







REVISION CONTROL

Document Title: Advisor Requests and Records Component BPG (Departments)

Author: Diane Davison

Date	By	Action	Pages
10/25/2012	Helen Remigio	Condensed version of bpg	All

Icon Key

	= Specific Notes/ Business Rules
	= Reminders
	= Important info
	= General Process info notes
	= Links to specific pages within BPG
	= Additional Links – hyperlinks available to additional pages listed at the bottom of CMS Pages.

Advisor Requests and Records Component Business Process Guide

This process is used to process requests for students in areas such as general education exceptions, major and/or minor substitutions and other requests. This process requires set up of various request types and security roles for Requesters, Approvers and Responders. The process includes email notification to students when a request is complete.

Table of Contents

Creating a New Request—Requester’s Role	3
Approving a Request—Approver’s Role	7
Approving a Request—Responder’s Role.....	9
Reviewing Status of Requests	12

Creating a New Request—Requester’s Role

Navigate to: **CSU SA Baseline>CSU Academic Advising>Advisor Requests and Records>Advisor Request**

Advisor Request

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | **Add a New Value**

Search by: begins with


Search | [Advanced Search](#)

[Find an Existing Value](#) | [Add a New Value](#)

1. Click on “Add a New Value” to create a new request

Advisor Request

Find an Existing Value | **Add a New Value**

Advisee ID: 

Academic Career:

Request Number:

Add

[Find an Existing Value](#) | [Add a New Value](#)

2. Enter Advisee’s EMPLID (or search under magnifying glass).
3. Select Academic Career
4. Request Number will be filled in by system.
5. Click on Add and a blank advising request page will display

The following screenshot shows what an Advising Request page will look like prior to entering a **Request Type**. A Request Type is required to initiate a request. Additional fields may appear once the **Request Type** is selected. The page contains a header area that includes the student’s name, EMPLID and Career, the Advisor’s name, the origination date of the request, and the request number. Request numbers are sequential for a particular student.

Advising Request

Student	AAAR00001 Ellen Dean	Advisor	Pat Bates
Career	Undergraduate	Origination Date	08/18/2008
Request Nbr.	2		

*Request Type

Comments

Request Status

Requester	Pat Bates	<input type="text"/>
Approver		<input type="text"/>
Responder		<input type="text"/>

Resolution Status

Pending Until

Student Notified?

History


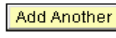



- Requester – This is the Advisor (or someone acting on behalf of the Advisor) who initiates the request for the student. Examples of requests include a change of major or concentration or making an exception to degree requirements.
- Approver – This role is optional, and is used in those cases when a third party (such as a department chair) must approve a request before it can be processed.
- Responder – This is the person who enters the data into PeopleSoft and responds to the student with the final disposition of the request.

Request Status	
Requester	Pat Bates
Approver	Sherlock Holmes
Responder	James Bond
	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #ccc; padding: 2px; margin-bottom: 2px;">▼</div><div style="padding: 2px;">Hold</div><div style="padding: 2px;">In Basket</div><div style="padding: 2px;">Submit</div><div style="padding: 2px;">Submit with Changes</div><div style="padding: 2px;">Withdraw</div></div>

Definitions of Request Statuses:

- **Hold** – Keeps the request active, but does not pass it through to the next level in the work flow. Activates the Add Another button.
- **In Basket** – This status indicates that the request requires attention from the Requester. Usually this status will be assigned by the Approver or Responder when they have questions about the request.
- **Submit** – Submits the request and notifies the next person in the work flow that their action is required. Disables the Add Another button.
- **Submit with Changes** – If a request is returned to the Requester for clarification or changes, it can then be Submitted with Changes to put it back in the work flow.
- **Withdraw** – After a request has been Submitted, it can be withdrawn if the action is no longer desired.

