



Policy and Procedure Manual

Office of Academic Advising

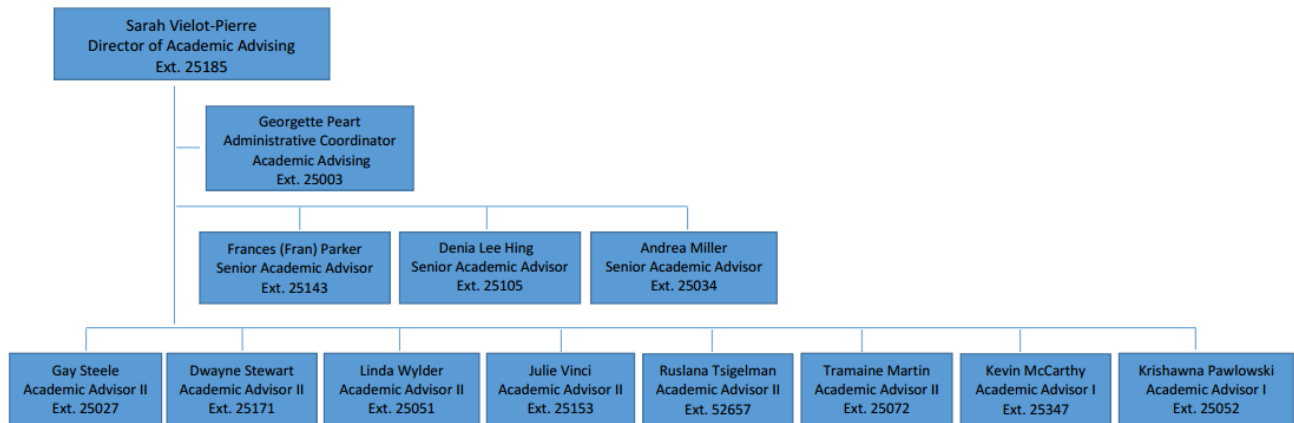


OFFICE OPERATIONS

ORGANIZATIONAL CHART



Enrollment Services Office of Academic Advising



7.8.16

EMERGENCY PROTOCOL

MAIN CAMPUS

Purpose

In the event a student meeting escalates to the point an advisor feels threatened or needs assistance to avoid further agitation, immediate assistance should be sought.

Process

1. **LOW THREAT:** Student begins to raise voice but advisor not in imminent danger.

Call a manager/director, state “I have a student in my office and I need your unique perspective on this situation” (If manager not available, contact a colleague).
2. **MEDIUM THREAT:** Advisor feels threatened or student behavior is indicative of retaliatory acts (e.g. damaging property).

Call receptionist (x25067) or staff member and say "Please get me the PSO (Public Safety Officer)".

NOTE: The receptionist/staff member should immediately call NovALERT (x28999) and notify a manager. If no manager on site, involve another staff member.

3. **HIGH THREAT:** A highly volatile/threatening student.

Leave the office and immediately go to manager (or front desk if manager not available) and call NovALERT (x28999).

4. **EXTREME THREAT:** Student brandishes weapon or makes physically threatening gestures or comments.

Leave the office and say "ice cream" to all colleagues as you pass in hallway or by offices. Colleague should immediately call 911 and all employees should evacuate the area using the nearest exit. NovAlert will be notified immediately. If exit is blocked by student, call 911 using speaker phone.

REGIONAL CAMPUS

Purpose

In the event a student meeting escalates to the point an advisor feels threatened or needs assistance to avoid further agitation, immediate assistance should be sought.

Process

1. **LOW THREAT:** Student begins to raise voice, however, advisor not in imminent danger.
Call a manager/director, state "I have a student in my office and I need your unique perspective on this situation" (If manager not available, contact a colleague)
2. **MEDIUM THREAT:** Advisor feels threatened or student behavior is indicative of retaliatory acts (e.g. damaging property).

Call receptionist at Regional Campus or staff member and say "Please get me the NSU Security Officer".

NOTE: The receptionist/staff member should immediately call NovALERT (x28999) and notify a manager. If no manager on site, involve another staff member.

3. **HIGH THREAT:** A highly volatile/threatening student.

Leave the office and immediately go to manager (or front desk if manager not available) and call Security.

4. **EXTREME THREAT:** Student brandishes weapon or makes physically threatening gestures or comments.

Leave the office and try to alert colleagues as you pass in hallway or by offices. Colleague should immediately call 911 and all employees should evacuate the area using the nearest exit. If exit is blocked by student, call 911 using speaker phone.

REQUESTING TIME OFF

Purpose

To allow supervisors/managers to keep accurate records of employees and ensure appropriate coverage in the office.

Process

When requesting vacation, personal, or sick time out of the office, advisors will follow the steps below:

1. Update your calendar and seek coverage as needed.
 - a. Block your calendar for the time you will be requesting using the time slots from 8:30am – 5pm. Note “Pending out of Office” in calendar entry.
 - b. If requesting 5 days or more off, block calendar for administrative follow up for the day of return (8:30 – 5:00). In the event that you return to the office on the day of an event/all hands days, you will need to spread the time over two days.
 - c. For leave requests of three (3) days or more, obtain coverage for: Message Board, AOD assignments, administrative duties, and/or events you are scheduled to attend.
 - d. For leave requests fewer than three (3) days, coverage is required for Message Board only.
2. Access the [SharkTime Navigator](#).
 - a. Enter User Name and password.
 - b. See instructions at [Employee – Requesting Time Off](#). Enter coverage assignments in the “Notes (optional)” section before submitting for review to OAA Director. For example, “Mary Business covering message board; John Student covering admin duties”.

Time Off review is completed by the director of OAA every Friday. The status of the request will be communicated through NSU email from Kronos.

- Expedited Review - If time off request review is required prior to the next scheduled review, contact Administrative Coordinator or Director to alert of the pending request.
- Incomplete Request - (e.g. coverage not indicated) will not be reviewed until complete. The director will notify advisor of information needed.
- Request approved – update calendar to “Out of Office”. The Director will add approved time off requests to the HCBE Office of Academic Advising Vacation Calendar, which will generate a calendar invite to the advisor. In addition, an administrative coverage reminder will be sent to individuals responsible for coverage, OAA director, and support staff.

- Request denied- the Administrative Coordinator will notify the advisor via email. The advisor is to remove “Pending out of Office” from the calendar and notify anyone providing coverage that coverage is no longer required.

CALLING IN LATE/SICK

Purpose

In the event that an advisor is unable to come into the office on time due to an extenuating circumstance or due to an illness, it is required to call into the office and provide notification. This allows necessary adjustments to be made to an advisor’s schedule. Advisors are required to call in prior to the start of the business day (8:30am) to provide front desk staff the opportunity to reach out to students prior to their scheduled appointments.

Process

1. Advisor calls front desk line at 954-262-5018 (it is recommended to program this number into your phone).
2. Advisor will leave message with the following information:
 - a. Name.
 - b. Indicate the anticipated arrival time to the office or that he/she will not be in the office.

EMAIL

Purpose

All email communications between students, faculty and staff must be conducted via NSU email account. However, messages that are sent from a student’s non-NSU email address documented in SPAIDEN may be accepted, based on the nature of the request. Regardless of the email origin, a response will be sent to student’s NSU account. This requirement will assist NSU in communicating more effectively and protecting students’ privacy.

OUT OF OFFICE RESPONSE

If an advisor will be out of the office for a period of 24 business hours or longer, an “Out of Office Automatic Reply” must be activated through Outlook.

1. Access Outlook.
2. Go to File.
3. Click on Automatic Replies.
4. Choose “Send automatic replies”
5. Check “Only send during this time range”.
6. Enter start and end dates and times.

7. For both "Inside My Organization" and "Outside My Organization", enter an out of office message. The message must contain the dates for which the advisor will be out of the office and the return date to the office.

Example:

I will be out of the office, Monday, August 4, through Friday, August 8. I will respond to your email within 48 hours of my return. If your email is urgent, please contact the Front Desk at (954) 262-5067 for assistance.

8. Click OK.

STANDARD RESPONSE TIME

The standard response time to answer an email is 24-48 business hours.

PEAK PERIOD RESPONSE TIME

The peak period response time to answer an email is within 72 business hours.

NSU SERVICE MANAGER

OIIT is implementing an enhanced support ticketing system called "Service Manager". The system will allow users to better facilitate reporting issues or making requests through a friendly user interface. The system may be accessed by going to <https://servicemanager.nova.edu>. An icon has also been added to computer desktops for ease of access to report issues



OUTLOOK CALENDARS

Purpose

Academic advisors are available to assist their assigned student population through half-hour appointments. If additional time is needed, two consecutive appointments may be scheduled for a total of 60 minutes. The department utilizes Outlook to maintain appointments in conjunction with an online scheduling system via [Huizenga Portal](#) to schedule student appointments. To ensure availability for student appointments as well as time for various other tasks assigned to academic advisors, time slots are blocked on the calendar to reserve time for: administrative time, Advisor of the Day (AOD) duty, events, and lunch hours.

Academic advisors should block the calendar as follows, so that the Outlook system may sync with the online appointment system:

1. Block calendar as “No Appointments” from 8:00 am – 9:00 am, Monday through Friday.
2. Block calendar as “No Appointments” from 5:00 pm – 7:00 pm, Monday through Friday.
3. Block calendar for Administrative time (14 hours weekly).
4. Block calendar for daily lunch hour.
5. Block calendar for events after sign-up.

ADMINISTRATIVE (ADMIN) TIME

Administrative time should be scheduled for 12 hours a week and should not occur more than 3 days in a given week between the hours of 4 p.m. – 5 p.m. Admin time should vary throughout the week to permit a variety of appointment availability for students. This time is used to prepare for appointments, conduct follow-up from appointments, answer emails, return voicemail, conduct research, work on special projects and committee work, audit student accounts for accuracy, and outreach to students etc.

ADVISOR OF THE DAY (AOD)

[Advisor of the Day \(AOD\)](#) duty allots two additional hours of administrative time to an advisor’s existing schedule.

Process

1. Access the SBE Advisors shared drive→Events→OAA Late Night and AOD Schedule (current year).
2. Note assigned days.
3. Update personal Outlook Calendar accordingly and add two hours of additional administrative time to your schedule for the assigned day, from 9:00 – 10:00 and from 4:00 – 5:00.
4. Coverage is required for assigned days if seeking time out of the office.

EVENTS

Purpose

Advisor coverage for [events](#) is booked individually or as a group by the OAA Administrative Coordinator. The schedule of activities is located in the SBE Advisor Shared Drive for advisors to volunteer or view scheduling for assigned events.

Process

1. Access spreadsheet through Academic Advisor Shared Drive: SBE Advisors→Events→Fiscal YR __ Events (Select the fiscal year of events to attend).
2. Select worksheet for specified event.
3. View or enter requested participation applicable to event.
4. Place assigned event and/or selected event on personal Outlook Calendar to prevent appointments from being scheduled (if not already done by OAA Administrative Coordinator).
5. Coverage is required for event days if seeking time out of the office.

LUNCH SCHEDULE

Lunch time is allotted one hour each day from 12:00 to 1:00 or 1:00 to 2:00 at the discretion of the advisor. The director has the right to adjust lunch schedules for special events or to ensure adequate coverage for the OAA.

SCHEDULING APPOINTMENTS (HUIZENGA PORTAL CALENDAR SYSTEM)

Purpose

Once an advisor's calendar has been adjusted to designate a lunch hour, administrative time, AOD time, and special events, all remaining time slots are designated for student appointments. Student appointments are scheduled through the Huizenga Portal for the following reasons:

- To view analytics of student appointment usage in the advising appointment report system
- Assurance of student data to populate via Outlook in order for advisors to prepare for student appointment
- So that an automated email notification is sent to the student confirming the scheduled appointment

Appointments are typically scheduled for no more than a month in advance. Students are only able to view one month of an advisor's schedule at a time while staff members have the ability to advance the schedule as needed dependent upon departmental need.

Process

1. Access [Huizenga Portal](#) and sign in with your Shark link ID and password.
2. Go to the Advising Module.
3. Select Advising Calendar Administration link.
4. Enter the student's NSU ID in the field NSU ID.
5. Hit Tab key and the student's name and email will populate.
6. Select "Continue to step 2".
7. Enter Contact Number.
8. Select Reason for appointment from the drop-down box.
9. Select Appointment type (In Person or via Phone).
10. Enter notes (if needed) in Additional info text box.
11. Review schedule for advising availability (one week of availability is shown at a time). Advance the calendar to the next week by selecting Next.
12. Select "Available" for an appointment based on desired date and time indicated by student.
13. Confirm appointment location and time with the student.
14. Select "Confirm".

NOTE: In the event that appointment needs to be rescheduled a notation will be added to the subject line of an adjusted appointment. The subject line will be updated with RF followed by the date the original appointment was scheduled (e.g. RF3/10/16 WEB-WEB Business, Mary, SID, Contact, In Person).

GRANTING CALENDAR ACCESS

OAA Leadership and administrative assistants will periodically block advisor calendars (e.g. meetings) and must be granted calendar access. Instructions are found in the Wiki.

1. Log into the Huizenga Portal.
2. Click on “Advising Wiki” and locate the PowerPoint instructions. File path is as follows: Office of Academic Advising Resources → Training Information → Training Presentations → “Calendar Access Instructions MO 2010”.

VOICE MAIL

NSU Voice Mail is the service that answers your phone when you are unable to take the call. The system is customized in different ways to help manage calls and messages.

To get started, see <http://www.nova.edu/cwis/bsv/telcom/voicemail/index.html#getin> . You will be able to log in for the first time and set up your account.

DIALING INTERNATIONAL PHONE NUMBERS

Purpose

The Office of Academic Advising has permitted the individual phone lines for academic advisors to make international phone calls. Because there are online students located all over the world and international students who will be traveling to the United States to study it may be necessary for you to reach out to a student using an international phone number. Please note that personal international phone calls should not be placed from your office. Below is a detailed procedure for dialing international phone numbers.

Additional information regarding how to place an international call can be located at

<http://www.howtocallabroad.com/qa/>

Process

International Calls to Bahamas

1. Dial 9 to place a call outside of the NSU campus.
2. Dial 1, which is the country code for Bahamas.
3. Dial the area code, 242.
4. Dial the seven digit number.
 - For an example, please refer to <http://www.howtocallabroad.com/canada/>

International Calls to Canada

1. Dial 9 to place a call outside of the NSU campus.
2. Dial 1, which is the country code for Canada.
3. Dial the 10-digit phone number.
 - For an example, please refer to <http://www.howtocallabroad.com/canada/>

International Calls (Excluding Bahamas and Canada)

1. Dial 9 to place a call outside of the NSU campus.

2. Dial 011 to call outside of the United States.
3. Enter the country code (country codes can be located at <http://www.howtocallabroad.com/codes.html>).
4. Dial the 10-digit phone number.

ADVISING RESOURCES

ACADEMIC CALENDAR

Purpose

The Master's Academic Calendar provides students a complete listing of important dates:

1. Registration Dates: Full and parts of semester - early, late, and last day for MACC/MTAX students.
2. Term/Semester Dates: The start of classes (online, Day, evening, weekend).
3. Drop/Withdraw Dates: Receiving a refund for dropped classes and the last day to withdraw from a class.
4. University holidays and closures.
5. Office closures.

Process

1. The calendar is located on the Current Students homepage of [Huizenga website](#).

ACCESSING YOUR DESKTOP REMOTELY

ON CAMPUS REMOTE ACCESS

Steps 1-5 are only needed for initial set up. Please note that turning your office computer off will prevent remote desktop access.

1. Contact OAA leadership to request remote desktop access. The request will be submitted to OIIT for processing. Please note that in the event of a change in computer hardware, remote desktop access must be granted on the new computer.
2. Once remote access is granted, select the Windows icon in the taskbar.
3. Right click on Computer.
4. Select Properties.
5. Note Computer name and retain for future use.
6. Lock your computer.
7. Access any computer on campus.
8. Go to the Start Menu search bar and locate the program titled Remote Desktop Connection.
9. Enter your Computer name and click Connect.

10. Select "Use Another Account" (if provided an option), enter your username and password, and hit Enter.
11. Click on your user icon and enter your password to begin your remote access session.
12. To end your remote access session, select the "X" button at the top-middle of the screen. Confirm the session will be disconnected by clicking OK.

OFF CAMPUS REMOTE ACCESS THROUGH VPN

Steps 1-7 are only needed for initial set up. Please note that turning your office computer off will prevent remote desktop access.

1. Contact OAA leadership to request remote desktop access. The request will be submitted to OIIT for processing. Please note that in the event of a change in computer hardware, remote desktop access must be granted on the new computer.
2. Once remote access is granted, select the Windows icon in the taskbar.
3. Right click on Computer.
4. Select Properties.
5. Note Computer name and retain for future use.
6. Lock your computer.
7. To set up your SharkVPN, follow the instructions at <http://www.nova.edu/help/vpn/index.html>.
8. To connect to NSU, click on the "Connect" button and enter your username and password.
9. To disconnect, right click on the Pulse Secure icon in the Notification area and choose "Disconnect" or "Exit".

ACCESSING EMAIL THROUGH THE EXCHANGE

Advisors are able to access their work emails and calendar on or off campus through the Office 365 Exchange.

1. Access [Office 365](#).
2. Enter your email address and password.

BANNER

Banner is the student record management system utilized by the university that manages student records, which includes admissions, financial aid, registration, and billing. For the purposes of academic advising, Banner is utilized to review information about students such as phone numbers, email addresses and to facilitate record changes. There are many Banner screens that an advisor will use regularly and many other screens that are used infrequently.

SCREENS

SPACMNT	Document student contacts, communication and record changes
SPAIDEN	General Person Identification
SFAREGQ	Registration Query
SOAHOLD	Hold Information
SOIDEN	Person Search
SPATELE	General Person Telephone
GOAEMAL	E-mail Address
TSAAREV	Account Detail Review
SSASECT	Course Section Information
SSAPREQ	Prerequisite and Test Score Restrictions
SSARRES	Course Restrictions: Dept/Field of Study/Degree Program/Campus
SFASLST	Class Roster
SGASADD	Student Information; used mainly for Cohort
SGAADVR	Advisor Assignment
SHADEGR	Degree and Other Awards
SOATEST	Foundation Requirements Met
SFASRPO	Student Registration Permits – Overrides
SAAADMS	Admissions Application
SHACRSE	Course Summary – Final Grades
SHATERM	Term Sequence Course History
SHATRNS	Transfer Course Information
SOAPCOL	Prior College
RHACOMM	Financial Aid Comments
ROAUSDF	SAP Information/SEA

QUERY

You may search for information with Banner in two ways:

- Using the wildcard (%)
 - When searching for a student you may use the wildcard in one of three ways

- %(search phrase)% = will search for content that contains the search phrase
- %(search phrase) = will search for content based on the search phrase ending
- (search phrase)% = will search for content based on the beginning of the search phrase
- Executing a Search
 - Go to the Banner Screen
 - Select F7
 - Enter the data you are searching for in the field
 - Select F8 to populate information

EXTRACT DATA

Data may be extracted from Banner forms to assist in reviewing information. Not all forms (screens) within Banner will allow data to be extracted. In order to extract data:

1. Select Help at the top of the screen
2. Select Extract Data No Key
3. Open the file extension window that pops up
4. Review information in spreadsheet

NOTE: This is helpful when reviewing financial transactions from TSSAREV or for viewing the roster of a course. The first line of data may not extract into the spreadsheet and may need to be manually added.

SPACMNT

Purpose

This Banner screen is one of the most often accessed screens by academic advisors. SPACMNT provides a record of all interactions and/or maintenance performed on a student's account. Advisors will note SPACMNT after every action taken with few exceptions.

It is important to note that SPACMNT notes can be viewed by anyone at NSU with Banner access and the notes can also be subpoenaed. Therefore, a student's confidentiality must be protected in alignment with FERPA requirements. The following information should **not** be noted in SPACMNT or redacted:

1. Medical conditions. (Note "illness" etc. instead).
2. Referrals or interactions with Student Disability Services or Student Counseling. (Note "referral to campus services" etc. instead).
3. Offensive language. (Note "Student used profanity" etc. instead).

As a rule, advisors do not add to, change, or delete an existing record. This protects the integrity of the student's records because the username of each person who noted the account along with the date of each entry is recorded.

Process

1. Type SPACMNT in "Go To..." field in top-left corner of Banner screen and hit ENTER.
2. Enter NSU ID.
3. Next Block or Ctrl + Page Down to populate screen.

4. Insert a new record: Arrow down or move the scroll bar down until you reach a new record at the end of all the records.
5. Enter the Comment Type using the table below. TAB x 1.
6. Originator: BAVM (HSBE Masters Advising). TAB x 5 or click on Comments field.
7. Enter Comments using the table below. TAB x 1 or click on Narrative Comments field.
8. Narrative Comments: Copy of sent email and additional information.
9. Save the entry:
 - a. Option 1 – Hit F10.
 - b. Option 2 – Click “Save” icon on the top row.

	Comment Type	Comments
100	General Comment	Semester, type of interaction, student concern/question, and advisor action or information provided. <i>201620, phone appt., program planning for 201630. Reviewed CAPP and Schedule of Classes. Student selected and registered for 201630.</i>
BAC	HCBE Advisor Comment	Semester *space* BAC code (see BAC Comment Key). <i>201620 101</i>
ASH	Academic Standing History	Academic Standing History Semester of review: academic standing (GPA, # of grades below B for MACC and MTAX (since 201410)) Academic Standing History 201540: GPA probation (2.3) 201620: Off probation (3.2)
SAP	SAP Academic Plan	[Academic Year] SAP Appeal Academic Plan Semester 1, minimum # credit hours, letter grade(s) needed, GPA required by end of semester etc. <i>2015-2016 SAP Appeal Academic Plan Semester 1: 6 credit hours, B needed in both, 2.9 Semester 2: 3 credit hours, A- and B needed, 3.0</i>
TAV	Tuition Award Verification	All rate code activity (e.g. special rate codes submission). Semester of acceptance; Program and Campus; Reason for special rate code; Relevant documents sent to EPS for imaging. <i>201720; MBA On Campus; Military Veteran; DD214 sent to EPS</i>
HLD	Registration Hold Comment	Semester: “Student started [2 nd degree, 3 rd degree etc., graduate certificate]. <i>201720: Student started 2nd master’s</i>

FILTERING SPACMNT NOTES

Purpose

In order to avoid scrolling through multiple unrelated entries, SPACMNT can be filtered based on:

- Comment Type
- Comment Type and Originator

Be cautious when using this process in the event that Comment Type and Originator were entered incorrectly or prior to implementation of the Comment Type.

Process

1. Type SPACMNT in “Go To…” field in top-left corner of Banner screen and hit ENTER.
2. Enter NSU ID.
3. Next Block or Ctrl + Page Down to populate screen.
4. Hit F7 to clear the screen.
5. Enter Comment Type (listed in table above) and/or Originator (BAVM).
6. Hit F8 to generate search for content.
7. Scroll through the record to view history of only the Comment Type entered.
8. Hit F8 to remove the Comment Type search and view all records.

CAPP

Purpose

The Curriculum, Advising & Program Planning (CAPP) is an electronic version of the student’s curriculum that displays the required courses needed for program completion. For programs with a catalog term of 201620 forward, the CAPP will not reflect foundation requirements. There are three viewing options for the CAPP report: General Information, Detail Information, and Additional Information. Detail Information and Additional Information areas will be reviewed below. Advisors should be aware of the limitations of each area within the CAPP report as they use it as a tool to advise students. CAPP reports can only be generated for the priority one and priority two programs listed in Banner. As CAPP reports contain grades copies of the document cannot be printed and shared with the student.

To correct CAPP errors, see [CAPP Maintenance](#).

DETAIL INFORMATION

The CAPP report is programmed to display courses that have been taken in the past five years and will only display passing grades. Through the advisor-access of the CAPP, courses that have been completed, classes that are in progress, as well as future registration can be viewed. When the student accesses the CAPP, the student can only view courses that have been completed; classes that are currently in progress or have future registration will not display within the student view. As not all classes taken by a student will populate on the CAPP report, the GPA area is not a reliable source to view a student’s GPA.

