



# Policy and Procedure Manual

H. Wayne Huizenga College of Business  
Office of Academic Advising



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## OFFICE OPERATIONS

### OFFICE SECURITY

1. When entering or exiting the side door, make sure it is closed after you so that no one can enter without card access. You may want to pull or push it shut to save time.
2. If an individual is in the suite and unaccompanied by a staff member, politely inquire if you may assist them and accompany the individual to the requested office or out of the suite.
3. If you are working late and someone you do not know enters the suite, call Novalert immediately. It is not your responsibility to check the suite or determine identification. Please be safe.
4. Please do not bring your students in or out of the side door. Side door is for staff only.

### EMERGENCY PROTOCOL

NSU provides emergency preparedness information its Emergency Information website located at <https://www.nova.edu/emergency/notification/index.html>. Staff are encouraged to review the Emergency Preparedness and Response Training video.

### 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.
    - i. When late nights are in effect the calendar will be blocked from 8:30am – 7pm.
  - 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: administrative duties, and/or events you are scheduled to attend.
  - d. For leave requests fewer than three (3) days, no coverage is required unless the department is operating on an all hands schedule.
  - e. Coverage must be secured if you are requesting a day that falls on an event you are scheduled to cover or if it your assigned AOD day.

2. Access the [SharkTime Navigator](#).
  - a. Enter Username and password.
  - b. See instructions at [Employee – Requesting Time Off](#). Enter coverage assignments in the “Notes (optional)” section before submitting for review. For example, “Mary Business 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 to the Director 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. In addition, an administrative coverage reminder will be sent to individuals responsible for coverage, OAA director, and support staff.
- Request denied- the Director 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, (s)he 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 8:00 a.m. 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.

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## 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. For both "Inside My Organization" and "Outside My Organization", enter an out of office message. Advisors will use the set out of office message outlined below:

Hello,

Thank you for your email, I will be out of the office as of \_\_\_\_\_ and will return on \_\_\_\_\_. Upon my return to the office I will follow up with you regarding your message.

Below I have listed some common resources that you may find helpful:

**Degree Works:** Listing of your classes to complete your program. Will show completed courses with grades and will show remaining courses <https://dw.nova.edu/Dashboard/dashboard>

**Graduate Resource Page:** Provides information regarding registration, university resources, student forms through important information for graduation and degree conferral  
<https://sharklink.nova.edu/web/sb/graduate-resources>

**Video Resources:** Informational videos regarding; university platforms, writing and research resources, and registration information <https://www.business.nova.edu/current-students/video-resources.html>

**Academic Calendar:** List important registration start and deadline dates, late registration fee dates and university closures <https://www.business.nova.edu/current-students/academic-calendars.html>

**Academic Catalog:** Provides information regarding Huizenga College policies and who to contact for assistance <https://www.business.nova.edu/current-students/catalogs.html>

Best Regards,

(Advisor name)

(Advisor Title)

Huizenga College of Business

Office (954) 262- (be sure to include your direct line)

(your email)

Graduate Resource Page:

<https://sharklink.nova.edu/web/sb/graduate-resources>

Graduate Student Website:

<https://www.business.nova.edu/current-students/graduate.html>

H. Wayne Huizenga College of  
Business and Entrepreneurship  
NOVA SOUTHEASTERN UNIVERSITY

**NSU**  
Florida

6. Click OK.

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## RESPONSE TIME

The standard response time to answer an email is 24-48 business hours. During high peak period such as the start of a semester responses may be provided within 72 business hours however every effort must be made to provide a student with an accurate and thorough response ASAP.

## NSU SERVICE MANAGER

OIIT implements 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 the [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), 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 8:30 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 (1.5 hours per day excluding AOD days).
4. Block calendar for daily lunch hour.
5. Block 4 hours of call out time to occur throughout the week.
6. Block calendar for events after sign-up.

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## ADMINISTRATIVE (ADMIN) TIME

Administrative time should be scheduled for 2 hours a day (excluding AOD days) and should not occur more than 3 days in a given week between the hours of 4 p.m. – 5 p.m. There is a half hour block scheduled from 8:30-9am and another hour and a half scheduled throughout the day. The additional hour and a half cannot be scheduled as a solid block of time, though an hour of time can be scheduled as one session. 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. As department meetings or training are scheduled, advisors should monitor their schedule and modify admin time as needed.

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## ADVISOR OF THE DAY (AOD)

[Advisor of the Day \(AOD\)](#) designates an advisor for a day to manage calls that come into the queue. On the assigned day, the advisor will have a lunch hour blocked no additional duties should be scheduled for this day with the exception of staff meetings or other assignments as determined by leadership.

### Process

1. Access the SBE Advisors shared drive→Events→OAA Late Night and AOD Schedule (current year).
2. Admin Coordinator will assist with blocking outlook calendar for each advisor.
3. Lunch hour is scheduled from 12:00 – 1:00
4. Coverage is required for assigned days if seeking time out of the office; do not switch AOD assignments.

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## EVENTS

### Purpose

Advisor coverage for [events](#) is booked individually or as a group by the OAA Administrative Coordinator of Front Desk Operations. 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 of Front Desk Operations).
5. Coverage is required for event days if seeking time out of the office.

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## 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 to ensure adequate coverage for the OAA.

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## 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.
  - a. If the Enter key is hit instead of the Tab key an error message will generate indicating no advisor could be found for the student.
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".

**NOTES:**

- 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).
- Undergraduate students seeking to pursue their graduate studies with HCBE will not be able to schedule an appointment via the Huizenga Portal. Appointments must be made manually directly on the outlook calendar.

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## 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 within the training Manuals [link](#).

## 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 <https://www.nova.edu/telecom/voicemail/index.html>. You will be able to log in for the first time and set up your account.

NSU Voice Mail may also be retrieved through the web interface located at <http://voicemail.nova.edu>

## 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

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### 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/>

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### 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/>

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### 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.

## CONFERENCE ROOM RESERVATIONS

1. Conference Room 1078: Submit request to Administrative Coordinator of Front Desk Operations with information below:

- Date
- Time
- Title
- Contact Person
- AV Equipment Request

2. All other conference/classrooms: Submit request to Administrative Coordinator of Front Desk Operations with information below:

- Date
- Time
- Title
- Contact Person
- AV Equipment Request

## MAIL PROCEDURE

### POSTAL MAIL

Any items that will need to be sent via United States Postal Service will need to have a department code on it. Please bring your letters to the Administrative Coordinator to the Director so that a code may be placed on the letter(s) for you. In the event that you send out a letter that does not have a code the Mailroom will send it back to the department, which will cause a delay.

Should you need to send anything internationally, that should be brought to the attention of the Director for mailing approval. If approved, it will then be forwarded to the Administrative Coordinator to the Director.

### INTEROFFICE MAIL

Mail being sent to other NSU personnel can be sent via interoffice mail. Staff will use the standard yellow envelopes to direct documents to other personnel. See front desk staff in the event that we are out of the standard yellow envelopes. Envelopes can be left at the front desk for delivery to the mail room at the end of the day. Should you need to send the envelope out earlier in the day you may personally deliver the envelope to the mail room.

### 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.

Items being sent for imaging will be placed in the teal envelopes kept at the front desk. Once placed in the envelopes front desk staff will direct the team interoffice envelopes to the imaging department at the end of each day. If there are no teal envelopes alert a member of the front desk so that they can be ordered. At no time should documents that require imaging be placed on the standard yellow envelope as they will not make it to the imaging department.

### **Process**

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 with the image only stamp, and place in the designated envelope.

## **OFFICE AND OPERATIONAL NEEDS**

Request for needs such as furniture, phone, computer, etc. should be directed to the Administrative Coordinator to the Director. The coordinator will work with you and the appropriate personnel to address your needs. The approval for request will also be evaluated by the Director of Academic Advising

Office supplies are available in the supply closet located next to the kitchen. Contact the Administrative Coordinator to the Director for the key. Request for supplies unavailable should be directed to the Administrative Coordinator to the Director.

## **PHONE USAGE**

NSU phones are to be used for business related calls only. If you occasionally need to make or receive a brief personal call on the phone because your cell phone does not work, that is acceptable. However, under no circumstances should the phone be used for personal long distance and/or international calls. Our department is charged for these calls and the Director of Academic Advising will receive a phone log report.

## **ADVISING RESOURCES**

### **ACADEMIC ADVISING ONLINE CENTER**

#### **Purpose**

The Academic Advising Online Center provides students with access to a non-CRN based class within CANVAS the learning management system (LMS) to provide students with access to program information, access to specialized presentations, introductory videos from the academic advising team staff, and FAQ about HCBE and NSU.

### **Process**

1. The course is accessed via CANVAS within SharkLink.
2. Students are added to the class by the Academic Advising Online Center Administrator or the designee.
3. New students for a future semester that has not yet begun will be added to the course to be determined.
4. The course is reviewed at the end of each semester to remove students whose status has become inactive.

To maintain the Academic Advising Online Center, the Academic Advising Online Center Administrator will access the corresponding manual (at this time pending development).

## ACADEMIC CALENDAR

### **Purpose**

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

1. Registration Dates: Full and parts of semester registration dates as well as the start of late registration
2. Term/Semester Dates: The start of classes
3. Add Drop, Drop and 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**

5. The calendar is located at <https://www.business.nova.edu/current-students/academic-calendars.html>

## ACCESSING YOUR DESKTOP REMOTELY

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### 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.

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## 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".

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## 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.

## ADVISING SYLLABUS

An advising syllabus was developed in 2018 to detail out the expectations of students and advisors within the advising partnership. The syllabus can be accessed through the [Graduate Resource Page](#) located in SharkLink.

