The questions below are the questions that were asked at the 2013 Program Coordinators’ Appreciation Luncheon. Included are the answers given at the luncheon, along with any helpful links or images.

Thanks again for attending the Luncheon and for all of your hard work in the past and in this coming academic year! We know this year will be great!

1. Should all transcripts be sent to the Graduate School for processing?

Every transcript must be sent to the Graduate School to arrange for imaging.

If you do not want to enter the transcripts into UniverSIS, you can direct students to send the transcripts to the Graduate School by contacting Emily Kregor (emily.kregor@uc.edu) and by changing any information on your web site about transcripts (otherwise students will find this information and still send transcripts to you). After this, the Graduate School will enter all transcripts as they come in. After initial entry in UniverSIS, it will sent to the Registrar to scan, and you will be able to see it Applicant Review after it has been scanned (typically one – two business days), the student will see it as received in Check My Status, and the change is immediately able to be seen in UniverSIS. This is the preferred choice.

Some programs still prefer to have transcripts initially sent to them for entry. If your program directs students to send transcripts to your office, you should enter the transcript in your office as soon as it is received. The student will see it as received in Check My Status, and the change is immediately able to be seen in UniverSIS (important, as students often call our office to see if a transcript is received, and this is a fast way for us to answer the question without directing students to your office between the time you’ve entered it and the time it reaches our office). After this you should forward the transcript to our office at ML0627. Our office doubles checks your work (and corrects it if necessary) the same day that the transcripts reach us in interdepartmental mail. It is then imaged by the Registrar. You will be able to see it in Applicant Review after it has been imaged (typically one – two business days).

2. Our office prefers to receive and enter transcripts. What should I do if I have a question about entry?

You should contact Dugan Meyer (dugan.meyer@uc.edu) with your question so you can still enter it right away. If Dugan cannot be reached, Colleen O’Connell is the back-up contact for transcripts (colleen.oconnell@uc.edu). If neither Dugan nor Colleen can be reached before you send transcripts out in interdepartmental mail this day, enter as much of the transcript as you can. Please note that entering a “Y” in the received field is essential to ensuring a student’s Check My Status updates, so this is a very essential field to keep the student from experiencing unnecessary distress. Whatever you are not sure of for entry, please attach a post-it with your question/which fields you’re unsure of. This allows Dugan the opportunity to follow up with you should the question come up again.
3. Our office prefers to receive and enter transcripts. Do you want the student ID (the M# or application ID beginning with “000”) written on the transcript before we send it?

Yes – because the Registrar uses the ID numbers to organize batches of transcripts alphabetically, the ID number must be written on the transcript. If the student has an M#, write the M# on the transcript. If the student does not yet have an M#, you should write the application ID that begins with “000.” Additionally, if the name on the transcript differs from that in the Student Information System, write the name that appears in the SIS on the transcript.

4. Our office prefers to receive and enter transcripts. We are increasingly receiving official e-transcripts. E-transcripts print with a warning that they are “unofficial” when I print them. What should I do?

E-transcripts that are sent to you and are official are definitely considered official by our office and by the Registrar, too. In general, our office assumes that you only enter and forward official transcripts. However, if a transcript looks odd or different, we may ask you about it. If you are worried about the official transcript looking unofficial, you can write “Official” on the transcript.
5. Students applying from some countries may have transcripts that do not give both the first and last name. How can this be addressed to avoid confusion?

You can direct the student to enclose in his/her envelope a copy of his/her passport or a sheet of information that details the full name used when applying. If we receive a copy of his/her passport (or any other information that is not scanned into Applicant Review), our office first uses that information to correctly attribute the transcript. The extraneous document that cannot be scanned is then noted with the applicant’s information and sent to your office for filing, should your office need to retain the document(s). The transcript is imaged as it always is.

6. What if a student sends a transcript before applying?

If the student sends a transcript before applying, our office looks to see if there is enough information to establish an application/prospect ID. If there is, we do so and enter the transcript and send for imaging. When the student applies, the application and the transcript often link up automatically so that it can be seen in Applicant Review. If it is discovered that the items do not link up (typically this happens if the student’s name has changed), it can be resolved by emailing Dugan Meyer (dugan.meyer@uc.edu) or Colleen O’Connell (colleen.oconnell@uc.edu), and Colleen or Dugan will make sure the image is moved onto the correct applicant record and the incorrect applicant record is marked as an unusable ID.

7. Sometimes, applicants from foreign institutions will apply holding a professional/terminal degree that includes both the professional degree and the baccalaureate degree. This will look like the student does not hold a baccalaureate degree. What should I do?

You should contact Emily Kregor at (Emily.kregor@uc.edu) to take a look at the situation.

8. There were some larger scale updates to Applicant Review this summer. Should we expect this every summer.

Larger scale updates occurred this summer because the Graduate School IT staff was implementing changes that were recommended by program coordinators and directors. Graduate School applications like Applicant Review and any other tool will evolve as needed, but major updates will occur in the summer to ensure the least downtime possible, since this is the least busy season for the majority of colleges using the applications. No updates to Applicant Review or other applications are anticipated at this time, but should needs be identified changes would occur in Summer 2014.