ADDITIONAL INFORMATION

This area of the CAPP report will list all classes completed by a student and will provide a rationale as to why a course is not displaying in the Detail Information view.

Process

1. Log into [SharkLink](#).
2. Enter Username and Password.
3. Go to top right at Quicklinks and click on "WebSTAR".
4. Click on "Faculty Services".
5. Click on "Advisor Menu".
6. Click on "CAPP Degree Evaluation".
7. Select Term and Submit.
8. Enter Student Number in Student or Advisee ID area (the N in student ID must be capitalized) and Submit.
9. Verify that person selected is correct by pressing Submit button.
10. The student's Curriculum Information will display. Click on "Generate New Evaluation".
11. Choose program, select term, select "Use In-Progress Courses" as needed, and click on "Generate Request".
12. Choose Detail Requirements and Submit.

CAREER DEVELOPMENT

The Office of Career Development (OCD) assists students and alumni to secure employment and internships using the job/internship platform, Handshake. OCD offers career advising, workshops, and career/internship fairs. For more information, see <http://www.nova.edu/career/index.html>.

COURSE MANAGEMENT DIRECTORY

Purpose

The Course Management Directory lists the program manager and faculty chair for every HCBE course. Advisors access the directory in order to obtain the point of contact for a specific course and/or program. The most common use of the directory is to determine the program manager responsible for a seat request.

Process

1. Log into the Huizenga Portal.
2. Click on "Advising Wiki".
3. Click on "Directories".
4. Choose most recent version of "Course Management Directory" file.
5. Locate a course to find program manager and faculty chair information.

COURSE SUBSTITUTION AND WAIVERS

Purpose

To minimize the need to complete Curriculum Review Forms (CRFs) and to provide academic advisors with authorization to sign Individual Curriculum Adjustment Forms (ICAFs), this document outlines exceptions that can be authorized by academic advisors. If a course is listed in the table below as an acceptable substitute/waiver, a CRF will not need to be completed. In addition, academic advisors are authorized to sign the ICAF without the need for further authorization from the Assistant Dean of Graduate Affairs or other designated Faculty Chairs.

CLASS TABLE

CLASS SUBSTITUTIONS OR WAIVERS BASED ON AWARDED PROGRAMS

1 st Degree Program	Courses that Can Serve as a Substitute or Waiver	Program Change or 2 nd Degree Program	Required Course
MACC	ACTP 5004 or ACT 5733	MBA	ACT 5060/5140
MACC	ACT 5756	MIBA	ACT 5809
MBA	FIN 5080/FIN 5130	MIBA	FIN 5805
MIBA	FIN 5805 and FIN 5815	MBA	FIN 5080/FIN 5130
MS HRM	Must complete entire degree	MBA MGT MS LED	HRM 5030/HRM 5310
MIBA	SCM 5831/SCM 5410	MBA SCM/Cert SCM	SCM 5831

APPROVED SUBSTITUTIONS/WAIVERS NOT BASED ON AWARDED DEGREES OR CERTIFICATES

Required Course	Waivers	Courses that Can Serve as a Substitution
ACT 5740	waive for MACC	
ACT 5742		2014-2015 catalog and prior substitute with another ACT or TXX course as an elective option.
ACT 5744		2014-2015 catalog and prior substitute with another ACT or TXX course as an elective option.

ACTP 5001 and FINP 5008	Waive for MIBA and MBA programs if FINP 5001 has been completed	
ECN 5050		Any graduate level HCBE Class
GMP prefix classes		Equivalent HCBE class if extension to five year limit approved
HRM 5360 catalogs 201130 – 201410 contingent upon completion of HRMP 5200		HRM 5030/HRM 5310
INB 5812		MGT 5620
INB 5839/INB 5849		MGT 5170
MGT 5000	Waive for students who changed major or who are seeking a second degree who have already completed MGT 5105/5020	
MGT 5102	Waive 1 credit from Curriculum	INB 5807
MKT 5070		MKT Certificate per catalog 2015-2016 (semesters 201620-201650). MKT 5070 cannot be double dipped if previously completed as part of another degree. Student must select another MKT course to meet curriculum requirements.
MKT 5200		Any MKT concentration class with the exception of MKT 5290/5590.
MKT 5230		Any MKT concentration class with the exception of MKT 5290/5590.
MKT 5240		PIM 5010/PIM 5455
MKT 5955		MKT 5585
SCM 5840		PIM 5010/PIM 5455
Joint Degree Program	Waive designated classes per catalog, student must meet criteria in first program to have HCBE degree awarded.	

Policy and Procedure

CRFS

CRFs will only be submitted to the Assistant Dean or appropriate Faculty Chair in the following instances:

- Request for Five Year Time Limit Extension
 - 5 year limit applicable to MACC and MTAX programs
 - All other programs advisors are authorized to approve 7 year limit on courses, classes in excess of this time frame will be submitted to the Assistant Dean or appropriate Faculty Chair
- Request for Reinstatement (students returning from suspension) to an HCBE Program (form to be submitted to Associate Director of Enrollment Services)
- Upon Readmission (students returning after more than one year of inactivity) for students whose academic plan will require more than five years for program completion

If the course is not listed in the table above, a CRF may be submitted for further consideration of substitutions or waivers.

ICAFS

COURSE SUBSTITUTIONS, WAIVERS AND TIME LIMIT

An Individual Curriculum Adjustment Form (ICAF) will need to be completed in one of two ways to reflect course completion:

- Substitution – A substitution request will be made in the following instances:
 - if a student has completed the course however the course is not a part of an earned degree
 - if the class is part of a certificate program
 - Classes with GMP prefix for which a 5 year time limit extension has been granted
- Waiver – if a student has completed the course as part of a degree issued by NSU, the ICAF will be completed to waive the requirement from the student’s curriculum (and reduce the total number of credit hours required to complete the degree).
- Time Limit – Advisors may sign off on time limit extension as indicated above under the section titled CRFs.

ADVISOR AUTHORIZATION FOR ICAFS

If an email is obtained from the Assistant Dean or appropriate Faculty Chair, the message will be copied into SPACMNT and the Academic Advisor is authorized to sign the form for the adjustment to the student’s CAPP.

JOINT DEGREES

In cases of joint degree programs (e.g., JD/MBA), the courses listed per degree program in the Joint Degrees section of the HCBE graduate catalog will be waived from the curriculum upon the point of admission into the HCBE program. In order for the HCBE degree to be awarded, the student must first satisfy the degree requirements from his/her primary (e.g., non-HCBE) program. If the student does not satisfy the primary program curriculum requirements, then the waiver for the HCBE course-work will be rescinded and the student will need to successfully complete the HCBE classes and satisfy all other academic standards in order to have the HCBE degree conferred. Academic advisors are authorized to sign the ICAF for class waivers as stipulated in the graduate catalog.

DEFERRED PAYMENT PLAN REFERRALS

Purpose

The Accounts Receivable department in the Bursar's Office offers deferred payment plans to [selected corporate partners](#). The student will be able to pay the balance due over a period of time instead of in one lump sum. If the student is an employee of a company or cluster group that participates in NSU's deferred payment program, other options will be made available to the student. Refer all inquiries to the Huizenga College Accounts Receivable representative. The information below provides a general overview of the program.

Process

1. Log into the Huizenga Portal.
2. Click on "Advising Wiki".
3. Click on "Forms".
4. Select "Deferred Payment Plan Procedures 2.11.15"; send copy to student.
5. Refer to Bursar's Office to complete process.
6. Note in SPACMNT.

DUAL DEGREE PROGRAMS WITH HCBE

Huizenga College of Business offers non-business graduate and professional students the opportunity to pursue a graduate business degree concurrently with their primary area of study.

PROCESS

- An applicant must be offered admission to both colleges to be considered a dual degree candidate.
- The student must be concurrently enrolled in both programs to benefit from course waivers (i.e. students having completed degree programs in another college prior to applying to HCBE is not eligible for course waivers).
- The priority one program will be program with the highest tuition costs for purposes of financial aid.
- HCBE candidate will not be conferred until conferral from other program has taken place.
- Students eligible for tuition awards should be submitted through [Special Rate Code](#) requests.
- Students should consult with Academic Support staff from primary program for guidelines set by the other college for dual degree programs.
- Academic Support staff from primary degree program must be consulted if maximum number of credit hours needs to be increased for HCBE registration.
- See HCBE Graduate Catalog for dual program offerings and course waivers.

ELECTRONIC SIGNATURE

Purpose

An electronic signature can be used for several internal and external documents. This signature is appropriate for the forms listed below:

- Anticipated Degree Conferral Form

- Transient Letter
- Graduate Full Course of Study Exception Form
- Repeated Course Form

At this time we are unable to use the signature for the following forms:

- Individual Curriculum Adjustment Form
- Student Transaction Form

Process

1. Academic Advisor will sign a paper and then scan the document to email inbox.
2. Open document and then select edit and click on snapshot.
 - a. This will work for the standard Adobe Reader X.
 - b. If you have Adobe Reader XI Pro you would need to select tools instead of edit, and then go to “view to zoom” and click on take a snapshot.
3. Then right click and drag the mouse over your signature: This should highlight the signature blue.
4. You should then get a message saying “The selected area has been copied”.
5. Open a word document and paste signature. Save this document for future reference.
6. Retrieve the form needed from the wiki.
7. Complete required fields on the form with the exception of the signature.
8. Retrieve your saved signature from the Word document.
9. Copy and paste the image of your signature to the appropriate document. When saving the new document, click on the drop down arrow for “Save as type” and select “PDF” prior to saving the form. This will prevent any adjustments from the original form or letter.

FORMS

Unless otherwise noted all forms will be located in the [HCBE Wiki](#).

CERTIFICATE APPROVAL FORM

Purpose

This form is utilized when students have completed coursework toward a certificate program and to initiate the process for having the certificate program awarded to the student’s transcript.

Process

1. Choose the most recent version of “Certificate Approval Form”.
2. Enter the following information in the applicable fields using SGASTDN:
 - a. NSU ID
 - b. Date
 - c. Student Last Name
 - d. Student First Name
 - e. College (HCBE)

- f. Curriculum Program Code (CERT30)
- g. Program Begin Term
- h. Major Code
- i. Major Description
- j. Complete section: "Courses Applicable to the Certificate" (using SGASTDN)
- k. Requirements Met Date
 - i. Access SFARHST in Banner
 - ii. Press "Control + Page Down" to populate
 - iii. Using the arrow key, highlight the last course taken in certificate program
 - iv. Select Options→Section Information (SSASECT)
 - v. Press "Control + Page Down" to populate
 - vi. Select Meeting Times and Instructor Tab
 - vii. Use the last End Date on form
- l. Print name under "Reviewed By"
- m. Sign and date
- n. Submit to Student Accounts Manager

NOTE: Status of the certificate can be obtained through review of SHADEGR→Degree Sequence→Outcome Status.

CHANGE OF GRADE FORM (COG)

Purpose

The initiation of a Change of Grade (COG) form is completed through the Office of Academic Advising when a student is pursuing an appeal or when a review of record indicates that the course has been withdrawn or dropped in SFARHST but a grade populated in SHACRSE. The student may seek to have a grade changed to a "W" or have the grade earned in the course completely removed from the student account. This typically occurs in instances where the student indicates they did not attend the course but failed the class due to non-attendance. The academic advisor must ensure that the student has been properly dropped or withdrawn from the class if a COG is being submitted for an unofficial appeal due to non-attendance, otherwise the COG along with all other supporting documentation must be sent to the designee for open and closed term appeals.

Process

1. Login to the Huizenga Portal.
2. Under the heading "Form" scroll down until you see the sub heading "Academic Related Forms".
3. Click on the link "Change of Grade Form".
4. Complete "Student/ Course Information" section using Banner.
5. Complete "Reason for Grade Change" section. Check a reason 1-4 or write a brief explanation in number 5.

6. Enter in the present grade on Banner and the new grade - When a grade is changing to no grade, enter NG.
7. Submit-
 - a. Access the [Course Management Directory](#) for the appropriate program manager for instances not related to a Request for Exception to Policy
 - b. Include with Request for Exception to Policy packets

CURRICULUM CHANGE FORM (AKA DEQC FORM)

Purpose

The Curriculum Change Form (CCF) (also known as the DEQC Form) was created by the Office of Enrollment and Student Services to manage changes to student accounts. Academic Advisors will utilize this form to make requests to inactivate a student record or to update a student's curriculum. The requested curriculum changes can be submitted to update program, major, concentration, priority levels or campus changes to a student account. Change requests submitted with this form can affect Banner records in SHADEGR, SFAREGS and SGASTDN. The submission of this form assists in maintaining data on student records and ensuring the integrity of information pulled within reports that is analyzed by university and HCBE leadership.

Instructions to complete the CCF are located in the [Wiki](#). The process below provides specific directions for frequent advisor requests: inactivation, program change, and campus change.

Academic Advisors should note that when campus change requests are submitted, the student's cohort code must be updated in SGASADD by the advisor.

Process

Choose the most recent version of "DEQC Request Form – Curriculum Change Form".

INACTIVATION

1. Student Status
 - a. AS -Active
 - b. IS – Inactive/Withdrawn - if Student Status is being updated to Inactive (IS), Withdrawal Reason is required.
2. End of Term Academic Standing (if a student is inactivated due to suspension or dismissal)
 - a. A2 = GPA Suspension.
 - b. DA = Academic Dismissal.
3. Learner Outcome (SHADEGR) Updates – note to delete applicable degree sequence. (e.g. "delete sequence 2").

PROGRAM CHANGE

1. Refer to the “Program Major Minor Certificate Codes” document located at https://secure.huizenga.nova.edu/canvaswiki/index.cfm/Program_and_Campus_Codes to identify the New Values and Dept. information.
2. Program Code – Current Value and New Value.
3. Major Code(s) - Current Value, New Value, and Dept.
4. Concentration Code(s) - Current Value and New Value.
5. Minor Code(s) – this will not be utilized by the graduate advising office

CAMPUS CHANGE

1. Refer to the “Master’s Site Campus Cohort Codes” document located at https://secure.huizenga.nova.edu/canvaswiki/index.cfm/Program_and_Campus_Codes to identify the appropriate campus and cohort codes needed to adjust the students account if a campus change is needed.
2. Campus Code – Current Value and New Value.
3. Advisor to update the cohort code in SGASADD.

CURRICULUM REVIEW FORM (CRF)

Purpose

The Curriculum Review Form (CRF) is a multipurpose form used when students are returning from suspension and apply for readmission to NSU to determine any curriculum changes, students who exceed their 5-year program limit and need an extension, or when students change their majors/concentrations, change secondary degrees, or change from certificate to degree program.

Process

1. Choose the most recent version of “Curriculum Review Form”.
2. Enter the following fields:
 - a. NSU ID.
 - b. Student Name.
 - c. Academic Advisor.
 - d. Select the purpose(s) of the review.
 - e. Academic Standing History-
 - i. Academic Status.
 - ii. GPA.
 - f. Courses from Prior Work - prior coursework that applies to the current degree program.
 - g. Total Credit Hours Accepted From Prior Work.
 - h. Courses Required to Complete Degree (required and electives) – courses needed to complete the current degree program.

- i. Total Credit Hours Required to Complete Degree.
 - j. Anticipated academic plan (if applicable).
 - k. Additional Comments (if applicable) - this area should include information on classes that do not apply to the student's curriculum that may negatively affect the student's academic standing.
 - l. Degree requirements (if applicable) – completion date and number of years for extension.
3. Submit-
- a. For re-admission, email the form to the Associate Director of Enrollment Services. Note the finalized CRF will be imaged and notes may be placed in SPACMNT. The advisor will use this information during the welcome process.
 - b. For record changes, email the form to the Assistant Dean, Graduate Affairs (ADGA) or the applicable Faculty Chair for the MACC/MTAX or MPA/MSRED Program.
 - c. Document SPACMNT.
4. Upon return of the form from the ADGA or Faculty Chairs,
- a. Email the student the outcome of the CRF review.
 - b. Send the form to EPS for imaging.
 - c. Document SPACMNT.

DEGREE CONFERRAL SHADEGR COURSE REVIEW FORM

Purpose

To ensure that all courses relevant to a degree program are included in a student's GPA calculation, the courses must accurately reflect in SHADEGR. Courses may need to be added or removed for several reasons, such as: change of program; re-admission to the Huizenga College; or courses not at the B1 level that are part of a student's HCBE program.

Process

1. Choose the most recent version of "Degree Conferral SHADEGR Course Review Form".
2. On the form, type in the student information (Name and NSU ID) and the degree sequence.
 - a. To obtain the degree sequence (1, 2...)
 - i. Access SHADEGR.
 - ii. Click on the arrow next to "Degree Sequence" to go to the secondary screen SHADGMQ.
 - iii. The Learner Outcome Summary will provide a list of all degree sequences. Determine the applicable degree sequence and enter on the form.
3. Review coursework included in the degree sequence.
 - a. Use the arrow key to scroll up and down to highlight the relevant degree sequence. Select the degree sequence by clicking on the "Select" icon to the top left of the screen.
 - b. Ctrl + Page Down.

- i. If the following message appears: “*ERROR* Student has holds which prohibit graduation-related activities.” Click “OK” and enter “Y” in “Override Hold” field and Ctrl + Page Down.
 - c. Select the “Institutional Courses” tab.
 - d. Only the courses that should be applied to the degree sequence should have a check mark in the first column, “Apply to Learner Outcome”. Courses may need to be included and/or excluded based upon your review.
4. If all non-B1 classes need to be excluded, indicate as directed.
5. Complete “Institutional Courses” section
 - a. Term
 - b. Level
 - c. Subject
 - d. Course #
 - e. I/E – Include the course (I) or exclude the course (E).
6. Transfer Courses – select “Transfer Courses” tab on SHADEGR screen.
 - a. Term
 - b. Level
 - c. Subject
 - d. Course #
 - e. I/E – Include the course (I) or exclude the course (E).
7. Email the completed document to the Student Account Manager for processing.
8. Note SPACMNT.

DISTANCE LEARNING FORM

Purpose

This form is popular with the Saudi Arabian government and is used to report whether a student took a course online or in-person. The Registrar’s office will complete this form. Direct the student to the Registrar’s office or forward the form to the Registrar’s office (regverify@nova.edu).

GRADUATE FULL COURSE OF STUDY EXCEPTION FORM

Purpose

This form is used by the Office of International Students and Scholars to bypass the requirement for an international student to be enrolled fulltime at NSU, provided no other courses are available.

*****Certificate students are not eligible to have this form completed*****

Process

1. Choose Graduate Full Course of Study Exception Form.
2. Advisor will review the student’s curriculum and schedule of classes

3. Advisor will indicate one of the following:
 - a. Student is taking one online class.
 - b. Student is taking one ground class.
 - c. Student is taking two online classes.
4. Note the reason(s) for the exception:
 - a. A required class is not offered for the semester.
 - b. A required class is only available in the online format.
 - c. Failure of the student to register for a course within a timely manner does not constitute an exception. The form will not be completed and submitted.
5. Indicate the semester (note HCBE no longer offers a spring term).
6. Advisor will:
 - a. Date the form.
 - b. Enter the student's name and NSU ID.
 - c. Sign the form and date of signature.
7. Submit the form to the Office of International Student Scholars via email at intl@nova.edu

GRADUATE TRANSFER COURSE EQUIVALENCY FORM

Purpose

This form is used to consider the equivalent of up to two graduate level courses from another regionally accredited institution as transfer credits to HCBE. Refer to the Transfer Policy in the current graduate catalog for the eligibility criteria. If all criteria are met, students will need to provide a copy of the course syllabus/syllabi for evaluation.

The Graduate Transfer Course Equivalency Form is also used to evaluate whether a course will meet the Business Statistics foundation requirement (QNTP 5000). Students will need to provide a copy of the course syllabus/syllabi for evaluation.

Process

1. Choose "Graduate Transfer Course Equivalency".
2. Enter the following fields:
 - a. NSU College: HCBE.
 - b. Student Name.
 - c. NSU ID.
 - d. Level Code: B1.
 - e. Effective Term/Semester.
 - f. Transfer Institution Name.
 - g. Transfer Institution School Code:
 - i. Access SOAPCOL.

- ii. Control + Page Down to populate page.
 - iii. Scroll down to access identified institution.
 - iv. School Code populates in Prior College box.
 - h. Course Prefix and Number.
 - i. Course Title.
 - j. Credit Hours.
 - k. Advisor may include name on bottom of form.
3. Email the completed form along with the syllabus to the appropriate faculty chair - identified via the [Course Management Directory](#)
 4. Document SPACMNT.
 5. Once the faculty review is complete -
 - a. Approved Request
 - i. Forward approved Graduate Transfer Course Equivalency form to Transfer Evaluation Services at esstes@nova.edu .
 - ii. Notify student of determination, update SOATEST (if review was for Statistics), and document SPACMNT
 - iii. Allow time for the update of the student account and then verify that the class(es) is/are included on SHADEGR for appropriate degree sequence under "Transfer Courses". If needed, submit a [Degree Conferral SHADEGR Course Review Form](#)
 - b. Declined Request
 - i. Forward Graduate Transfer Course Equivalency to Transfer Evaluation Services at esstes@nova.edu.
 - ii. Notify student of determination and document SPACMNT.

HUIZENGA STUDENT SUCCESS PLAN (HSSP)

Purpose

The Office of Academic Advising is committed to assisting students regain good academic standing in instances in which a student is on probation or is returning to HCBE from suspension. Academic Advisors emphasize the importance in collaborating with their students to establish an academic plan. The Huizenga Student Success Plan (HSSP) is a form utilized to document this plan.

Process

1. Choose "Huizenga Student Success Plan".
2. Section I: Student Name, NSU ID, Phone Number, Alternative Number, and Email Address.
3. Section II: Copy the most recent ASH note from SPACMNT.
4. Section III: Academic Standing Plan
 - a. Term code: the first semester of the academic plan which was developed.
 - b. Credit Hour Limit: the maximum number of credit hours agreed upon for which the student should register.
 - c. Minimum End of Term GPA: The minimum cumulative GPA the student should have at the end of the semester to achieve academic plan goal.

- d. Minimum End of Term Grade(s): The grade(s) the student must earn in registered coursework to achieve academic plan goal.
 - e. Repeating a Course: Indicate if the academic plan includes repeating a course.
 - f. Course Plan: Indicate coursework for which student agreed to register.
 - g. If academic plan includes two semesters, complete column labeled "Term 2"; follow steps above for the second semester of the plan.
 - h. If academic plan includes more than two semesters, a second HSSP plan should be completed to review progress and assess future recommendations.
5. Identify the date for a follow up appointment.
 6. Section IV: Student will outline the actions that will be taken during the probationary semester(s) to regain good academic standing.
 7. Section V: Academic Advisor will note campus referrals that may provide support to students.
 8. Student and Academic Advisor will sign and date the form.
 9. If the HSSP is for Continued Probation granted by the advisor, save a copy of the HSSP to the advisor shared drive SBEAdvisors → Academic Standing → Huizenga Student Success Plans (HSSP) → select the folder for the current semester.
 10. If the HSSP is for Continued Probation granted by management, email the HSSP to the Director of Academic Advising for review. If approved, the Director will save a copy of the HSSP to the shared drive (listed above).
 11. Note SPACMNT.

INDIVIDUAL CURRICULUM ADJUSTMENT FORM (ICAF)

Purpose

This form is used when changes to an individual student's curriculum need to be made, specifically with regards to their CAPP degree audits. This form may be used for course substitutions, course waivers, time extensions etc. Changes made via ICAF are linked to the student's academic catalog. In the event the student changes catalog terms then a new ICAF will need to be completed to carry over the adjustments that were applied to the student record.

Process

1. Choose "Individual Curriculum Assessment Form (ICAF)".
2. Enter the following information on the form:
 - a. Student name.
 - b. Student NSU ID.
 - c. Program Code:
 - i. Will be identified in Banner on SGASTDN.
 - ii. Click on Curricula to identify program code.
 - d. Catalog Term:
 - i. Will be identified in Banner on SGASTDN.
 - ii. Click on Curricula to identify the catalog term.