Definitions:

- **Resolution Status** – Completed by Responder
- **Pending Until** – For Approver/Responder use
- **Student Notified** – Populated by system when email is sent to the student regarding disposition of the request
- **History** – This text box contains a history of all activity associated with the request. It cannot be edited.
- **OK/Cancel/Apply Buttons** – Use these buttons in Self – Service to save or exit from the page.
- Click the Apply  button to save changes without exiting the page. This will also activate the Add Another  button. This allows an advisor to add a second request of the same type for the same student to this request number, if it is appropriate for the request type.
- Click the OK  button to save your updates and exit the page.
- Click the Cancel  button to exit without saving.
- **Save Button** – Use this  button in the **Administrative View** to save and exit the page.

After saving the page, all actions performed are stored in the History section of the page.



All comments are available for student review under FERPA regulations

History Section

History

Date: 2008-08-19-11.44.39.000000 By: Pat Bates
Request status changed to: Hold
--Adding a Request--
Current Major: Art
Current Conc: Wood
New Conc: Metal
Term Effective: Fall 2008

OK Cancel Apply

Approving a Request—Approver’s Role

An email will be sent to the approver notifying them that a request is in their “in basket” that requires their attention. The email includes the student’s EMPLID in the subject line.



NOTE: If the requester is the same person as the approver, they will not receive an email.

Navigation: CSU SA Baseline>CSU Academic Advising>Advisor Requests and Records>Advisor Request. Enter EMPLID

Self Service>Advisor Center>Advisee Student Center. Enter EMPLID

Advising Request

Student	AAAR00001 Ellen Dean	Advisor	Pat Bates
Career	Undergraduate	Origination Date	08/19/2008
Request Nbr.	2		

*Request Type

Indicate the student's current major and concentration, new concentration, and the term this change should become effective.

Comments

Request Status

Requester	Pat Bates	<input type="text" value="Submit"/>	08/19/2008
Approver	Sherlock Holmes	<input type="text" value="In Basket"/>	08/19/2008
Responder	James Bond	<input type="text"/>	

Resolution Status

Pending Until

Student Notified?

History

```

=====
Date: 2008-08-19-11.44.39.000000 By: Pat Bates
Request status changed to: Hold
--Adding a Request--
Current Major: Art
Current Conc: Wood
New Conc: Metal
Term Effective: Fall 2008
    
```








Note that the only fields that are available to the Approver are the Comments section and Approver. The Approver may add comments if they wish. All comments are available for student review under FERPA regulations.

The following are statuses available to the Approver:

Request Status			
Requester	Pat Bates	Submit	08/19/2008
Approver	Sherlock Holmes	In Basket	08/19/2008
Responder	James Bond		

Resolution Status	
Until	<input type="text"/>
Notified?	<input type="checkbox"/>

Definitions of available Statuses for Approvers:

- **Approved** – The request is approved. This moves the request to the Responder’s In Basket.
- **Approved with Change** – The request is approved, but some details have been changed from the original request. These changes should be explained in Comments.
- **In Basket** – The status when the Approver enters the page. This status should be changed.
- **Need Advisor Clarification** – Additional information is needed from the Advisor before the request can be approved. The Comments box should be used to indicate what additional information is needed. Choosing this status moves the request to the Requester’s In Basket.
- **Need Clarification** – Additional information about the process is needed. Choosing this status moves the request into the Responder’s In Basket.
- **Request Denied** – The request cannot be approved.
- **Save Button** – Click on the  Save button in the Administrative View to save and exit the page.
- **OK/Cancel/Apply Buttons** – Use these buttons in Self – Service to save or exit from the page.
 - a. Click the Apply  button to save changes without exiting the page. This will also activate the Add Another  button. This allows an advisor to add a second request of the same type for the same student to this request number, if it is appropriate for the request type.
 - b. Click the OK  button to save your updates and exit the page.
 - c. Click the Cancel  button to exit without saving.

Approving a Request—Responder’s Role

All Request Types require a Responder to process the request, update the student’s record in PeopleSoft, and record the final disposition of the request. This is handled in the Registrar’s office.