## 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. Below is a listing of some screens a listing of Banner screens and how to navigate them can be located at

[https://secure.business.nova.edu/canvaswiki/index.cfm/Banner\\_Documents](https://secure.business.nova.edu/canvaswiki/index.cfm/Banner_Documents)

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## SCREENS

SGASTDN	Program information, discount, campus location
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	Prerequisite 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
SFASTCA	Registration transactions
GEIIDFN	Screen that allows you to enter Banner screens into the shortcut area

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## QUERY

You may search for information within Banner in two ways:

- Using the wildcard symbol/percentage sign (%)
  - 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 Filter
  - Enter the data you are searching for in the field
  - Select “Go” to populate information

---

## EXPORT DATA

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

1. Select Tools at the top of the screen
2. Select Export

3. Review information in spreadsheet

NOTE: This is helpful when reviewing financial transactions from TSSAREV or for viewing the roster of a course.

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## 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 the search field and select ENTER.
2. Enter NSU ID.
3. Select "Go"
4. Insert a new record: Arrow to the end of the record
5. Enter the Comment Type using the table below.
6. Originator: BAVM (HSBE Masters Advising).
7. Enter Comments using the table below.
8. Narrative Comments: Copy of sent email and additional information.
9. Save the entry

Comment Type		Comments
<b>100</b>	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>
<b>BAC</b>	HCBE Advisor Comment	Semester *space* BAC code (see <a href="#">BAC Comment Key</a> ).  <i>201620 101</i>
<b>ASH</b>	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)
<b>SAP</b>	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</i> <i>Semester 1: 6 credit hours, B needed in both, 2.9</i> <i>Semester 2: 3 credit hours, A- and B needed, 3.0</i>
<b>TAV</b>	Tuition Award Verification	<b>All rate code activity</b> (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>
<b>HLD</b>	Registration Hold Comment	Semester: "Student started [2 <sup>nd</sup> degree, 3 <sup>rd</sup> degree etc., graduate certificate].

		201720: Student started 2 <sup>nd</sup> master's
<b>BPR</b>	Prerequisite Review	<p>Prerequisite Course Review</p> <p><b>Satisfied Requirements</b></p> <p>Degree Conferred ____ (indicate year of conferral).</p> <p>Student completed (accounting, finance, stats) with grade of ____ from _____ in ____ (indicate year)</p> <p>Student completed (accounting, finance, stats) with grade of ____ from _____ in ____ (indicate year)</p> <p>Student completed (accounting, finance, stats) with grade of ____ from _____ in ____ (indicate year)</p> <p><b>Unsatisfied Requirements</b></p> <p>Degree conferred ____ (indicate year of conferral).</p> <ul style="list-style-type: none"> <li>• Time frame exceeded for foundation requirements.</li> <li>• Student completed (accounting, finance, stats) with grade of ____ from _____ in ____ (indicate year)</li> <li>• Student completed (accounting, finance, stats) with grade of ____ from _____ in ____ (indicate year)</li> <li>• Student completed (accounting, finance, stats) with grade of ____ from _____ in ____ (indicate year)</li> </ul>

**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 the search field and select ENTER.
2. Enter NSU ID.
3. Select "Go".
4. Select Filter.
5. Enter Comment Type (listed in table above) and/or Originator (BAVM).
6. Select "Go" to search for content.
7. Scroll through the record to view history of only the Comment Type entered.

## CAMPUS RESOURCE OFFICES

### BOOKSTORE

Upon registering for classes NSU students should visit the NSU bookstore site at <https://nsubooks.bncollege.com/shop/nsu/page/find-textbooks> to place the order for their text books as well as purchase any school supplies. Students can also purchase NSU branded items from the bookstore.

### BURSARS

Upon registration tuition and fees are due, however students have within 30 day from the start of the semester in order to resolve their balance on their account. Students (with the exception of international students) may seek a payment plan for a semester should they need assistance with making payments for their fees, students can retrieve information for the Bursar's office by going to <https://www.nova.edu/bursar/index.html> Inquiries regarding payment plans can be directed to [paymentplan@nova.edu](mailto:paymentplan@nova.edu). Request for invoices and assistance can be directed to [studentaccts@nova.edu](mailto:studentaccts@nova.edu)

### 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>.

### COUNSELING

NSU's counseling services are provided through Henderson Mental Health. Students are granted 10 session in each semester for which they are enrolled. Students are encouraged to visit <https://www.nova.edu/healthcare/student-services/student-counseling.html>

### DEBT MANAGEMENT

NSU's office of Debt Management provides students guidance on how to manage their debt and responsible student loan borrowing. Students are encouraged to review debt management resources located at <https://www.nova.edu/financialaid/debt-management/index.html>

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## DISABILITY SERVICES

Students seeking academic accommodations due to a learning disability are encouraged to consult with the Office of Student Disability Services so that the required documentation can be submitted and evaluated to determine what accommodations may be able to be put into place for a course <https://www.nova.edu/disabilityservices/index.html>. Students should initiate the process prior to the start of the semester to allow enough time for processing of their file.

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## FINANCIAL AID

The Office of Student Financial Assistance oversees the disbursement process for Financial Aid. Students will need to complete a FAFSA form in order to be eligible to receive financial aid funding. <https://www.nova.edu/financialaid/index.html> Students financial aid funding is based on their priority 1 degree program as outlined on SGASTDN. Graduate students in the college of business are required to enroll in a minimum of 6 degree applicable credits in order to receive financial aid funding. Students should be cognizant of how repeating a class may impact their financial aid eligibility.

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## LIBRARY

HCBE students may access resources through the library by visiting <https://sherman.library.nova.edu/> Students have access to interlibrary loan, Linked in Learning, Research Databases, Business Library Guides and many other resources.

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## OFFICE OF INTERNATIONAL AFFAIRS

The Office of International Affairs oversees services for international students and students seeking to study abroad. Students are encouraged to visit <https://www.nova.edu/internationalaffairs/index.html>

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## REGISTRAR

The University Registrar oversees the student record and compliance with federal regulations. Grades can only be disbursed through an unofficial transcript or through an official transcript request. Students seeking to process a name change may submit appropriate documentation and forms to have their records updated. Students seeking enrollment verification can do so through the university's self-service process located at

<https://www.nova.edu/registrar/index.html#FreeStudentSelfServiceProvidesProofofEnrollment2>

Additional services available through the Registrar's office can be located at <https://www.nova.edu/registrar/index.html>

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## REQUESTING NSU TRANSCRIPTS

Students wishing to request a transcript can do so through SharkLink. Students may obtain information on the process and associated fees by going to <https://www.nova.edu/registrar/services/transcript.html>

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## STUDENT HEALTH INSURANCE

Students who register for courses are automatically assessed a fee for health insurance. Students who have their own insurance may submit a waiver request by the deadline outlined on the website and may be granted a waiver if their personal insurance meets the criteria outlined by NSU. Students should visit <https://www.nova.edu/bursar/health-insurance/index.html> for more information on the health insurance program.

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## WRITING CENTER

NSU's writing center provides students with consultation on writing assignments. Students should visit for <https://www.nova.edu/wcc/index.html> more information.

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## VETERANS RESOURCE CENTER

NSU has a strong relationship with it's military serving students. The Veterans Resource Center connects veterans and currently servicing military affiliated students to various services available across campus. Students should visit <https://www.nova.edu/veterans/index.html>

## CLASS PREFIX AND NUMBERING COMPARISON LIST

Over the years HCBE has changed the prefix and course number of several classes. A listing of classes can be found at <https://www.business.nova.edu/masters/curricula/all-courses.pdf>. Course equivalencies can also be found in Banner by going to SCADETL. Only classes listed on SCADETL as equivalencies can be processed through the Registrar's Office with a [Repeated Course form](#) for an include exclude.

## COURSE SUBSTITUTION AND WAIVERS

A listing of substitutions based on completed degree or course work completed that may be applied to a change of program of study can be located by visiting the [wiki](#) page.

## COURSE WIZARD

### **Purpose**

Course Wizard is a comprehensive listing of classes offered each academic semester. The primary purpose of this resource is to provide students the CRN for registration, course offerings and seat availability. Though a Class Search is located in Sharklink, Course Wizard is the preferred resource when reviewing future classes. Course Wizard is subject to change until the first day of registration for each semester.

Information located includes: location; course reference number (CRN); enrollment status; waitlist 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 SSASECQ a Banner screen form.

### **How to Access Course Wizard**

1. Access the Current Students Resources homepage of the Huizenga website at [Current Student Resources](#)
2. See section titled Registration Information
3. Then click on [Course Wizard](#)
4. Select the appropriate degree level, Graduate Courses.
5. Select College
  - a. Huizenga College of Business and Entrepreneurship
  - b. MPA CJI to identify CJI classes student will select the Fischler Col Ed & Sc Crim Just
  - c. MPA DEM to identify DEM classes student will select the College of Osteopathic Medicine
6. Select degree level
  - a. Masters
7. Select the semester.
8. Select the part of term/semester.
9. Select Subject
10. Select location optional.
  - a. Option exist to search for online only courses
  - b. Location option exist to search for campus locations for classes
11. 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](#)). For in-person classes, there may be several sections of each class.

## **DEFERRED PAYMENT PLAN REFERRALS**

### **Purpose**

The Accounts Receivable department in the Bursar's Office offers deferred payment plans to HCBE students excluding International Students. The student will be able to pay the balance due over a period of time instead of in one lump sum. 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 revised 10.13.17”; send copy to student.
5. Refer to Bursar’s Office to complete process.
6. Note in SPACMNT.