- e. Advisor Name.
 - f. College – HCBE.
 - g. Advisor Email.
 - h. Advisor Phone.
3. Substitution:
- a. The form permits two courses to be listed within this area to substitute a curricula requirement that is part of the student’s program.
 - b. Indicate the class that is substituting the required class and indicate the applicable area on the CAPP where the class will be applied (“all” or leave blank).
4. Waiver: This area is utilized to reflect if a course is waived from a student account due to one of the following:
- a. Course is no longer required for the program and no substitution is required.
 - b. Student is a dual degree seeking student and the class is waived due to their priority one degree program.
 - c. Other extenuating circumstance as identified by the Assistant Dean or Faculty Chair of specific programs.
5. Other Exception:
- a. This area will be used to reflect if time limit extensions are to be granted for a student record.
 - b. List additional course substitutions if applicable.
6. Rationale: Provide an explanation regarding the adjustments being requested to the account.
7. Center Approval
- a. Advisor approval is acceptable for CAPP adjustments that have been approved by leadership. Refer to [Curriculum Substitution and Waivers](#) for the approved listing. No physical signature required if emailed from NSU account. Skip to Step 12.
 - b. Required signatures vary by academic unit. HCBE only requires the Assistant Dean or applicable Faculty Chair signature. Submit the ICAF to the appropriate party and note SPACMNT of pending request.
8. ICAF will be returned to academic advisor indicating approval, or otherwise.
9. Submit to CAPP Coordinator for processing (if approved) at capp@nova.edu, note SPACMNT, and inform student (if needed).

ORGANIZATION OF AMERICAN STATES INTERNATIONAL FORM

Purpose

The Office of Academic Advising does not keep this form on file in the Wiki. The form will only be presented by a student. Guidelines to complete the form are listed below but are not guaranteed accurate due to possible revisions of the form.

The Academic Advisor will need to gain assistance from the Registrar's Office and Financial Aid to complete this form. There are six sections to this form. Below outlines who is designated to each section.

1. Advisor Information: **Academic Advisor**
2. Student Information: **Academic Advisor**
3. Academic Information: **Registrar's Office**
4. Financial Information: **Financial Aid Counselor** (HCBE Financial Aid Counselor)
5. Advisor Appraisal of Student's Academic Progress: **Academic Advisor**
6. Advisor's opinion as to the student's need for financial assistance and the basis for that opinion: **Academic Advisor**

Process

1. Academic advisor will complete their contact information in the **Advisor Information** section of the form.
2. The advisor will then view SPAIDEN and GOINTL in banner to complete the **Student Information**.
3. Submit the form to the Financial Aid counselor who will complete the **Financial Information** section.
4. The advisor will determine if the student is in good standing and note in the **Advisor Appraisal of Student's Academic Progress** section and put "N/A" in the last section, **Advisor's opinion as to the student's need for financial assistance and the basis for that opinion**.
5. Once all of this is completed, the advisor will sign and date the last page of the form and submit the form to regverify@nova.edu to complete the **Academic Information** portion. Please advise the Registrar's Office that the form needs to have a university seal or needs to be notarized and placed in sealed envelope before returning to the student.
6. Note SPACMNT.

REPEATED COURSE FORM

Purpose

A student who has earned a grade below an A may repeat the course. This form allows the higher grade to be included in the GPA calculation and the lower grade(s) to be excluded from the GPA calculation, though all grades from attempts of the same course will remain on the transcript. This is commonly known as "Include/Exclude". The graduate catalog must be referenced to determine how many times a course

can be excluded from the student's GPA. If a student retakes a class and earns the same grade, the older grade will be excluded from the GPA calculation.

A student who has earned a failing grade due to [academic misconduct](#) must retake the course. However, the original grade *will not be excluded* from the GPA calculation. SPACMNT and the student transcript must be reviewed to determine if a failing grade was earned due to academic misconduct. Every semester when grades post, the Student Account Manager submits requests to the Registrar's Office to include new grade(s) and exclude old grade(s), as needed. If the request needs to be expedited, an advisor may complete the form and send it directly to the Registrar's Office.

Process

1. Choose "Repeated Course" form.
2. Type in student information (Last Name, First Name, M.I., NSU ID).
3. Access SHACRSE to obtain the following information:
 - a. Excluded Course Information – Course Prefix; Course Number; Course Title; Grade earned; CRN(s) of the lower grade(s) or older grade(s) (if the same grade is earned when class was retaken); and Banner Term Code.
 - b. Included Course Information - Course Prefix; Course Number; Course Title; Grade earned; CRN of the higher grade or the newest grade (if the same grade is earned when the class was retaken); and Banner Term Code.
4. Enter Date, Advisor Name, and Telephone Extension.
5. Print the form and sign.
6. Scan the completed form to yourself in order to retain an electronic copy.
7. Email the completed form to the Registrar's Office (regops@nova.edu).
8. Note SPACMNT.

REQUEST FOR EXCEPTION OF POLICY (REP)

Purpose

The REP forms are used when a student is requesting an exception to the refund policy in the current catalog as a result of extenuating circumstances. There are two forms submitted for the REP process: an advisor copy and a student copy. It is the advisor's responsibility to ensure the student copy of the REP form is filled out completely and accurately by the student. The forms are used to request: retroactive registrations, retroactive drops, retroactive withdrawals, changes in refund percentage, or any other requests deemed necessary. The forms should accompany a student statement requesting the action, along with supporting documentation.

Process

1. Choose the most recent version of “Request for Exception to Policy (REP) – Advisor Form Revised”.
 - a. Type Student Name, NSU ID, and Term/Semester
 - b. Advisor will complete an initial assessment of the student account to determine the following:
 - i. Closed term?
 - ii. Discount for the appeal term?
 - iii. Academic standing affected?
 - iv. Is there a collections hold?
 - c. Detailed Course Information: using SFARHST, SFASTCA, and SPACMNT, provide the following information for each appealed class:
 - i. Course Prefix/Number.
 - ii. CRN.
 - iii. Course Title.
 - iv. Course Start/End Date.
 - v. Reg(istration) Date and Registration Code (RE or RW).
 - vi. Drop Requested Date.
 - vii. Last Date Attended – obtained by requesting [attendance verification](#) and a review by the program office manager for date of last “educational activity”.
 - d. Action Requested: indicate what the student is requesting.
 - e. Attachments (as needed): [STF](#), [attendance verification](#), and [Change of Grade](#) (COG) form.
 - f. Advisor Recommendation: the advisor will either support or not support the student request and provide a rationale.
 - g. Final Decision: this section will be completed by the REP appeal committee.
2. Choose the most recent version of “Request for Exception to Policy (REP) – Student Form Revised”.
 - a. Confirm the following information is completed:
 - i. Student Name.
 - ii. NSU ID.
 - iii. Date Submitted.
 - iv. Major.
 - v. Campus Location.
 - vi. Term.
 - vii. Email.
 - viii. Phone number.

- b. Courses for Review: Confirm the accuracy of Course Prefix/Number, CRN, and Course Title.
 - c. Action Requested: Confirm the student has included the following:
 - i. Request for a drop (100%, 75% or 50%) or withdrawal from course(s).
 - ii. Catalog information for the refund policy.
 - d. Rationale: Confirm the student has completed this section.
 - e. Documentation: Confirm the student has included any documentation indicated and that documentation will be acceptable.
 - i. Medical – specific medical details (diagnoses etc.) should be omitted; dates listed on the documents should be relevant.
 - ii. Death - hard copy or link to obituary (programs from memorial services or funerals are not acceptable forms of documentation for a death) or a death certificate.
 - iii. Miscellaneous: police report, legal document, military order, or airline tickets.
 - iv. Other: any applicable and/or relevant materials not covered in the previous sections.
 - f. Prior Action Taken: Confirm the student completed this section.
 - g. Student Signature: Confirm the student signed the document.
3. Submit the REP packet (REP- Student Form, REP – Advisor Form, Attachments, Student Documentation).
 4. Notify student of the REP review timeframe and document SPACMNT.

REQUEST FOR TRANSFER COURSE EQUIVALENCY FORM

Purpose

The Request for Transfer Course Equivalency form is utilized to initiate the evaluation process for the Financial Accounting and Business Finance graduate foundation courses taken at another institution at the undergraduate level. The form may also be used to initiate a request for the review of those foundation classes a student is considering taking at another college or university. Evaluation of Business Statistics is completed through the [Graduate Transfer Course Equivalency form](#).

If the equivalent of a non-NSU course is not found in the Transfer Credit System (TCS), the course information must be submitted for review. If the non-NSU courses are from different institutions, a separate request must be placed for each institution. Upon completion of the review, the TCS database will be updated with the equivalency information (accepted or rejected).

Process

1. Choose the most recent version of “Request for Transfer Course Equivalency” form.
2. Enter Requestor Name (academic advisor), advisor phone extension, advisor email address, Student Name, NSU ID, Transfer Institution Name, and Transfer Institution Code.
 - a. Transfer Institution Name – obtain from the student’s transcript in NetSearch.

- b. Transfer Institution Code
 - i. Go to SOAPCOL and Ctrl + Page Down to populate the screen.
 - ii. Use down arrow key to scroll to appropriate school in Prior College section.
 - iii. Obtain the institution code listed next to the Prior College and enter on the form.
3. Refer to the transcript to obtain:
 - a. Course Term.
 - b. Course Subject.
 - c. Course Number.
 - d. Course Title.
 - e. Course Credits.
4. Email the completed document to Transfer Evaluation Services (TES) (esstes@nova.edu).
5. Note SPACMNT that the request was submitted.
6. TES will provide an emailed response in approximately 2-4 weeks.
7. If the course meets NSU equivalency, enter the appropriate code in SOATEST ([Foundation Course Review](#)). If course does not meet NSU equivalency, go to the next step (11).
8. Notify student of outcome of the review and note SPACMNT with results of the review. Include the email from TES.

SATISFACTORY ACADEMIC PROGRESS (SAP) ACADEMIC PLAN

Purpose

Students who have been notified that they have failed Satisfactory Academic Progress (SAP) and require more than one semester to correct their SAP standing must submit an academic plan. The plan will be developed in collaboration with the academic advisor and student and will outline the number of courses/credits and the GPA needed at the end of each semester to obtain good SAP standing.

Process

1. Students are responsible for supplying the academic advisor with a copy of the SAP Academic Plan form, which can be located at www.nova.edu/financialaid/forms/index.html
2. Advisor will work with student to identify which SAP criteria has not been met. This information can be found in Banner on ROAUSDF Fields 161-200.
3. Select the applicable SAP failure measure(s) (GPA, Maximum Timeframe, and/or Pace).
4. Minimum Credit and GPA Requirements: Advisor will work with student to determine if classes need to be repeated, what minimum grades are required and how many semesters (up to four) are needed to resolve SAP standing.
5. The advisor will complete the Academic Program Approval information, sign the form, and give to the student.
6. Note SPACMNT using the SAP comment type.

STUDENT TRANSACTION FORM (STF)

Purpose

The Student Transaction Form (STF) is used for manual registration, drops, and withdrawals. The form may be used as written consent for academic advisors to register students via SFAREGS. Note that students are expected to self-register and drop classes on their own. The STF is most commonly used for the following reasons:

- Students on probation or continued probation have a registration hold.
- NSU employees automatically have a registration hold and are required to provide STFs directly to the One Stop Shop or email regops@nova.edu with a [few exceptions](#).
- To accompany a [Request for Exception to Policy](#) (REP). The STF is completed by the advisor in this instance.

Process

Hard Copy Student Transaction Form

1. If the student is requesting registration, verify the student has completed the [SEA](#)
 - a. If it has not been completed, registration cannot be processed.
 - b. If the SEA is complete, go to step 2.
2. Choose the most recent version of "Student Transaction Form".
 - a. In Person
 - i. Print the form.
 - ii. Discuss with student class options to meet the curricula or academic standing plan that will be entered on the form.
 - iii. Students will need to enter their Last and First Names, NSU ID, Phone Number and Semester.
 - iv. The student will determine if they are adding, dropping or withdrawing from their course(s) and enter the following information under the applicable areas on the form:
 1. Course Ref. No. (CRN).
 2. Subject.
 3. Course No.
 4. Class Section.
 5. Course Title.
 6. Start and End date of class(es).
 7. Credit hours.
 8. The student must sign and date the form.
 9. If student is dropping or withdrawing from a class the last date of attendance (LDA) and drop/withdrawal code will be entered by the Academic Advisor.
 - a. This is the date used to process the request.

- b. For appeals, this is the date based on the [attendance verification process](#)
- 10. See [Registration](#) or [Dropping and Withdrawing](#) for processing of the STF.
- 11. The advisor will sign the form, print his/her name, provide his/her extension, and date.
- 12. Note SPACMNT and send the STF to EPS for imaging.
- b. Phone/Email
 - i. Email the form to student.
 - ii. Students will need to enter their Last and First Names, NSU ID, Phone Number and Semester.
 - iii. The student will determine if they are adding, dropping or withdrawing from their course(s) and enter the following information under the applicable areas on the form:
 - 1. Course Ref. No. (CRN).
 - 2. Subject.
 - 3. Course No.
 - 4. Class Section.
 - 5. Course Title.
 - 6. Start and End date of class(es).
 - 7. Credit hours.
 - 8. The student must sign and date the form.
 - iv. Upon completion of the form, the student will fax or email the form back to the academic advisor for processing
 - 1. If student is dropping or withdrawing from a class the last date of attendance (LDA) and drop/withdrawal code will be entered by the Academic Advisor.
 - a. This is the date used to process the request.
 - b. For appeals, this is the date based on the [attendance verification process](#)
 - 2. If the student is requesting registration, verify the student has completed the [SEA](#)
 - a. If it has not been completed, registration cannot be processed. Note SPACMNT and inform the student.
 - b. If the SEA is complete, continue to the next step.
 - v. The advisor will review the student's request to determine that the classes meet the student's curricula requirements or the academic standing plan requirements.

1. If applicable, the advisor will follow up with the student if information is missing or if the classes are not part of the student's curricula or academic standing plan.
2. See [Registration](#) or [Dropping and Withdrawing](#) for processing of the STF.

Electronic Student Transaction Form

1. Students may submit an STF directly to the Office of the University Registrar through an electronic request (<https://www.nova.edu/webforms/ess/student-transaction-form/>)
2. Student will enter the Sharklink Username and Password. The student's name and contact information will automatically be populated based on information located in Sharklink.
3. If submitting a registration request, the student is instructed to complete the [SEA](#)
4. Student will select the semester.
5. Student will select Courses to Add or Courses to Drop or Withdraw and complete the following:
 - a. Course Ref. No. (CRN).
 - b. Subject.
 - c. Course No.
 - d. Section.
 - e. Course Title.
 - f. Start/End Date of class(es).
 - g. Cr. Hrs. (Credit hours).
 - h. Enter comments in the Comment field, as needed.
6. Click Submit.
7. The form will be directed to the Office of the University Registrar for processing. If applicable, the student's academic unit will be contacted.

TRANSIENT STUDENT LETTER

Purpose

The purpose of the Transient Student Letter is to provide authorization to students seeking to complete one or more foundation courses (Statistics, Business Finance, and Financial Accounting) at another institution. The advisor will indicate on the letter the classes that are NSU-equivalent. The letter also outlines the minimum grade requirement, the timeframe in which the class must be completed (most recent five years), the academic year the student may take the course and instructions to submit the final transcript to HCBE.

Process

1. Choose the most recent version of "Transient Student Letter".
2. Enter the following information:
 - a. Date.
 - b. Student Name.
 - c. NSU ID.
 - d. The applicable academic year.
 - e. The name of the non-NSU institution.
 - f. Course prefix and number.
 - i. Review the Transfer Credit System (TCS) for NSU-equivalent Business Finance and Financial Accounting classes. Review Transfer Articulation Services (TAS) database for NSU-equivalent Statistics courses.
 - ii. If the course is not listed, submit the [Request for Transfer Course Equivalency Form](#) for Financial Accounting and Business Finance and/or the Graduate Transfer Course Equivalency for Business Statistics.
3. Insert the advisor's [electronic signature](#)
4. Enter the advisor name.
5. Enter the advisor email.
6. Save the file as a PDF.
7. Email the letter to the student's NSU account.
8. Print a copy of the letter and send to EPS for imaging.
9. Document SPACMNT.

YEAR LIMIT CALCULATOR

Purpose

This spreadsheet is used to calculate the number of years the student has before exceeding the 5-year limit or to determine the semester and number of years needed if an extension is being requested beyond the 5-year timeframe.

Process

1. Choose Year Limit Calculator.
2. Enter the following fields:
 - a. Anticipated Conferral Term
 - b. Term of the Oldest Course to be utilized in the curriculum
3. Year limit will automatically be calculated to assist advisor in determining how many years to request an extension for on the [ICAF](#) and for the [CRF](#)

FERPA (FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT)

Nova Southeastern University ensures the confidentiality of student records in accordance with the Family Education Rights and Privacy Act (FERPA) of 1974, known as the Buckley Amendment. Information cannot be shared with an individual other than the student unless the student has provided authorization.

- Access [NETSearch](#) to determine if an [Authorization for Release of Information](#) (ROI) is on file. The form will be maintained in the SFSR database.
- If an ROI is on file, you may discuss the specific information listed on the ROI with the authorized individual.
- If no ROI is on file, you may only provide general information to a non-student.
- Student grades or GPA should never be provided to the student by phone or by email; refer to the Registrar.

CONFIDENTIAL RECORDS

Students whom have elected to complete the Request to Prevent Disclosure of Directory Information form with the Office of the Registrar will have a Confidential notation applied to the student account. Upon accessing the student record a pop up message will appear indicating that the student has elected to maintain his/her record as confidential. Students must appear in person to discuss the student record.

CONFIRMING ID OVER THE PHONE

When interacting with students over the phone three pieces of information must be verified in order to authenticate the student's identity.

- Full Name as it appears in Banner
- NSU ID number (if available)
- Mailing Address
- NSU or student email address
- Primary telephone number on file
- Date of birth (month/day)

DECEASED STUDENT RECORDS

The University Registrar's Office follows a protocol for students whom have been reported as deceased. Please refer to the [University Registrar's website](#) and see the section titled Family Educational Right and Privacy Act (FERPA) and refer to the section titled Deceased Student Records.

INCAPACITATED STUDENT RECORD ACCESS

At times a student may become so ill that he or she is not able to contact the university. If an ROI is not on file with the institution for an individual, we must have documented proof of Power of Attorney to interact with a third party. The documentation should be directed to the University Registrar's Office for authentication and assistance for the third party.

REQUEST FOR STUDENT INFORMATION RECEIVED FROM FACULTY

Due to FERPA individuals within the institution must have a legitimate need for access to student data. In the event that an instructor, faculty chair or third party member request access to student information (e.g. CAPP report, transcript, etc.) the request must be directed to the Director of Academic Advising to determine what access to information should be granted if any.

GRADUATE CATALOG

Purpose

The graduate catalog is one of the primary resources for academic advising and details important information such as curricula, pre-requisites, course descriptions, university resources, and Huizenga College policies. The catalog is updated each academic year and is available online; see <http://www.huizenga.nova.edu/Catalogs/>. The graduate catalog is published and effective as of the fall semester of the current year through the summer semester of the following year.

If a student's CAPP degree evaluation is unavailable or inaccurate, refer to the graduate catalog for the academic year in which the student started his/her program. The Master's Program Overview on the HCBE website provides current information for new and prospective students and may not be applicable to students who have already started their programs. Take particular care when determining a student's catalog year.

To Determine a Student's Catalog Year

1. Go to SGASTDN (leave Term field blank) and hit Ctrl + Page Down.
2. Locate "Curricula Summary – Primary" section.
3. Obtain the semester the student's program became effective in the "Catalog" field.
4. Determining the catalog term
 - a. If the term in the "Catalog" field ends in 20, 30, or 50 the student's catalog is the one that ends in the year preceding the last two digits (note that semesters ending in 10 were discontinued after 201510 and semesters ending in 40 were discontinued after 201540). Example 1: catalog listed on SGASTDN is 201520--this means the student's catalog is from the 2014-2015 academic year.
 - b. If the term in the "Catalog" field ends in 10, subtract 1 from the year preceding the last two digits. The student's catalog is the one that ends in the resulting year. Example 2: catalog listed on SGASTDN is 201510; $2015 - 1 = 2014$. The student's catalog is from the 2013-2014 academic year.

To Access the Current Academic Year Graduate Catalog

1. Go to the Huizenga College homepage <http://www.business.nova.edu/index.html>.
2. Students > Current Student Resources.
3. Under the Current Students column on the left > Academic Catalogs.

4. <http://www.business.nova.edu/current-students/catalogs.html>

To Access a Previous Academic Year Graduate Catalog

1. Go to the Huizenga Portal login page <https://secure.huizenga.nova.edu/hportal/default.cfm> and log in.
2. Locate the Advising module > Catalogs > select past catalog.
3. If the catalog needed is not available online, advisors should consult with OAA Leadership, the Office of Program Management or review the Library Achieves on the 4th floor of the library to determine if an older copy of the document is available.

HUIZENGA PORTAL

Purpose

Huizenga Portal is a communication portal specific to HCBE that provides access to important information about policies and resources.

Huizenga Portal is most often used by students to:

1. Review an abbreviated syllabus (available upon registration).
2. Submit an electronic HCBE Drop/Withdrawal Form.
3. Schedule an advising appointment.
4. Verify employment to receive the corporate or government partner award.
5. Submit a commencement petition.
6. View MACC/MTAX online meeting dates and times.
7. Review CPA Checklist and requirements.

Huizenga Portal is most often used by advisors to:

1. Monitor the Message Board.
2. Access graduate catalogs from previous years.
3. Schedule appointments on behalf of students.
4. Generate reports using the [Huizenga College Reporting Menu](#)
5. To access the Wiki.

Access Instructions

1. Access the Current Students homepage of the Huizenga website at [Current Student Resource Page](#)
2. The link is located on the left.
3. Log in using Sharklink username and password.

HUIZENGA COLLEGE REPORTING MENU

Reports are found in the Reports Module within the Huizenga Portal and can be accessed by selecting the Huizenga College Reporting Menu link. Advisors utilize reports in three reporting categories: Advisor Reports and Grade and Probation Reports. The reports are utilized to outreach to students and

proactively communicate information that could potentially affect future registration. With the exception of the Accepted by Decision Date Report, all reports are generated by the Academic Advising Administrative Coordinator and stored on the SBEAdvisor shared drive → Reports → (Term) Review.

Academic advisors do not need to generate the following reports as they are generated and posted to the shared drive at the end of the semester. The exception is the Accepted by Decision Date report, which is generated throughout the semester by each individual advisor. However, advisors may generate these reports if they wish to review student accounts before the review process begins.

In order to access the various report categories and subsequent reports, follow the steps below.

1. Login to [Huizenga Portal](#) using Shark Link ID and Password.
2. Locate the Reports Module.
3. Select on the link titled “Huizenga School Reporting Menu”.
4. Verify that Report Selection Type is selected on the Category Option.
5. Select the Report Category:
 - a. Advisor Reports.
 - b. Advising Management Reports (Academic Advisors do not have access to this category).
 - c. Grade and Probation Reports.
6. See the specific reports below for further steps for generating the report.