Navigate to: CSU SA Baseline>CSU Academic Advising>Advisor Requests and Records>Advisor Request

Advisor Request

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

Search by: begins with

[Search](#) [Advanced Search](#)

[Find an Existing Value](#) | [Add a New Value](#)

1. Enter student’s EMPLID to locate request that is in your “in-basket”

Advising Request

Student	AAAR00001 Ellen Dean	Advisor	Pat Bates
Career	Undergraduate	Origination Date	08/19/2008
Request Nbr.	2		

*Request Type [Add Another](#)

Indicate the student’s current major and concentration, new concentration, and the term this change should become effective.

Comments

Request Status

Requester	Pat Bates	<input type="text" value="Submit"/>	08/19/2008
Approver	Sherlock Holmes	<input type="text" value="Approved"/>	08/19/2008
Responder	James Bond	<input type="text" value="In Basket"/>	08/19/2008

Resolution Status

Pending Until

Student Notified?

History

<p>=====</p> <p>Date: 2008-08-19-12.48.42.000000 By: Sherlock Holmes Approval status changed to: Approved Responder status changed to: In Basket Comments: Approved.</p> <p>=====</p> <p>Date: 2008-08-19-12.00.19.000000 By: Pat Bates Request status changed to: Submit</p>

[Save](#)

1. Comments: optional and freeform (**saved to history so be careful!**)
2. Responder Status: select a status from the drop-down list.

Request Status			
Requester	Pat Bates	Submit	08/19/2008
Approver	Sherlock Holmes	Approved	08/19/2008
Responder	James Bond	In Basket	08/19/2008

Resolution Status	
Until	<input type="text"/>
Notified?	<input type="checkbox"/>

History
=====
Date: 2008-08-19-12:48:42.000000 By:
Approval status changed to: Approved
Responder status changed to: In Basket
=====

Definitions of available Statuses for Responders:


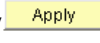
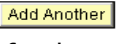


- **Closed Done as Requested** – The request has been completed as requested and the student’s record has been updated. Choosing this option activates the **Email Text** box (see below).
- **Closed Done with Changes** – The request has been completed with some change to the original request. The **Comments** box should be used to record what the changes were. This option activates the **Email Text** box (see below).
- **Closed – Request Denied** – The request has been denied, and the student’s record has not been updated. This option activates the **Email Text** box (see below).
- **In Basket** – The status of the request when the Responder opens the page.
- **In Progress** – The Responder is actively working on the request, but it has not been finalized. The **Comments** box can be used to record activity, and the **Pending Until** field can be used to set a due date for action.
- **Need Advisor Clarification** – Additional information is needed from the Advisor before the request can be approved. The Comments box should be used to indicate what additional information is needed. Choosing this status moves the request to the Requester’s In Basket.
- **Need Approval** – Used to indicate that approval is needed outside the Advisor Request System.
- **Pending Future Action** – The request is dependent on some future action such as receipt of a transcript from a community college or completion of coursework in progress. The **Comments** box can be used to record activity, and the **Pending Until** field can be used to set a due date for action.
- **Pending Until** – This field can be used by Responders to manage their work. If the request is dependent on some future event, a date can be entered here. Users with appropriate access can run reports based on these dates.
- **Email Text** – When one of the “Closed” statuses is selected, the Email Text box will open as shown in the next screenshot:

Email Text

Your request for a change in concentration has been approved and processed. Please check your Degree Progress report to ensure that the change is reflected there

OK Cancel

The box will contain the default email to be sent to the student based on the disposition of the request as defined in the Request Type setup. The Responder has the option of editing or adding to the default email to give the student more complete information about the request. The full text of the email to the student is stored in the History section of the page.












- Save Button – Click on the Save  button in the Administrative View to save and exit the page.
- OK/Cancel/Apply Buttons – Use these buttons in Self – Service to save or exit from the page.
 - Click the Apply  button to save changes without exiting the page. This will also activate the Add Another  button. This allows an advisor to add a second request of the same type for the same student to this request number, if it is appropriate for the request type.
 - Click the OK  button to save your updates and exit the page.
 - Click the Cancel  button to exit without saving.

