

Q&A: CalCentral Training (Webinar #1)

CalCentral History, SIS GL5 Implementation for Advisors, Student CalCentral Experience, View As

1. Question: When will Campus Solutions go live for students to register for classes?

Answer: Enrollment Appointments will be available via CalCentral on March 22. The Schedule of Classes and Schedule Planner will go live on March 28. Phase 1 Enrollment begins on April 18.

2. Question: How do advisors access CalCentral information?

Answer: All advisors now have access to CalCentral. Go to calcentral.berkeley.edu and login with your calnet ID and password.

To *View As*, go to *My Toolbox* and then look them up by SID.

3. Question: How will new and existing students be notified of the new system and trained in its use?

Answer: CalCentral's student communications team is working closely with the SIS communications team to send information to students. Our communication plan includes but is not limited to the following channels:

- Publicity Campaign (which includes the information that Telebears is going away)
- Postcards handed out on Sproul Plaza
- E-mails from the communications team, campus leadership, and the SIS Project
- Student-to-student channels
- Advisor-to-student channels

4. Question: Will the introduction of CalCentral be a part of CalSO?

Answer: Yes, it will be featured at Cal Day and CalSO.

5. Question: Is it possible for a college/department to post notifications for students?

Answer: Right now, students can see tasks and notifications. These are being managed and coded centrally.

For undergraduates, the contact will be Chrissy Roth-Francis (rothfrancis@berkeley.edu) who is coordinating much of this. If you are a graduate advisor or part of the Graduate Division, you may post messages for graduate students on the SIS Project website and on the Grad Div dashboard. In addition, graduate advisors and graduate programs will continue to send individualized messages using regular channels.

6. Question: Does everyone have access to Beehive?

Answer: Beehive will be available only for the College of Letters and Science. Advising for all students and all colleges will be added in CalCentral for Go-Live 6.

- 7. Question: Those of us who studied at UC Berkeley see our own academic information at calcentral.berkeley.edu. Will this intentionally change on the March 22nd roll-out date?**

Answer: SIS is in the process of correcting this. If you see this bug, please send the information to [Shared Services IT in the ServiceNow system](#).

- 8. Question: Do faculty advisors have access to this advising tool as well?**

Answer: Yes, but “faculty advisors” is a label we are currently in the process of defining. We **do not** expect that all faculty will have access to this tool; we will determine which faculty should have access. SIS does not have a clear answer on how this process will be implemented at this time.

- 9. Question: Will the financial aid information show us a student’s expected family contribution? For scholarships, we use this information for need-based awards.**

Answer: Yes; in the *View As* section, you can see the expected family contribution.

- 10. Question: How do I find out a student’s ID number?**

Answer: [Go to the campus directory](#) and search by the name of the student, user ID or student ID.

- 11. Question: How do I search for a student in CalCentral?**

Answer: Once you are logged in to CalCentral, go to *My Toolbox*. Under *My Toolbox*, you will see a *View As* section, sometimes called a “card.” Enter the student’s user ID and click submit. The student’s information will populate. You will then be able to view information as the student views it on their screen. Coming shortly for advisors, we’ll have a **Student Look-Up** card with the option to view a page displaying a student’s overall “snapshot” of their academic career. You’ll be able to use either their SID, UID, or name to find results.

- 12. Question: The campus directory doesn't currently show student ID (SID) numbers, does this mean this information is becoming public knowledge?**

Answer: No, the SID will not become public knowledge. You may use the UID.

- 13. Question: Are GSR/GSI/Reader appointments visible in financial aid?**

Answer: Grad funding will not be showing up until much later.

- 14. Question: What is the timeline for notifying students of all the changes?**

Answer: SIS communications will be staged almost every week through April 2016.

- 15. Question: Will Admissions have a page on CalCentral that shows real time receipt of receiving transcripts and posting new credit?**

Answer: Admissions will not be using CalCentral as a portal.

16. Question: Can I tell if a student is "Studying Abroad" on this system?

Answer: If a student is on an EAP program or taking an approved leave for outside programs, they will be on the study agreement and will be visible in the system. Programs besides these will not be in the system.

17. Question: Will the system show me if a student is concurrently enrolled in any UC Berkeley Extension courses?

Answer: No, although we hope to have this information available in the future.

18. Question: Will concurrent enrollment and non-Berkeley summer students have access to CalCentral as well?

Answer: Non-Berkeley students enrolling in a Berkeley course will be in the system and will have access to CalCentral. Concurrently-enrolled students are not in the system.

19. Question: Is there a way to find a student if you do not have their SID or UID?

Answer: Yes, you may look them up by name in the [Campus Directory](#), and there will soon be a student lookup card on the *Advisor Dashboard*. The **Student Look-Up** card that will be released shortly will have the option of finding students by name.

20. Question: What is the reason for having the UID listed first, rather than the SID?

Answer: SIS wanted to include multiple ways for finding a student. A student's UID is the easiest to find because it is listed in the campus directory.

21. Question: Is there a limit on the number of SIDs or UIDs that I may "save"?

Answer: No, you may save as many as you want.

22. Question: May I message all the students in my "saved" list, i.e, all students in my major or cohort?

Answer: We do not currently have messaging capability; however, we plan to include this in the future.

23. Question: What are the beginning and end dates of Phase 1 and Phase 2? Will student enrollment dates be staggered, as they were in Tele-BEARS?

Answer: Phase 1 is April 18 - July 15. Phase 2 is July 18 - August 15. A student's appointment will end on the date the entire phase ends. Start dates will be staggered similarly to how they were with Tele-BEARS. Priority will be given by Fall and Spring *terms attended*.

24. Question: Will re-admitted students also be directed to use CalCentral to complete "onboarding" back to the University? Will they have the same checklist items as new Undergraduates?

Answer: Applications will still be on paper for Fall 2016. Once students are admitted, they will be given access to CalCentral and all checklist items will be completed through that portal. Re-admitted students' checklist items will be different from newly admitted undergraduates.

25. Question: Can students still use preferred name?

Answer: Yes. They can manage this through the *Profile* view in CalCentral.

26. Question: How should one refer to the new course enrollment system when composing communications; e.g. for new students?

Answer: “CalCentral” will now replace “Tele-BEARS” everywhere that term appears.

27. Question: Will the system show me if a student is concurrently enrolled in any UC Berkeley Extension courses?

Answer: This has yet to be decided; however, we hope to be able to show this in the future.

28. Question: Will the March 14th webinar on the student enrollment system show us how students will enroll?

Answer: Yes! We will walk you through the same process that students will go through.

More Questions?

Please contact sishelp@berkeley.edu

For timeline, status updates and training information, please visit the SIS website at <http://sisproject.berkeley.edu>