

## Where can I find the new advising platform?

<https://www.northpark.edu/selfservice>

- Log into Self-Service using your NPU username and password.
- Then scroll down to Advising

The screenshot shows the North Park University Self-Service portal. The user is logged in as 'l.mitchell'. The main content area features a 'Notifications' section with a table showing 7 documents requiring action. Below this are several service tiles: Student Finance, Financial Aid, Tax Information, Banking Information, Employee, Student Planning, Grades, Advising, and Financial Management. A large black arrow points to the 'Advising' tile, which states: 'Here you can access your advisees and provide guidance & feedback on their academic planning.'

- When you log in, you will see your list of advisees and you can click into their information there or you can search by ID number or name.

## What is an academic plan? Why do students need one?

Instead of searching for sections and putting them in a cart as they did in WebAdvisor, students will put them on their academic plan. An academic plan is the list of courses for which students intend to register, as shown below. You, as an advisor, will review students' academic plans prior to registration. If you advise traditional undergraduates, then you will need to release them for registration via the Advisement Complete button after reviewing their academic plans.

The screenshot shows the 'Advisee Details' page for Lindsay R. Mitchell. The page includes a search bar for courses, a 'Back to Advisees' link, and a 'Print' button. The course plan is for Fall 19-20. The table below shows the following courses:

Approval	Course	Credits	Instructor	Time	Location
<input type="checkbox"/>	HIST-1000-02: Title: Time in History	4 Credits	Koeller, D.	MWF 9:15 AM - 10:20 AM 8/26/2019 - 12/13/2019	Main Campus TBD Lecture
<input type="checkbox"/>	PSYC-1200-B1: Stress and Health ✓ Registered, but not started	2 Credits	Shirkey, K.	TTh 8:00 AM - 9:40 AM 10/21/2019 - 12/13/2019	Main Campus-B Quad Johnson Center, 345 Lecture
<input type="checkbox"/>	WGS-2010-01: Intro to Women's & Gender Stds	4 Credits	Haefner, M.	F 2:30 PM - 4:10 PM 8/26/2019 - 12/13/2019 W 11:40 AM - 4:10 PM 9/18/2019 - 9/18/2019 W 11:40 AM - 4:10 PM 11/6/2019 - 11/6/2019	Hybrid - Main Campus TBD Lecture Hybrid - Main Campus TBD Activity

Summary: Planned: 8 Credits, Enrolled: 2 Credits, Waitlisted: 0 Credits. Buttons for 'Advisement Complete' and 'Review Complete' are visible.

**When reviewing a student’s academic plan, I have options for giving feedback. These include: Protect, unprotect, approve and deny. What do these mean?**

- Protect is a strong suggestion that students should take that course for the upcoming semester. Unprotect would reverse what you originally stated.
- Approve lets the student know you suggest this course and they need it for their degree.
- Deny tells the student they should choose another course. You could deny because of missing prereq’s, they’ve already completed a requirement, or any other reason you deem reasonable.
- The actions that are taken on the academic plan are noted on the archived plan:

Fall 19-20						
Status	Registered	Courses/Sections	Credits	CEUs	Added to Plan By	Approved/Denied By
Approved		HIST-1000 04 Global Themes in Hist: Nomads	4		Mitchell, L. 9/4/2019	Mitchell, L. 9/4/2019
Approved		SPAN-1010 02 Basic Spanish I	4		Mitchell, L. 9/4/2019	Mitchell, L. 9/4/2019
Approved		PHEN-1020 B1 Light	2		Mitchell, L. 9/4/2019	Mitchell, L. 8/19/2019
Approved		EXS-2950 A1 Sport Psychology	2		Mitchell, L. 9/4/2019	Mitchell, L. 9/4/2019
Denied		EXS-3190 01 Health Promotion	4		Mitchell, L. 9/4/2019	Mitchell, L. 9/4/2019
Planned		PHEN-1050 Physics of Sports	2		Mitchell, L. 9/4/2019	
			18.00	0.00		
Grand Totals			38.00	0.00		

- Please note: These recommendations do not impact a student’s ability to register. In the future, we may amend registration rules to consider these actions.
- Note about registration: Students will need to be released every semester prior to registration, as they do now in WebAdvisor.