## DEGREE WORKS

### **Purpose**

Degree Works (DW) 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 - 201850, DW will not reflect prerequisite requirements. DW allows for the view of a listing of the curriculum, the ability for an advisor to build a degree completion plan, and what if abilities to view options for an alternative curriculum. As DW audits contain grades copies of the document cannot be printed and shared with the student.

Additional details on DW can be retrieved at <https://www.nova.edu/registrar/degreeworks.html>

To access the audit go to <https://dw.nova.edu/Dashboard/dashboard>

To access resources on developing an educational plan and the basic of Degree Works go to [https://secure.business.nova.edu/canvaswiki/index.cfm?event=Main&path=Degree\\_Works](https://secure.business.nova.edu/canvaswiki/index.cfm?event=Main&path=Degree_Works)

The DW team can be contacted by sending an email to [ESSDWAudit@nova.edu](mailto:ESSDWAudit@nova.edu).

### **PROCESS**

#### *Individual Adjustments*

At times it may be necessary to submit a curriculum petition for a student so that the curriculum may be modified. Petitions will only be submitted if the change to the curriculum is specific to an individual student through the petition request within the student’s audit.

#### *Global Adjustments*

If multiple students will be impacted by a curriculum change, for example a retroactive course substitution, the Director of Academic Advising will work with the Degree Audit team to adjust prior catalogs with the substitution. Advisors will report global adjustments needed by logging request on the Degree Works Error log located on the Share Drive by going to SBEAdvisors → Degree Works Issues → Degree Works Errors and access the Degree Works Error tab. For instructions on completing the sheet see the instruction sheet.

## 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 the other program has taken place if the student has received waivers for classes within the HCBE program.
- 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
- The electronic signature cannot be used 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 receive the following message “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.

## FACULTY LIST BY ACADEMIC DEPARTMENT

### **Purpose**

The Faculty List by Academic Department lists the faculty and faculty chair by department. Advisors access the directory in order to obtain the point of contact for specific programs.

### **Process**

1. Log into the SharkLink.
2. Access the Huizenga Site
3. Access the Huizenga Portal.
4. Click on "Advising Wiki".
5. Click on "Directories".
6. Choose most recent version of "Faculty List by Academic Department" file.
7. Locate the instructor to determine what department/faculty chair the instructor belongs to.

## FORMS

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

---

## 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. Go to <https://www.business.nova.edu/faculty-staff/>

2. Access the section titled Forms
3. Go to subsection Academic Related Forms
4. Click on the link "Change of Grade Form"
5. Complete "Student/ Course Information" section using Banner
6. Complete "Reason for Grade Change" section in item number 5 indicating approved appeal
7. Enter in the present grade on Banner and the new grade - When a grade is changing to no grade, enter NG
8. Submit-
  - a. 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".

---

## RECORD 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”).

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## 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](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

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## 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](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.

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## DEGREE SEQUENCE REVIEW

If a degree sequence is not applicable to the student’s program or applies to an inactivated program, the degree sequence should be removed if it relates to HCBE or is inaccurate the record must be updated through a CCF.

**Withdraw:** The advisor will use this terminology when the student is no longer seeking the degree in which they did take course work

**Remove:** The advisor will use this terminology when the student never attempted this degree and no course work was ever taken.

**Update/correct:** The advisor will use this terminology when the degree sequence showing in SHADEGR is not the correct one and needs to be updated with the correct information. (this usually happens when the advisor does not change the degree prior to the student registering, or the student did not inform the advisor prior to web registering).

---

## CURRICULUM CHANGE WORKFLOW

### Purpose

The Curriculum Change Workflow is used to request curriculum changes to a student record. These updates can include changes to the following Banner forms: SGASTDN/SFAREGS, SHAINST, SHADEGR, SHACRSE, and SHATRNS. **Note:** Any graduate withdrawals, catalog term changes, SHADEGR changes and internal course transfers will require a traditional [curriculum change form](#).

### Process

Instructions for submitting a change through the workflow can be retrieved through the [wiki](#) form page and viewing the Curriculum Change Workflow instructions document.

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## CURRICULUM REVIEW FORM (CRF)

### Purpose

The Curriculum Review Form (CRF) is a multipurpose form used when students are returning from probation or suspension and apply for reinstatement to HCBE and for students returning from one year of inactivity applying for readmission to HCBE. The CRF will include previous coursework completed through HCBE, including coursework exceeding the 8-year program limit requiring an extension and coursework completed that may serve as an equivalent to a course in the new curriculum. The CRF is also completed 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 or person completing review.
  - d. Select the purpose(s) of the review; select all applicable areas for review.
  - e. Selected Program of Study.
  - f. Effective Term.
  - g. Courses History - coursework completed that may or may not apply to the program under review.
  - h. Program extension request if applicable regarding Eight Year Limit
  - i. 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.
3. Submit-

- a. For readmission and reinstatement, 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 or the applicable Faculty Chair.
  - c. Document SPACMNT.
4. Upon return of the form from:
- a. Submit any petition needed to have Degree Works Updated
  - b. Once Degree Works has been updated email the student to review their audit.
  - c. Send the form to EPS for imaging.
  - d. Document SPACMNT.

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## 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 Administrative Coordinator of Student Accounts for processing.
8. Note SPACMNT.

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## 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](mailto:regverify@nova.edu)).

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## 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 prerequisite 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](mailto: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](mailto:esstes@nova.edu).
    - ii. Notify student of determination and document SPACMNT.

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## 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.

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### INTERNSHIP FORMS

Students seeking to pursue an internship must meet the academic criteria outlined by the college of business as reflected in the [academic catalog](#). Some exceptions may be made for international students contingent upon feedback from the Office of International Affairs and prior academic performance at their previous institution. Students will initiate the internship process with their academic advisor and can use the Graduate Academic Credit Checklist to guide them through the process. The Graduate Academic Internship Request Form will be used to initiate the internship process and all other forms listed at <https://www.business.nova.edu/current-students/internships.html#forms> will need to be completed electronically and submitted to the Office of Career Development.

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### 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 GOAINTL 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](mailto: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.

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## 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 OAA Administrative Coordinator to the Director 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 contact the OAA Administrative Coordinator to the Director, to request the form be submitted for processing. Academic Advisors should not submit the Repeated Course Form.

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## 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. REP's submitted for closed term appeals based upon non-attendance must be accompanied by documentation of extenuating circumstance.

### 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 (All courses taken for the appealed semester): 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. Registration 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): [STE](#), [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 to the Office of Academic Advising Appeal Committee members (REP-Student Form, REP – Advisor Form, Attachments, Student Documentation).
  - 4. Notify student of the REP review timeframe and document SPACMNT.

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## 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 prerequisite courses taken at another institution at the undergraduate level by the Office of Academic Advising Prerequisite Designee. The form is used by Academic Advisors to initiate a request for the review of those prerequisite 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. If the request is for an evaluation to approve coursework a student would like to take to satisfy a prerequisite requirement complete the form as a "Global Review" opposed to using student name and ID number.
5. Email the completed document to Transfer Evaluation Services (TES) ([esstes@nova.edu](mailto:esstes@nova.edu)).
6. Note SPACMNT that the request was submitted.
7. TES will provide an emailed response in approximately 2-4 weeks.
8. If the course meets NSU equivalency, enter the appropriate code in SOATEST ([Prerequisite Course Review](#)).
  - a. If course does not meet NSU equivalency, notify student and document SPACMNT.
9. Notify student of outcome of the review and note SPACMNT with results of the review. Include the email from TES.

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## 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](http://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.

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## SAP MATRIX

### Purpose

The SAP Matrix allows for an advisor or student to project any one up to the four SAP statuses of Satisfactory Academic Progress (SAP). The matrix contains calculators for:

- **Qualitative Measure:** GPA, advisors and students must be mindful of the grade value change as outlined on the matrix
- **Pace:** Successful completion of at least 66.7% of all attempted credits
- **Quantitative:** Successful completion of at least 66.7% of credits attempted within one academic year
- **Maximum Time Frame:** student may only receive financial aid for up to 150% of the published credits for the degree program

Additional information on SAP can be retrieved from

<https://www.nova.edu/financialaid/eligibility/satisfactory-academic-progress.html>

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## 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](mailto: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.

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## 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.

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## TRANSIENT STUDENT LETTER

### **Purpose**

The purpose of the Transient Student Letter is to provide authorization to students seeking to complete one or more prerequisite 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 10 years for accounting, finance and statistics, the selected institution, the academic year the student may take the course and instructions to submit the final transcript to HCBE. Prerequisite requirements may be taken outside of NSU within the first two semesters of enrollment. A transient letter will not be provided after this timeframe.

### **Process**

1. Confirm request is within first two semesters of student enrollment in HCBE.

2. Choose the most recent version of "[Transient Student Letter](#)".
3. 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.
4. Insert the advisor's [electronic signature](#)
5. Enter the advisor name.
6. Enter the advisor email.
7. Save the file as a PDF.
8. Email the letter to the student's NSU account.
9. Print a copy of the letter and send to EPS for imaging.
10. Document SPACMNT.

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## YEAR LIMIT CALCULATOR

### **Purpose**

This spreadsheet is used to calculate the number of years the student has before exceeding the 8-year limit or to determine the semester and number of years needed if an extension is being requested beyond the 8-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](#)

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 student to their Degree Works Audit or to the Registrar so they may request a transcript.

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## 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. Information cannot be provided for students who have this designation over the phone under any circumstances. Students must contact the Office of the Registrar to remove the designation if they wish to have information provided to them over the phone.

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## 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)

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## 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.

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## 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.