ADVISOR REPORTS

ACCEPTED BY DECISION DATE RANGE

Purpose

Students are accepted into the HCBE on a daily basis, excluding the weekends. The report will reflect when a student was initially admitted into a program as well as the admission status by type:

- AO = Admit, Provisional
- AL = Admit, Conditional
- AU = Admit, Full
- AF = Full Admit, Upgrade

Additional Banner Decision Codes that may appear on the list are:

Banner Admission Application Decision Codes & Definitions			
Code	Description	Definition	Funnel Orb Integration
		No Decision. Application has been submitted, but is not complete (is not Ready for Review).	
AO	Admitted, Requirements Outstanding	Applicant has been admitted to the university. Learner (SGASTDN) record is created. Applicant does not need to confirm anticipated enrollment through a deposit or other confirmation process.	Admit
AG	Admitted, Confirmation Required (GR)	Applicant has been admitted to the university. Applicant must confirm anticipated enrollment through a deposit or other confirmation process. Learner (SGASTDN) record is not created (only used by Graduate/Professional programs).	Admit
AD	Admitted, Confirmed (GR)	Applicant has confirmed anticipated enrollment through a deposit or other confirmation process. Learner (SGASTDN) record is created. (only used by Graduate/Professional programs)	Confirmed
AR	Admitted, Confirmation Required (UG)	Applicant has been admitted to the university. Applicant must confirm anticipated enrollment through a deposit or other confirmation process. Learner (SGASTDN) record is created (only used by Undergraduate Admissions)	Admit
AC	Admitted, Confirmed (UG)	Applicant has confirmed anticipated enrollment through a deposit or other confirmation process. (only used by Undergraduate Admissions)	Confirmed
AE	Admitted, Learner Record/Registration Exists	Decision utilized when Learner (SGASTDN) record is to be created, but already exists. Learner (SGASTDN) record must be manually adjusted.	Admit
AL	Admitted, Conditional	Applicant has been accepted but certain academic requirements must be met before student can be fully admitted. Applicant cannot receive financial aid. Learner (SGASTDN) record is created. (only used by a limited number of programs)	Admit
AF	Admitted, Full	Applicant had been accepted and all final, official supporting documents have now been received (Financial Aid can be disbursed)	Admit
AU	Admitted, Full (Create learner record)	Applicant has been accepted and all final, official supporting documents have been received by the application of the initial accept decision. Learner (SGASTDN) record is created. (Financial Aid can be disbursed)	Admit
DN	Deny	Applicant has been denied admittance to the program.	

Advisors will use this report to generate welcome emails to newly admitted students. Academic advisors will review student transcripts and generate welcome messages within 72 hours of the initial admission date regardless of the semester that the student is beginning the program of study. Changes in admission status will result in the need to review the student's documents once more with the potential need for additional outreach.

Process

7. Reports: Select Accepted by Decision Date Range.
8. Level: Select Masters.
9. Term to Check for Enrollment: Select a semester.
10. Start Date: Select the last date a report was run.
11. End Date: Select today's date.
12. Sortable Results: Select No (this will enable the report to generate faster).

13. Select Generate Report.
14. Identify the students in your population and generate a [Welcome Email](#)
15. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

ACCEPTED BY ENTRY TERM REPORT

Purpose

This report will provide a list of all students accepted into a specific entry semester. Generating this report is useful in performing a quality check to ensure that all students accepted into a specific semester have received welcome emails within 72 business hours from the time of admission.

Process

7. Reports: Select on Accepted by Entry Term.
8. Level: Select Masters.
9. Term: Select a term (semester).
10. Sortable Results: Select No (this will enable the report to generate faster).
11. Select Generate Report.
12. Review report for students who need a [Welcome Email](#)
13. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

BAC OUTREACH REPORT – ACTIVE STUDENTS

Purpose

The Academic Advising Coordinator generates the BAC Outreach Report – Active Students on a weekly basis upon the start of the registration period. The report is emailed to the advising team each week and increases to a daily basis three weeks prior to the start of the next semester. This report is populated by entries in SPACMNT through the use of the BAC comment code. Advisors populate the comment field with a term code and BAC comment number to represent the students' intent for registration or lack of registration for the future semester. Academic advisors utilize the data entered into the report to tailor their outreach to their students and prioritize contact to non-registered students. OAA leadership utilizes the reports to provide feedback to HCBE leadership the status of those students who have not registered for courses.

Process

7. Reports: Select on BAC Outreach Report – Active Students.
8. Select Generate Report.
9. Select the Term code.
10. Select the Check Dual and Secondary Curriculums box, which identifies:
 - a. HCBE students who are pursuing two HCBE programs.

- i. Degree program and Certificate.
 - ii. Two Certificate programs.
 - b. Students who have a priority 1 program outside of HCBE but who have priority 2 curriculum within HCBE. Please note that students who have a HCBE curriculum designated as a priority 3 or higher will not show up on this report.
- 11. Select Campus (This will typically be selected as All).
- 12. Determine which programs you will review:
 - a. You may review all Master's Degree and Certificate Programs.
 - b. You may elect to review Masters Degree Programs on their own with the following options:
 - i. Select ALL programs.
 - ii. Select desired programs for review.
 - c. You may elect to review Certificates on their own with the following options:
 - i. Select ALL programs.
 - ii. All CERT4 or All CERT30.
- 13. Click Submit.
- 14. See [Student Outreach](#).
- 15. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

FIN 5080/5130 GRADE REPORT

Purpose

Effective Fall 2013 (201420), the Finance concentration and certificate program (discontinued Summer 2016 (201650)) implemented a grade requirement for FIN 5080/5130. Students are required to earn a grade of B or higher in FIN 5080/5130 before moving forward with any of the courses with a FIN prefix. Students who have not met this grade requirement are required to be dropped from all FIN-prefix classes and will be required to retake FIN 5080/5130 to meet the minimum grade requirement.

Exception to the grade rule applies to students who previously completed FIN 5080 prior to the Fall 2013 term, earned a C or better in the course, and have a catalog term of 201410 and prior.

Process

- 8. Reports: Select FIN 5080/5130 Grade Report.
- 9. Term: Select the Term/Semester.
- 10. Sortable Results: Select No (this will enable the report to generate faster).
- 11. Select Generate Report.
- 12. See [Administrative Schedule Changes](#).

13. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

FOUNDATION AND WORKSHOP COURSES – FINANCIAL AID ELIGIBILITY

Purpose

The Foundation and Workshop Courses – Financial Aid Eligibility Report is utilized to identify those students who are registered for foundation courses in a part of semester without any other graduate level course(s). Students who are financial aid recipients will not receive financial aid if 6 credits of graduate level courses are not taken in conjunction with the foundation course. The report is utilized to proactively contact students and assist them with making schedule adjustments or provide further clarification regarding the students' financial responsibility if schedule adjustments are not made.

Process

7. Reports: Select Foundation and Workshop Courses – Financial Aid Eligibility.
8. Term: Select the semester.
9. Sortable Results: Select No (this will enable the report to generate faster).
10. Select Generate Report.
11. See [Student Outreach](#).
12. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

PART OF TERM REGISTRATION STATUS REPORT

Purpose

The Part of Term Registration Status Report provides information regarding the courses an individual student is registered to take, the total number of credits within a semester, and the total number of credits for each part of the semester. This report assists advisors to determine if students meet full-time, part-time or below part-time status. In addition, academic advisors can utilize the information provided in the report to conduct [Student Outreach](#) regarding schedules and engage in discussions regarding academic plans.

Process

7. Reports: Select Part of Term Registration Status Report.
8. Term: select the semester.
9. Select Generate Report.
10. Review Advisor names for any advisors not associated with HCBE as students within your population may be tied to another advisor.
11. View No Advisor Assigned section to determine if any students are pending assignment to an advisor.

12. Select the advisor name for review.
13. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

PREREQUISITE PASS/FAIL REPORT

Purpose

This report generates a list of all classes that are prerequisites to future semester courses. The report provides an advisor with the option to view the following prerequisite scenarios: Master's student registered for a UG prerequisite class; Master's student registered for a Master's level prerequisite; and Doctoral students registered for a Master's level prerequisite. Advisors are to review this report to determine if a student has not fulfilled the prerequisite requirement to their future term courses. The report will show you if a student has dropped a class at 75%, 50%, withdrew or has earned an "F" in the prerequisite class. If the student fails to meet the requirement needed to enter the future class, the Academic Advisor will need to notify the student that they are being dropped from the class and make schedule adjustments. The report provides you with the ability to view the student's future registration and view a history of student drops, failed grades or withdrawals.

Please see the [FIN 5080/5130 Grade Report](#) for information specific to Finance Concentration and Certificate students.

Process

7. Reports: Select Prerequisite Pass/Fail Report.
8. Sortable Results: Select No (this will enable the report to generate faster).
9. Select Generate Report.
10. Select Term: Select the semester.
11. Start Date: Enter the date of the start of the semester.
12. End Date: Enter the date of the end of the semester.
13. Select Submit.
14. Go to Master's Level Courses
 - a. Select Subject:
 - i. Selecting the individual subject (ACTP, HRM, LED) will allow the assigned advisor to display for each student record.
 - ii. Selecting Display All will list all classes for the semester but advisor assignments will not appear.
15. Select Submit
16. Report will populate at the end of the web page with two categories:
 - a. 50/75 Dropped Students

- i. Click View Future Course to see future registration. If the dropped class is a requirement for one or more of the classes, make [Administrative Schedule Changes](#).
 - ii. DFW Course History - will provide information regarding classes the student has received a grade of F or has withdrawn from in the past. This will provide the advisor with trends that can be discussed with the student.
 - b. Students with Non-Passing Grades
 - i. Click View Future Courses to see future registration. If the course with a non-passing grade (Incomplete (I), Withdraw (W), or Failed grade (F)) is a requirement for one or more of the classes, make [Administrative Schedule Changes](#).
 - ii. DFW Course History - This will provide the advisor with information regarding classes the student has received a grade of F or has withdrawn from in the past. This will provide the advisor with trends that can be discussed with the student.
- 17. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

REPEATED CLASS AUDIT

Purpose

To identify students who will be repeating a class or have repeated a class. Prior to the start of the semester, advisors will use this report to identify students who are ineligible to retake a class (Grade Policy Review). Students are currently eligible to retake a class if the student earned below an A. Students may be instructed to retake a class if the time limit for the program is exceeded regardless of the grade earned. At the end of the semester (or part of semester), the Student Account Manager uses this report to submit Repeated Course Forms (Include/Exclude Policy Review) in order to exclude the lower grade from the student's GPA and include the higher grade in the calculation. Advisors may use this report to confirm the forms will be submitted.

Process

7. Reports: Select Repeated Class Audit.
8. Level: Masters.
9. Term: Select the semester.
 - a. Grade Policy Review –generated for a semester with active registration (prior to start of semester).
 - b. Include/Exclude (I/E) Policy Review - generated for the current semester once grades have posted
10. Sortable Results: Select No (this will enable the report to generate faster).
11. Select Generate Report.

12. Grade Policy Review - review the Grade column to confirm the student earned below an A in any previous attempts of the class.
 - a. If the student earned below an A, no further action is needed.
 - b. If the student earned an A, see [Administrative Schedule Changes](#).
13. Include/Exclude Policy Review
 - a. Most Recent Grade
 - i. If grade has not posted, report will need to be generated again to follow up on the account.
 - ii. If grade has posted, go to 13b.
 - b. Repeat Indicator column (I/E)
 - i. If student has a grade of F, review SPACMNT to confirm the grade was not due to Academic Misconduct
 1. If failed grade is due to academic misconduct, I/E will not be processed.
 2. If failed grade is not due to academic misconduct, the Student Account Manager will process the I/E.
 - ii. If student has any other grade, the Student Account Manager will process the I/E.
 - c. If your student requires the I/E be processed immediately, see [Repeated Course Form](#) and notify the Student Account Manager that you are submitting the form for processing.
14. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain a copy of the report.

STUDENT LIST – ACTIVE STUDENTS REPORT

Purpose

The report is used for a wide variety of reason. Advisors are to utilize this report to: identify new students, continuing students, students who are registered, students who are not registered; verify that student records are coded correctly and make needed corrections as it pertains to campus and cohort matching; run CAPP reports for student populations and check on progress; and verify SHADEGR record is accurate.

Process

7. Reports: Student List – Active Students.
8. Select Generate Report.
9. Select the Term code.
10. Select the Dual and Secondary Curriculums box, which identifies:
 - a. HCBE students who are pursuing two HCBE programs.
 - i. Degree program and Certificate.
 - ii. Two Certificate programs.

- b. Students who have a priority 1 program outside of HCBE but who have priority 2 curriculum within HCBE. Please note that students who have a HCBE curriculum designated as a priority 3 or higher will not show up on this report.
11. Select Campus (This will typically be selected as All).
 12. Determine which programs you will review:
 - a. You may review all Master's Degree and Certificate Programs
 - b. You may elect to review Master's Degree Programs on their own with the following options
 - i. Select ALL programs.
 - ii. Select desired programs for review.
 - c. You may elect to review Certificates on their own with the following options
 - i. Select ALL programs
 - ii. All CERT4 or All CERT30.
 13. Click Submit.
 14. As needed, see [Record Maintenance](#), [Outreach](#), etc.
 15. See steps pertaining to [Transferring Data to Excel for Report Review](#) to retain copy of report

MANAGEMENT REPORTS

OVERRIDE REPORT (SFASRPO) – BY TERM CODE

Purpose

Students are permitted to register for courses in the second part of the semester if they are registered for the prerequisite requirement in the first part of the semester. Students must successfully pass the prerequisite requirement in order to remain registered for the subsequent course. Students require an override code for classes in the second part of the semester to be entered by the academic advisor in SFASRPO; see [Prerequisite Overrides](#).

The Override Report provides a list of all students who have had an override entered on their student account. The part of term will be identified for the class if the CRN (and not class subject and course number) is added to SFASRPO. Academic Advisors will review the account for each student at the end of the first part of the semester to ensure that students are academically prepared to sit in the subsequent course taught in the second part of the semester. If the student has not met the academic requirements for the pre-requisite class, the advisor will drop the student from the class; see [Administrative Schedule Changes](#).

As this report is located in the Manager Report Category, Academic Advisors do not have the ability to generate this report themselves. The report will be sent to the OAA staff.

Process

1. If the student has not passed the required class,
 - a. Drop the student from the subsequent course via [Administrative Schedule Changes](#).
 - b. Remove the PREQ override.
2. If the student has passed the required class,
 - a. Document SPACMNT reflecting student meets requirements to remain in subsequent course.
 - b. If the student has not registered for the subsequent course
 - i. Review the account to see if a drop or withdraw request was submitted for the course
 1. If yes, remove the PREQ override.
 2. If no, contact the student to determine if he/she has the intent to register.
 - a. If no, remove the PREQ override.
 - b. If yes, no further action is taken.

Note: Override code is removed from the student account to better manage the review process, as all codes will appear on the report. Removing override codes for classes students will not register for reduces the number of accounts for further follow up as the end of the semester approaches.

GRADE & PROBATION REPORTS

Purpose

The Grade & Probation Reports are generated at the end of every semester as part of the academic standing review process. The reports include: 2B Rule Grade, GPA Probation, Multiple Degree Manual Academic Review, and GPA Probation for MACC and MTAX. The reports are generated multiple times until all grades have been posted to all student accounts. The names of students who have been identified as having a GPA below 3.0 or 3.25 for 201620 forward MACC and MTAX students are added to a spreadsheet located on the shared drive. Each academic advisor will assess the student account to determine if grades are pending or if the student will need to be placed on probation, continued probation, suspension, or dismissal from their program.

Process

See [academic standing](#) for information pertaining to the review and notification process.

TRANSFERRING DATA TO EXCEL FOR REPORT REVIEW

1. Open an Excel Document.
2. Once the report has generated and opened in the web browser, select CTRL + A.
3. Select CTRL + C.
4. Click on the first cell in the Excel document.

5. Select CTRL + V.
6. The report will copy into the Excel Report.
7. Save file with Report Name and Date.

DROP/WITHDRAWAL FORM

If a student is unable to drop a class via Sharklink, the student is to submit the drop request using Drop/Withdrawal Form in the Huizenga Portal. The form must be used if a student is attempting to drop his/her only active class, drop a class after the start of the semester, or withdraw from a class. The student will receive a time-stamped receipt after submitting the form, which will be processed by the Student Account Manager. Once the drop or withdrawal is processed, the student will receive a confirmation email.

MESSAGE BOARD

Purpose

The purpose of the message board is to respond to student inquiries that are of an urgent matter. Front desk staff are trained to triage inquiries responding to general questions and determining if an advising appointment is applicable. The assigned advisor (or the advisor providing coverage during an absence) will assist the student. During All Hands Day, the message board is open to all students regardless of urgency.

Advisors are to monitor “queue” every day to determine if a student contact is required.

1. Login to the Huizenga Portal, <https://secure.huizenga.nova.edu/hsportal/>
2. Enter Sharklink Id & Password.
3. In Advising module, OAA Walk In Queue → Access “Advisor View”.
4. Students that visit advising office for assistance will have campus location notated under “Type”.
5. If student is unavailable:
 - leave voicemail message inviting the student to return to the queue if still in need of assistance
 - Click “Edit”
 - Select appropriate message in Notes field
 - Select “Finish Appointment” in Action field
 - Click “Save”
 - Enter notes in SPACMNT
6. If student has been contacted:
 - Provide assistance.
 - If the issue is not of immediate urgency and will take longer than 15 minutes, schedule an advising appointment
 - Click “Edit”
 - Select appropriate message in Notes field

- Select “Finish Appointment” in Action field
 - Click “Save”
7. Enter notes in SPACMNT.

IN PERSON WALK-IN REGIONAL CAMPUS

1. Click on “Front Desk View” & Enter student information
2. Click on “Advising” at top left
3. Lookup student by selecting “N Number”
4. Enter “N Number” and click on Search
5. Enter Phone, Type & select reason
6. Click Add

INSTANT MESSAGING (SKYPE FOR BUSINESS)

Keeping the lines of communication open is integral to the operations of the advising office. Instant messaging is utilized by the department to notify advisors of last minute adjustments to schedules, the need for assistance among team members or leadership. Instant messaging should not be utilized to obtain approval for exceptions to policies.

MACC/ MTAX ONLINE MEETING DATE

Purpose

All online Accounting and Tax classes have mandatory chat dates. Workshops will have fewer chat dates. A student registering for more than one class must ensure that the classes do not have conflicting chat schedules because the system will allow students to register for classes with the same chat dates. Students may also use this information to select a preferred chat time or dates. All course offerings and chat dates are subject to change.

Process

1. Obtain Course, Section, and CRN from the [Schedule of Classes](#)
2. Access the semester chat information: HCBE Current Students Resources homepage → Continuing Students – Registration Information → MACC & MTAX Online Chat Times → Select Semester.

An example of meeting dates for a class:

Course Prefix and Number	Section	Course Title	Chat Dates	Chat Time
ACT 5717	Web	Forensic Accounting	1/14, 1/28, 2/11, 2/25, 3/11	8:30pm

3. Confirm chat times for each class and make modifications to class selection as needed.
4. Continue with [Registration](#) process.

NETSEARCH

ACCESSING DOCUMENTS

Purpose

NETSearch is the repository to retrieve and view student documents. Electronic documents and scanned hard-copy documents are located in NETSearch. Advisors frequently [submit documents for imaging](#) to Enrollment Process Services (EPS) and also access NETSearch to view imaged documents.

The following documents are found in NETSearch and are most often used by academic advisors. Note that this list is not all-inclusive (Table 1). Table 2 lists document types that are sometimes accessed by academic advisors.

Table 1 – Frequently Accessed Documents

Doc Type	Description
CAF	Individual Student Curriculum Adjustment forms
MISC	Various documents – take note of the CRF – Curriculum Review Form
ODEVAL	Official evaluation of foreign transcripts
OTRAN	Official transcripts

Table 2 – Less-Frequently Accessed Documents

For Your Information	
Doc Type	Description
APP	Admissions Application
DA	Degree Application
MISC	Various documents such as: probation/suspension letters, transient student letter, Curriculum Review Forms (CRFs), proof of release from active duty (DD214).
ROI*	Authorization for Release of Information
STF	Student Transaction Forms
UDEVAL	Unofficial evaluation of foreign transcripts
UTRAN	Unofficial transcripts

*found in the [SFSR Database](#).

Process

1. Access and log in to NETSearch <http://novax11.nova.edu/c2s/uxl/jsp/signon.jsp?killSession=true> .
2. Enter the student's NSU ID in the *Banner ID* field and hit Enter.
3. The resulting records may be sorted by date (*Capture Date*) and type of document (*Doc Type*) by clicking on the cell. Select a record by clicking on the icon located in the second column.
4. While viewing the selected document, note that you are able to zoom, print, and email the document. There are several options available for navigation in the list of records. Review the options shown at the top of the page.
5. To return to the original list of all the documents available on the account, click *Records List*. To start a new search and enter a new NSU ID, click *Record Search*.

SELECTING THE SFSR DATABASE

Purpose

There are several databases in NETSearch that are department- and function-specific. Academic advisors primarily use the ADMIT (EPS Admissions) database but may need to access the SFSR (Student Financial Service) database to locate an authorization for release of information (ROI).

Process

1. Access and log in to NETSearch <http://novax11.nova.edu/c2s/uxl/jsp/signon.jsp?killSession=true>
2. Click the **Select a Database** menu item to open the *Database Selection* screen.
3. On the *Database Selection* screen, select SFSR. The selected database becomes the active database.
4. Enter the NSU ID in the *Banner ID* field and hit Enter.
5. Sort the resulting records by type of document (*Doc Type*) and select ROI, if listed. Select the record by clicking on the document icon located in the second column.
6. While viewing the selected document, note that you are able to zoom, print, and email the document. There are several options available for navigation in the list of records. Review the options shown at the top of the page.
7. To return to all the documents available on the account, click *Records List*. To start a new search and enter a new NSU ID, click *Record Search*.
8. To return to the ADMIT database, Click the **Select a Database** menu item to open the *Database Selection* screen and select ADMIT.

REMOVING RECORD FROM NETSEARCH

In the event that a record must be removed from NetSearch (e.g. request for removal of an academic standing letter due to change in status) a request must be submitted to the Director of Academic Advising. The student Name, NSU ID, the rationale and the document that needs to be removed will be sent for review. If the document is determined that it will be removed epsquality@nova.edu will be contacted.

NEW STUDENT TO-DO CHECKLIST

Purpose

The New Student To-Do Checklist provides step-by-step instructions for students newly admitted to HCBE. The checklist contains information about registration and resources for starting their first semester. All new students will receive a copy and/or link of the checklist in the welcome email sent from the assigned advisor (see [Welcome Emails](#)). The checklist can be found at the Huizenga website (HCBE homepage → Students → Current Student Resources → Graduate → New & Re-Admitted Students. Students are to complete and/or review the checklist prior to their first advising appointment.

NSU SHARE POINT

New reports created for the Office of Academic Advising are maintained in a separate access area referred to as NSU Share Point. Presently one report is located in this area.

FINP 5001 AND QNTP 5000 GRADE REPORT

Purpose

Effective Fall 2015 (201620), FINP 5001 and QNTP 5000 implemented a grade requirement for foundation requirements before a student could be permitted to progress to the graduate level course. Students who have not met this grade requirement are required to be dropped from subsequent graduate level courses and will need to retake FINP 5001 or QNTP 5000 if a substandard grade was obtained. Access to the specific report is required by OIIT.

Process

1. Access <http://spbi.nova.edu/SBE/Reports/Forms/AllItems.aspx>
2. Select on FINP 5001 and QNTP 5000 Grade Report
3. Located on the right of the screen is a drop down box labeled term, select the term for which the review is being conducted
4. Select apply at the bottom right hand corner of the screen to populate the report
5. Once the information has generated you will be able to view the substandard grade earned by the student in the grade column
6. Select on the NSU ID to view future semester registration
 - a. If the student is registered for a graduate level class that requires the successful completion of the foundation course, access Banner to drop the student from the class and contact the student regarding the record adjustment.
7. Select on the blue arrow to navigate back to the parent report (using the back button on the browser will take you to the report menu screen).

OAA EVENT CALENDAR

The calendar is maintained from July 1st until June 30th for each fiscal year. The OAA Event Calendar is a master listing of the [various events](#) in which participation is needed by Academic Advisors. Depending on the event, advisors may be [scheduled](#) by OAA leadership or advisors will be sent a request for volunteers to provide coverage. The OAA Event Calendar can be retrieved from the shared drive: SBEAdvisors → Events → (see current Fiscal Year for listing)Program Tip Sheets

Purpose

Program Tip Sheets are additional resources for academic advisors for the purpose of program planning with students. Program Tip Sheets are updated throughout the academic year as changes are made to the graduate catalog and course offerings. The Tip Sheets are located in the Wiki and the file path is as follows: Policies and Procedures → Academic Advising → Curricular Updates → Master's Curricular Updates → Tip Sheets

https://secure.huizenga.nova.edu/canvaswiki/index.cfm/Tip_Sheets

Each program or concentration will have the following information listed:

1. Delivery modalities and sequence of course offerings.
2. Foundation courses.
3. Course substitutions (if any).
4. Unique program information (if any).