**Traditional undergrads need to be "released" for registration. How do I do that?**

- You will release students to register by clicking the **Advisement Complete** button on their Academic Plan for any given term.
- Once a student hits the “Request Review” button, the advisor is emailed immediately that this request has been submitted. The advisor will also immediately see the student in their queue of advisees that have requested review in Self Service.
- The student is not required to request review in order for you to be able to complete advisement. For example, if you are meeting with the student and reviewing their plan, then you can go ahead and click the **Advisement Complete** button.

**“Review Complete” vs. “Advisement Complete” buttons:**

Clicking **Review Complete** will take the student out of your Requested Review queue and will send an email notification to the student that their plan has been reviewed. Clicking **Advisement Complete** will release the student for registration and notify them via email that they are free to register when their registration window opens.

- Reminder: You can click **Advisement Complete** without students submitting an academic plan for review (i.e. If you are meeting with a student in person, you can still release them without the student planning anything in the system).
- We strongly encourage you not to hit the **Advisement Complete** button until a plan is reviewed, whether that is in person or electronically.

## How do I know when an advisee wants me to look at their plan?

You will get an email asking you to sign into Student Planning. You will then know which students are ready when you log in.

The screenshot shows the 'Advising Overview' page. At the top, there's a navigation bar with 'Daily Work', 'Advising', and 'Advising Overview'. Below that, a search bar asks 'Who would you like to work with?' and 'Find a student by searching or selecting below.' There are radio buttons for 'Student' and 'Advisor'. A table lists assigned advisees:

Name	Review Requested	Assigned Advisee	ID	Program(s)	Date of last advisement	Advisor(s)
Lindsay R. Mitchell				B.A. Undeclared	Last advising date: N/A	Advisor(s): Robert Anderson
Caleb G. Nilsen			0703061	B.A. Undeclared	Last advising date: N/A	Advisor(s): Kristy Odellus, Robert Anderson

A black arrow points to the 'Assigned Advisee' column for Lindsay R. Mitchell. A notification bubble in the top right says 'You have one or more advisees who have requested a review.'

- On the Course Plan screen, you will see what the student has selected or planned for the upcoming term.
- You can then approve or deny courses based on their Academic Progress, prereq's the students have taken or the course availability in your academic department.
  - Check the courses on the left column you want to approve or deny.
  - Note: Just because you approve or deny a course does not stop the student from still registering for the course, just like what can happen in WebAdvisor. This is why we recommend you use Plan Archive to document your notes.

## What is the timeline feature?

This shows all the courses a student has completed in their academic history by term. It's similar to a student's unofficial transcript in WebAdvisor.

## What is the progress tab?

- This shows a student's progress towards degree completion. It is an updated version of Program Evaluation in WebAdvisor. There are 3 bars which show different things:
  1. Progress- This is total progress towards the program requirements (Core Curriculum plus a major) that are listed for the student. Depending on the major requirements, this could be more than 120 credit hours. This is the most important bar of the three, as it paints the full picture needed for a degree. The progress bar won't be updated until an ENTIRE program requirement has been met (vs. as individual courses are completed).
  2. Total credits- This bar is out of 120, which means the minimum number of hours for graduation.
  3. Total credits from this school- A minimum of 30 credits is needed from North Park, so this bar shows this progress.

## What do all the colors mean on the Progress screen?

- Completed- Shown as dark green on the Progress tab; this means the student has completed the requirement or course.
- Planned- Shown as yellow or brown on the Progress tab; this means the student has planned the course for an upcoming term.

- In-progress- Shown as light green with a clock on the Progress tab; this means the student is currently in the course for the semester.
- Not started- Shown as red on the Progress tab; this means the student has not started or planned for the course and they are also not currently enrolled.

### **How do I know if my advisee's transfer credits are in the system?**

- Courses that are listed with a grade of "T" are transfer courses that have been applied.
- If your advisee does not think all courses are listed there, they can check with Student Services about the last transcript North Park has received. They likely need to send in a final official transcript from their transfer institution.
- If there are any courses listed in Other Courses at the bottom of their Progress screen that could be applied towards their undergraduate major, you will need to fill out a [Transfer of Major Courses Form](#) with the student. This document is then turned in to Student Services. Graduate/Adult advisors can follow up with Student Services.
  - We recommend that this is done as soon as possible so that the student's degree progress information is accurate. Ideally, we would get these records within their first semester.

### **Where can I see my student's test scores?**

- In the Test Scores tab, you can review the student's ACT/SAT scores, along with any placement exams completed by the student.
- The results of the placement exams will be in the student's Progress information associated with the appropriate course/program requirement with a grade of "P" for pass.

