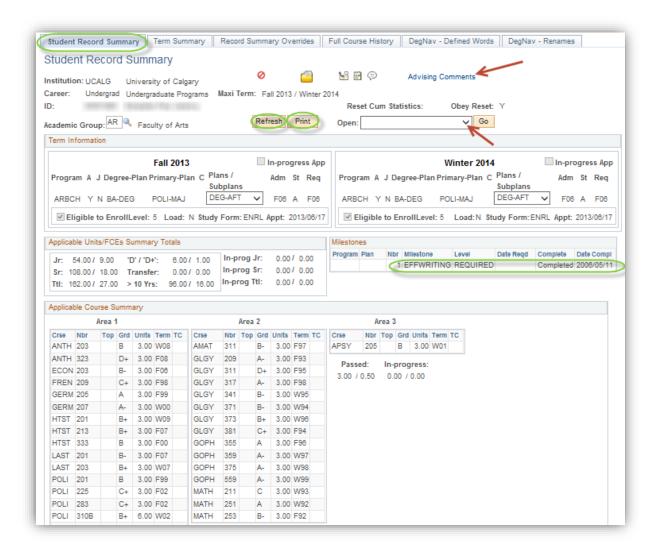
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## **Academic Advising Summary**

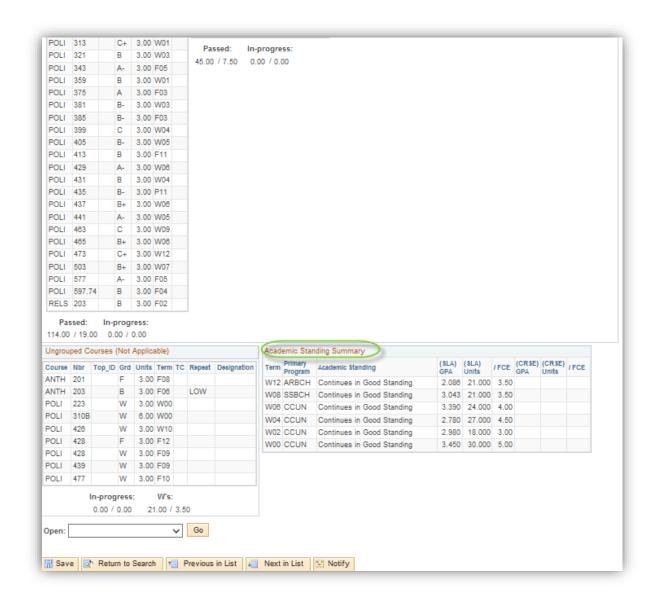
This component displays summary information about a student program and course information. Information displayed on this page is outlined below.

Navigation: **Academic Advising > Academic Advising Summary** (also available on the **Open List**)



## **SA - Academic Advising**





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## **Student Record Summary** page

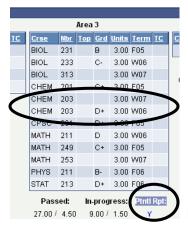
- Current program information for the selected Maxi Term
- Current Milestone information (this will include effective writing information)
- Courses grouped into identified categories, or Areas, for the selected Faculty
- Provides course counts based on the identified categories
- Academic Standing Summary

Watch out for rulings in the **Academic Standing** section of the summary worded with "subject to ..." This means that the official decision to enforce the ruling is still pending and therefore a student's academic standing for the term has yet to be finalized.

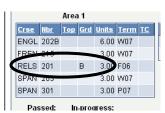
(To see a more in-depth history of a student's academic standing, go to the **Term History** page which is available from the drop down list on the **Student Record Summary**.)

- Link to Advising Comments summary
- Repeat Indicators

Be aware of the Potential Repeat indicator (shown below). The system will only pick up that a course has been repeated when the grades come in. Therefore, the potential repeat indicator will pick up duplicate courses across the four columns prior to that.



Potential Repeat



Multi-term course

## Training Guide

#### SA - Academic Advising



#### Refresh Button

This button only refreshes Record Summary Overrides, Academic Group, Service Indicator and Advising Comments (a link for Advising Comments and Service Indicator icons will appear). All other changes made to a student's record, as displayed on the Student Record Summary screen, will not appear until you return to search and reload the student (e.g. An approved change of program and making a course extra to degree will not show up until the student is reloaded).

