Major Change Online Workflow

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Major Change Request
For Advisors:

- Go to MyOSU. In Faculty/Advisor tab, click on the Web for Advisors link in Advisor Tool Kit portlet.
- Click on Program Change Request link.
- Alternatively, advisor can also find this link in Online Services.
- Either link will then bring up the term selection in Online Services. Select any term, and click submit.

- Next, type in the student ID and then click Submit.

- The system will identify the student and display the student’s name to make sure that it is the right student.

- Click Submit again.

- Advisor then can review the history of program changes that had occurred throughout the student’s academic history. Click Request Program Change.

- **IMPORTANT**: Click on the Request Program Change link **ONLY ONE TIME** to start the workflow. Each click will create a duplicate request.
- Next advisor will be presented with Banner Workflow.
- Advisor needs to click on the started workflow and start entering the program change information.

- Click and open the workflow from the queue as shown in the example above.

**NOTE:** Click the Worklist button to refresh the queue to display the program change request workflow that you just submitted through Online Services. It might take 3 seconds for the workflow to appear in the queue.

**NOTE:** Please read the instructions carefully. Information submitted through this step will be exactly the way the student’s records will be updated. Any options, minors, majors that were on student’s records before and not listed here, will be dropped. Except, for Honor’s Curriculum which while we are updating by hand we will ignore.

Major Change Online Workflow Training

V1 19 Feb 2018
- Effective Term dropdown list will only list terms that are allowed. For example if it is past week 2 of the current term, effective term is defaulted to the next available term.

- Fill out student’s Primary Curriculum and Secondary Curriculum. Make sure any current majors, minors, options degree types that the student would like to continue in is also entered here.

**NOTE:** If the student has a major, minor, and/or option from another college that they would like to keep, please list these programs as they should continue to appear on student’s program record. Since the student is not actually entering the other college for the first time and has been majoring in these other college’s program, there no need for a signature.
- **Start selecting with Degree Type, Campus, College, Major, Option in the order specified.** The list of items available in each dropdown is determined by what has been selected before the particular dropdown list. For example, if you select degree type BA, then next dropdown campus will list only the campuses that offer degree type BA, and college list then is narrowed down to the degree type and campus that is selected.
- If there is a second degree the student, please enter as the degree program should appear in student’s records.
- Add minors in the minor dropdown menu.

Review program information one more time to make sure it is all accurate. If all is well, click in the “check” box next to the statement “I approve of this change as requested by the student” and then click Complete.
- The workflow is now sent to the next step.
- Head Advisor for the college or department will receive an email from workflow that they have a program change request awaiting to be approved. See the email below.

```
From:
Sent: Tuesday, February 20, 2018 8:38 AM
To:  
Subject: Change of Program Proposal

Hi,

You have a change of program request for Test Person REGISTRAR, Janellanna - 931525424 awaiting your approval. Please log into Workflow to approve, deny, or rollback this request.

Thanks,
Office of the Registrar
Oregon State University
```

- Head Advisor then needs to log into workflow directly and click on the program change request waiting for them in the queue.
- Available options to select from are Approve, Deny, Rollback and click Complete.

Approve – moves the workflow to Office of the Registrar. Deny – ends the workflow.
**Rollback** - sends the workflow to the advisor who submitted it. Comment needs to be added for advisor to act upon.

The Office of the Registrar will receive an email with the student’s program change request.

**Once the request is processed by the Office of the Registrar, student will receive a confirmation email.**

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**Dear**

Your recent change of program form has now been processed. You may view your current program information by going to myDegrees.

If you have any questions about your changes please contact the academic advisor who submitted your change.

Sincerely,

Office of the Registrar

Oregon State University

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**Troubleshooting Workflow**

I clicked on someone else’s workflow item in the queue.

It is simple to release the claimed workflow back to the queue.

- Click on the small magnifying glass icon that located at the end of the workflow item in the queue.
  
  See image below.
I started a program change request for the wrong student. How do I stop the workflow from going forward?

Ending an incorrect workflow is easy.

- Click on the small magnifying glass icon that located at the end of the workflow item in the queue. See image below. And then click on the Stop Workflow Request button.

I clicked on the workflow link in Online Services twice, now there are two workflows for the same student in the queue. How do I end one that I don’t need?

Stop the unwanted workflow by clicking on the small magnifying glass icon and click the Stop Workflow Request button. The unneeded duplicated workflow is now ended.