### **How can I search for courses taught in each department?**

Under the Course Catalog tab, you can view all the courses that are offered by any department on campus. There you can see planned courses for upcoming terms.

### **Why would I want to compose a note?**

These notes are a communication tool that will stay with the student's record only in the Student Planning module. Even if their advisor changes in the future or your advisee changes their major, your notes continue on with the student. This is an important tool that you can use to communicate information to your advisees, rather than search through or keep email documentation.

- Please note: These notes are permanent and cannot be deleted. They will remain on the student's record in Student Planning indefinitely, and be available to anyone who can view the student's record in Student Planning.

### **A student just emailed me that they can't register for classes. Why would this be?**

There are a couple scenarios where this could happen:

1. They have a Business Office hold → Send them to Student Services.
2. They have not been "released" for registration (traditional undergrads only) → Make sure you select **Advisement Complete** for this step to occur.

3. They do not meet prereq's for classes → If they need this course, send the student to Student Services to see if they are eligible. They could choose other courses to take instead. Additionally, a student may be choosing courses in programs for which they are not eligible (i.e. Seminary, post-Master's, etc.).
4. They chose to add a **course**, rather than **section** to their plan → They can stop by Student Engagement or Student Services to get assistance with their plans.

**My advisee added some extra sections to their plan in case some of them were closed at registration. They don't actually want to register for all 24 credits. What should they do?**

- Instead of clicking on the Register Now button, they should click Register underneath each individual course on their plan to enroll in just those courses.
- If the undergrad student really does want to register for 24 credits/term, then they must submit the [Course Overload Form](#) to Student Administrative Services.

**Plan archive means what exactly?**

Archiving a plan means you are able to save a copy of what you have approved or denied for any student. By saving copies, you are able to keep notes of what you have discussed and then these can be viewed by the students and potential future other advisors if it changes in the future. These comments can keep everyone accountable for conversations that were had and also help with the Student Academic Standing Committee or with graduation audits.

- We would recommend, at the minimum, archiving the plan that is reviewed prior to advisement being completed/registration taking place each semester.

**How do I archive a plan?**

When you click "Review Complete", a note pops up asking if you'd like to archive a plan. Here, you can choose Archive or Cancel.

Archived PDF | Archive Date | Archived By

<a href="#">Download</a>	9/12/2019 3:32:13 PM	Anderson, Robert
<a href="#">Download</a>	9/5/2019 1:37:16 PM	Anderson, Robert

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**My advisee is listed as BA Undeclared or they want to change their major/program, but they know what they want to study. Now what?**

- Use the “View a New Program” feature on the Progress tab.

The screenshot shows the 'Progress' tab for a student with the program 'B.A. Undeclared (1 of 1 programs)'. A black arrow points to a blue button labeled 'View a New Program'. The interface includes a navigation menu on the left with icons for home, institution, schedule, graduation, and profile. The main content area is divided into sections: 'At a Glance' with student statistics (Cumulative GPA: 2.340, Institution GPA: 2.340, Degree: Bachelor of Arts, Majors: Undecided, Departments: Humanities, Catalog: 2018), 'Program Notes' (with a 'Show Program Notes' link), 'Requirements' (with 'Core Curriculum Requirements' showing 7 of 12 completed items), and 'Progress' (with a 'Program Completion must be verified by the Registrar.' message and two progress bars: 'Total Credits' at 54 of 120, and 'Total Credits from this School' at 2 of 0).

- If your advisee is an undergraduate student, then they can declare their major. Please refer to the academic catalog or your department’s guidelines if there are policies about declaring majors. The major declaration form can be found at <https://www.northpark.edu/majordeclaration>.
- Graduate/Adult students who want to change programs should contact their advisor.

**My undergrad advisee wants to change their major, so I am not the best person to advise them.**

- If your advisee is a first semester undergrad student, please send the student to Student Engagement for the Change of Advisor form.
- Or have them submit the [Major Declaration Form](#) and this will also change their advisor.
- Please note: You can still discuss some course suggestions, especially the Core Curriculum, and if you feel comfortable, select the **Advisement Complete** button so the student can register for some placeholder classes to get their registration going.

**Were there changes made to the academic catalog when this new advising tool went live?**

No, Student Planning reflects the academic catalog and requirements that have been passed by faculty. This is simply a new way to view and use the information.