PROGRAM MAPS

Purpose

Program maps are developed through the Office of Program Management as a guide to a student's degree completion plan. Program maps are developed on the assumption that all foundation requirements have been met, therefore will require adjustment if foundation requirements must be added to the curriculum. A projection of semester offering and format is also provided.

NOTE: PROGRAM MAP IS NOT A SUBSTITUTE FOR CAPP EVALUATION TO DETERMINE DEGREE REQUIREMENTS. THE PROGRAM MAP IS A PLANNING TOOL.

Process

1. Access [Current Student Resources](#).
2. Click on Academic Information bar under Continuing Students.
3. Select Program Maps.
4. Select program.
5. Concentration options will appear if required; select concentration.
6. Program Map will download.
7. Select worksheet based upon entry semester.
8. A plan is designed for both online and ground based formats; select according to student preference.
9. Determine if plan will meet student needs (i.e. foundation requirements needed, number of credits per term, etc.).

- a. If plan will not meet student needs, discuss planning process.
 - b. If student indicates that the plan will meet their needs, encourage review of plan with map each semester of registration.
10. A grid including a projection of course offerings is located below the plan.

PROGRAM TIP SHEETS

The [Program Tip Sheets](#) is a document that is maintained regarding the changes that have occurred over the course of a program. Information regarding class substitutions, the end date of programs and additional information about graduate degree programs can be accessed in the document.

ROSTER RECONCILIATION INFORMATION

Purpose

Roster Reconciliation is a process facilitated by the Registrar's Office to administratively drop (DD) students from a course in which they have not participated. Academic Advisors should refer students to the faculty member for issues regarding roster reconciliation.

PROCESS

1. In the second week of the semester, faculty receive an email from the Registrar's Office requesting student information for those that have not attended class sessions or participated in online coursework. The report is due back to the Registrar's Office by the following Sunday.
2. The Registrar's Office notifies students that they will be dropped from the course for non-attendance unless the faculty member instructs them otherwise. Students are directed to the faculty member if they wish to remain in the class or if their name was placed on the report in error.
3. The faculty member will notify the Registrar's office if the student should remain in the class.

NOTE: There are instances in which a faculty member does not report the student to the roster reconciliation process. Should a student indicate that they have not attended a class; the advisor will need to initiate a review for educational activity. If no educational activity has been confirmed the advisor will facilitate a retroactive drop.

SCHEDULE OF CLASSES

Purpose

The HCBE Schedule of Classes is a comprehensive listing of classes offered each academic semester. The primary purpose of this resource is to provide students the CRN for registration. Though a Schedule of Classes is located in Sharklink/WebSTAR, the HCBE Schedule of Classes is the preferred resource when reviewing future classes. The Schedule of Classes is subject to change until the first day of registration for each semester.

Information located includes: location; course reference number (CRN); enrollment status; pre-requisites; class meeting day(s) and time(s); building and classroom (if applicable); and instructor. Advisors have access to this information, in addition to real-time enrollment status, on the SSASECQ screen in Banner.

How to Access the Schedule of Classes

1. Access the Current Students Resources homepage of the Huizenga website at [Current Student Resources](#)
2. Continuing Students → Registration Information → Schedule of Classes
3. Select the appropriate degree level.
4. Select the term/semester.
5. Select the part of term/semester.
6. Select location.
7. Select Prefix/Subject.
8. Locate CRN of class with Seats Available and use to register.

There may be several sections of online classes. Accounting and Tax student will need to take special note of the section in order to review chat times (see [MACC/MTAX Online Meeting Dates](#)). Note that classes in other programs may have mandatory chat sessions (e.g. QNT 5160). For in-person classes, there may be several sections of each class (Day, Evening, and Weekend).

SHARED DRIVE

The Office of Academic Advising utilizes shared drives to maintain copies of presentations, manage student data projects or taskforce projects and resources. Advisors are to have read and write access to the following shared drives:

- SBE Advisors
 - The department utilizes this shared drive to manage various administrative tasks for the department. The following tasks or projects are maintained on this shared drive:
 - Academic Standing Reviews
 - Report Reviews
 - OAA Event Calendar
 - Registration Error List
 - Commencement Petition Archive
 - Drop Withdraw Request Archive
 - Certificate Request
 - Etc.
- SBE Evals
 - This is an archival database of curriculum sheets for students that were maintained on Excel documents. The sheets are used only for reference purposes for returning students in instances where exceptions are being sought.
- SBE Orientation
 - This is an archival database containing copies of orientation presentations for the in-person orientation previously offered through OAA as well as materials utilized for the new student orientation/pre-enrollment seminar previously made available to students via Blackboard.
- Personal Titus Drive
 - This drive is generally created by OIIT when an employee begins with the institution. Documents should be saved to this personal drive as documents are maintained on a server and can be accessed at any computer where the file is mapped to the advisor's

profile. Saving documents to this personal share drive also ensures that data will not be lost in the event that a computer crashes.

STRATEGIC SUPPORT SERVICES

Purpose

NSU's OIIT Strategic Support Services (SSS) department supports staff with their technology needs and provides online training materials and hands on courses to help staff excel in their use of technology. Review hours of operation and services provided at <https://www.nova.edu/portal/oiiit/support/sss/>. You will be required to log in to access the website.

Process

1. Computer, Software or other technical issues

All NSU Computers are provided a shortcut to the NSU Service Manager on their desktop or assistance can be provided through other venues offered on their website.

2. For [attendance verification](#) requests for online classes, email sss@nova.edu

STUDENT ENROLLMENT AGREEMENT (SEA)

The Student Enrollment Agreement (SEA) has been implemented by the Office of the University Registrar as part of the registration process. All students registering for classes each semester at Nova Southeastern University must complete the SEA as part of their registration process.

The SEA requires students to agree with NSU standards and policies regarding course registration and withdrawal, financial responsibility a release of liability, and more. Registration requests submitted to advisors without completion of SEA will not be processed. For questions about the SEA, visit <http://www.nova.edu/registrar> or call the Office of the University Registrar at (954) 262-7200.

COMPLETING THE SEA

Once registration is open, student may log in to [SharkLink](#) to read and complete the SEA as follows:

1. Click on "Student tab".
2. Go to "Records & Academics" section.
3. Click "Course Information".
4. Select "Registration and Add/Drop classes".
5. After selecting the appropriate term, student will be presented with the SEA.
6. Student will accept the terms of SEA.
7. Student will complete registration or submit STF for processing.

VERIFICATION OF SEA COMPLETION

Access ROAUSDF via Banner to confirm that student has completed SEA.

1. Confirm Aid Year.
2. Enter NSU ID.
3. Go to "Block" & click on "Next".
4. Click on "Fields 321-360".
5. Locate Banner Term under Description column; confirm completion date of SEA under Value column.

STUDENT HEALTH INSURANCE

Purpose

Designated programs within NSU have been required by their Dean's to obtain health insurance to pursue the academic program with NSU. The program of study in conjunction with registration on the student account initiates the requirement for the account to be assessed the charge for student health insurance. Students in HCBE graduate programs are not required to document health insurance and so should not be charged. At times an undergraduate student may be pending conferral prior to starting the graduate HCBE program and the undergraduate record is generating the charge for insurance on the account. In the event that a graduate HCBE student receives a charge for student health insurance, members of the Enrollment Student Services team will need to be contacted.

Process

1. Email the [Assistant Director of Student Accounts](#) or the [Director of the Bursar's Office](#)
2. Provide the student name, NSU ID and contact information for the student

STUDENT RESOURCE LIST

Purpose

The Student Resource List provides contact information for NSU departments students may contact for assistance. Students who are not in good academic standing are priority recipients of this document. Student Services include:

- Mental and Physical Health
- Academic Services
 - Academic Advising
 - Library Services
- Career Assistance
- Financial Services
- Technical Assistance

To Access Document

1. Log into the Huizenga Portal.
2. Click on "Advising Wiki".
3. Select "Campus Resources".
4. Select "Student Resource List".

TRANSFER EVALUATION SERVICES (TES)

SYSTEM INFORMATION

[Transfer Evaluation Services](#) (TES) maintains two databases where information regarding undergraduate level courses taken at domestic and foreign institutions have been evaluated for NSU equivalency. The Transfer Credit System (TCS) is used to determine if the foundation requirements for Financial Accounting and Business Finance have been met. The Transfer Articulation Services (TAS) database is used to determine if the foundation requirement for Foundations of Business Statistics (QNTF 5000) has been met and contains information for all foreign institutions.

If the course equivalencies are not found in the databases, the advisor prepares:

- [Request for Transfer Course Equivalency](#) form for Financial Accounting and Business Finance
- [Graduate Transfer Course Equivalency](#) form for Business Statistics

GENERATING A TCS REPORT (ACCOUNTING AND FINANCE REVIEW)

1. Access the [Transfer Evaluation Services](#) homepage
2. Click on Transfer Credit System icon



3. Find Transfer Institution by name through search function.
4. Enter Course Code for course from undergraduate institution for NSU-equivalent course.
5. Determine if equivalent to NSU course or meets foundation course equivalent.

NOTE: If a student has taken a higher-level course from another institution than what is accepted by the college at the undergraduate level, the advisor may forward a request to the Faculty Chair to determine if the course will meet the graduate foundation requirement. If so then the class should be submitted to the transfer course department to be added to the TAS Report.

GENERATING A TAS REPORT (STATISTICS AND FOREIGN INSTITUTION REVIEW)

1. Access the Transfer Articulation Services database https://www.nova.edu/sbin/tas/tas_eq_gry.cgi
2. Locate the Transfer Institution by using the drop-down box and Submit Query.
3. Locate the Subject and Course number from undergraduate/foreign institution for NSU-equivalent course.
4. Determine if equivalent to NSU course or meets foundation course equivalent.

UPO (UNISEARCH PROCESS OPTIMIZER)

Purpose

The UNISearch Process Optimizer (UPO) houses active degree applications submitted by students in preparation of program completion and degree conferral. Degrees are conferred at the end of each month. Degree applications must be received by the 15th day of the month in order for the degree to be conferred in that same month. This database is primarily used by the Student Account Manager and serves as informational for an academic advisor.

Accessing UPO is one method to confirm that a student has submitted a degree application. The preferred method is to review the student account and locate the degree application fee (“Graduation Fee” on TSAAREV screen). A third method is to review NETSearch and look for Doc Type *DA*.

If a student submitted a degree application but never completed his/her program and is no longer active, the degree application will be removed from UPO. If the student becomes active and is eligible for conferral, contact the Student Account Manager to have the application returned to the UPO database.

To Access

1. Access the UNISearch Content Manager Menu at <http://novax11.nova.edu/> , select *UNISearch Process Optimizer*, and log in.
2. Select *DACollege* (Degree Application for College Administrators).
3. All active degree applications are listed and include the NSU ID (Banner ID), Name, Campus Code, Major, and Date the application was submitted. There are several Search features available to find a specific student.

WIKI

The HCBE Wiki is an online resource that maintains electronic documents or webpages containing training information, meeting minutes from staff meetings, resources and documents pertinent to the Office of Academic Advising. Throughout this document, links to specific areas in the Wiki can be found directing advisors to the materials needed to facilitate many of the advising responsibilities.

ADVISOR DUTIES

ACADEMIC STANDING

Students must maintain a 3.0 GPA in order to remain in good academic standing in all programs with the exception of MACC and MTAX (201620 catalog forward) who must maintain a 3.25 GPA. MACC and MTAX (pre-201620 catalog) must maintain a 3.0 GPA and have no more than two grades below a B. Academic advisors provide notification to students who are no longer in good academic standing in order to create an academic plan. The goal of the academic plan is to return the student to good standing.

NOTE: For degree conferral, no more than two grades of C in all programs (excluding MACC & MTAX).

HUIZENGA STUDENT SUCCESS PLAN (HSSP) DEVELOPMENT/ FOLLOW UP

Purpose

The Huizenga Student Success Plan (HSSP) is a tool for academic advisors to assist students to identify barriers that are preventing academic success in their coursework. The plan serves as a “contractual agreement” between the student and HCBE to follow recommendations jointly developed, which should

return the student to good academic standing. The plan must be completed, but is not limited to, at the following times:

- Continued Probation (per advisor)
- Continued Probation (per management)
- [Re-admission](#) from Academic Suspension

Process

See [HSSP](#) for instructions to complete the form. Use the talking points below:

- Discuss with student the purpose of the HSSP as a guide to develop an action plan/"contractual agreement" to return to good academic standing.
- Review SHACRSE and identify coursework with grades below "B"; determine trends (e.g. does the student seem to have difficulty with quantitative coursework?)
- Share your observations with the student to gain their perspective on the academic issue.
- Provide registration recommendations (e.g. repeating coursework, reducing course load, etc.).
- Discuss any previously shared barriers and/or provide the opportunity for the student to think about what they need to remove any barriers to success. Assist the student with developing concrete goals for improvement (i.e. a student may indicate that (s)he needs to "study more". Discuss the difference between "study more" and "study differently". Explore with the student how they study and offer tips and resources).

FOLLOW UP

- During follow up academic advising appointment, the HSSP should be reviewed with the student and progress, or lack thereof, should be noted in SPACMNT.
- If the student has not made significant progress, academic standing should be evaluated and HSSP updated if enrollment continues.

NOTES

1. Every student who has not retained good academic standing must have a history listed in SPACMNT. The format is as follows:
2. Comment Type –ASH
3. Originator – BAVM
4. Comments:
ACADEMIC STANDING HISTORY:
5. (Semester) (Academic Standing) (GPA) Ex. 201720: GPA Probation (2.5)
6. Narrative Comments – place any additional notes in this section include CONFERRAL NOTES listing: semester, class, and C grades.

NOTIFICATION OF PROBATION/ SUSPENSION

Purpose

After [reviewing](#) a student's academic standing, the advisor will notify students in the following order: 1) Student on academic probation, 2) Student is suspended, 3) Student is dismissed, and 4) Student is off probation. Notifications are made via phone and email.

PROCESS

1st Attempt

- Call Student
- Leave Message: "Hi, this message is for **Jane Doe**, this is your academic advisor **Laurie Sue**, with the College of Business. I need to speak with you as soon as possible. I will be sending a very important email to your NSU email account. Please return my call or schedule an appointment with me as soon as possible at 954-262-5067. Looking forward to hearing from you."
- Email student @ **NSU email** informing student of academic standing and dropped coursework (if necessary).
- Note SPACMNT; include copy of email

2nd Attempt

- Call Student
- Leave Message: "Hi, this message is for **Jane Doe**, this is your academic advisor **Laurie Sue**, with the College of Business. I left you a message and sent you an email on (fill in date). I need to speak with you regarding a very important matter. Please return my call or schedule an appointment with me as soon as possible at 954-262-5067.
- Email **student's personal email account** mentioning urgent matter and asking them to look at the NSU email as soon as possible.
- Note SPACMNT; include copy of email

REVIEW

Advisors notify students via phone and email, assist with [modifying schedules](#), and perform maintenance as needed in Banner.

1. Advisors will be supplied a report for review once grades are posted; instructions to complete the report are included on the worksheet.
2. For each student assigned to the advisor, the advisor will use all of the following resources to determine the student's academic standing:
 - Academic Standing History notes (if any)
 - SHACRSE (for Conferral)
 - SHATERM (GPA)
 - HLD comments (if applicable)
 - CAPP and transcript
3. Select the appropriate Decision Code on the Academic Standing report for the student's academic standing: Off Probation, Continued Probation (per advisor), Continued Probation (per management), Suspended, Dismissed etc.

4. Place academic standing history notes in SPACMNT using comment code ASH. The academic standing history should be entered separately for each semester of academic standing review. Do not update a previous academic standing history comment.
5. SUSPENSION/ DISMISSAL
 - a. Inactivate student account and delete relevant degree sequence using [Curriculum Change Form](#).
 - b. Drop student from any active courses; see [Dropping and Withdrawing Students from Classes](#)
 - c. End advising assignment in SGAADVR.

See [Re-Admitted Students](#) if needed.

ACADEMIC MISCONDUCT

Purpose

Academic misconduct is a serious academic issue and must be addressed in an efficient manner by the Office of Program Management and the Office of Academic Advising. The following outlines the communication process for notifying the Director of Advising, Academic Advisors and the Student Account Manager with the action that is to take place when misconduct must be notated on the student account. If a student earns a failing grade due to academic misconduct, the grade will [not be excluded](#) from the GPA calculation.

Process

1. Program office representative will email the student's advisor and the Director of Advising regarding academic misconduct
 - a. The Director of Academic Advising will code student's transcript with appropriate code.
 - b. The Director of Academic Advising will update the academic misconduct spreadsheet located in shared drive SBEAdvisors → Academic Misconduct → Academic Misconduct List. The spreadsheet will be accessible by the Academic Advisors and Student Account Manager.
 - c. Advisor will [drop student from future coursework](#), if the academic misconduct plan calls for suspension or dismissal.
 - d. Advisor will speak with student, clarify any of the student's questions regarding academic misconduct/plagiarism, and set up an [academic success plan](#) if applicable.
2. Program office representative will place note in SPACMNT when academic misconduct letter is mailed to student.
 - a. If there is an appeal, program office representative will note SPACMNT and send notification email to advisor and the Director of Academic Advising
3. Upon appeal outcome, program office representative will note in SPACMNT and email academic advisor and the Director of Academic Advising regarding final appeal decision.

ADMINISTRATIVE SCHEDULE CHANGES

Purpose

There are times when an advisor will modify a student's schedule without the student's request or consent. If a student is suspended or dismissed from the college, the advisor will administratively drop (DD or retro DD) the student from all active classes. If the student failed to earn the required grade in a pre-requisite class or failed a pre-requisite class or workshop, the advisor will administratively drop (DD or retro DD) the student from a course that requires the pre-requisite. This will ensure the student is not taking a class for which he/she is considered unprepared to take.

Examples include: below B in FIN 5080/5130, below B- in FINP 5001, Fail PUBP 5002, Fail PUBP 5003.

Process

1. The advisor receives notice from the OAA Administrative Coordinator, program office, leadership, determines the student is suspended or dismissed, or runs a report that requires schedule modification.
2. See [Dropping and Withdrawing Students from Classes](#).

ADVISOR OF THE DAY (AOD)

Purpose

The Advisor of the Day (AOD) is available to students with urgent needs who are unable to see their assigned advisor due to scheduling or a day out of the office. The AOD also covers scheduled appointments with students whose assigned advisor is out of the office unexpectedly. Assigned tasks by the director may also take place. AOD duty is assigned to each advisor on a rotating schedule; schedule information is located [here](#).

ALL HANDS DAY

OAA Management determines days of high volume calls and blocks academic advisor calendars, so that student appointments cannot be scheduled. During All Hands Days, students are placed in the [message board](#) ("queue") and are able to come into the office or call the office to speak with an advisor. All advisors are logged into the queue to assist with their assigned students (or students of advisors who are absent).

High volume call days are typically, but not limited to:

- The week before the start of semester
- The week of the start of semester
- The last day of the regular registration period
- The day before Thanksgiving
- The Monday after Thanksgiving
- The last week before Christmas Holiday week

ATTENDANCE VERIFICATION

Purpose

Attendance verifications are needed when students seek to [appeal](#) refund or withdrawal status from a course. The student's last day of attendance (LDA) is utilized to adjust the student record when applicable for appeals for a full or partial refund or withdrawal from a course. For the purpose of online classes, attendance verifications will assess the last day of educational activity, which cannot be determined by the last day of access to the online class. Attendance verifications are requested through the program office manager (in-person classes) or Strategic Support Services (SSS) (online classes).

Process

IN-PERSON

1. Complete an email with student name, NSU ID, Semester, Professor's Name, Course name, Course number, Course Reference Number, and section.
2. Attendance verification requests are to be sent to Program Manager assigned to the course. Refer to the [Course Management Directory](#) for the appropriate Program Manager.
3. A response will be sent by the program manager advising you of the Last Date of Attendance (LDA) for the course (obtained from the faculty member).

ONLINE

1. Complete an email with student name, NSU ID, term code, Course number, and Course Reference Number. Include "Attendance Verification Request – Student Name" as the subject line.
2. Submit request to [Strategic Support Service](#) (SSS) at sss@nova.edu
3. SSS will auto-send an email confirming receipt of the request and provide a ticket number.
4. SSS will send a PDF attachment of the Overall Summary of User Activity.
5. Forward the document to the appropriate Program Manager and request confirmation of the last date of educational activity in the online class. Note this is different than requesting the last date of activity for an in-person class. Student activity in an online class is not necessarily considered educational activity. Refer to the [Course Management Directory](#)
6. A response will be sent by the program manager advising you of the last date of educational activity.

CANCELLED CLASSES

Purpose

Periodically classes may be cancelled due to low enrollment or other reasons as determined by the Office of Program Management. The cancelled courses process outlines the communication plan to notify students of cancelled classes and remove them from closed sections.

Process

1. Program Manager determines class is cancelled. The program manager notifies students via email that the class is cancelled and to contact their academic advisor.
2. Program Manager provides notification to Advising Coordinator and leadership of cancelled course.
3. The OAA Coordinator will drop the student from the class and will call students and provide secondary notification of the cancelled class. Students will be referred to assigned advisor for further assistance or to a walk-in advisor if the assigned advisor is not available.
4. Outreach attempt by OAA Coordinator is noted in SPACMNT.
5. Academic advisor will assist student with schedule modification.

CONCENTRATION COURSES (NON-HCBE)

The Master of Business Administration degree with a concentration in Business Intelligence/Analytics (MBA in BI/A) and the Master of Public Administration with concentrations in Criminal Justice and Disaster and Emergency Management (MPA in CJ and MPA in DEM) require coursework offered through other colleges within NSU. The MBA in BI/A concentration classes (MMIS prefix) are managed by the College of Engineering and Computing (CEC). The MPA in CJ concentration classes are managed by the College of Arts, Humanities, and Social Sciences (CAHSS). The MPA in DEM concentration classes are managed by the College of Osteopathic Medicine (COM).

- Students must be apprised of the coursework required through other colleges and adhere to registration policies and procedures within the specified college.
- Students eligible for tuition awards must be submitted through [Special Rate Code](#) Submission Process.
- Seat Requests must be submitted to the Academic Advising or other specified individual in the respective college.
- Academic Advisors should check registrations to be sure coursework is [tied to Level B1](#).

COMMENCEMENT PETITIONS

Policy

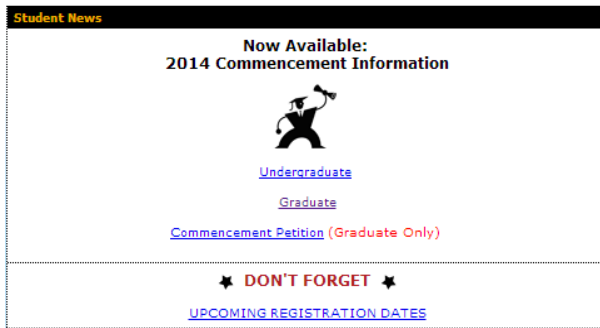
Students who have had their degree conferred in March will automatically be invited to participate in the June Commencement Ceremony. Students who have not completed their application for degree, but have finished the program as of March, will need to submit a petition so that they may be added to the commencement ceremony list. Eligibility criteria to submit a petition to participate in the commencement ceremony will be listed on the HCBE Commencement [website](#) and students will be able to submit the petition form via Huizenga Portal for consideration to participate in the ceremony.

Process

STUDENT SUBMISSION

1. Student will log into Huizenga Portal.

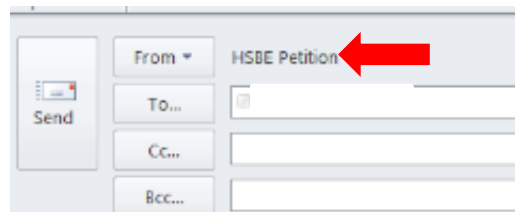
2. Student will access Commencement Petition via Student News Module.