#### Multi-term courses

You will only see part **B** of multi-term courses on the **Student Record Summary** screen, unless the student withdrew during the part **A** time frame, in which case it will show up with the **W** grade and the full weight.

#### Reset Cum Statistics

These statistics re-set the first time a student registers after completing a degree at the University of Calgary. On the **Student Record Summary** page, you will see all the courses a student has completed from then on (since the statistics have been re-set) and any **XAFT** credit (after degree credit) awarded from the first degree.

#### Communications

Available from the drop down list. This screen gives a summary of all communications sent to the student.

#### Print Button

Clicking the **Print** button will provide you with a printable version of the **Student Record Summary** page. If you wish to prepare a batch of **Student Record Summaries** (i.e. to review multiple summaries), you may run a **Student Record Summary Report** 

Refer to Guide: Student Record Summary Report

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✓ Go



#### **Service Indicators**

Academic Group: AR Saculty of Arts

 Students can be assigned Service Indicators to either block specified services and/or alert staff to special circumstances about the students. Icons will display on the top of most student pages to alert staff.

Example of a Negative Service Indicator

Student Record Summary | Term Summary | Record Summary Overrides | Full Course History | DegNav - Defined Words | DegNav - Renames |

Student Record Summary | Student Record Summary | Record Summary | Student Record Summary | Advising Comments |

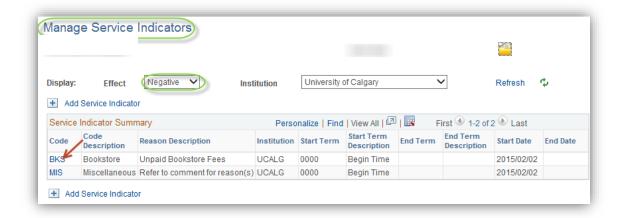
Institution: UCALG | University of Calgary | Career: Undergrad Undergraduate Programs | Maxi Term: Fall 2013 / Winter 2014 | ID: Reset Cum Statistics: Obey Reset: Y

Print

Open:

Refresh

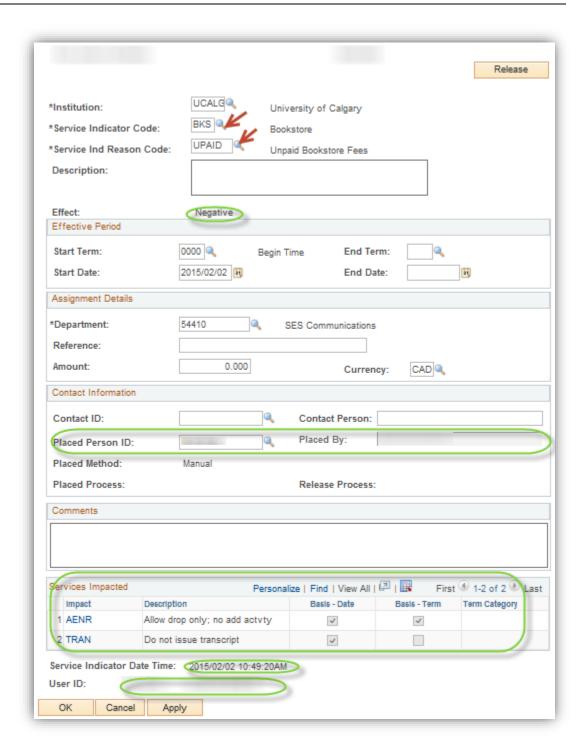
- Clicking the negative Service Indicator icon displays the Manage Service
   Indicators page which lists the negative Service Indicators assigned.
- To view the services impacted, click the desired Service Indicator code



 The Services Impacted also displays the Indicator Date Time and the User ID of the person who assigned the Service Indicator.

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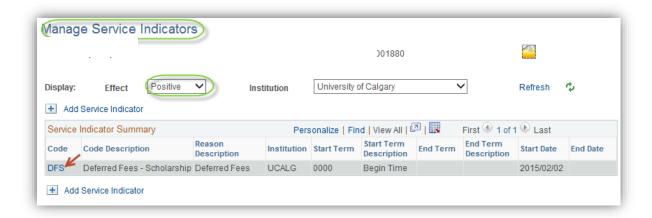
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Example of a **Positive Service Indicator** 



- Clicking the positive Service Indicator icon displays the list of positive Service Indicators assigned on the Manage Service Indicators page.
- Click the desired Service Indicator Code to view the services impacted.