Reviewing Status of Requests

This page enables users who have been granted access the ability to review the status of advising requests based on a number of criteria. A download button allows downloading of data to Microsoft Excel for further analysis if desired.

Navigate to: CSU SA Baseline>CSU Academic Advising>Advisor Requests and Records>Advisor Request Status

Enter the Search Parameters and click the Fetch Button. You can choose multiple criteria or leave fields blank to retrieve all records. Be aware, trying to load all the Request data without filtering may slow your system.


Advisee ID 
 Advisor 
 Request Type 
 Origin Date 
 Approver ID 
 Responder ID 
 Request Status 
 Responder Status 
 Pending Until 
 Approval Status 
 Resolution Status 

Requests										
Status	Dates									
Advisee ID	Name	Rqst Hbr.	Request	Advisor ID	Responder ID	Approver ID	Request Status	Approval Status	Responder Status	Resolution Status









How to Search for a Request:


Definition of terms:



- **Advisee ID** – Select an ID to see all requests for a particular student. Leave blank to see all students.
- **Advisor** - Select an ID to see all requests initiated by particular Requester. Leave blank to see all Requesters.
- **Request Type** – Select a Request Type, or leave blank to see all request types.
- **Origin Date** – Select a date, or leave blank to see all.
- **Approver ID** – Select an ID to see all requests for a specific Approver, or leave blank for all.
- **Responder ID** – Select an ID to see all requests for a specific Approver, or leave blank for all.
- **Request Status** – Select a status, or leave blank for all.
- **Responder Status** – Select a status, or leave blank for all.
- **Pending Until** – Select a date. The system will show all requests with a Pending Date up to and including the date selected. Leave blank for all.
- **Approval Status** – Select a status, or leave blank for all.
- **Resolution Status** – Select a status, or leave blank for all.

1. Click on the fetch  button to populate the results grid.

Enter the Search Parameters and click the Fetch Button. You can choose multiple criteria or leave fields blank to retrieve all records. Be aware, trying to load all the Request data without filtering may slow your system.

Advisee ID 
 Advisor 
 Request Type 
 Origin Date 
 Approver ID 
 Responder ID 
 Request Status
 Responder Status
 Pending Until 
 Approval Status
 Resolution Status


Requests												
Status	Dates											Customize Find 
Advisee ID	Name	Reqst	Request	Advisor ID	Responder ID	Approver ID	Request Status	Approval Status	Responder Status	Resolution Status		
AAAR00001	Ellen Dean	1	Change of Concentration	AAAR00004	004360002	004359574	Submit	In Basket			History	
AAAR00001	Ellen Dean	2	Change of Concentration	AAEN00013	004359613	004359574	Submit	Approved	CDoneR	Done	History	

2. Click on a column heading to sort results by that column from lowest to highest
3. Click on the History hyperlink to display the full history of the Request.
4. Click on the Dates tab to display the dates associated with the request
5. Click on the Field  icon to show all fields in one display.
6. Click on the spreadsheet  icon to download results into Microsoft Excel.



Steps for report:

- Once each week the Responder will download this report (based on Responder In Basket status) into an Excel file and email it to the evaluator who will be making the actual exceptions into PS. A deadline for completing the exceptions will be noted in the email and placed in Responder’s outlook calendar as a reminder.
- The evaluator can click on the “History” link to see the exception to be made per student. An exception is then made to the student’s record based on request. Another option is to navigate to: CSU SA Baseline>CSU Academic Advising>Advisor Requests and Records>Advisor Request. Enter the EMPLID and view the request in the History section of the Advising Request.
- The evaluator will notify the Responder when the exceptions are completed. Any comments per exception (i.e. need official transcript, etc.) should be included with the report from the evaluator to the Responder so that these can be included in the student’s email message.
- The Responder will finalize each record on the Advisor Request page. If there are additional comments these will be included in email sent to student.