3. Submission of Petition will be delivered to the HCBE Petition Inbox to be reviewed by all academic advisors.

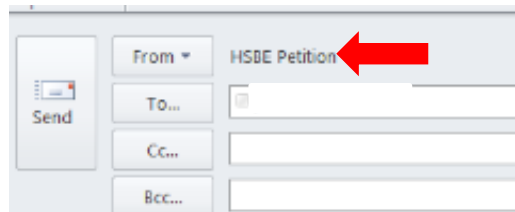
ADVISOR REVIEW PROCESS

1. Advisor will access HCBE Petition inbox located in Outlook.
2. Advisor will review petitions submitted by students who fall within the designated advisor assignment. Advisor will run CAPP report and review to verify if student has completed degree requirements or is registered for final course(s) in the winter or summer semesters.
 - a. Student Meets Criteria
 - i. Degree Application Submitted
 1. Advisor will reply to student message with the "Meets Eligibility Degree Application Submitted" message. Response will be provided to student within 48-72 business hours. Note SPACMNT.
 2. Advisor will indicate that the message is being sent from their personal account (From line should not list HSBE Petition as you do not have access to send from this account, select the drop down arrow and select your email account or enter your @nova.edu account)



3. Advisor to verify that SHADEGR is coded appropriately.
 - a. If degree sequences need to be removed, advisor will submit [Curriculum Change Form](#).
 - b. If classes need to be included or excluded on degree sequence, advisor will complete a [Degree Conferral SHADEGR Course Review Form](#).

4. Advisor will email hsbecommencement@nova.edu that the student needs to be added to the commencement list.
 - a. Advisor will indicate what degree program and sequence the student will be invited to.
 5. Advisor will move the message to the subfolder labeled “Sent to Commencement”
 6. Students will receive electronic invitation within 5-7 business days of notification by the academic advisor from the Office of the Registrar.
- ii. Degree Application Not Submitted
1. Advisor will email the “Meets Eligibility Degree Application Not Submitted” message. Response will be provided to student within 48-72 business hours. Note SPACMNT.
 2. Advisor will indicate that the message is being sent from their personal account (From line should not list HSBE Petition as you do not have access to send from this account, select the drop down arrow and select your email account or enter your @nova.edu account)



3. Advisor to verify that SHADEGR is coded appropriately.
 - a. If degree sequences need to be removed, advisor will submit [Curriculum Change Form](#).
 - b. If classes need to be included or excluded on degree sequence, advisor will complete a [Degree Conferral SHADEGR Course Review Form](#).
4. Advisor will email hsbecommencement@nova.edu that the student needs to be added to the commencement list.
 - a. Advisor will indicate what degree program and sequence the student will be invited to.
5. Advisor will move the message to the subfolder labeled “Sent to Commencement”
6. Students will receive electronic invitation within 5-7 business days of notification by the academic advisor from the Office of the Registrar.

b. Student Does Not Meet Criteria

- i. Advisor will email the “Does Not Meet Criteria” message to the student. Response will be provided to student within 48-72 business hours. Note SPACMNT.
- ii. Advisor will indicate that the message is being sent from their personal account (From line should not list HSBE Petition as you do not have access to send from this account, select the drop down arrow and select your email account or enter your @nova.edu account)



- iii. Advisor will move the petition to the subfolder labeled “Student Does Not Meet Eligibility”
 - iv. Advisor to verify that SHADEGR is coded appropriately.
 1. If degree sequences need to be removed, advisor will submit [Curriculum Change Form](#).
 2. If classes need to be included or excluded on degree sequence, advisor will complete a [Degree Conferral SHADEGR Course Review Form](#).
- c. Student degree is already conferred – in this case, reply to the student that a commencement petition is not needed and move the petition to the subfolder labeled “Student has degree conferred”.

ARCHIVING

Once the request has been reviewed and placed in the appropriate review folder, the Administrative Coordinator will copy the messages and file them in the HSBE Commencement Petition folder. The folder is located on the shared drive file path: SBEAdvisors → Commencement → HSBE Commencement Petitions → (Confirm the year that the petitions are being filed and access the appropriate folder)

DROPPING AND WITHDRAWING

Purpose

All students must drop/withdraw from their classes via Sharklink/WebSTAR or by submitting a [Drop/Withdrawal Request Form \(MDF\)](#) via the Huizenga Portal. MDFs are processed within 48 hours by the Student Account Manager. Students are able to drop classes via Sharklink/WebSTAR during the first week of the semester in accordance with the academic calendar and refund policy. In a few instances,

students will submit a Student Transaction Form (STF) to an advisor to process the drop/withdrawal: dropping the only class on file, dropping/withdrawing after the first week of the semester, or if the student has a hold (academic standing, registration etc.). As part of the Request for Exception to Policy (REP) process, an advisor may complete the STF. NSU employees are to complete the Drop Withdrawal Form or submit the STF to the One Stop Shop or regops@nova.edu. Note [administrative drops](#) do not require a Drop Withdrawal Form or STF.

After the student completes the STF, the advisor will process the adjustment, place comments in SPACMNT, and forward the STF to EPS for imaging. If a student has a special rate code, see [Dropping Class with a Special Rate Code](#). All students are encouraged to contact Financial Aid and the International Student Office, if applicable, prior to dropping/withdrawing from any class.

Process

1. Student completes Student Transaction Form (STF).
2. Confirm the request is valid.
 - a. Student is currently registered for the class.
 - b. Review the [academic calendar](#) to determine if the drop/withdrawal can be processed and which code to use (take note of the different refund policies for 0-credit courses/workshops, withdrawal dates for 8-week vs. 16-week classes, and for non-HCBE classes).
 - c. Student qualifies for a retro DD due to [non-attendance](#).
 - i. DD (100% refund) - Prior to start of the semester.
 - ii. 75 (75% refund) – first week of the semester.
 - iii. 50 (50% refund) – second week of the semester.
 - iv. WD (0% refund) – third week of the semester through published last day of withdrawal.
 - v. After published last day of withdrawal – grade earned– **INVALID REQUEST**; inform the student and note SPACMNT.
 - d. Exceptions (normally via the REP process): Advisor completes the STF for closed term appeals. Enter last date of attendance and applicable code (DD, 75, 50, WD, XD) in “Last Date of Attendance” column. If applying a [Retro DD](#), the last date of attendance must be the **day prior** to the start of the semester. If applying a [XD](#), the last date of attendance (LDA) is the date provided by the [Attendance Verification Process](#). Sign, print name, enter phone extension and date. Include in the REP packet or send directly to regops@nova.edu depending on the situation.
 - i. DD (100% refund) – After the start of the semester (retroactive DD).
 - ii. XD (100% refund) – After the start of the semester.
3. SFAREGS

- a. Enter term and Tab (2x) to the “Date” field. Enter the date for which the adjustment will be made. This should be the date indicated on the STF and be aligned with the refund codes listed above. If processing a “DD”, enter the **day prior** to the start of the term.
- b. Ctrl + Page Down
- c. Primary Level
 - i. Hold exists (common reasons include Bursar’s hold or employee hold)
 1. “*ERROR* Person has holds, cannot register. Press LIST to view.”
 2. Hit Enter or click “OK”.
 3. Locate “Holds” section at the top right corner of SFAREGS. Click on down arrow.
 4. SOQHOLD screen will show active holds. This screen is a view-only duplicate of SOAHOLD.
 5. The request must be processed by the Registrar’s office (scan and email STF to regops@nova.edu). Await notification that maintenance was performed or monitor student account.
 6. Note SPACMNT and inform the student the adjustment has been made.
 - ii. No Hold exists
 1. Ctrl + Page Down (a second time) to reach the Secondary Level
- d. Secondary Level
 - i. Hold exists (common reasons include academic probation)
 1. Message appears at bottom left of screen: “*ERROR* Academic standing/Student status prohibits registration”.
 2. Select “Student Term” tab
 - a. Student Status – must show AS (Active).
 - b. Academic Standing – must show blank, 00 (Good Standing), or AA (admitted to new program). If any other standing is listed:
 - i. Take note of the academic standing code. Type “00” in Academic Standing field. DO NOT HIT SAVE
 - ii. Click on “Registration” tab
 - iii. Ctrl + Page Down
 - iv. If applicable, use the arrow key to highlight the class
 - v. Tab (1x) to the “Status” column.
 - vi. Enter the appropriate code (DD, 75, 50, WD, XD)
 - vii. Save (2x) or F10 (2x).
 - viii. Click on “Student Term” tab and verify that original academic standing code appears. If not, change back to original code and hit SAVE.

- ix. Note SPACMNT, inform the student the adjustment has been made, and send the STF to EPS for imaging.
- ii. No Hold exists
 1. If applicable, use the arrow key to highlight the class.
 2. Tab (1x) to the "Status" column.
 3. Enter the appropriate code (DD, 75, 50, WD, XD).
 4. Note SPACMNT, inform the student the adjustment has been made, and send the STF to EPS for imaging.

NOTE: For students whose ISIRs (financial aid document) on file with NSU list the student as residents of the states of Georgia or Maryland, the states have EDs (educational agreements) that stipulate the refund schedule applicable to the drop window for students. Advisors will process drop and withdrawal request in accordance with the academic calendar regardless of the student's residence. The adjustments on the student accounts will be facilitated by the Office of the Registrar. The drop codes that will be utilized in these instances are: 9S = 90%, 7S=75%, 5S=50, etc.).

RETROACTIVE (RETRO) DD

A retro DD is an exception to the refund policy. It means that a student will be issued a 100% refund (DD) though the drop request was submitted after the start of the semester. Retro DDs are processed for several reasons:

- Schedule changes due to [academic standing](#)
- The result of a [Request for Exception to Policy](#) (REP)
- Due to suspension or dismissal
- Due to non-attendance

Follow the [Dropping/Withdrawing Student from Classes](#) procedure and use the DD code. Take note that the last day of attendance is the day prior to the start of the semester.

XD

An XD is an exception to the refund policy. It means that a student will be issued a 100% refund (XD) though the drop request was submitted after the start of the semester **and** the student attended the course (in-person) or participated (online). XDs are processed for several reasons:

- Schedule changes due to [academic standing](#)
- The result of a [Request for Exception to Policy](#) (REP)
- Due to suspension or dismissal

Follow the [Dropping/Withdrawing Student from Classes](#) procedure and use the XD code. Obtain the last date of attendance after completing the [Attendance Verification Process](#).

NOTE: if the XD code has not been enabled, contact the Director of Academic Advising or REP and Closed Term Appeal Designee for assistance.

ESCALATED STUDENT ISSUES

Purpose

To better assist students who are requesting to speak to a member of the leadership team due to an escalated student concern, messages should be directed to the Director of Academic Advising. Provide the director with a synopsis of the student issue and any research that has been conducted. This will allow a determination as to how best assist the student in resolving the situation.

Process

- Send email to Director of Academic Advising using the following criteria
 - Subject line: Escalated Student Issue followed by the Student Name
 - Body of email:
 - Student name
 - NSU ID
 - Contact number
 - Email address
 - Student's preferred method of contact if noted
 - Student concern and your relevant research or notes about the situation

FEE WAIVERS

APPLICATION FEE

Purpose

The Huizenga College of Business offers application fee waivers to designated constituents as a courtesy.

Process

1. Determine Eligibility
 - a. NSU alumni, NSU Employee, Educational Corporate Partner or Government/Non-Profit Employee
 - i. The student's name, and NSU ID will be sent to the Coordinator, Admission Operations to have the fee waived.
2. Prospective students attending a HCBE admission event are provided an application fee waiver code during the event to have the fee waived. **After the student has registered for the first course**, submit the request to the HCBE Coordinator of Admissions for processing. Include NSU ID, Student Name, Entry Semester, and eligibility reason.
3. Document SPACMNT.

Students who do not meet the criteria above, however are seeking to have the application fee waived will need to have their names forwarded to the Associate Director of Enrollment Services and the Coordinator, Admissions Operations will need to be copied on the message. If approval is granted to have the fee waived it will be moved forward for processing. If the student's request is denied the recruiter will contact the student with the decision.

NOTE: Students cannot submit an application without paying the application fee.

LATE REGISTRATION FEE

Registration dates are set for each semester and posted for student planning on the [Academic Calendar](#). Each registration period has a designated late registration period. Continuing students registering within the late registration period are assessed a \$200 late registration fee if there was no active registration. New students are exempt from the late registration period. MACC and MTAX students have different registration periods.

If a student has an extenuating circumstance, he/she may request a late registration fee waiver.

Process

1. Student submits request for late registration fee waiver and provides rationale.
2. The advisor will review the request and, if deemed appropriate, forward to the Director of Academic Advising for final review:
 - Email Subject: Registration Late Fee Waiver Petition (semester) Student name
 - NSU ID:
 - Rationale for request:
3. If approved, the Director of Academic Advising will credit the student account, note in SPACMNT and notify Academic Advisor of the decision.
4. If denied, the Director of Academic Advising will note SPACMNT and notify the Academic Advisor of the decision.
5. The Academic Advisor will inform the student of the decision and note SPACMNT.

GPA CALCULATION

Purpose

Accurate GPA calculation is important to determine academic standing.

Process

1. Identify program, catalog term and degree requirements for evaluation.
2. Determine if any secondary program exists (e.g. special record, certificate).
3. Access GPA Calculator from Wiki→Forms.

4. Enter all grades earned; if student has completed a previous degree or certificate, do not include grades used toward conferral. Ensure [HLD comment](#) exists in SPACMNT.

See [Academic Standing](#) if needed.

HCBE AND NSU EVENTS

Academic advisors participate in various events such as the Graduate Orientation for Success, Recruitment events (Graduate Admissions Day, MBA Day, etc.), Student Success Workshops, Class Visits, Cluster Visits, Late Night Hours, and NSU Commencement. Participation at these events support the student population, HCBE, and the university. Depending on the event, advisors may be scheduled by OAA leadership or advisors will be sent a request for volunteers to provide coverage. The OAA Event Calendar can be retrieved from the shared drive: SBEAdvisors → Events → (see current Fiscal Year for listing)

HLD COMMENTS

Purpose

HLD Comments are notated in SPACMNT to identify records in which a student is pursuing an additional degree or certificate once a program has already been awarded. The HLD comment signifies that an in-depth review is needed of the student's GPA as all B1 level classes will calculate into the cumulative GPA, skewing the student's academic standing in the program. The HLD comment is used to indicate a semester that an additional degree program or certificate program has been added to the record and the point in time where the GPA will need to be calculated manually for further evaluation.

Process

1. During the first semester of the student's enrollment in a program after the awarding of a degree or certificate program, access SPACMNT.
2. Enter Student NSU ID and indicate the comment type as HLD.
3. In the comment section of SPACMNT indicate the semester the program began, add a space and indicate the additional program (e.g. 201720 second degree).
4. If the student is completing a certificate concurrently with a degree program or completing multiple certificates, enter "special calculation" in the narrative comments section indicating the elements of the student's academic record that must be calculated manually for overall GPA post degree or certificate awarding.

LETTER REQUESTS

Students may request letters for various reasons to include, but not limited to: [Anticipated Degree Conferral](#), estimated cost of program, [Transient Student Letter](#), etc. Due to university regulations, certain

letters cannot be provided to students if there is a balance on the account. In addition, academic advisors are not permitted to generate letters that contain the letter grades earned in courses. Students needing documentation pertaining to grades will need to submit a transcript request to the Office of the University Registrar. Academic advisors will work with OAA leadership to draft letters and ensure proper wording and disclaimers are included in letters prepared for students. Copies of all letters must be [sent to EPS for imaging.](#)

OUTREACH

Purpose

Establishing and maintaining a relationship with one's student population is integral to the mission of HCBE. Student outreach is also completed to reinforce the partnership between student and Academic Advisor, to notify student of possible issues, to identify student concerns, provide coaching and academic advisement pertaining to a student's academic program. All outreach except email blasts should be documented in [SPACMNT.](#)

The BAC Report triggers outreach to determine the student's intent pertaining to registration in an upcoming semester.

Process

1. Advisor reviews [BAC Outreach Report - Active Students](#)
2. Filter report to view students assigned to designated advisor.
3. Review report for the following:
 - a. Non registered students (See step 4 for coding instructions) -
 - i. Code student accounts with financial holds.
 - ii. Contact students and code accounts with the outcome of outreach attempt, refer to the [Advisor Comment Key](#) for the appropriate BAC code.
 - b. Registered students (See step 4 for coding instructions) - Outreach to students who are registered who do not have a 101 code to maintain advising student relationship. After contact has been established with student, enter 101 comment on account.
4. Code student accounts:
 - a. Comment Type: BAC.
 - b. Originator: BAVM (Masters Advising) or BAVD (Doctoral Advising).
 - c. Comments: This will be a ten digit code (4 digit semester code, 1 space, 3 digit Advisor Comment code (e.g. 201330 200).
 - d. Narrative: Detailed information and or copy of email communications regarding your interactions with the student.

EMAIL BLAST COMMUNICATION

Purpose

Academic advisors are responsible for sending out mail merge messages to their students advising them of the status of registration, orientation and other important information as designated by OAA leadership. Standard messages are developed to ensure that the student population is receiving consistent information within a timely manner and standard subject lines are utilized to better identify the messages. Advisors will log the type of message sent in addition to the date and time the initial mail merge was established to provide OAA leadership with a record of when messages were sent to aid in troubleshooting student inquiries that may arise with timely notifications.

Process

1. Advisor will access SBEAdvisors → Mail Merge Blast folder.
2. Advisor will access the appropriate semester for which messages are to be sent (e.g., 201720 Fall).
3. The advisor will receive email notice of his/her day to send the email blast.
 - a. If advisor will be out of the office on the date message is to be sent, message should be sent on the day prior to leaving the office. Otherwise the advisor will request that a colleague send the message on his/her behalf.
 - b. If an advisor is out of the office for three or more days, the advisor providing admin coverage will send the message out to the student if the assigned advisor is unable to send the message.
4. Mail Merge – see How to do a Mail Merge in [WIKI Training Presentations](#)
 - a. Mass emails can only be sent in groups of 100, ideally throughout the day.
 - b. There are up to five types of email messages sent to students: Registration reminder sent the week prior to registration beginning; Registration Reminder sent two weeks after the start of registration; Registration Reminder sent the week before late registration begins; a Registered Student Reminder Notice; and, finally, a Drop Withdrawal Reminder notice. Copies of messages to be sent will be located in the designated folder.
 - c. The Administrative Coordinator will create a spreadsheet for each advisor. Each spreadsheet will separate the student population into groups up to 100.
 - d. Advisor will access the mail merge blast spreadsheet located in the semester folder and log the date and time of the initial message sent when the mail merge was generated.

WELCOME EMAILS

Purpose

Welcome emails serve as an introduction for new students to their assigned academic advisor and the department. Welcome emails will provide students with a set of instructions to orient themselves with services available to them from the Office of Academic Advising and direct them to resources necessary

for new or returning students. In order to send a welcome email you must first determine your new students. To do this you must run a report to get your new student population. Suggested run time is every 72 hours.

Process

1. Generate the report to capture new student information. See Advisor Reports – [Accepted by Decision Date Range](#).
2. Evaluate foundation course requirements; see [Transcript Evaluation](#).
 - a. MPA foundation courses are evaluated by MPA faculty. Review SPACMNT and SOATEST for notes and updates.
 - b. MACC foundation courses are reviewed by the program office manager. Review SPACMNT and SOATEST for notes and updates.
 - i. Each Friday afternoon, an email is sent to MACC program manager with a list of students that were admitted for the week.
 - ii. Admissions holds the acceptance letters for the students that are admitted during the week.
 - iii. The program manager will email admissions once the evaluation of foundation courses is complete.
 - iv. After confirmation from the program manager, the acceptance letters will be emailed to the students.
 - v. Admissions will notify advisors when evaluation has been completed. Welcome letters may now be sent.
3. Send a Welcome email – save the email templates as signatures
 - a. Open your shared drive folder titled “SBEAdvisors”, open the folder “Welcome Emails”, and select “Alpha Welcome Emails”.
 - b. Select the appropriate email based on acceptance status into the program (Provisional, Full Admit, or Conditional Admit), and program (MBA or “MACC MTAX MSRED & MPA).
 - c. Copy the welcome letter (note you may have to change any dates in the body of the letter to reflect the current semester) and update foundation course section (if applicable).
 - d. Obtain the student’s email addresses from SPAIDEN and send the email to the NSU email address and copy to the personal email address on file.
 - e. Note [SPACMNT](#) and use the BAC code 200 to denote a welcome email.

RATE CODES

Purpose

HCBE encourages students to continue their education, recognizes corporate and education partner relationships, and supports our active duty military, retired military veterans, and government employees by providing a tuition discount. Rate codes are applied to a student account to generate the discount. Foundation courses and workshops are not eligible. For a list of corporate and education partners for the current academic year, see [Master's Rate Code Sheet](#) in the Wiki.

Alumni

At the point of admission, admission staff will review record to determine alumni status and add appropriate rate code to record. If the student has multiple priorities the academic advisor of record may be contacted for additional review and assistance to facilitate the application of the award to the account. NSU alumni and partner institution alumni will receive the tuition reduction. No action is required on the part of the student.

Corporate Partners, Government Employees, and Non-Profit Employees

All employees are required to submit verification to ensure eligibility each semester for the HCBE discount. All verifications must be completed [online](#) prior to the start of the semester unless the student does not have a business email address or the company email server blocks NSU emails and is unable to receive the follow up verification message. In such instances, the student submits a current redacted paystub to the advisor (see below).

Once the online form has been submitted, students will need to complete the following steps:

- **Students with employer provided email** - complete the verification process by replying from their employer provided email address. Once verified, the Student Account Manager will apply the discount to the student record only if registered. If not registered, the Student Account Manager will document SPACMNT with comment code TAV that verification is complete and advisor will need to add rate code once student registers.
- **Students without employer provided email or are unable to receive NSU emails**– will need to provide a recent paystub within the past two weeks to the academic advisor. The advisor will email the Student Account Manager a copy of the paystub, send the paystub to [EPS for imaging](#), and note SPACMNT using the TAV comment code. The Student Account Manager will apply the discount to the student record only if registered. If not registered, the Student Account Manager will document SPACMNT with comment code TAV that verification is complete and advisor will need to add rate code once student registers.

Trouble Shooting Student Verification Issues - Common reasons why students do not get the 2nd email requesting the verification via company email address:

- Student or the company has blocked mass NSU email
- NSU email is going directly into SPAM folder
- Student submitted wrong company email address

If the student has not received the email link to click and complete the verification, email Student Account Manager to have link resent to the student's work email. Provide student's name, NSU ID, and company email address. The attempt to company email address must occur prior to seeking a redacted current paystub.

Military and Veteran Students

Students are to self-identify if they are serving or have served in the armed forces with the United States. Students on active duty will have military orders reflecting the dates of service. Active military, Reservist, Retired, and honorably discharged individuals of the armed forces will be considered for eligibility of the award. Armed forces include all branches of the U.S. military: Army, Air Force, Coast Guard, Marines, National Guard, and Navy, including Reserves and Retired.

Students must provide documentation regarding their service to their assigned academic advisor to receive the discount.

- Active military or Reservist may provide a copy of their orders or a letter from their commanding officer documenting active service term. Students who are on active duty must provide documentation every semester to remain eligible.
- Retired or honorably discharged veterans may provide a letter from their commanding officer or provide a copy of a DD214.
- Documents should be sent to [EPS for imaging](#) and a copy provided to the Administrative Coordinator so that the rate code can be applied to the account.
 - Students pursuing a HCBE degree with an external concentration (e.g. BIA, CJI or DEP) must be added to the [Special Rate Code](#) list.

ACCESSING RATE CODES

Rate codes may be accessed through the wiki at

https://secure.huizenga.nova.edu/canvaswiki/index.cfm/Rate_Codes

RATE CODE MAINTENANCE

Advisors may apply or change the rate code on a student account if the student is a NSU alumnus or alumnus from a partner institution or if the account has been reviewed by the Student Account Manager contingent upon all of the following:

- SPACMNT reflects that student has been verified for the semester in which the change is taking place.
- The change is taking place due to a change of program format, campus, or major change.
- Student was not registered at the time it was verified and record now reflects current registration.