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## 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. Degree Works Audit, 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, prerequisites, course descriptions, university resources, and Huizenga College policies. The catalog is updated each academic year and is available online; see <https://www.business.nova.edu/current-students/catalogs.html>. 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 Degree Works audit 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 the down arrow at the bottom of the page to navigate to the Curricula Summary.
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.

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## DEGREE CONFERRAL INFORMATION

Students must submit a degree application at least one semester prior to the complete of their degree or certification program by going to <https://www.nova.edu/sbin/dapp/degreeapp.pl> . Applications and grades must be posted by the 7<sup>th</sup> day of the month in order for the application to be moved forward to the Dean's office prior to the last day of the month. Once the application is processed by the Dean's office it is then sent to the Office of the Registrar. Students should allow 2 to 3 weeks before the transcript is updated to reflect the awarded degree.

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## HONOR SOCIETIES

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### SIGMA BETA DELTA

Students in the MBA, MS HRM, MS RED, MACC and MTAX programs who have completed 27 credits with a 3.8 overall GPA by the conclusion of winter 1 may be considered for induction into the honor society. A report is generated by the secretary and a review is generated by the Administrator of Student Accounts to determine those students who meet eligibility. Typically, by each May students will receive an email from [sigmabetadelta@nova.edu](mailto:sigmabetadelta@nova.edu) advising them if they are being inducted. Students with questions should email [sigmabetadelta@nova.edu](mailto:sigmabetadelta@nova.edu) with their inquiries.

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### PI ALPHA ALPHA

Students in the MPA program who have completed 27 credits with a 3.8 overall GPA by the conclusion of winter 1 may be considered for induction into the honor society. A report is generated by the secretary and a review is generated by the Administrator of Student Accounts to determine those students who meet eligibility. Typically, by each May students will receive an email from a designated faculty member advising them if they are being inducted. Students with questions should review the commencement website to identify the faculty advisor for the honor society to direct their inquiries.

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## REPEATED COURSE NOTIFICATIONS

Students may need to retake course to repair their GPA or in order to resolve more than 2 grades of a C or below to meet graduation requirements as outlined in the graduate catalog. Students may not repeat a course in which a grade of A has been earned. In the event that a student attempts to register for a course in which an A has been earned the student will receive an email notification from the advising department (admin coordinator) indicating that the student has been dropped from the class and that the student should consult with their advisor regarding the schedule adjustment if needed.

## GRADUATE RESOURCE PAGE – SHARKLINK

The graduate resource page located in SharkLink is a page designed to breakout resources for students that outline the various resources and information needed to navigate their program of study.

The resource page can be accessed by going to Sharklink → Access My Sites or the small Globe at the top of the page → Select Huizenga College of Business → Select Graduate Resources

## HCBE COURSE OFFERING LIST

### **Purpose**

HCBE Course Offering List is developed by the Office of Academic Advising based on the fall, winter and summer schedules provided by the Assistant Dean. The HCBE Course Offering List is a projection of classes anticipated to be taught over the course of one academic year outlining the format and semester in which classes are to be taught and is subject to change based on faculty deployment.

### **Process**

1. Access [Current Student Resources](#).
2. Click on [Registration Information](#).
3. Select [HCBE Course Offerings](#).
4. Select the most recent listing on the page.
5. Review listing for the projected semester and format for which a class is to be offered.
6. When planning with a student or on behalf of the student, enter academic plan into Degree Works.

NOTE: The HCBE Course Offering List has replaced what was previously referred to as Program Maps.

## 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. Submit an electronic HCBE Drop/Withdrawal Form.
2. Schedule an advising appointment.
3. Verify employment to receive the corporate or government partner award.
4. Submit a commencement petition.
5. Review CPA Checklist and requirements.

Huizenga Portal is most often used by advisors to:

1. Monitor the queue.
2. Schedule appointments on behalf of students.
3. Generate reports using the [Huizenga College Reporting Menu](#)
4. To access the Wiki.

### **Access Instructions**

1. Access SharkLink
2. Select on the My Site or Globe Icon at the top of the page
3. Select Huizenga College of Business
4. Scroll down the page and Select the Huizenga Portal Icon

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### **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. For additional details on generating reports please refer to the report manual.

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### **DROP/WITHDRAWAL FORM**

If a student is unable to drop/withdraw from a class via Sharklink, the student is to submit the drop/withdrawal 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 Administrative Coordinator of Front Desk Operations. Once the drop or withdrawal is processed, the student will receive a confirmation email.

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## QUEUE

### Purpose

The purpose of the queue is to respond to student inquiries that have been entered for call back on the same day. Front desk staff are trained to triage inquiries responding to general questions and determining if an advising appointment is applicable. The Advisor of the Day will assist the student. During All Hands Day, the queue is open to all students to be assisted by assigned advisor or designee.

The Advisor of the Day will monitor the “queue” to determine if a student contact is required. During “All Hands Day” all advisors will monitor the “queue”.

1. Login to the Huizenga Portal, <https://secure.huizenga.nova.edu/hportal/>
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.

## 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 DATES

### Purpose

All online Accounting and Tax classes have mandatory 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 [Course Wizard](#)
2. Access MACC Chat dates and time under the [Registration Information](#) page and select the appropriate semester.
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**

<b>For Your Information</b>	
<b>Doc Type</b>	<b>Description</b>
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://novax1.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*.

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## 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://novaxl1.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.

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## AMENDING THE NETSEARCH RECORD

In the event that a record must be amended (e.g. student academic standing changed) a new letter must be generated and sent to EPS referring back to the original document indicating why it should now be disregarded. Any such letter should be brought to the attention of the Director of Academic Advising.

## 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.

## OAA EVENT CALENDAR

The calendar is maintained from July 1<sup>st</sup> until June 30<sup>th</sup> 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

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.

## 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.

## ONE DRIVE

Each employee has been issued an Onedrive folder that allows for access to personal work files from remote locations. To access your Onedrive go to <https://onedrive.live.com/about/en-us/signin/> and enter your NSU username. You will be redirected to an NSU page that will require you enter your credentials so you may access your files. If you save files to your desktop or hard drive, consider moving files to your Onedrive so you may access your files remotely. Onedrive can also be accessed by logging into Sharklink.nova.edu and then select Office 365. You may need to verify your access with a verification code.

## 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/oit/support/sss/>. You will be required to log in to access the website.

All NSU Computers are provided a shortcut to the [NSU Service Manager](#) on their desktop so that a ticket can be submitted to obtain technical assistance.

## 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, withdrawal, financial responsibility, 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.

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## 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.

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## 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

As of Fall 2019 all NSU programs require that students maintain health insurance. Upon registering for classes students are automatically assessed the cost for the insurance programs. Students who believe their personally held insurance meets the criteria set by NSU may petition to have the health insurance charged waived. Students should visit <https://www.nova.edu/bursar/health-insurance/general-info.html> to obtain contact information for the insurance agency or to obtain information for the waiver process.

## 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

## 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 (QNTP 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 TES 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\\_qry.cgi](https://www.nova.edu/sbin/tas/tas_eq_qry.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.
5. If not indicated under "Transfer Course Status" as "Active", run as "Rejected" in the dropdown to determine if review evaluated as not 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 7<sup>th</sup> day of the month in order for the degree to be conferred in that same month. This database is primarily used by the Administrative Coordinator of Student Accounts 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 Administrative Coordinator of Student Accounts 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.

## VIDEO RESOURCES

The video resource page offers a library of various videos regarding policies, processes, and resources available to students. The page can be accessed directly at <https://www.business.nova.edu/current-students/video-resources.html>

## 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. The advising wiki can be located at <https://secure.business.nova.edu/canvaswiki/index.cfm>.

## ADVISOR DUTIES

### ACADEMIC STANDING

The Academic Standing Manual should be accessed for details regarding the review process, record maintenance details and notification procedures for students.

Additional details regarding the See [Reinstated 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 Administrative Coordinator to the Director, 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.

Students who have been dismissed from the Huizenga School due to academic misconduct may not seek admission to another Huizenga School program.

#### **Process**

1. Program office representative will email the Director of Advising regarding academic misconduct
  - a. The Director of Academic Advising will code student's transcript with appropriate code and notify the academic advisor and Administrative Coordinator to the Director.
  - b. The Administrative Coordinator to the Director will update the academic misconduct spreadsheet located in shared drive SBEAdvisors → Academic Misconduct → Academic Misconduct List. The spreadsheet will be accessible to the advising department.
  - c. Director of Academic Advising 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 the Director of Academic Advising
  - b. Director of Advising will notify advisor of record.
3. Upon appeal outcome, program office representative will note in SPACMNT and email the Director of Academic Advising regarding final appeal decision.
  - a. Director of Academic Advising will notify advisor of record.

## ADMINISTRATIVE SCHEDULE CHANGES

### **Purpose**

There are times when an advisor will modify a student's schedule with or 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.

In the event a student indicates to the academic advisor they request to drop/withdraw from a course, the academic advisor must process the request. If the request is through a conversation with the student the advisor should process the request and confirm the drop/withdrawal has been processed per request in an email to the student's NSU email account. The student may also request the drop through an email to the advisor. Copy the email into SPACMNT to support the drop/withdrawal request.

A student may also request registration into a course through an email with an attached [Student Transaction Form](#) by the student.

In addition the college may make adjustments due to cancelled class or class balancing.

Examples include: below B in FIN 5080/5130, below C in FIN 5008 or QNT 5000, etc.

### **Process**

1. The advisor receives notice from the OAA Administrative Coordinator to the Director, 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](#).