Services Impacted also displays the Service Indicator Date Time and the User
 ID of the person who assigned the Service Indicator.



| Release   |
|---|
| thertitution: UCALGQ University of Colons                                     |
| Oniversity of Calgary   |
| belefied rees - Scholarship   |
| *Service Ind Reason Code: DEF Deferred Fees                                   |
| Description:  |
|   |
| Effect: Positive  |
| Effective Period  |
| Start Term: 0000 4 Begin Time End Term:                                       |
| Start Date: 2015/02/02 14 End Date:   |
| Assignment Details  |
| *Department: 84010 — Financial Reporting Ops                                  |
| Reference:  |
| Amount: 0.000 Currency: CAD Q   |
| Contact Information   |
| Contact ID: Contact Person:   |
| Placed Person ID: Placed By:  |
| Placed Method: Manual   |
| Placed Process: Release Process:  |
| Comments  |
|   |
|   |
|   |
| Services Impacted Personalize   Find   View All   🕮   👪 First 🕚 1 of 1 🕑 Last |
| Impact Description Basis - Date Basis - Term Category                         |
| 1 DEF Deferred Fee Payment  |
| Service Indicator Date Time: 2015/02/02 10:49:41AM                            |
| User ID:  |
| OK Cancel Apply   |

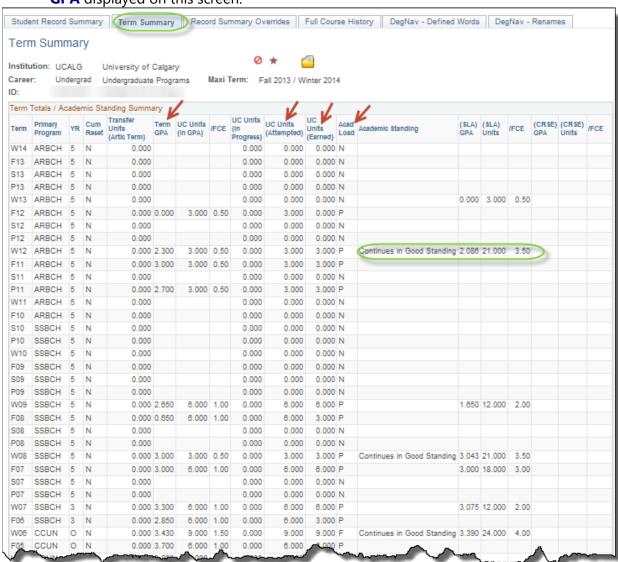
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## **Term Summary** page

- Summary of all Term Registrations
- Number of units Attempted and Earned in a term
- Academic Load (Full/Part Indicator) and Academic Level (Year of Program YR) for a term
- Academic Standing ruling
- Term GPA

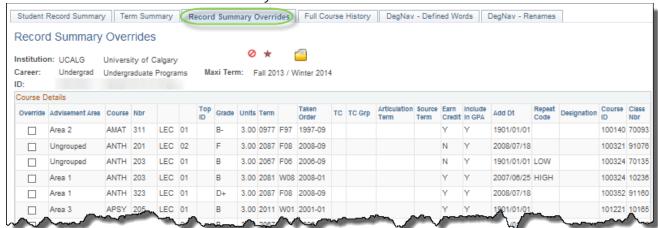
Be aware that the **Term GPA** displayed on this screen is a running GPA therefore, the GPA will be updated every time a new grade comes in. Check the unit columns to make sure all the grades from the term are in before using the **Term GPA** displayed on this screen.