To apply or modify a rate code on a student account

1. Log into the Huizenga Portal.
2. Click on "Advising Wiki".
3. Select "Rate Codes" → "Master's Rate Codes" → select the current rate code document

4. Confirm that student is eligible for a discount and locate the relevant rate code based on the student's program and campus. Note if the discount amount will change (e.g. change from MBA to MACC).
5. Go to SFAREGS.
6. Enter future semester & ID.
7. Verify student Name corresponds with ID.
8. Go to the next block.
 - a. If student is a NSU employee, contact the Assistant University Registrar to apply the code to the student account. The following information will need to be provided:
 - i. Student Name
 - ii. NSU ID
 - iii. Term code is to be applied
 - iv. The Rate Code to be applied to the student account
 - b. If student has a financial hold, contact the HCBE Bursar's Student Account Representative to lift the hold. The advisor will then apply the rate code.
9. Select the Curricula tab.
10. Locate the "Fee Assessment Rate" field and enter the rate code obtained in step 3 and save changes.
11. Verify rate adjustment in TSAAREV.
12. Note SPACMNT as TAV comment.

SPECIAL RATE CODES

The Administrative Coordinator is responsible for submitting special rate codes the first week of each part of the semester. Academic Advisors inform the Administrative Coordinator of all additions and deletions on an ongoing basis through the Special Rate Code Request Form located in Wiki.

Special Rate Codes will be used for:

- Active military, retired military and honorably discharged veterans. Students must submit verification of their current active duty status every semester to their academic advisor or provide documentation regarding their retired or veteran status.
- MBA-BI/A students
 - Effective 201530, all MBA-BI/A students are eligible for a reduction in tuition on concentration classes if they are corporate partners or NSU alumni.
 - The College of Engineering and Computing (CEC) does not offer tuition reduction to military students. The exception to this rule applies only to those students who are enrolled in the eArmyU/GoArmy program.

- [Dual degree students](#).
- CERT4 Students (who are grandfathered into the 50% tuition discount)
- Other Exceptions not covered by a rate code (i.e. one time tuition waiver for course)

PROCESSING DROPS

Students who have a special rate code applied to their student account will need to have their records reviewed if any classes are dropped. The discount applied must be manually reversed because it was manually added. The Student Account Manager will review drop requests submitted via the [Drop Withdrawal Form](#) and make any necessary adjustments. If the drop request is submitted via [STF](#), the advisor processing the form is responsible for reviewing the account and notifying the Student Account Manager.

VERIFICATION REMINDER OUTREACH

Two weeks prior to the beginning of the semester, the Administrative Coordinator will send an email to every student who has not completed the verification process and is registered for courses in the upcoming semester. Advisors will be notified of students contacted.

RE-ADMITTED STUDENTS

Suspended students are eligible to apply for reinstatement after their suspension period is complete. As part of the reinstatement process, the Associate Director of Enrollment will request a [Curriculum Review Form](#) from the assigned academic advisor. Upon re-admission to HCBE, the student is required to meet with an academic advisor to create an academic plan to regain good academic standing and avoid dismissal from the college.

PROCESS

1. Students that have been reinstated to the Huizenga College of Business will be included on the New Student Report and should receive a tailored [Welcome Email](#), emphasizing that the student MUST schedule an advising appointment as part of the readmission process. Students should also be directed to contact Financial Aid to determine eligibility (SAP) in case a [SAP Academic Plan](#) is required.
2. Review SPACMNT notes and approved Curriculum Review Form in [NETSearch](#) to determine if any restrictions have been placed upon student registration. Determine if an Individual Curriculum Adjustment Form needs to be completed.
3. Students must [register via STF](#).
4. A [Huizenga Student Success Plan](#) is to be completed with the student during the advising appointment and student informed that (s)he is on Academic Probation.
5. Advisor to include student on Academic Standing report for the reinstated semester. Students returning from GPA Suspension meeting GPA requirement would be indicated as "Off Probation due to grades earned 20xxx term. Students returning from 2B Suspension, and meeting GPA requirements, would be indicated as "In Good Standing".

RECORD MAINTENANCE

CAPP (CURRICULUM ADVISING AND PROGRAM PLANNING) MAINTENANCE

Purpose

As curriculum changes occur, courses are substituted or equivalencies are established for courses, a student's [CAPP report](#) may change. In order to keep the CAPP report a useful academic planning tool, the reports will need to be reviewed and updated throughout the academic year to ensure their accuracy.

In the event that there are errors on a student's report, it must be determined if the issue is specific to the student or to all students within the academic catalog. If the inaccuracy is specific to a student, submit an [Individual Curriculum Adjustment Form](#). If the inaccuracy is a global issue, a reporting tool has been created for the department and the Student Account Manager to utilize in order to communicate errors that have been identified and are in the progress of being reviewed by the appropriate parties. The purpose of the CAPP spreadsheet is to provide an overview of issues affecting the CAPP. With the spreadsheet we will be able to view trends and common issues which can be corrected by global updates and individual student issues which can be corrected with an ICAF.

Process

1. Generate [CAPP report](#).
2. Review the CAPP for total credits required for program, core, concentration and any other applicable areas on the report.
 - a. If there is an error regarding credits, document the issue on the CAPP Error spreadsheet located on the SBEAdvisors shared drive. SBEAdvisors → CAPP Issues
 - b. Save a copy of the CAPP on the shared drive as well (SBEAdvisors → CAPP Issues → CAPP Reports with the following file name
 - i. Last Name, First Name, NSU ID
3. Review the CAPP for required classes. If the courses listed are incorrect due to course substitutions or equivalencies:
 - a. Compare classes listed on the [Course Substitutions and Waivers](#) document to determine if a course is a substitution, equivalency or if an ICAF/CRF is needed.

CURRICULUM CHANGES

Purpose

During a student's tenure in a degree program they may indicate that they would like to change degree programs, concentration, or catalog. The student's record must be updated to reflect the new curriculum, which will also reflect in the CAPP evaluation.

Process

1. Advisor receives request from student to change curriculum.
 - a. Requests for changes to Master of Public Administration and Master of Science in Real Estate Development require that the student be evaluated by the faculty of the programs. A new application is not required however if approved to change into these programs admissions will assist in facilitating the record adjustment.
2. Review SHACRSE, SOATEST, and SFARHST.
 - a. Assess additional required coursework inclusive of foundation requirements, inform student, and note in SPACMNT.
 - b. Determine if student will lose credit for any completed or in-progress coursework, inform student, and note in SPACMNT.
 - c. Review student's future registration (if any). If the future course is not in curriculum of new program, student must drop the course before the change can be process. Inform student and note SPACMNT.
3. Request student submit email from NSU email account to confirm change request.
4. Enter notes in SPACMNT and include email request.
5. Submit change request:
 - a. If student does not have any active registration since entry semester, forward request to Admission office to make change.
 - b. If student has active registration since entry semester and no future registration exists (or future registration meets degree requirements of requested change), complete [Curriculum Change Form](#) and submit to DEQC for processing.
6. Enter notes in SPACMNT.

RECORD MERGE

Purpose

If a student has been assigned more than one NSU ID number, the records will need to be merged to combine all student information into one account.

Process

1. Send the request to nsudups@nova.edu to merge multiple records.
2. Include in the request:
 - a. Each ID number that has been assigned to the student. Review each record to be sure that it is a duplication (e.g. birthdate, personal information, etc.)
 - b. Indicate which NSU ID number contains the most current information and is the one that the student is using.
3. If unsure if the records are duplicates, seek assistance through nsudups@nova.edu.

SHADEGR UPDATES

Purpose

The SHADEGR screen reflects programs a student is pursuing/has pursued listed by degree sequence. Reviewing SHADEGR will determine if maintenance is needed. If maintenance is needed, the advisor will follow the steps for completing a [Curriculum Change Form](#). SHADEGR should be checked during regular student interaction. This will ensure that the student account is accurate when conferral is scheduled.

Outcome Status codes:

- “SO” – program in progress
- “PN” – degree application submitted
- “PC” – pending degree conferral (degree application approved by HCBE Dean)
- “AW” – Degree conferred
- “AC” – Certificate awarded

Process

1. Access **SHADEGR**.
2. Click on the arrow next to “Degree Sequence” to go to the secondary screen SHADGMQ.
3. **The Learner Outcome Summary** will provide a list of all degree sequences. Use the arrow key to scroll up and down to select a degree sequence. Depending on the Outcome Status, some of the columns will be blank.
 - a. Sequence Number – degree sequence number.
 - b. Outcome Status – SO, PN, AW (see codes listed above).
 - c. Learner Record Term – catalog term.
 - d. Bulletin Year – year of catalog term.
 - e. Outcome Completion Term – term degree completed.
 - f. Graduation Term – term degree conferred.
 - g. Graduation Status – CON (conferred).
 - h. Graduation Date – conferral date (appears on diploma and transcript).
 - i. Diploma Name – Name listed on diploma (per degree application).
4. The **Curricula Summary – Primary** and **Field of Study Summary** sections will reflect the program information of the degree sequence selected.
5. If additional information is needed for a specific degree sequence, choose an option below to select a degree sequence, which will return you to the SHADEGR screen -
 - a. Option 1 - Note the degree sequence number and click the “X” to the far right of the tool bar to Exit and return to SHADEGR. Enter the degree sequence number in the “Degree Sequence” field and Ctrl + Page Down. If the following message appears: “*ERROR* Student has holds which prohibit graduation-related activities.”, click “OK” and enter “Y” in “Override Hold” field and Ctrl + Page Down.
 - b. Option 2 – Use the arrow key to select a degree sequence, click on “Select” icon to the top-left of the screen, and Ctrl + Page Down. If the following message appears: “*ERROR* Student has holds which prohibit graduation-related activities.”, click “OK” and enter “Y” in “Override Hold” field and Ctrl + Page Down.
 - c. **Institutional Courses** tab– Lists all courses the student has taken. Only the courses that should be applied towards the degree sequence entered should have a check mark in the

first column, "Apply to Learner Outcome". If needed, submit corrections via [SHADEGR](#) form.

- d. **Transfer Courses** tab– Courses for which student was awarded Transfer of Credit (TOC). Only the courses that should be applied towards the degree sequence entered should have a check mark in the first column, "Apply to Learner Outcome".
- e. **Calculate GPA** icon on Learner Outcome tab– another method to obtain a student's GPA is by clicking on the sigma icon (Σ) next to "Calculate GPA" in the Learner Outcome Information box. Please note, the GPA is only accurate if the Institutional and Transfer Courses are correct.

TYING LEVELS TO COURSES

Purpose

When a Huizenga College program curriculum is comprised of classes from another college [e.g. College of Engineering and Computing (CEC)], such as the MBA with a concentration in Business Intelligence/Analytics, the advisor must ensure that the correct level is associated with the non-HCBE course. This means that the non-HCBE course will be recognized as a part of a HCBE program, which will reflect on the student's transcript and will be calculated into the student's GPA etc. This can be done at the time of registration. In the event that the level on the courses is changed, an advisor will need to update the level on the course in the current term that the class is taken.

Process

1. SFAREGS
 - a. Enter term and Ctrl + Page Down
 - b. Primary Level
 - i. Hold exists (common reasons include Bursar's hold or employee hold)
 1. **"*ERROR* Person has holds, cannot register. Press LIST to view."**
 2. Hit Enter or click "OK".
 3. Locate "Holds" section at the top right corner of SFAREGS. Click on arrow.
 4. SOQHOLD screen will show active holds. This screen is a view-only duplicate of SOAHOLD.
 5. The request must be processed by DEQC (see [Curriculum Change/DECQ Form](#)). In the "Course Level Updates" section, check the appropriate box(es) and enter "Semester(s), Course(s), action needed". Example: "201720, MMIS 0630, add level B1".
 6. Note SPACMNT.
 - ii. No Hold exists
 1. Ctrl + Page Down (a second time) to reach the Secondary Level

c. Secondary Level

i. Hold exists (common reasons include academic probation)

1. Message appears at bottom left of screen: "Student status prohibits registration".
2. Select "Student Term" tab
 - a. Student Status – must show AS (Active).
 - b. Academic Standing – must show blank, 00 (Good Standing), or AA (admitted to new program). If any other standing is listed:
 - i. Take note of the academic standing code. Type "00" in Academic Standing field. DO NOT HIT SAVE
 - ii. Click on "Registration" tab
 - iii. Ctrl + Page Down
 - iv. If applicable, use the arrow key to highlight the class
 - v. Tab (2x) to the "Level" column.
 - vi. Enter B1 (Huizenga College level)
 - vii. Save (2x) or F10 (2x).
 - viii. Click on "Student Term" tab and verify that original academic standing code appears. If not, change back to original code and hit SAVE.
 - ix. Note SPACMNT.

ii. No Hold exists

1. If applicable, use the arrow key to highlight the class.
2. Tab (2x) to the "Level" column.
3. Enter B1 (Huizenga College level)
4. Save (2x) or F10 (2x).
5. Note SPACMNT.

REGISTRATION

Purpose

All students must self-register via Sharklink/WebSTAR. However, certain conditions exist when a student must be manually registered by an advisor via [Student Transaction Form \(STF\)](#). Students who are on academic probation, registering after the registration period has ended (by exception only), or are NSU employees must be manually registered. Note that NSU employees will submit their STFs directly to the One Stop Shop (online, via fax, interoffice mail, in-person, or via email to regops@nova.edu).

NOTE: Prior to any registration through STF, the student must accept the [Student Enrollment Agreement \(SEA\)](#). Confirm if the SEA was [accepted](#).

Process

1. Student completes the SEA and STF.
2. Confirm registration request is valid.
 - a. Course(s) is part of curriculum (verify via CAPP or relevant graduate catalog).
 - b. Student is eligible to take class.
 - i. Pre-requisites fulfilled (verify via CAPP, SOATEST, SHACRSE, graduate catalog, Schedule of Classes, and/or SSAPREQ). Exception: If student has registered for a prerequisite requirement in the first part of the semester, enter override (SFASRPO) for the second part of the semester.
 - ii. Class already taken? Student may only retake if grade earned was below an A (CAPP or SHACRSE).
 - iii. Confirm registration request meets academic plan (if applicable) via SPACMNT.
 - iv. Confirm the section (e.g. DAY, Evening/Weekend) (SGASTDN for campus)
3. Confirm seat availability through SSASECQ - Secure an override from program office, if needed (see [Submitting Override Request](#)).
4. SFAREGS:
 - a. Enter term and Ctrl + Page Down.
 - b. Primary Level -
 - i. Hold exists (common reasons include Bursar's hold or employee hold)
 1. **"*ERROR* Person has holds, cannot register. Press LIST to view."**
 2. Hit Enter or click "OK".
 3. Locate "Holds" section at the top right corner of SFAREGS. Click on down arrow.
 4. SOQHOLD screen will show active holds. This screen is a view-only duplicate of SOAHOLD.
 5. Notify the student of the active hold and direct to the appropriate department (e.g. Bursar's). **REGISTRATION CANCELLED**
 - ii. No Hold exists
 1. Ctrl + Page Down (a second time) to reach the Secondary Level
 - c. Secondary Level
 - i. Hold exists (common reasons include academic probation)
 1. Message appears at bottom left of screen: **"*ERROR* Academic standing/Student status prohibits registration"**.
 2. Select "Student Term" tab
 - a. Student Status – must show AS (Active). If any other status is listed, confirm if the status is valid (i.e. student inactive due to

12 months inactivity). If valid, REGISTRATION CANCELLED.
If invalid, Update Student Status.

- b. Academic Standing – must show blank, 00 (Good Standing), or AA (admitted to new program). If any other standing is listed:
 - i. Take note of the academic standing code. Type “00” in Academic Standing field. DO NOT HIT SAVE
 - ii. Click on “Registration” tab and complete registration (Enter CRN, Tab, Save (2x) or F10 (2x)).
 - iii. Click on “Student Term” tab and verify that original academic standing code appears. If not, change back to original code and hit SAVE.
 - ii. No Hold exists
 1. Enter CRN, Tab, Save (2 x) or F10 (2x). REGISTRATION COMPLETE
5. If needed, review [Registration Errors](#).
 6. SPACMNT – make the appropriate notes.
 7. Sign and date STF. Send to EPS for imaging.

OVERRIDES

PREREQUISITE OVERRIDE (PREQ)

Purpose

Students must meet the requirements for a class in order to register. However, students may seek to obtain an override into a course for which they do not meet the requirements due to extenuating circumstances. Academic advisors will forward these requests to the Office of Program Management for evaluation and consultation with department chairs.

Process

1. Review the [Course Management Directory](#) to see which Program Manager is assigned to course. Email the appropriate program manager and provide a rationale for the student’s request.
2. Notify student of determination of request once provided by program manager
 - a. Approved Request
 - i. Enter PREQ override into SFASRPO (CRN is not required)
 - ii. Notate SPACMNT with approval from program manager and follow up with the student
 - b. Denied Request
 - i. Notate SPACMNT with denial from program manager and follow up with the student

PROGRAM OVERRIDE (PROG)

Purpose

Effective 201720 the alignment of tuition for MBA Day and the MBA program have occurred students may take classes in either format. An advisor may provide an override into a different program format if needed by the student.

Program overrides may also be granted to students seeking to take elective classes for their program. Dependent on curriculum requirements, students who are permitted to take any HCBE graduate course as an elective may do with the courses from the MPA or MS RED program. (Students changing programs from MPA or MS RED into an MBA can use previously completed classes to meet elective class options).

Process

- Advisors should take the following in consideration when making an exception:
 - a) What course is the student requesting to take outside of format?
 - b) Student's rationale for the request to take classes out of current format
 - c) Has the student been provided a previous exception?
- Advisor will make determination pertaining to program format override. Determination and communication will be noted in SPACMNT by the advisor:
 - a) Approved Request
 - Enter PROG override into SFASRPO (CRN is not required)
 - b) Denied Request – advisor notates record regarding denied request and rationale

SEAT REQUESTS OVERRIDE (CAP)

Purpose

In the event that a class is full, academic advisors can request an override to allow a student to register into a class beyond the maximum enrollment capacity.

Process

1. Determine if the student is eligible for the request. The student must meet at least one of the following criteria:
 - a. Course is needed to maintain international student status.
 - b. Course is needed for degree completion in last semester.
 - c. Course is needed to resolve academic standing.
 - d. Course is the only class available within student's curriculum.
 - e. No seats available in any other section of course.
2. Student must complete the [SEA](#) online via Sharklink.

3. Student must request registration via STF or (in rare circumstances) via email. The email must be sent from an account listed in SPAIDEN and include: Student Name, NSU ID, Semester, Course Prefix and Number, and CRN.
4. If there are ANY holds that prohibit registration on the student's account, the Academic Advisor will not submit the Seat Request until the hold has been resolved.
5. Review the [Course Management Directory](#) to see which Program Manager is assigned to course and submit the seat request with the following information:
 - a. Student Name.
 - b. NSU ID.
 - c. Student's eligibility (based upon initial review).
 - d. Course information.
6. Notate SPACMNT regarding the submitted request.
7. Notate SPACMNT based on response from Program Office Manager. Copies of emails must be included in the SPACMNT note.
 - a. Approved Request - If request for seat is approved by the program manager, advisor should enter a CAP override into SFASRPO (CRNs are needed for all CAP overrides). The student request should be processed and a confirmation email sent to the student's NSU email account. Confirmation email should include:
 - i. Class Prefix, Number and Title of the course
 - ii. CRN and format/location of the class
 - b. Denied Request - Advisor should notify student via NSU email that the class has been denied and provide alternative course option(s) (if applicable).

REGISTRATION ERRORS

Purpose

To identify courses that generate an error during the [registration](#) process and determine if the errors are valid or invalid. If the error is valid, the advisor will be able to explain to the student why the class cannot be added. If the error is invalid, the advisor will report the issue to the program office for correction.

There are many types of registration errors but advisors frequently encounter pre-requisite and program errors.

Process

1. Advisor checks SFASTCA to determine nature of the error.
 - a. Prerequisite error
 - (1) Review student record to determine if all prerequisite coursework has been satisfied.
 - (2) Review student record to determine if pre-requisite will be satisfied the first part of the semester. If so, enter [PREQ override](#) in SFASRPO.
 - (3) Review SSAPREQ and enter semester and course CRN.

- (a) Go to Section Test Score and Prerequisite Restrictions tab.
 - (b) Confirm Test Scores and Prerequisite Restrictions are correct.
 - (c) Report any discrepancies.
- b. Program Error
- (1) Review SSARRES and enter semester and course CRN.
 - (a) Go to Degree and Program tab.
 - (b) Confirm student's program is included under Program Restrictions
 - (c) Report any discrepancies.

REQUEST FOR EXCEPTION TO POLICY (REP)

Policy

Students may appeal the [refund policy](#) by submitting a Request for Exception to Policy (REP). REPs may be submitted during the semester or within 30 days preceding the last day of the semester. Students may request to [retroactively drop](#) at a 100%, 75%, or 50% refund, or withdraw from a course due to circumstances pertaining to the death of a family member/significant other, medical situation or other extenuating circumstances they may have encountered during the semester. Students are required to complete the REP form, provide a statement regarding their request, and provide supporting documentation (if applicable). A determination regarding the appeal will be provided within four weeks after the REP is submitted to the appeal committee.

Requests submitted 30 days after the end of a semester no longer fall under the jurisdiction of the Huizenga College and will be submitted to the University Appeals Committee for consideration. A determination regarding the appeal will be provided within eight weeks after the REP is submitted to the University Appeals Committee. Notification will be provided to OAA leadership who, in turn, will notify the Academic Advisor of the determination.

Process

1. See Forms – [Request for Exception to Policy \(REP\)](#) for instructions to submit appeal packet.
2. The advisor will be notified when a decision has been made (whether by HCBE or the University Appeals Committee) and take any necessary actions, which may include: updating academic standing; requesting reversals of fees; notifying the Collections department; requesting a [special rate code adjustment](#); and notifying the student of the outcome.
3. Notate SPACMNT regarding completed outreach and actions taken.

SATISFACTORY ACADEMIC PROGRESS (SAP) REVIEW

Purpose

In order for a student to receive federal financial aid for the upcoming academic year, the student must meet the requirements of Satisfactory Academic Progress (SAP) as determined by the government. If a student fails to meet SAP, he or she may file an appeal with the Financial Aid department. During the appeal process, the academic advisor may have to create an academic plan for the student. **An academic plan is needed only if it is not possible for the student to meet SAP requirements in one term.**

The Financial Aid department will notify students if they have failed to meet SAP after the annual review; the evaluation period for the Huizenga College is the fall semester (e.g. 201720) through summer semester (e.g. 201750). Therefore, SAP failure notices will start to be generated in July/August of each year.

Financial Aid also provides students a mid-year report if it is projected the student may fail SAP based upon the mid-year evaluation. Students are encouraged to meet with Academic Advisors to develop a plan to avert SAP failure at the end of the academic year. A formal appeal or SAP Academic Plan is not required however advisor should notate meeting and outcome in SPACMNT using comment code SAP.

See [Satisfactory Academic Progress \(SAP\) Academic Plan](#) for instructions.

SPECIAL STUDENT POPULATIONS

Huizenga College of Business serves a diverse population. Within our student body various groups may have specific requirements to meet or may need special requests or accommodations.

ACTIVE MILITARY

- Students that are serving in the armed forces with an active military status are eligible to receive a tuition award for coursework charged per credit hour.
 - Students must submit verification of active duty each term of registration.
 - Must provide one of the following documents:
 - Current Leave and Earnings Statement (LES) verifying Active Duty status.
 - Letter on Department of Defense letterhead from their commanding officer verifying Active Duty status.
 - Print out from <https://www.dmdc.osd.mil/scra/owa/home> verifying Active Duty status.
 - DD214 for active military
- A rate code will be applied to the account for student who have provided the appropriate documentation. A [Special Rate Code](#) must be submitted prior to the start of each semester for students pursuing the MBA BIA, MPA CJI or MPA DEM programs.
- Questions regarding special circumstances or needs, contact NSU Department of Veteran Affairs, vabenefits@nova.edu.