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## 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. Assistant Dean in conjunction with Faculty chairs will determine if a class is cancelled. The Manager of Academic Programs notifies students via email that the class is cancelled and to contact their academic advisor.
2. Manager of Academic Programs provides notification to Advising Coordinator and leadership of cancelled course.
3. The OAA Administrative Coordinator to the Director will drop the student from the class.
4. Students will be referred to assigned advisor for further assistance or to a walk-in advisor if the assigned advisor is not available.
5. Academic advisor will assist student with schedule modification.

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## CLASS BALANCING

### **Purpose**

Students registered for classes may be moved into another section of the class to balance the instructor/student ratio of the courses. Students will be moved into the same format of the course, e.g. from one online section into another or from one ground section into another of the same subject offered at the same date and time.

### **Process**

1. Manager of Academic Programs provides notification to Advising Coordinator and leadership of students who need to be moved from one section to another.
2. The OAA Administrative Coordinator to the Director will adjust the schedules for needed students.
3. OAA Administrative Coordinator to the Director will note SPACMNT with details of the move.

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## ADVISOR OF THE DAY (AOD)

### **Purpose**

The Advisor of the Day (AOD) is available to students 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. The AOD is assigned to each advisor on a rotating schedule; schedule information is located [here](#).

### Role and Purpose of AOD

- AODs should triage concerns and attempt to give resolution when a student's assigned advisor is not available. This should deescalate students in the absence of their assigned advisor by addressing the students immediate need and provide time for the assigned advisor to follow up with their student if assistance to resolve the tasks will require more than the maximum 15 minutes allotted for a call-in or walk-in session.
- In the event that an advisor calls out, the front desk will contact the student and offer an alternative appointment date and time. If the student cannot be reached, the front desk will leave a message for the student and advise them that their appointment has been canceled due to extenuating circumstance and they will be directed to set up another appointment. A follow up email will also be sent.
- Students will be placed in the queue for follow up by the AOD if an advisor is out of the office and/or a student indicates that the issue is urgent and they must speak with someone the same day. The student would be informed that an advisor would call them to address their concerns, but it would not be an advising appointment.
- In the event that an advisor is out of the office (unplanned) during an All Hands Day, then the AOD will serve as back up to the advisor who has called out of the office. If the AOD needs additional assistance, they will alert another team member for assistance with the queue.
- During all hands days, AOD priority is handling the queue.

### 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 able to come into the office or call the office to speak with an advisor. The student request for assistance is placed in the queue in order of receipt. 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 sent to the faculty of record for the course.

### Process

1. Complete an email with student name, NSU ID, Semester, Course name, Course number, Course Reference Number, and section.
2. Attendance verification requests are to be sent to instructor assigned to the course.
  - a. If after 48 business hours a response is not received from the faculty member a 2<sup>nd</sup> request will be sent. If still no response has been received within 48 business hours of the 2<sup>nd</sup> request, the advisor will reach out directly to the Faculty Chair to which the instructor reports to. In the event that the instructor is also the faculty chair then the advisor will reach out to the Assistant Dean.
3. A response will be sent by the instructor providing the Last Date of Attendance (LDA) for the course.
  - a. If faculty indicates that the LDA is the last day student logged in, Advisor must follow up with instructor immediately and clarify information is needed regarding the last educational activity a student engaged in.

## CONCENTRATION COURSES (NON-HCBE)

The Master of Business Administration degree with a concentration in Business Intelligence/Analytics (MBA in BI/A) (201850 and prior) 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](#).
- Registration in coursework through COM and CAHSS must be completed through submission of a Student Transaction Form.
  - For CJI submit to Russell Garner, [rgarner@nova.edu](mailto:rgarner@nova.edu), Director, Administration and Student Services
  - For DEM submit to Kelley Davis, [Kelley.davis@nova.edu](mailto:Kelley.davis@nova.edu), Director – M.S. in Disaster and Emergency Preparedness

## COMMENCEMENT PETITIONS

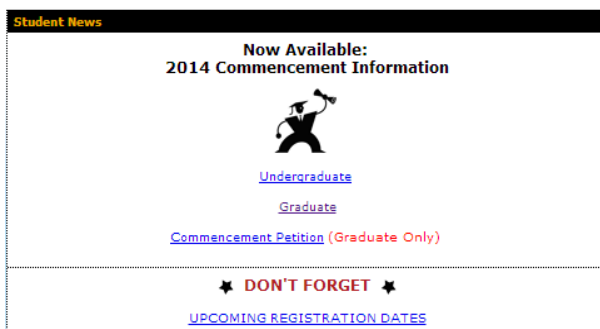
### Policy

Students who have had their degree conferred by March 30 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, or have registered for final degree requirements by summer semester, 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.

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## PROCESSING PETITIONS

Petitions are processed by the Administrative Coordinator of Student Accounts. If questions arise regarding a student account, the advisor may be contacted to seek clarification on the account or to make corrections.

## DROPPING AND WITHDRAWING

### Purpose

All students must drop/withdraw from their classes via Sharklink or by submitting a [Drop/Withdrawal Request Form \(MDF\)](#) via the Huizenga Portal. MDFs are processed within 48 hours by the Administrative Coordinator of Front Desk Operations. Students are able to drop classes via Sharklink 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](mailto:regops@nova.edu). Note [administrative schedule changes](#) 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 and Add Drop Week.
    - ii. 50 (50% refund) – second week of the semester.
    - iii. WD (0% refund) – third week of the semester through published last day of withdrawal.

- iv. 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, 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](mailto: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 or date of student request and be aligned with the refund codes listed above. If processing a “DD”, enter the **day prior** to the start of the term.
  - b. Arrow Down
  - c. Enrollment Information
    - 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](mailto: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. Course Information
    - 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.

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## 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 non-attendance
- The student did not pass a pre-requisite course therefore not eligible for registered course

Follow the [Dropping/Withdrawing Student from Classes](#) procedure and use the DD code.

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## 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)

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 an XD code is needed a member of the OAA Leadership team must contact the University Registrar's Office to have the code enabled through SFARSTS.

## 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 (i.e. advisor change, the student should be informed that the next level of appeal would be directed to the Director of Academic Advising. The student is to be connected with the Administrative Coordinator to the Director. The Administrative Coordinator to the Director will obtain the students concern and schedule an appointment for the student. Advisors may also forward information to the Director on behalf of the student by providing the director with a synopsis of the student issue and any research that has been conducted. Advisors will copy the Administrative Coordinator to the Director on the email message. 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
    - Synopsis of the student concern and your relevant research or notes about the situation

- If the student requests contact information for the director, provide the student with the name and the extension for the Administrative Coordinator to the Director.
- If the director is contacted directly by the student without advisor knowledge of the issue, the director will obtain information from the student and the academic advisor will be consulted regarding the student's history. The director may contact the student through a one on one call, in conjunction with the advisor or if necessary, may escalate the student to the attention of the Assistant Dean.
- All contact and appropriate communication with the student and regarding the issue shall be notated in SPACMNT
- Administrative Coordinator to the Director will log the student concern on the student complaint log to be maintained by the College.

## 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 be used at the time of application submission. If student attended and HCBE event after paying the application fee, student must **registered for the first semester before a request can be submitted.** To submit the request to the HCBE Coordinator of Admissions for processing you must 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 Graduate Admissions and the

Coordinator. 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 by credit card or app fee waiver.

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## 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.

Academic advisors may grant their students a onetime late registration fee waiver. If the late registration fee has never been reversed before. Advisors are expected to review the academic calendar and the add drop period with students to assist the student in avoiding being assessed the late fee in the future.

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

Late fees reversals are only processed after the add drop period has been concluded for the specific part of term in which the student is seeking the request.

### Process

1. Student submits request for late registration fee waiver and provides rationale.
2. Go to TSAAREV and filter the screen to look for detail code 2244
3. Review term, debit, and credits specific to detail code 2244
4. Is this the student's first semester?
  - a. If it is, the student is most likely being charged the fee because they were admitted for a prior term and their admit start did not get updated. This will not count as a onetime exception.
5. For continuing students, if the student has never been assessed the late fee, the advisor is responsible for reviewing the academic calendar with the student, to help minimize the need for seeking an appeal in the future by discussing the add drop period as well as where to view the date that the late fee will be assessed.
6. For continuing students with exceptions, discuss the exception with the student and ensure student is aware of resources. Advisor to review the academic calendar with the student, to help minimize the need for seeking an appeal in the future by discussing the add drop period as well as where to view the date that the late fee will be assessed.
7. If request needs to be sent to reverse the late registration fee see the following:

**Email Subject:** Registration Late Fee Waiver Petition (Term) Student name:

Body of Email to contain

NDU ID:

Rationale for request:

Note: There is a special email rule set up for any late fee messages, so it is imperative to use the subject line listed above so the message is routed to the correct inbox. It is recommended that an email template be set up in the outlook signature so that the content can be easily retrieved.

## 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 SAP Matrix from Wiki→Forms.
  - a. Review when grades have been earned as grade values was changed by the university.
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

See section titled [events](#).

## 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/FORM COMPLETION 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](#).

A student who is conferred, has no holds and does not wish to provide a transcript to an employer to document program completion can email [regverify@nova.edu](mailto:regverify@nova.edu) to request a letter to verify the degree. The request generally takes 5 business days.

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## STUDENT HOUSING

When a student is moving out of university housing they may submit a request to contact residence life on their behalf regarding their pending inactive status. Depending on when grades will post please consider the following:

- **Academic Suspension:** If grades are not available by the deadline date set by housing we may be limited in the information that we can provide. Please have a discussion with your students if they contact you about this scenario. You may email housing to inform them that the student account is pending review for academic standing.
- **Withdrawal:** Please obtain written confirmation from the student about this scenario. So long as you have confirmation from the student that he or she will not attend NSU please email housing

so that they are aware the student will not be attending NSU for the winter term and inactivate the record for the appropriate term.