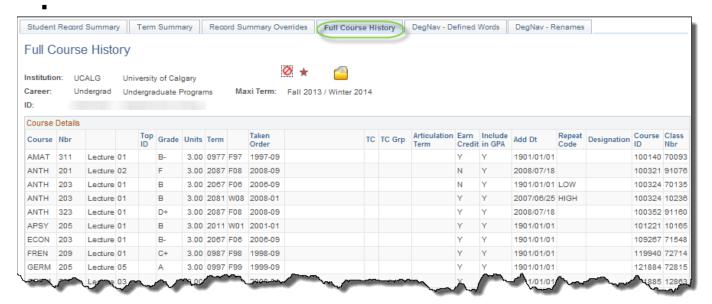
## **Record Summary Overrides** page

- Existing overrides to the assignment of advisement areas on the Student Record
   Summary page
- Refer to Job Aid: Record Summary Overrides



### Full Course History page

- Includes a full list of all courses taken at the University of Calgary in addition to all courses that the student has received credit for
- This page does not obey the cum reset, so the student's full course/credit record always shows
- The only exceptions are O-type credit if it is a prerequisite, or "dummy" credit (these kinds of credits do not appear on the GPA calculator screen either in fact the "prereq chk" type credit does not appear anywhere except on the transfer credit model).



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## **Overriding Generic Transfer Credits**

When overriding generic transfer credits, if there are two generic credits with the same name/number, first check the **Transfer Credit Model** to see which one the override should be done for, then use the **Model**, **Group** and **Sequence Number** to match the override to that credit.

## Adding a Hidden Credit for Prerequisite Purposes (O-type)

• Refer to Job Aid: Adding a Hidden Credit for Prerequisite Purposes



# How to Make a Course Extra to Degree or Remove Extra to Degree Status

- Type of credits U of C, Manual, Automated, Other, and Test.
- Refer to Job Aids: Making U of C Courses Extra to Degree; and Making Transfer Credits Extra to Degree
- Note that XTRA is now tied to the course alone and not to the course and the program under which it was taken. This means that you cannot remove an XTRA indicator put on by another faculty, even if it was in a prior degree, as that removes all record of the fact that the course was XTRA. In this case, add a "dummy" credit that duplicates the XTRA course.

## **Quick Letters**

- Quick Letter templates are available to create specific letters or correspondence.
- Refer to Guide: Quick Letters

## **GPA Calculator**

Refer to Guide: GPA Calculator

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## **Person Comment Summary**

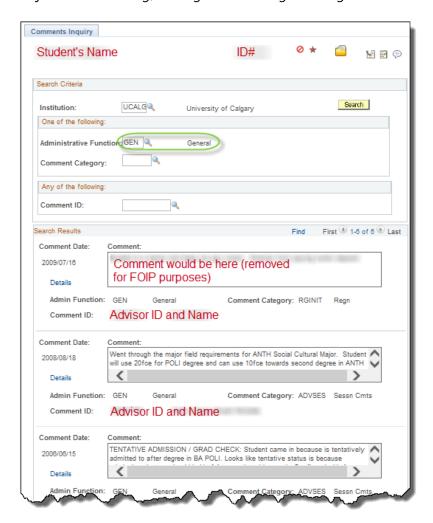
Allows staff to look at comments associated to a student, using search criteria to limit the returned comments based on either the Administrative Function (Area) or Comment Category.

Navigation: Campus Community > Comments > Comments - Person > Comment Inquiry

(Also available on the **Open List**)

This screen may be accessed from the **Student Record Summary** page, by clicking on **Advising Comments** link. If student does not have any advising comments, no link will appear.

Refer to job aid: Recording, Editing and Deleting Advising Session Comments



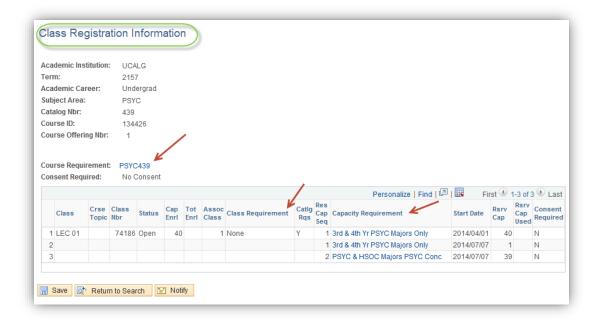


## **Class Registration Information**

The **Class Registration Information** page displays information for a course in a given term. It includes links to course level requisites (by **Course Requirement**), to class level requisites (under the **Class Requirement** column), and to **Reserve Capacities**.