9. Where are the Program Coordinator and the Program Director manual located? Is there a print version that can be sent?

The Program Coordinator and the Program Director manual are located on Admin Central. No print versions exist or will be mailed.
10. In Online Apply, applicants are now able to select that they are using a dossier service (like Interfolio) in the recommender section. If they do this, do we get a list of recommenders to expect? How does this work?

When an applicant uses a dossier service like Interfolio, they tell the dossier service provider which recommendations to send where. Because each dossier service is slightly different, if an applicant indicates they are using a dossier service, a preliminary list of the recommenders is not generated.

11. I love Degree Program Audit (DPA). It really helps to make sure students are on target throughout their academic career and helps set up a smooth graduation check out when it comes time to certify. When our student information system changes, will we keep DPA?

DPA will definitely be retained when the student information system is implemented, and there are many indications that the intention is to upgrade Degree Program Audit.

12. What is the process/timeframe for Reinstatement/Extension/Reapplication?

Reinstatement/Extension/Reapplication should always be initiated first with the program. This is because all paperwork requires that the faculty advisor and program director work with the student to assess how much of the degree requirements have been completed and to develop a plan and timeline for completion. It also requires the program director to attach a letter affirming support for the student to continue in the program and the college dean must sign. Because all of this happens before reaching our office for Dr. Hanson to review, the timeline is contingent upon how quickly the student and program can put these items together. After that, once it reaches us, Colleen reviews the paperwork to make sure nothing has been overlooked, and if it if has, she reaches out to the program coordinator. However if there is nothing to correct or add, it is typically 1 – 2 business days before hearing about an approval or denial during the school year. The only exception may be during scheduled holidays or any other time Dr. Hanson or Colleen are out of office.

The fees for reinstatement are assessed by charging the current in-state rate for a single graduate credit hour for each academic year (Fall – Summer) the student failed to enroll or otherwise maintain student status. However, the maximum fee a student will be charged is equivalent to 3 credit hours (3 years missing) at the current rates. The current rate is $710/year. If a student needs to pay for one year, he/she will be charged $710, for two years $1420, and for three or more years $2130. This fee only covers time the student did not register. The student still needs to register and pay for at least one credit hour in the academic year he/she reinstates and each academic year following until graduation.

13. Should we expect any more changes to awards that originate from Graduate School funding (formerly UGS/UGA, currently GIA/GAS)?

Changes that were implemented this year are going very smoothly, and no additional changes are expected. There are now three types of awards. The current system allows for a full tuition scholarship for graduate assistants – the Graduate Assistantship Scholarship (GAS), a Graduate
Assistantship (GA), and the Graduate Incentive Award (GIA) which allows for awards for students who are not graduate assistants, so no service is required for the award.

14. Can a student audit courses while receiving a GIA/GAS?

Students may receive support for audited courses only after the first 10 graduate credit hours, 12 if supported by a graduate assistantship.

15. When it comes to maintaining Graduate Student Status, what happens if the student’s only course in an entire academic year is a W/WX/UW? What if it is an audit? What if the student receives an F grade?

The rule states that students must enroll in at least one graduate credit hour that contributes to degree requirements each academic year. W/WX/UW courses are not completed courses and therefore cannot contribute to degree requirements, so these courses do not count for maintaining status. Audit courses do not contribute to degree requirements, so these courses do not count for maintaining status. Because “F” grades cannot contribute to degree requirements, they also do not count for maintaining status. A student in a situation like this who has not successfully completed any other graduate coursework for an academic year (Fall – Summer) will need to apply for reinstatement.

16. We have some students who have not enrolled for some time and their program is still open. When should we close programs? What should we do if we cannot contact the student?

The Registrar automatically closes programs after 3 years of non-enrollment. You can contact Amy Robinson (amy.robinson@uc.edu) to close the program earlier if you have a documentable reason for closing the program, like the student not meeting academic goals or if the student actively is withdrawing from the program. If you have tried and you are unable to reach the student, the program should be left open for 3 years unless you have a documentable reason like academic performance.

17. Do extensions and reinstatements show up in the advisor toolbox? What about the degree audit?

The extensions and reinstatements do not show up in either the advisor toolbox or the degree audit, because the extension and reinstatement are not course based information. However, the program activities in Student Program Committee (stu-pgm-comm) document reinstatements (RTTD) and extensions (ETTD), and if you need a copy of a letter for a student, you can contact Colleen O’Connell (colleen.oconnell@uc.edu).
Here is an example of a reinstatement and extension showing in program activities in stu-pgm-comm:

18. When I look in Grad Certify, some people are listed twice. What should I do?

If someone is listed twice anywhere for you (Student Active list or the Certify list), you should contact Carol Gundrum (carol.gundrum@uc.edu) right away to have her look at this.