- **Graduating:** If grades are not available by the deadline date set by housing we may be limited in the information that we can provide. We can inform housing of the dates that the classes will end for the student and pending the successful completion of the course in accordance to the academic standing criteria the student may meet the criteria to complete the program at the end of the fall term

Please send the emails to [housing@nova.edu](mailto:housing@nova.edu) and copy [reslife@nova.edu](mailto:reslife@nova.edu).

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## VERIFICATION FORM REQUEST

If a student submits a request to complete a verification form to academic advising the advisor will respond to applicable areas and identify offices that will complete additional information:

1. Registrar's Office or One-Stop Shop if the form requires information on GPA, dates of attendance, graduation status or if the letter requires a university seal.
2. Student's academic program office/office of academic advising if the form requires information on academic standing, academic misconduct, or other academic issues.
3. If the form requires information on behavioral or disciplinary actions submit to Assistant Dean of Student Development.

The office that gets the form first will complete their part and forward on to the office responsible for completing the other areas of the form. Keep a copy of the form for imaging and add a comment to SPACMNT to indicate action taken and to what office the form was forwarded for further input.

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## ENROLLMENT VERIFICATION

Students may access enrollment verification through the National Clearinghouse by accessing Sharklink instructions can be accessed at <https://www.nova.edu/registrar/services/loan-deferments.html>.

## 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](#). However if a student replies to an email blasts message the correspondence will be documented in SPACMNT.

A developed communication plan outlines the various communications, from email, text, and phone calls. To access the communication plan go to SBEAdvisors → Mail Merge Blast → (Access appropriate year for communications).

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## BAC REPORTS

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).
  - 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.

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## EMAIL BLAST COMMUNICATION

### Purpose

Academic advisors are responsible for sending out mail merge messages to their students advising them of the status of registration 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 trouble shooting 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 to the Director 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.

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## **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. Advisors will review the admit notification email from the Coordinator of Admissions daily. Welcome messages will be sent out on the day that notification is provided.

## Process

1. Open shared drive folder titled "SBEAdvisors", open the folder "Welcome Emails", and select the file titled "New Student Messages 3.17.2020".
2. Select the appropriate email based on acceptance status into the program
  - a. Tip: save each of the messages as a signature in outlook and modify the dates and admit status as needed.
3. 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.
4. Note [SPACMNT](#) and use the BAC code 200 to denote a welcome email.

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## WELCOME CALL

### Purpose

24 hours after the welcome message has been sent, academic advisors will place an outreach call to their new students admitted to the program. Calls will be logged in SPACMNT with the BAC code comment code 201.

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## CONTINUING STUDENT OUTREACH CALLS

### Purpose

The Office of Academic Advising employs a Federal Work-study Study (FWS) to assist with outreach calls to remind students that registration is open and to assist with scheduling appointments for students who need assistance with the registration process. The FWS will receive a listing of students to be called each week and will report back on students who cannot be reached by phone so that email follow up can take place. All outreach is documented in Banner via SPACMNT with the appropriate BAC comment code.

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## PART OF TERM AUDIT OUTREACH

### Purpose

The part of term (POT) outreach serves as a point of contact to students who have enrolled at less than part time status and to confirm that the student does not wish to enroll in additional credits within the semester.

### Process

1. Administrative Coordinator to the Director generates the POT report and post to the shared drive for advisors to access
2. Advisors will retrieve the report from SBEAdvisors → Data Cleanup & Maintenance → Part of Term Report Review → (access appropriate semester)

3. Advisor will use the drop down within the report to indicate the outcome of the outreach with the student

Note: When working with a student advisor should use the BAC code to reflect the below part time enrollment by the student.

## 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. For a list of corporate and education partners for the current academic year, see [Master's Rate Code Sheet](#) in the Wiki.

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## 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.

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## 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 Administrative Coordinator of Student Accounts will apply the discount to the student record only if registered. If not registered, the Administrative Coordinator of Student Accounts 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 Administrative Coordinator of Student Accounts a copy of the paystub, send the

paystub to [EPS for imaging](#), and note SPACMNT using the TAV comment code. The Administrative Coordinator of Student Accounts will apply the discount to the student record only if registered. If not registered, the Administrative Coordinator of Student Accounts will document SPACMNT with comment code TAV that verification is complete and advisor will need to add rate code once student registers.

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## TROUBLE SHOOTING STUDENT VERIFICATION ISSUES

Common reasons why students do not get the 2<sup>nd</sup> 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 Administrative Coordinator of Student Accounts 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.

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## 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 of Student Accounts 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) or dually enrolled in another NSU college, must be added to the [Special Rate Code](#) list.

The advisor will email the Administrative Coordinator of Student Accounts to have the student added to the list.

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## RATE CODE MAINTENANCE

The Coordinator of Admissions will apply a rate code on a student account if the student is a NSU alumnus or alumna from a partner institution or if the account has been reviewed by the Administrative Coordinator of Student Accounts. Academic advisors may apply an award 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. Select “Go”
  - a. If student is a NSU employee or has a financial hold, submit a Curriculum Change Form (CCF) to have the code applied to the student account.
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 with TAV comment type.

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## SPECIAL RATE CODES

The Administrative Coordinator of Student Accounts is responsible for submitting special rate codes after the add drop period has ended for each part of term within the semester.

**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 recognized by the College of Computing and Engineering (CCE).
  - CCE 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](#).
- Other Exceptions not covered by a rate code (i.e. one time tuition waiver for course)

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## 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 Administrative Coordinator of Front Desk Operations will review drop requests submitted via the [Drop Withdrawal Form](#) and will notify the Administrative Coordinator of Student Accounts if any necessary adjustments are needed. If the drop request is submitted via [STE](#), the advisor processing the form is responsible for reviewing the account and notifying the Administrative Coordinator of Student Accounts regarding any special rate code adjustments needed.

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## VERIFICATION REMINDER OUTREACH

Two weeks prior to the beginning of the semester, the Administrative Coordinator to the Director 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.

## REINSTATED STUDENTS

Students who were placed on probation and became inactive and students who were suspended and are seeking reentry to the program after their suspension period is complete may reapply and seek reinstatement to HCBE. As part of the reinstatement process, the Associate Director of Enrollment will request a [Curriculum Review Form](#) from the Office of Academic Advising.

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 if previously suspended 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 reinstatement 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 a petition must be submitted to have Degree Works adjusted.
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 or Probation meeting GPA requirement would be indicated as “Off Probation due to grades earned 20xxxx term. Students returning from 2B Suspension, and meeting GPA requirements, would be indicated as “In Good Standing”.

## RECORD MAINTENANCE

### 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 on the Degree Works audit. Changes will not be made during a current semester, record changes can only be submitted for a future semester. Curriculum changes will not be made in the student’s final semester. A student must complete the program and HCBE must move a degree forward regardless of degree application on file if a student meets degree conferral requirements.

Student seeking to change their program into the Master of Accounting degree program must also receive a disclosure statement from their academic advisor so that the college remains in compliance with state regulations.

#### Process

1. Advisor receives request from student to change curriculum.

- a. Requests for changes to Master of Philanthropy, Master of Public Administration, MBA Complex Health Systems 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 the advisor will work with the admissions department to have the file submitted to the faculty chair or program director for review. If approved the advisor will work with the admission department to submit the appropriate paperwork to have the student record updated.
2. Review SHACRSE, SOATEST, and SFARHST.
  - a. Complete CRF to have course work in current program evaluated and time frame for program completion assessed.
  - b. Upon return of CRF Assess additional required coursework inclusive of foundation requirements, inform student, and note in SPACMNT.
  - c. Determine if student will lose credit for any completed or in-progress coursework, inform student, and note in SPACMNT.
  - d. 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. **New Students:** If student does not have any active registration since entry semester, forward request to Admission office to make change.
  - b. **Continuing Students:** 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.
    - i. **Changes to MACC degree:** Advisor will email SARA Disclosure for MACC Program statement whenever a student changes degree program into the MACC or if the student changes the catalog term for the MACC degree. The SARA Disclosure for MACC Program statement can be found on the wiki [forms](#) page.
6. Enter notes in SPACMNT.

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## DEGREE WORKS MAINTANENCE

### Purpose

Degree Works is the official audit outlining classes a student must complete in order to earn his/her degree. At times an individual adjustment may need to be performed for a student to substitute a course

or other requirement outlined for the curriculum. Exceptions will require approval from the department chair or will be sent via the [Curriculum Review Form](#) (CRF).

### **Process**

When submitting a petition, approval for a curriculum change will be due to a CRF, or through an email from a faculty chair or assistant dean. If changes are being submitted due to an email, the approval email will be posted in Banner through SPACMNT, the direct adjustment is to be listed within the petition.

If a petition or a student educational plan needs to be submitted on behalf of the student directions for submission can be located at [https://secure.business.nova.edu/canvaswiki/index.cfm/Degree\\_Works](https://secure.business.nova.edu/canvaswiki/index.cfm/Degree_Works)

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## GRADUATION TERM

### **Purpose**

The graduation term field in Banner provides the department and leadership the ability to identify the number of students anticipated to complete their degree in a given semester. In addition, the graduation term also allows for specific messages to be sent to students to advise them of processes that need to take place as they complete their degree program.