Navigation: Curriculum Management > Enrollment Requirements > Class Registration Information

(Also available on the **Open List**)



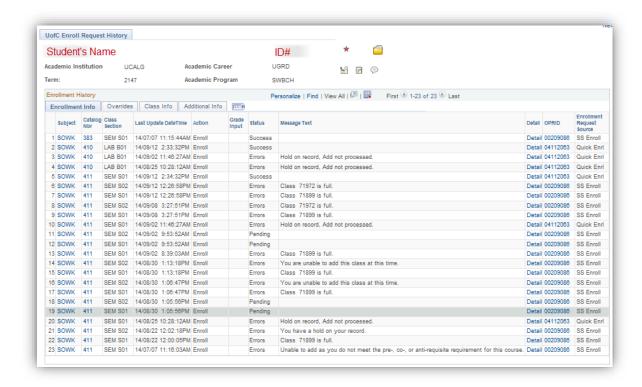
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## **U** of **C** Enroll Request History

The **U of C Enroll Request History** page displays information for each enrolment transaction for a given student in a specified term (including **Status** and links to other information).

Navigation: Records and Enrollment > Enroll Students > UofC Enroll Request History (Also available on the Open List)

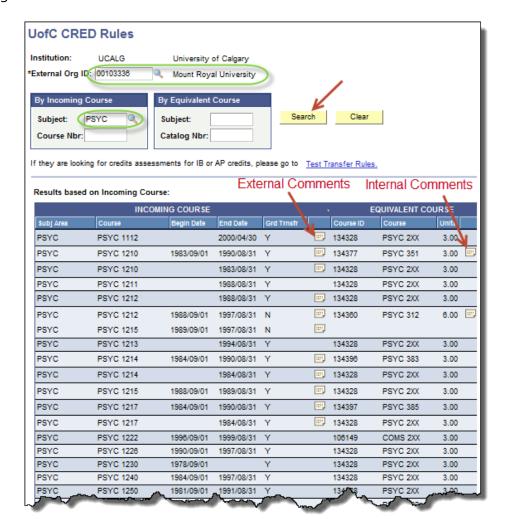




## **U of C CRED Rules**

The **U of C CRED Rules** page displays transfer credit rules used to determine what the equivalent course at the university would be for a course from transferred from another institution. This page may also be used to search by course equivalency, if you wish to see what course(s) from a specified institution would transfer as PSYC 205, for example. This page may only be used to evaluate courses that the university has existing rules for. Other courses may be transferable, but would need to be evaluated separately.

Navigation: Records and Enrollment > Transfer Credit Rules > UofC CRED Rules



**Note**: Group credits are shown in a single block. You may view notes regarding a transfer course or U of C equivalent by clicking on the **External Comments** or Internal Comments Icons

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## **Appendices**

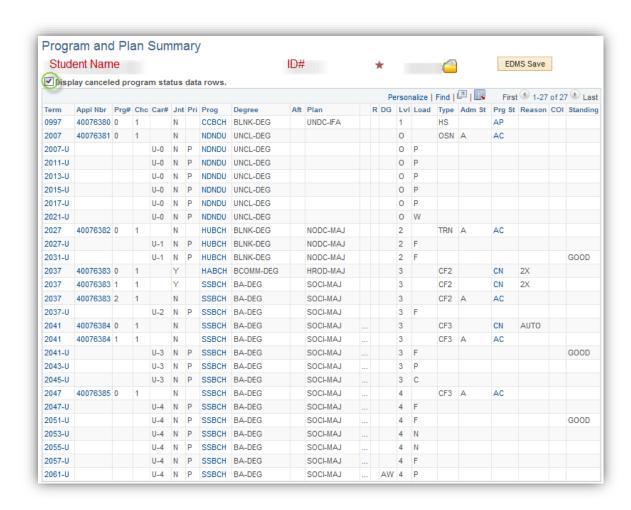
## **Program and Plan Summary**

This page allows staff to see a summary of a student's application and program/term information. It also allows staff to quickly link to the associated application/student status/student program information.

