

Q&A: CalCentral Training (Webinar #4)

Advisor Assignments and Placing and Releasing Holds

1. Question: Will students see text input in the Comments section?

Answer: No, they will only see the pre-set description section. The comments section is for internal use only.

2. Question: Who needs to assign advisors? As UMA's, will we have to add this to students?

Answer: Yes, eventually. We are currently working on a modification that defines advisor types; i.e. college advisor, major advisor, faculty advisor. This will be implemented in Go-Live 5.3, at the end of April. Once that modification has been applied to the system, we will run a batch process to assign students to advisors. Thereafter, over time, as students change and/or declare majors, we will run this batch process, which will determine whether a student should be moved from one advisor to another. Advisors in the campus community will be maintaining the change (add/removal) of an advisor.

We have some batch processes that will support the bulk of needs but there will be times where you will want to get in there yourself and make changes to the student's record.

3. Question: I entered a real-life student into the system who has an advisor hold through my department; however, there was no "release" button. Please explain.

Answer: If you assign a service indicator to a real-live student using your department and you are on the "edit service indicator" page, there will not be a "release" button (in the upper right corner when you first add a service indicator code to a student's record). This is because you are *adding* (not releasing) a service indicator.

Once you click "Apply" and "OK" and return to the summary screen, simply click "V00" to return to the Edit Service Indicator screen, and the "release" button will appear in the upper right. Click the "release" button. It will ask again if you wish to release it. Click "yes" to release the hold.

4. Question: What date does the semester hold begin & end?

Answer: Each semester is different based on the begin date and end date. Every semester that is set up in term has a begin date and end date. If your published calendar publishes a begin semester date and an end semester date, that would be the begin and end semester date that the project would have used in building the terms out for Fall, Spring and/or Summer semesters.

5. Question: How do we get the hold description changed?

Answer: Changing a hold description is a bit more challenging than a general advising hold, e.g. advisor hold, first semester student, undeclared senior. These are generic holds. Generic holds are used by all colleges and all departments within the colleges. If you want a description changed, please contact Kristina

Gacutan at kgacutan@berkeley.edu. This will then be forwarded to the advising directors for review and approval.

Once the description is changed, it must be changed for all the colleges. If it is specific to your department, e.g. “advisor hold-economics,” that can be made unique to economics.

- 6. Question: If the contact ID number is the same as my employee ID number, does that mean that any employee using the lookup feature can see my employee number?**

Answer: Yes.

- 7. Question: How will those of us who do advising but are not "advisors" in our primary role obtain access to advising tools? I don't have access to holds or other advising resources; in fact, I still have student information up from when I was a student!**

Answer: Our first question during implementation was “How do we define advisors to grant access to?” Campus partners determined that the Vice Chancellors or their Deans would identify advisors in their area who are true advisors and/or departments that need security access. If you are not on that list and you believe that you need security access as an advisor, please send an email to Kristina Gacutan at kgacutan@berkeley.edu. She will request security access and approval from the Dean and the Chancellor.

- 8. Question: Could you please explain the end date for the service indicator?**

Answer: You do not have to put an end date in your end term with a value. It will default (behind the scenes) to the end of time. It will not expire the service indicator. Once you release it, it will release the hold.

- 9. Question: Can advisor assignments be assigned in batches if requested?**

Answer: You may request batch assignments by department, by a cohort of students, if we have the right criteria; however, we are not currently releasing access to run batch assignments, because it is a more complex process in Campus Solutions. We are not allowing majors, departments, or colleges to run their own batch assignments at this time, but we will re-assess this process in the future. In the meantime, we are not preventing anyone from requesting a batch process. If there you need a batch assignment or a batch release, please contact Kristina Gacutan at kgacutan@berkeley.edu. We'll need the batch criteria in order to pull the right information.

- 10. Question: What do service indicators look like for double majors and simultaneous (“sim”) degree students?**

Answer: For these students, a double major service indicator hold will be placed on the student’s record. However, if it is a double major in two different departments and one department wants to place a hold on the student, that same department would have to release that particular hold. The other department would not be able to release the hold. The same protocol would apply to a student seeking simultaneous degrees.

- 11. Question: Will faculty advisors be able to release holds?**

Answer: If a faculty advisor has been identified as eligible to release holds, he or she may assign and release holds.

More Questions?

Please contact sishelp@berkeley.edu

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