ATHLETES

Student Athletes may have registration holds placed on their record through the Athletic Department. Hold may be verified through SOAHOLD. It is the student's responsibility to contact the appropriate coach to lift registration holds. Advisors should make a point of discussing practice times, game dates, and any athletic-related travel or other commitments in order to avoid schedule conflicts. Advisors should

also speak to students regarding the required number of credits to maintain eligibility for participation in their sport.

INTERNATIONAL STUDENTS

- Students that are studying in the US and are not residents or citizens are identified on SGASTDN in the Additional Information Section under Citizenship. The notation will be entered in the Citizenship section as “Foreign, will study in the US” or “Student Visa”.
- International students are studying in the US with an I-20 Visa which requires the student to be registered for a minimum of 6 credit hours per semester. At least 3 credit hours must be in the ground format.
- Notify HCBE Admissions if a student requests to delay their start semester.
- If the courses for which the student is eligible are not offered in a specified term or are only offered in the online format, advisors must complete a [Graduate Full Course of Study Exception Form](#) (students seeking a certificate are do not meet the criteria for the Graduate Full Course of Study Exception).
- Request from international students to submit an email to International Students and Scholars Office (ISSO) to extend visa: Complete academic plan with student
 - Project completion term assuming coursework in plan is successfully completed
 - Send email to ISSO indicating the last date of the month of the term in which the student should complete program.
 - Copy email in SPACMNT
- ISSO should be notified of all international students that are placed on academic suspension.
- Students may be eligible to participate in CPT or OPT training experiences to gain professional experience. Students are advised of these learning opportunities at the beginning of their program. Students must proactively complete paperwork for these experiences at least a semester in advance of their anticipated participation.
- Questions regarding special circumstances or needs should be directed to ISSO, intl@nova.edu.
- One academic advisor is assigned to all international students. If a student is within an assigned population other than the specified advisor, advising assignment must be changed and SGAADV updated.

NSU EMPLOYEES

- Banner records cannot be updated by Academic Advisors; all updates are submitted via [Curriculum Change Form](#)
- Students that are employees of Nova Southeastern University are eligible for tuition remission benefits of 100% or 80%.

- Advisor can confirm tuition remission benefits through HR4U@nova.edu. Ask if employee was hired on or after 7/1/2010 to determine eligibility.
- Students receiving 100% tuition benefits (hired before 7/1/2010) are not eligible for an Alumni Award.
- Students receiving 80% tuition benefits (hired 7/1/2010 and after) are eligible for Alumni Award.
 - Complete [Curriculum Change Form](#) and enter rate code to be added in any of the open boxes on the form and submit.
- NSU Employee Students should direct any questions about their tuition waiver to Human Resources by calling 954-262-4748 or email hr4u@nova.edu
- NSU employees are eligible for an application fee waiver. Send e-mail to Associate Director of Enrollment Services after initial course registration to request application fee waiver. Include name and NSU ID number indicating employee status.
- Employees must [register via STF](#).
 - Students with academic standing holds must first submit the STF to the academic advisor in order to obtain approval for registration of the selected courses. The Academic Advisor must enter approval to override Academic Standing on the STF and forward to regops@nova.edu.
 - Students seeking an override into a course due to CAP, PREQ, PROG etc. must first speak with the advisor prior to submitting the STF to regops@nova.edu for approval so that SFASRPO can be updated to facilitate registration.

STUDENTS WITH DISABILITIES

Students who disclose medical issues that may affect their educational experience or have learning disabilities may seek exceptions through the Office of Student Disability Services. Students are required to provide documentation regarding their situation to the office if exceptions to the classroom experience are to be granted. Students must supply documentation in accordance with the guidelines of the Office of Student Disabilities. If exceptions are to be granted for a course, the Office of Student Disabilities will notify the instructor of the specified accommodations for the student. Students should review the office website located at <http://www.nova.edu/disabilityservices/index.htm>. Students may also email disabilityservices@nova.edu. To maintain confidentiality of the student referrals are to be documented in SPACMNT as “referred to appropriate campus resource”.

SUBMITTING DOCUMENTS TO ENROLLMENT PROCESSING SERVICES (EPS) FOR IMAGING

Purpose

The department of Enrollment Processing Services (EPS) manages the imaging of student documents in an electronic student file located in an online database referred to as NETSearch. Documents sent to EPS are scanned and linked permanently to a student's account. The documents will then be available electronically for NSU staff to access as needed. Forms to be sent to EPS include (but are not limited to):

- Student Transaction Form (STF)
- Curriculum Review Form (CRF)
- Transient Student Letter
- Any document that cannot be captured in SPACMNT notes

Please note that documents containing sensitive student information (e.g. REP documents) are not to be sent to EPS but will be stored by HCBE staff (see [Request for Exception to Policy](#) for more information). Each campus location will adhere to the process for their designated location.

Process

Main Campus

1. Note the NSU ID on the document.
2. In SPACMNT, note the type of document that was forwarded to EPS for imaging.
3. Locate the EPS envelope at the front reception desk in the Enrollment Services Suite, stamp the document, and place in the designated envelope.

Miami Campus

1. Note the NSU ID on the document.
2. In SPACMNT, note the type of document that was forwarded to EPS for imaging.
3. Ensure that the document has been stamped for imaging before sending to EPS.

TRANSCRIPT EVALUATION

FOUNDATION COURSE REVIEW

Purpose

Students required to complete foundation courses may enter their program of study; however, they may not enroll in graduate courses requiring a foundation requirement as a prerequisite. Foundation courses are undergraduate courses that serve as prerequisites to some of the graduate courses in HCBE graduate programs. The academic advisor is responsible for the foundation course review for all programs with the exception of the Masters of Accounting, Masters of Taxation and Masters of Public Administration Programs. A student must complete the appropriate foundation course at HCBE or as an undergraduate course at another regionally accredited institution with the required credits and grades which can be referenced in the graduate catalog. These courses must be reviewed for equivalency to HCBE undergraduate classes.

Process

1. Determine the conferring undergraduate institution via SAAADMS.

2. View the transcript in [NETSearch](#).
 - a. Unofficial copy? You can review but do not complete SOATEST until the official is received. Notate SPACMNT.
 - b. Official copy? Review the transcript(s) to determine that the student has at least three 3 credit hours in the course, grades earned are a B- or better, and degree in which course was taken was conferred within past 5 years.
 - i. Students whom have completed the accounting course at an international institution will need to provide a course syllabus to determine if the course covered GAAP information.
3. Update SOATEST (if official transcript on file).
 - a. CTRL + Page Down.
 - b. Arrow down to the first available entry line.
 - c. Enter appropriate Test Code in field by referring to the [Graduate Prerequisite Chart](#) .
 - d. Enter PASS in the Test Score field.
 - e. Enter the date that the code is being applied.
 - f. Select Save.
 - g. Notate SPACMNT regarding results of the record update.

NOTE: Students whom elect to attend another institution to complete foundation requirements after having been admitted to HCBE must send official transcripts to the college to be added to the student record. HCBE personnel are not permitted to open the transcript, this must be completed by EPS staff. Opening the transcript will result in the document being imaged as an unofficial transcript.

TRANSFER CREDIT

Graduate level credits must be evaluated on a case by case basis for students seeking to have courses from another institution brought in to satisfy curricula requirements with HCBE. The [graduate catalog](#) stipulates instances in which transfer credit cannot be brought into a HCBE degree or certificate program.

See [Graduate Transfer Course Equivalency Form](#) for instructions.

YEAR LIMIT CALCULATION

Policy

CAPP is able to read year limit on a 3-semester calendar. CAPP programming only allows year limit to be entered as a whole number. As a result, CAPP will round up to the next full year to grant an extension on a course. For example, if a student is expected to be conferred in term 201730 and the oldest course was completed in 200820, he/she would require year limit of 9 years to complete degree program in order for the oldest course to count towards program of study.

Process

See [Year Limit Calculator](#).

ADVISING INITIATIVES

SUBMISSION OF PROPOSAL IDEAS TO OAA LEADERSHIP

The Office of Academic Advising leadership team welcomes new ideas from the department regarding new initiatives or recommendations for possible improvement of existing processes and procedures. Submit any proposal ideas directly to OAA leadership.

Proposals should contain information about the proposed benefits to the department and identification of resources (i.e. personnel, technical requirements, collaboration with other departments, potential budget) required to implement the initiative.

STUDENT SUCCESS WORKSHOPS

Purpose

[Student Success Workshops](#) are offered to all students through online videos posted on the website. The workshops provide students with information and skills to address issues that may be negatively impacting their academic progress. One example of a Student Success Workshop is “Mastering Study Skills”. The workshops are accessible to students at their convenience.

TASKFORCES

There are a number of various initiatives championed by the Office of Academic Advising to support the needs of the student population and enhance productivity of the advising staff. Taskforces are comprised of working groups of Academic Advisors to carry out the initiatives identified by OAA leadership that may be short term or long term projects. Academic Advisors may volunteer or be assigned to the different taskforces within the department. A listing of the various taskforces and projects can be located on the shared drive, SBEAdvisors → Department Projects → (see appropriate Fiscal Year document for initiatives).

Participation on taskforces are taken under consideration for promotion and annual evaluation.

ADVISOR PROFESSIONAL DEVELOPMENT

ADVISOR PRESENTATIONS

Purpose

Academic advisors are encouraged to conduct scholarly research and present information that can enhance the skills of the advising department.

Process

1. Advisor submits proposal to OAA leadership. Proposals will include the following information:
 - a. Topic to be discussed
 - b. Benefit to the department
 - c. Anticipated time needed to present
 - d. Anticipated date to present to team
 - e. Anticipated resources needed
2. Outcome of OAA leadership review
 - a. If approved
 - i. Advisor develops power point presentation or handouts
 - ii. Advisor reviews materials with OAA leadership
 - iii. Advisor completes any necessary edits to presentation or handouts
 - iv. OAA leadership member and advisor to confirm presentation date and time
 - v. Advisor to collaborate with Administrative Coordinator to send invitation for presentation to advising team and confirm room location
 - vi. Advisor sends presentation to Administrative Coordinator so that copies can be produced for meeting
 - b. If not approved
 - i. OAA leadership member to engage in discussion with advisor regarding request

ADVISOR TRAINING OPPORTUNITIES

Purpose

Academic advisors are encouraged to engage in professional development activities offered through NSU or through other approved training facilities as designated by OAA leadership. OAA leadership will take into consideration; enhancement of advising skills, performance management goals, leadership development and time management skills when considering training opportunities requested by advisors. OAA leadership will take into consideration the need to be available for student appointments, various scheduled events and the budget as factors in approving or denying a request for participation in training sessions.

Process

1. Advisor will block outlook calendar for anticipated participation in training session
2. Location of session
 - a. NSU offered training
 - i. Advisor will sign up for session
 - ii. Advisor will follow up with OAA leadership to obtain approval to attend session

1. If approved attend session
 2. If not approved, notify HR to recall request for participation and remove block from calendar
- b. Outside NSU
- i. Advisor sends email request to OAA leadership containing following information
 1. Name and description of training session
 2. Date, Time and location of sessions
 3. Any associated cost with session
 - ii. Advisor will follow up with OAA leadership to obtain approval to attend session
 1. If approved
 - a. submit registration documents for training session
 - b. submit Ariba reimbursement form if there is a cost associated with training session
 - c. attend session
 - d. submit mileage reimbursement if session is not located at NSU campus
 2. If not approved, remove block from calendar

UNIVERSITY PROTOCOLS

NSU EMPLOYEE MANUAL

Go to <http://www.nova.edu/hr/index.html> on the left navigation pane select the link titled Employee Policy Manual. You will need to enter your NSU username and password to access the document.

HOW TO USE NSU'S EMERGENCY PHONES AND INTERCOMS

Sent: 07/18/2013

Sent By: Office of University Relations

Subject Line: How to Use NSU's Emergency Phones and Intercoms



How to Use a Blue Light Emergency Phone

Look for the blue light designating a Public Safety emergency telephone.

If you have a concern or question, press the red EMERGENCY button (or black CALL button) and the phone will automatically dial Public Safety.

Wait for the dispatcher to answer and then explain the reason for your call.

Your communication need not be an emergency.

A blue light will flash at the phone once the button is pushed so that responding personnel can more easily locate you.



How to Use a Classroom Emergency Intercom

To the right is a photograph of a digital intercom as installed in a typical classroom setting. The intercoms are strategically located by the instructor's podium.

Emergency classroom intercoms are a way for Public Safety to make an emergency notification or broadcast instructions to a specific classroom or building in the event of an emergency.

- The intercoms are activated on the classroom side by pressing the button once and releasing.
- A Public Safety dispatcher will reply after the button has been pressed.
- The classroom-side user does not have to press the button again to speak.



Use the emergency intercom in any situation in which you need emergency help or feel threatened and cannot safely call Public Safety (954) 262-8999 using a telephone.

The use of classroom intercoms during an emergency should be limited to those requiring immediate help. The NSU Emergency Notification System will provide critical updates.



NOVA SOUTHEASTERN UNIVERSITY
Public Safety Department
3301 College Avenue, Fort Lauderdale, Florida 33314-7796
(954) 262-8999 • www.nova.edu/publicsafety/

HOW TO REGISTER FOR SHARKPASS

Date: September 27, 2013

To: All NSU Faculty and Staff

From: Tom West, Vice President of Information Technology and Chief Information Officer
NSU Office of Innovation and Information Technology

Re: Don't get bit. Register for SharkPass today

Dear Colleagues,

OIIT is pleased to announce SharkPass, a new self-service password management system. SharkPass provides you with the ability to reset your NSU password (even if you forget it) without the aid of the Help Desk. SharkPass registration includes entering secret answers to selected questions known only to you. Once registered, you may use these answers to reset your password. Please follow the steps below to register your account with SharkPass:

For employees with NSU-Owned Desktop / Laptops, please follow the registration instructions at this link:

<http://www.nova.edu/help/nsuad/forms/sharkpass-nsu-domain-desktop-laptop.pdf>.

For employees with Personal Desktop / Laptops, please follow the registration instructions at this link:

<http://www.nova.edu/help/nsuad/forms/sharkpass-for-personal-desktop-laptop.pdf>.

To reset your password any time after you have registered, please follow this link: <http://pwreset.nova.edu>.

NSU has adopted a new [Enterprise Username and Password Policy](#) (posted on the policy website) requiring that all passwords be changed at least once a year; avoid potential password expiration problems by registering with SharkPass by October 14.

Please direct any questions or concerns to Strategic Support Services (SSS) at sss@nova.edu or (954) 262-0777.

Make sure to register your account by October 14. Never be locked out of your NSU account again!

Office of Innovation and Information Technology

3301 College Avenue, Fort Lauderdale, Florida 33314-7796
(954) 262-4944 • Fax: (954) 262-2355 • Email: TWEST@NSU.NOVA.EDU

INTERNATIONAL TRAVEL REGISTRATION PROGRAM

To: All NSU Faculty and Staff
Date: September 30, 2013
Re: International Travel Registration Program
From: Office of International Affairs

This memorandum serves as a reminder that all faculty, staff, and students traveling outside of the United States and its territories on university-related business or study are required to utilize the university's new travel registration program, effective July 1, 2013. This multi-step program has been designed to identify any health and safety issues of international travel and to ensure that staff, faculty, and students can be reached in the event of an emergency.

As per the [International Travel Registration Policy](#), faculty and staff must follow the steps below in preparation for international travel:

Complete the ARIBA travel authorization process (if applicable).

Complete the Travel Registration Process (via Florida Independent Colleges and Universities Risk Management Association, Inc. accessible from the [Office of International Affairs'](#) Web page.

Register with the U.S. Department of State Smart Traveler Program (U.S. citizens only, after all travel arrangements have been confirmed.)

Failure to complete the travel registration process will result in the non-issuance of airline tickets and denial of travel-related expense reimbursements. You must register through this process even if your airline ticket was not issued through NSU's Travel Office, Universal Travel, Inc.

To begin the travel registration process or to access information for student travelers, visit WWW.NOVA.EDU/INTERNATIONALAFFAIRS/TRAVELREG/INDEX.HTML.

For questions or assistance, please contact Elizabeth Guimaraes, Director for Risk Management, at GUIMARAE@NOVA.EDU or (954) 262-5271 or Dr. Anthony DeNapoli, Executive Director for International Affairs, at DENAPOLI@NOVA.EDU or (954) 262-8733.

LIGHTNING WARNINGS ON MAIN CAMPUS

Sent: Monday, June 24, 2013

Sent By: Office of University Relations

Subject Line: NSU to Broadcast Lighting Warnings on Main Campus

Florida is the lightning capital of the United States and our region experienced an active storm season last year. Please note that all severe weather alerts are made available to the NSU community via the NSU [Emergency](#) web page and the NSU [Hurricane](#) web page.

Effective Wednesday, June 26, the university will begin to broadcast "Lightning Warning" and "Lightning Warning-All Clear" messages on the main campus utilizing the public address giant voice speakers on NSU athletic fields, as well as over a strategic number of Blue Light Emergency phones and SharkTube video displays on main campus and Rolling Hills.

Please take the time to review the Personal Lightning Safety Tips below:

Personal Lightning Safety Tips

PLAN in advance your evacuation and safety measures. When you first see lightning or hear thunder, activate your emergency plan. Now is the time to go to a building or a vehicle. Lightning often precedes rain, so don't wait for the rain to begin before suspending activities.

IF OUTDOORS...Avoid water. Avoid the high ground. Avoid open spaces. Avoid all metal objects including electric wires, fences, machinery, motors, power tools, etc. Unsafe places include underneath canopies, small picnic or rain shelters, or near trees. Where possible, find shelter in a substantial building or in a fully enclosed metal vehicle such as a car, truck or a van with the windows completely shut. If lightning is striking nearby when you are outside, you should:

Crouch down. Put feet together. Place hands over ears to minimize hearing damage from thunder.

Avoid proximity (minimum of 15 ft.) to other people.

IF INDOORS... Avoid water. Stay away from doors and windows. Do not use the telephone. Take off headsets. Turn off, unplug, and stay away from appliances, computers, power tools, and TV sets. Lightning may strike exterior electric and phone lines, inducing shocks to inside equipment.

SUSPEND ACTIVITIES for 30 minutes after the last observed lightning or thunder.

INJURED PERSONS do not carry an electrical charge and can be handled safely. Apply First Aid procedures to a lightning victim if you are qualified to do so. Call 9-1-1 or send for help immediately.

KNOW YOUR EMERGENCY TELEPHONE NUMBERS. CALL 9-1-1 FIRST, then NSU PUBLIC SAFETY at (954) 262-8999.

For additional information, please visit www.nova.edu/publicsafety/forms/hurricane_brochure.pdf

WORKER'S COMPENSATION BENEFIT

Sent: Wednesday, December 18, 2013

Sent By: Office of University Relations

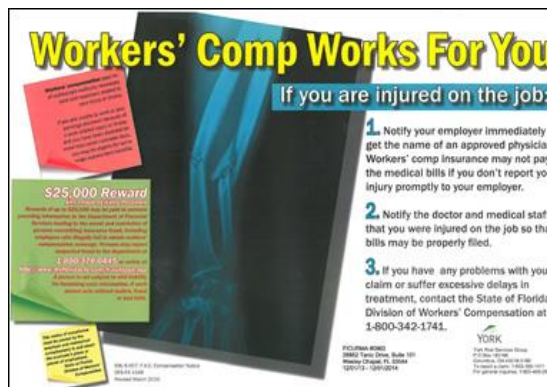
Subject Line: Worker's Compensation Benefit – Changes to Third Party Administrator

Unable to view the enclosed flyer? Please [click here](#) to view the PDF version.

Please Note: You must have [Adobe Reader](#) installed on your computer in order to view the PDF version.

We are pleased to advise that The Florida Independent Colleges and Universities Risk Management Association (FICURMA) has selected York Risk Services as their third party administrator (TPA) effective December 1, 2013. York Risk Services will handle NSU's workers' compensation claims. All correspondences, communications, telephone calls, and medical bills should be sent to York Risk Services at the below mailing address.

York Risk Services
P.O. Box 183188
Columbus, OH 43218



FICURMA, York Risk Services and Your local Risk Management Office are working closely together to support effective management of all workers' compensation claims. Employees with questions may contact the Office of Risk Management (NSU) by telephone at (954) 262-5404 or send an e-mail to risk@nova.edu.

Please replace your old workers' compensation poster with the attached document ([click here](#)).

NSU CRISIS RESPONSE AND EMERGENCY MANAGEMENT TASK FORCE

To: All NSU Employees
From: George L. Hanbury II, Ph.D.
Re: NSU Crisis Response and Emergency Management Task Force
Date: March 7, 2014

The safety of everyone on NSU campuses is our highest priority.

A number of months ago, we established the NSU Crisis Response and Emergency Management Task Force. Their mission was to look at the process by which we keep students, employees and guests safe on our campus proactively or in the rare cases of an emergency. This includes the ability to quickly and reliably communicate with each and every employee at a moment's notice when their safety might be at risk through a new emergency response system.

In order to activate the new emergency response system, we need each employee to provide us with their Personal Emergency Contact Information to be used only when absolutely necessary. I can assure you this information will be kept secure and not provided to any other source. Please register now to help us protect you, your friends, and perhaps even your families.

To register your information or to check and update your existing contact information, simply click on the link below.

<http://www.nova.edu/emergency/notification/registration-process.html>

I ask that we attain 100% compliance with this request. Those that cannot receive emergency contact messaging because they have not registered put the rest of us at risk.

I sincerely appreciate your prompt attention to this registration process. Please help us keep everyone safe on NSU's campuses.

OFFICE OF THE PRESIDENT

3301 College Avenue • Fort Lauderdale, Florida 33314-7796 • (954) 262-7575 • Fax: (954) 262-3800 • Email:

HANBURY@NOVA.EDU

SERVICE ANIMAL POLICY

From: Arlene Giczowski
Sent: Friday, March 07, 2014
Subject: Service Animal Policy
Dear Colleagues,

I wanted to make you aware that our policy regarding service animals on campus has been published to the website for the Office of Student Disability Services. Please review the policy and share with your respective departments and relevant staff, including those who interact with public patrons, to assist us with keeping the university in compliance with the ADA. The policy is available for review at

http://www.nova.edu/disabilityservices/forms/service_animals_policy.pdf

Please let me know if you have any questions regarding the policy or with service animals in general. Thank you in advance for your assistance and cooperation.

Respectfully,

Dr. Arlene Giczowski

Director, Student Disability Services

Nova Southeastern University

(954) 262-7189

<http://www.nova.edu/disabilityservices>

EMAIL CONFIGURATION CHANGE

From: Exchange Online Admin

Sent: Friday, September 18, 2015 4:00 PM

Subject: Email Configuration Change



Email Configuration Change

SCOPE OF WORK:

In an effort to reduce the amount the blacklisting of our NSU domain, OIIT will be implementing throttling rules on our email system. This will allow OIIT to throttle the amount of messages being delivered thus alleviating our exposure to being placed on blacklists. These blacklists prevent legitimate messages from being delivered. This will only affect individual mailboxes within Exchange.

The throttling rules are below:

10 messages per minute

100 individual recipients or distribution lists per message

500 unique recipients or distribution lists per day

WHEN:

Friday, September 18th, 2015

TIME:

10:00 PM to 2:00 AM

SEVERITY OF IMPACT:

Low

ANTICIPATED IMPACT:

During the maintenance window, you will not experience any issues with mail flow.

WHO TO CALL:

If you have any questions or concerns, please direct them to sss@nova.edu or extension 20777.

Thank you for your cooperation!

TITLE DIRECTORY

Title	Name
Administrative Coordinator	Georgette Peart
Assistant Dean, Graduate Affairs (ADGA)	Steve Harvey
Assistant Dean of Student Affairs	Aarika Camp
Assistant Director Student Accounts	Cassandra Lee
Associate Director of Enrollment Services	Zeida Rodriquez
Coordinator, Admissions Operations	Diana Badillo
Director of Academic Advising (DOAA)	Sarah Vielot-Pierre
Director of Bursar's Office	Barry Fennell
Director, Student Disability Services	Jennifer Wilson
Faculty Chair	See Course Management Directory
HCBE Financial Aid Counselor	Janet Hardrick
Program Office Manager	See Course Management Directory
REP & Closed Term Appeal Designee	Fran Parker
Student Account Manager	Kristen Willford