Navigation: Records and Enrollment > Career and Program Information

> Program and Plan Summary

(Also available on the Open List)

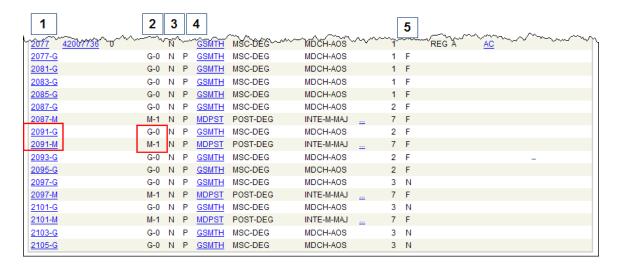


**Note**: Removing the checkmark from the **Display cancelled program status data rows** Checkbox will allow users to see only those programs that the student was successfully admitted into.



## Trouble-Shooting with the Program and Plan Summary

Due to the fact that the Student Administration System allows a student to be active in multiple programs at once, there are times when a manual or automated process will fail to prevent a student from being incorrectly enrolled in more programs than what is allowed at U of C. It is important to fix these problems as quickly as possible when they arise. The best way to discover these problems is by using the **Program and Plan Summary**.



The large outlined numbers (1-5) at the top of the figure (above) are used for reference purposes in the trouble-shooting steps outlined below.

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## • **1** (from figure above):

Begin here. Under the **Term** column, there will be one student career term listed per career. The career is indicated by the letter following the term (G = graduate, M = medicine, U = undergraduate). In the above example, the student has two student career term records for W09, one for graduate and one for medicine. However, the grid displays one line per active program per student career term, which is why you see two rows for W09.

## 2 (from figure above):

Each program on a student's record has a unique **Career Number** (the first program created for a student will be **Car# 0**, the next one will be **Car# 1**, etc.). This field displays the number after a letter indicating the career of the program. In the above example, the student's medicine program is **Car# 1** and their graduate program is **Car# 0**. The **Car#** is essential for finding the correct record when using the **Student Program/Plan** component.

## **3** (from figure above):

The **Joint Degree Indicator** flag (**Jnt**) indicates whether the program is part of a joint degree or not. Use this flag in conjunction with the **Primary Program Indicator** (**Pri**) to determine if the number of active programs is correct.

### 4 (from figure above):

There will be one of four values in the **Primary Program Indicator** (**Pri**) field:

- P = this is the Primary program for this student career term. There must always be one and never more than one Primary program for a student career term.
- S = any Secondary (or non-primary) program for the same student career term and career as the Primary
- D = any non-primary program for the same student career term and a
   Different career from the Primary
- o N = when there is no program on a line the flag will be set to N

### 5 (from figure above):

Normally, a student should be eligible to enroll in only one career per term. The **Load** column contains a value to indicate the student's registration status for the term (e.g. **F** = full-time course load, **P** = part-time course load). This is followed by the **Eligible to Enrol** flag, which may be one of two values:

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- o Blank = indicates that the student is eligible to enroll in this program for this term
- $\circ$  **N** = indicates that the student is NOT eligible to enroll in their program for this term

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## How to identify problems:

- 1. For each student career term, ensure that there is only one program and that it is marked as Primary (**P** under the column labelled **4** above).
- 2. If there is more than one program, ensure that the joint flag is set to Yes (**Y** under the column labelled **3** above), that one of the programs is marked Primary and the other Secondary (if they're from the same career) or Different (if they are from separate careers), and that there are no more than 2 programs.
- 3. If neither #1 nor #2 is true, you will have to investigate to see if any of the active programs should have been discontinued. In most cases, when a student is admitted to their latest program, all previous programs should be cancelled. Check the **Car#** to see if a program from prior to the row containing the most recent **Application Number** is still active (e.g. in the screen shot above, you can see that the student has an application for Fall 2007. The active program prior to F07 is **Car# M-1**. You can see that M-1 is STILL active for F07 and beyond, which indicates a potential problem). If the previous program is still active:
  - a. Check to see if the student will be graduating from that program prior to starting the new program. If so, it is acceptable to leave it since the program will be cancelled once they are cleared to graduate (**NOTE**: Only leave the record as-is if it is okay for the student to continue in the new program after graduating from the old one. This is NOT the case when a change of program for the same career is processed on the assumption that the student would NOT be graduating see **Change of Program** documentation for how to avoid and/or correct this problem).
  - b. Check to see if the previous program was cancelled, but with the wrong effective date.
  - c. Check the status of the new program, as another possibility is that a failed attempt was made to cancel the application to the new program. If the status is **CN**, follow-up to make sure the program is properly cancelled.