### **Process**

1. Review student's degree evaluation in degree works.
2. Determine Degree Completion Plan
  - a. If pattern of coursework is known, based completion term upon student's uninterrupted registration pattern to complete the program.
  - b. If pattern of coursework is unknown, estimate the student's term of completion based upon 2-3 courses per semester.
3. Once a degree completion plan is established, update the student's graduation term to the most accurate term.
4. To enter or update the student's graduation term go to SGASTDN.
5. Enter the student's N#.
6. Remove term.
7. Press GO
8. Click on the Academic and Graduation Status tab.
9. In the Graduation Term field, enter the expected term (ex. 202030)
10. Press save
11. Ignore the Expected Graduation Date field

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## 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](mailto: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](mailto:nsudups@nova.edu).

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## 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. It should be noted that withdrawn programs will not appear in SHADEGR.

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 ellipsis (...) by the Degree Sequence field 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 (this information must be accurate as this is what reflect on the Diploma and Transcript once conferred).
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”. Classes that have been excluded because of repeats will be checked in the institutional course area as they apply to the sequence for which the program is being awarded. 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”. If needed, submit corrections via [SHADEGR](#) form.
  - e. **Calculate GPA** icon on Learner Outcome tab– another method to obtain a student’s program GPA is by clicking on Calculate GPA on the Learner Outcome Information page. Please note, the program GPA is only accurate if the Institutional and Transfer Courses are correct.

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## 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 (catalog 201850 and prior), 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 NSU ID and Term
- b. Select "Go"
- c. Enrollment Information
  - 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
- d. Course Information
  - 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).
  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](mailto: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 DW, 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 (DW or SHACRSE).
    - iii. Confirm registration request meets academic plan (if applicable) via SPACMNT.
    - iv. Confirm the section (e.g. MBA\_DA vs general courses) (SGASTDN for campus)
3. Confirm seat availability through SSASECQ - Secure an override from Director of Advising, if needed (see [Submitting Override Request](#)).



4. SFAREGS:

- a. Enter NSU ID.
- b. Enter term.
- c. Select "Go"
- d. Enrollment Information
  - 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. Page Down (a second time) to reach the Secondary Level
- e. Course Information
  - 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).
        - i. If valid, REGISTRATION CANCELLED.
        - ii. 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.

- iv. Notify Director of Academic Advising so that SHAINST may be updated with proper coding.
- 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.

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## OVERRIDES

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### PREREQUISITE OVERRIDE (PREQ)

#### **Purpose**

Students must meet the requirements for a class in order to register. In the instance that the student will complete the prerequisite requirement during the first term of the semester and require an override to register for the course for the second term the academic advisor may enter the override to facilitate registration for the second part of the semester.

#### **Process**

1. Enter PREQ override into SFASRPO (CRNs are required for all sections in the part of term the student is seeking to enroll)
2. Follow up with student, Notate SPACMNT

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### PROGRAM OVERRIDE (PROG)

#### **Purpose**

Program overrides may be granted to students seeking to take required 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 exception of courses from the MACC program or CHS major courses.

Non-degree seeking students will require an override for courses. Advisors must monitor student accounts to ensure students do not exceed the credits for non-degree seeking status.

#### **Process**

- Advisors should take the following in consideration when making an exception:
  - a) What course is the student requesting to take outside of program parameters?
  - b) Student's rationale for the request to take classes out of program parameters.
  - 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

Effective 201930 NSU implemented a waitlist system that allows students who are unable to register for a class to add themselves to a list within Banner to be notified of an available seat in the class. At times, the waitlist may become full and a student with extenuating circumstances may need assistance securing a seat in a class. If a class is full, academic advisors can request an override to allow a student to register into a class beyond the maximum enrollment capacity. All request must be sent to the Director of Academic Advising who in turn will collaborate with the Assistant Dean or Faculty Department Chairs.

### 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. Student meets eligibility requirements for the course
  - f. No seats available in any other section of course.
2. 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.
3. Send the request to the Director of Academic Advising with the following information:
  - a. Student Name.
  - b. NSU ID.
  - c. Student's eligibility (based upon initial review).
  - d. Course information.
4. Notate SPACMNT regarding the submitted request.
5. Notate SPACMNT based on response from Director of Advising. 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 is notified via NSU email of the approval and given 24 hours to register; The student is provided:

- i. Class Prefix, Number and Title of the course
  - ii. CRN and format/location of the class
- b. If the student has not registered within 24 hours the override is to be removed from SFASRPO
- c. Denied Request - Advisor should notify student via NSU email that the class has been denied and provide alternative course option(s) (if applicable).

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## 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 Office of Academic Advising designee 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 via SOATEST, SHACRSE and SFARHST.
    - (2) Review student record to determine if prerequisite will be satisfied the first part of the semester. If so, enter [PREQ override](#) in SFASRPO using all CRNs for second part of semester.
    - (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 (class listed with grade requirements).
      - (c) Report any discrepancies.
  - b. Program Error
    - (1) Review SGASTDN for student program, major and concentration codes.
    - (2) 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.

## REPORTING REGISTRATION ERROR DISCREPANCIES

### Process

1. Following review of record, send email to OAA designee indicating nature of the error
2. Do not enter override for registration
3. OAA designee will confirm nature of error
4. OAA designee will send an email to the Manager of Academic Programs to advise of the issues with the course.
5. OAA designee will inform Academic Advisor when error has been corrected.
6. Academic Advisor will notify student that the registration error has been corrected and registration can take place.

## WAITLIST

Students who are unable to enroll into a course may have the option to add themselves to a waitlist should a seat happen to become available. Waitlist notifications are only sent to the student's NSU email address and students must take action to add themselves to the class within 24 hours of notification or forfeit their seat in the class. Students with financial holds on their account will not be able to add a waitlisted class, students with other holds will need to seek assistance to determine if the hold can be lifted to facilitate registration. Waitlist FAQs can be located at <https://www.business.nova.edu/current-students/registration-waitlist.html>

## 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% refund, 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 20 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. If a student has completed the form and sent in insufficient documents, the advisor will provide the student with a deadline to submit the needed materials. If the materials are not submitted by the deadline, the advisor will note the missed deadline in the advisor statement and will forward the form to the HCBE REP committee members.
3. 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.
4. 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 federal government guidelines. 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.

The [SAP Matrix Form](#) should be utilized to identify potential academic areas of concern or to create a SAP plan to help a student regain their SAP standing.

## 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](mailto: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. Athletes are assigned to one advisor in the college of business. Athletic status can be viewed in Banner by going to SGASPRT. Status is not automatically updated so athletes may be reassigned at a later point in the semester. The Assistant Athletic Director for Academic Services and Student-Athlete Support can be contacted for an updated list of athletes.

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## 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”.
- Notify HCBE Admissions if a student requests to delay their start semester.
- International students who are studying in the US under an F1-Visa will need to receive an I-20 in order to study within the US. Students are permitted to register prior to the I-20 being issued but should be aware that if the I-20 is not issued they will need to submit a drop request during the add drop week for their classes so as not to be responsible for the tuition and associated fees.
- Request from international students to submit an email to Office of International Affairs (OIA) to extend their I-20:
  - Complete academic plan with student
  - Project completion term assuming coursework in plan is successfully completed
  - Students will initiate the [I-20 Program Extension Form](#) and then submit to Advisor.
  - Once the advisor completes the respective section of the I-20 Program Extension Form, the form is sent to OIA with the student CC'd on the email. The student's NSU ID and new program end date will be included in the body of the email.
  - Copy email in SPACMNT
- If a student is suspended it is the student's responsibility to reach out to OIA regarding the change in their student status.
- Students may be eligible to participate in Curricular Practical Training (CPT) or Optional Practical Training (OPT) training experiences to gain professional experience. Students are advised of these learning opportunities at the beginning of their program through OIA. Students must verify with their college what the eligibility requirements for CPT are as well as verify with the College of Business that they have met the 12 credits (not to include program prerequisites) to be eligible for CPT. Student must proactively complete paperwork for these experiences at least a semester in advance of their anticipated participation. CPT requires that a student have an internship as part of his/her curriculum.
- International students who begin their program of study in the fall or winter semester are permitted to take the summer semester off, may enroll in all online class or may register for a reduced number of credits. Students must consult with their academic advisor as some programs may require registration for the summer semester.
- Questions regarding special circumstances or needs should be directed to OIA, [intl@nova.edu](mailto: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 SGAADVR updated.

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## 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% dependent upon date of hire.
  - Advisor can confirm tuition remission benefits through [HR4U@nova.edu](mailto: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](mailto: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](mailto: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](mailto:regops@nova.edu) for approval so that SFASRPO can be updated to facilitate registration.
  - Before forwarding the STF to [regops@nova.edu](mailto:regops@nova.edu), the advisor must first verify that the Student Enrollment Agreement has been completed. If it has not do not send the STF and contact the student to complete the SEA before the form can be submitted for processing.

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## HCBE ACADEMIC ADVISORS

- Academic Advising Staff completing coursework through HCBE must have all registration activity and activity related to student record facilitated through the Office of Academic Advising Management team.
- Academic Advising Staff who are students in other colleges within NSU must have all registration and record activity facilitated by an academic advisor or authorized representative of the students' college.
- Academic Advising Staff who are students within the NSU system must be knowledgeable and follow policies outlined in the [NSU Policy Manual](#)
- Under no circumstances should an academic advisor modify his/her own student record. Further, advisors are responsible for the ethical access and modification of other employees' student records and are expected to uphold the same standards and policies as for all students.

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## 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](mailto:disabilityservices@nova.edu). To maintain confidentiality of the student referrals are to be documented in SPACMNT as "referred to appropriate campus resource".