## **Transcript Requests**

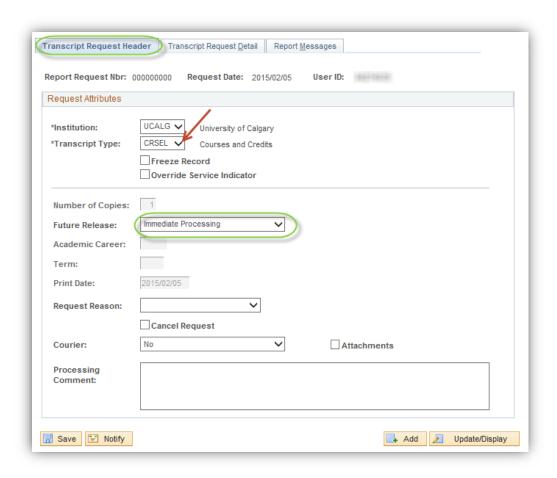
The Transcript Request can be used to request unofficial transcripts an individual student or for multiple students at the same time.

Navigation: Records and Enrollment > Transcripts > Requests on/after Oct29/09 (Also available on the Open List)

#### Notes:

When using the navigation shown above, an additional link for **Requests on/prior to Oct28/09** displays. This link is used for viewing historical transcript requests prior to October 28<sup>th</sup>, 2009.

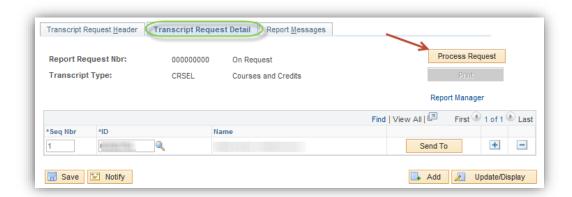
User defaults may be preset so that the required information will automatically appear on the first page. Users will only need to enter the required student EmplID.



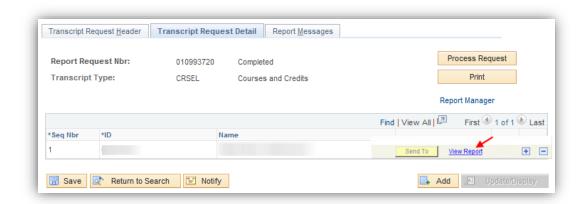
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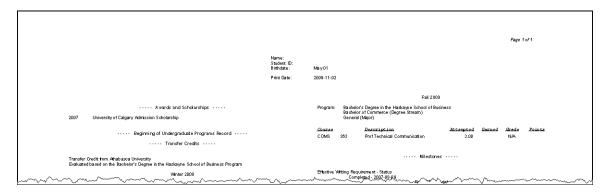
The **Transcript Request Detail** page is used to specify the students ID for processing.



Once the request is processed, the View Report link displays.



Clicking the link opens a new browser window or tab where the transcript can be viewed .pdf format. The pdf file can also be saved or printed.





## **Student Services Center**

The Student Services Centre provides staff with a similar view that student's have of their Student Centre and provides information about a student's record in one place. This page can be used to view the following information about a student:

#### **Academic Information**

- Class Schedule for current terms
- Enrollment Shopping Cart
- Exam Schedule
- Grades for current terms
- Transfer Credit Report
- View Courses and Credits

## **Financial Information**

- Account Summary
- Payments
- T2202A Tax Form Data

#### **Personal Information**

• Current address, phone number and email

#### Admissions

- Status of Current Applications
- Accept/Decline Admission

### **Other Information**

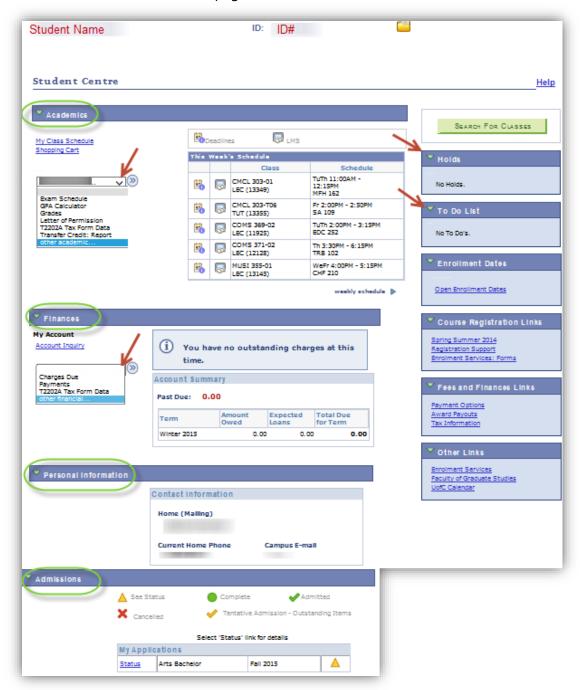
- Search for Classes to view currently scheduled classes
- Holds any negative service indicators
- Enrollment deadlines

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## Navigation: Campus Community > Student Services Center

Below is screen shot of the main page of the Student Services Centre.





## Student Services Center - View As

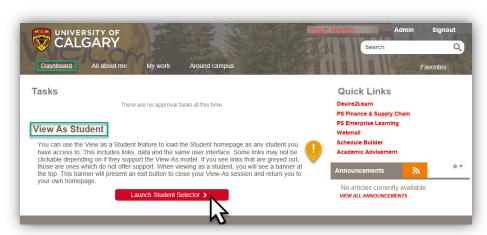
The Student Services Centre – View As allows you to use the **View As** component and navigate in the Student Centre to view as an undergraduate, graduate, alumni or applicant student and also use View As simulating viewing on a mobile device. As the Student Centre interface has a different look when launched by the student, this function allows you to see the screen as it presents to the student.

## **How to Use View As**

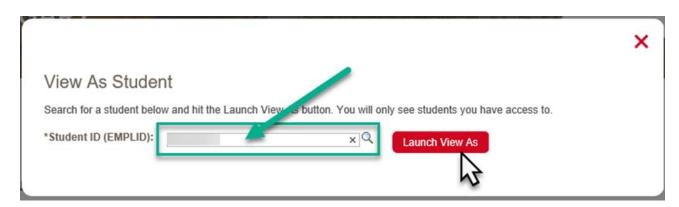
## **Step 1: Launching View As**

- Log into the My UofC Portal with your securID
- Dashboard will display View As Student and Launch Student Selector button.
- Click the Launch Student Selector button.





Enter the student's ID number and press the Launch View As button



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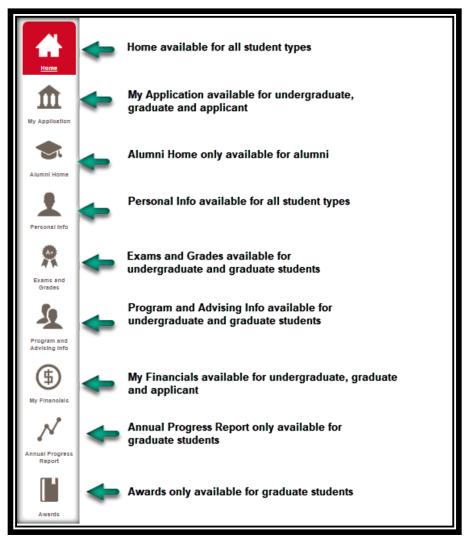


## Step 2: Navigating the Student Centre using View As

A student's view of their academic information in the Student Centre is determined by their active status - undergraduate, graduate, alumni or new applicant. Depending on what type of student you are viewing, the pages will differ. For example, the new Alumni Home page is only viewable by an alumni student.

## See what the Student Sees - Finding the Student's View

Using the graphical menu bar, navigate the Student Centre to find the student's view of the Student Centre.

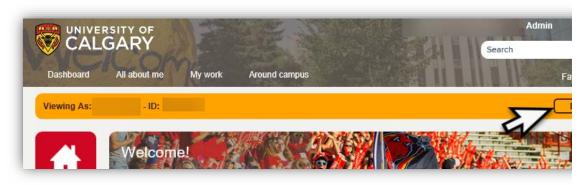




## **Step 3: Exiting View As**

To end the **View As** session and close the window, Click the **Exit** button. You will remain logged into the MyUofC Portal. If desired, you can enter another student ID and continue the process.





For complete job aids, guides and online learning for Student Services Centre – View As, consult the student administration training website.

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