## TRANSCRIPT EVALUATION

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## PREREQUISITE COURSE REVIEW

### **Purpose**

Students required to complete prerequisite courses may enter their program of study however, they may not enroll in graduate courses requiring the coursework as a prerequisite. Prerequisite courses are undergraduate courses that serve as prerequisites to some of the graduate courses in HCBE graduate programs. The Prerequisite Reviewer Designee is responsible for the prerequisite course review for all programs with the exception of the Masters of Accounting. Master of Accounting Prerequisites are reviewed by the Manager Academic Programs. MACC students who have earned a bachelor's degree, earned grade of C or higher, and who have a CPA license are exempt from the 10 year time limit and may have prereqs waived with the exception of ACT 5731. A student must complete the appropriate

prerequisite course at HCBE or at another regionally accredited institution within the first two semesters of enrollment. These courses must be reviewed for equivalency to HCBE prerequisite requirements.

### Process

1. Access the admit report sent by the Coordinator of Admissions
2. Identify needed evaluation for MBA program admission
3. Determine the conferring undergraduate institution via SAAADMS.
4. View the transcript in [NETSearch](#).
  - a. Unofficial transcripts may be reviewed but not entered in SOATEST until the official transcript is received. Notate SPACMNT.
  - b. Official transcript: Review the transcript to identify equivalent prerequisite requirements
5. Determine equivalency
  - a. Obtain date of conferral to determine age of coursework
    - i. Statistics and Finance acceptable for review if conferral within past 5 years
    - ii. Accounting acceptable for review if conferral within past 10 years
  - b. Access TES database
    - i. TES\_View for Accounting and Finance
    - ii. NSU Transfer Articulation for Statistics (must meet equivalency to QNTP 5000)
6. 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 using the Prerequisite Review Template:

Prerequisite Course Review

### Satisfied Requirements

Degree Conferred \_\_\_\_ (indicate year of conferral).

Student completed (accounting, finance, stats) with grade of \_\_\_\_ from \_\_\_\_\_ in \_\_\_\_ (indicate year)

Student completed (accounting, finance, stats) with grade of \_\_\_\_ from \_\_\_\_\_ in \_\_\_\_ (indicate year)

Student completed (accounting, finance, stats) with grade of \_\_\_ from \_\_\_\_\_ in \_\_\_\_ (indicate year)

### Unsatisfied Requirements

Degree conferred \_\_\_ (indicate year of conferral).

- Time frame exceeded for foundation requirements.
- Student completed (accounting, finance, stats) with grade of \_\_\_ from \_\_\_\_\_ in \_\_\_\_ (indicate year)
- Student completed (accounting, finance, stats) with grade of \_\_\_ from \_\_\_\_\_ in \_\_\_\_ (indicate year)
- Student completed (accounting, finance, stats) with grade of \_\_\_ from \_\_\_\_\_ in \_\_\_\_ (indicate year)

h. Email advising team that BPR notes have been added to records for students.

### NOTES:

- Students admitted Fall 2017 and after who elect to attend another institution to complete prerequisite requirements after having been admitted to HCBE must complete the coursework within the first two semesters of enrollment and send official transcripts to the college to be added to the student record. After the first two semesters of enrollment, the coursework must be completed through HCBE. Students who began the program prior to Fall 2017 are not restricted to the two semester time frame for external prerequisite completion.
- 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.

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## 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

Degree Works (DW) is able to read year limit on a 3-semester calendar. DW programming only allows year limit to be entered as a whole number. As a result, DW 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](#) to calculate time frame for extension
- Complete CRF and send to Assistant Dean or Faculty chair for approval
- Send signed CRF to [EPS for Imaging](#)
- Enter petition into DW if time limit extension granted

## **ADVISING INITIATIVES**

### **DEPARTMENT INITIATIVES LIST**

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).

### **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. The names of project leaders and contributors are listed within the document.

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

### **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.

## 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 the Director to send invitation for presentation to advising team and confirm room location
    - vi. Advisor sends presentation to Administrative Coordinator to the Director 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/](http://www.nova.edu/publicsafety/)



## 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](http://WWW.NOVA.EDU/INTERNATIONALAFFAIRS/TRAVELREG/INDEX.HTML).

For questions or assistance, please contact Elizabeth Guimaraes, Director for Risk Management, at [GUIMARAE@NOVA.EDU](mailto:GUIMARAE@NOVA.EDU) or (954) 262-5271 or Dr. Anthony DeNapoli, Executive Director for International Affairs, at [DENAPOLI@NOVA.EDU](mailto: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](http://www.nova.edu/publicsafety/forms/hurricane_brochure.pdf)

## **WORKER'S COMPENSATION BENEFIT**

Sent: Wednesday, December 18, 2013

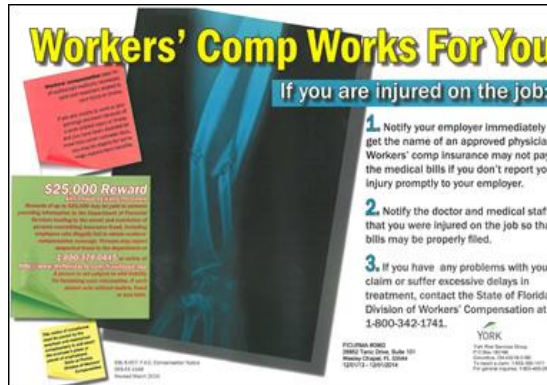
Sent By: Office of University Relations

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](mailto: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**

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

[HANBURY@NOVA.EDU](mailto:HANBURY@NOVA.EDU)

## SERVICE ANIMAL POLICY

**From:** Arlene Giczkowski

**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](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 Giczkowski

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](mailto:sss@nova.edu) or extension 20777.

Thank you for your cooperation!

## Book Assistance Program (BAPP)

From: [essinfo@nova.edu](mailto:essinfo@nova.edu)

Sent: Wednesday, November 24, 2010 6:48 PM

Subject: Use your financial aid funds to purchase books and supplies in the NSU Bookstore

Dear Financial Aid Recipient:

The Office of Student Financial Assistance (OSFA) is pleased to inform you that you can use your approved financial aid funds in excess of the charges on your student account to purchase books and supplies from the NSU Bookstore through the new NSU Bookstore Advance Purchase Program (BAPP). In addition, the OSFA will no longer be granting Gold Circle Emergency Loans for book purchases. For more information on BAPP and to sign up, visit <http://www.nova.edu/bapp/>

Sincerely,

Office of Student Financial Assistance Enrollment and Student Services 3301 College Avenue Fort Lauderdale, FL 33314-7796 800-806-3680 (954) 262-3380 [finaid@nova.edu](mailto:finaid@nova.edu)

## SHARE DRIVE MIGRATION

**From:** Office of Innovation and Information Technology <[i2tinfo@nova.edu](mailto:i2tinfo@nova.edu)>

**Sent:** Thursday, June 20, 2019 3:20 PM

**To:**

**Subject:** Your NSU shared drive contents are being migrated to OneDrive for Business



**To:**

**Date:** June 20<sup>th</sup>, 2019

**Re: Your NSU shared drive contents are being migrated to OneDrive for Business**

NSU file share (shared drive) services are being transitioned to Office 365 OneDrive for Business to enable a more modern, fully-featured experience for management and backup of files.

Your individual file share is being migrated starting on Friday, June 21<sup>st</sup>, 2019 at 6:00 PM and will be completed by Monday, June 24<sup>th</sup>, 2019 8:00 AM. The file share will not be available after the start time to ensure the most recent files are migrated. OIIT will move the files into a folder named “Shareddrive” in your OneDrive directory so that the moved files will not clutter the existing directory structure.

OneDrive for Business has many benefits over traditional file shares such as:

- File Versioning
- Accessibility
- Storage
- Collaboration
- Sharing
- Security

For more information on the File Share to Office 365 Migration Project, please see the website here: <https://www.nova.edu/oit/office-365/fileshare-o365-migration/index.html>

If you need assistance, please open a ticket in [Service Manager](#).

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[Contact Us](#) | [Privacy Policy](#)

## TITLE DIRECTORY

Title	Name
<b>Academic Advising Online Center Administrator</b>	Tosheta Webb
<b>Administrative Coordinator to the Director</b>	Sharon Simms
<b>Administrative Coordinator of Front Desk Operations</b>	Natasha Shand
<b>Administrative Coordinator of Student Accounts</b>	Michael Pennetti
<b>Assistant Athletic Director for Academic Services and Student-Athlete Support</b>	Rachel Fineberg
<b>Assistant Dean, Graduate Affairs (ADGA)</b>	Steve Harvey
<b>Assistant Dean, Student Development</b>	Michelle Manley
<b>Assistant Dean of Student Affairs</b>	Aarika Camp
<b>Assistant Director Student Accounts</b>	Cassandra Lee
<b>Associate Director of Enrollment Services</b>	Wendy Pena
<b>Coordinator, Admissions Operations</b>	Diana Badillo
<b>Director of Academic Advising (DOAA)</b>	Sarah Vielot-Pierre
<b>Director of Bursar's Office</b>	Barry Fennell
<b>Director, Student Disability Services</b>	Jennifer Wilson
<b>Faculty Chair</b>	See <a href="#">Course Management Directory</a>



<b>HCBE Financial Aid Counselor</b>	Pamela Merriweather
<b>Manager Academic Programs</b>	Aimee Fernandez
<b>Prerequisite Reviewer Designee</b>	Tramaine Martin
<b>Registration Error Discrepancies</b>	Tosheta Webb
<b>REP &amp; Closed Term Appeal Committee Members</b>	Sarah Vielot-Pierre, Tramaine Martin, Julie Vinci