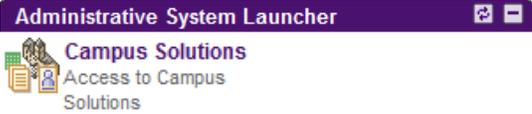
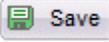


Frequently Asked Questions (FAQs) – Schedule of Classes

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BASIC NAVIGATION	
Question	Answer
How do I access Campus Solutions?	Log into <i>My Universe</i> . Click the Work @ UNI tab. Click the Campus Solutions icon (in the Administrative Launcher pagelet). <i>Note:</i> Scroll down if you do not see the pagelet. If you still do not see it, you may add the pagelet via the Content link at the top. 
What page do I access to maintain and create the schedule of classes?	Navigate to the Maintain Schedule of Classes page: Main Menu > Curriculum Management > Schedule of Classes > Maintain Schedule of Classes
What if the course is offered every other year and it wasn't offered the previous year...how do I add it back into the schedule?	Use the Schedule New Course page: Main Menu > Curriculum Management > Schedule of Classes > Schedule New Course . You will need to identify the section number and add all information.
How do I add a new section to an existing course?	Navigate to the last section of the course. Select the <i>Basic Data</i> tab. Click the Add New Row button  in the Class Sections area.
If a course is not being offered this term, how do I delete it?	Delete all the sections of that course, by using the Delete Row button  on the <i>Basic Data</i> tab. Navigate to each section and delete each section. After you have deleted, click the Save button.
How can I auto-populate the <i>Academic Institution</i> field with UNICS?	You can set up a User Default. Navigate to: Main Menu > Set Up SACR > User Defaults On the <i>User Default1</i> tab, enter or select UNICS in the first three fields. On the <i>User Default2</i> tab, enter or select UNICS in the first field. Click the Save button.
Why do I see a spinning wheel in the upper right corner of the screen? 	The Processing icon displays in the upper right corner when the system is processing information. For example, you will see this icon when you perform a search and the system is gathering results to return.
Do I need to save after I update each tab?	It is a good idea to save often. You can use the Save button  to save at any time. If you have not completed all required fields, the system prompts you to enter data in the required fields by highlighting them in red. If you attempt to navigate away from an unsaved schedule, you will be prompted to save.

SCHEDULE TABS	
Question	Answer
How do I add a meeting pattern for arranged sections?	On the <i>Meetings</i> tab, in the Pat (Pattern) field, select ARR. Selecting ARR will print “Arranged” on the schedule and will not print anything after that (meeting times/dates).
What if I do not know who the instructor will be for a class at this time?	On the <i>Meetings</i> tab, in the Instructors for Meeting Patterns area, select “Staff” from the ID look-up field.
Do I have to list the instructor for multiple meeting patterns of a section?	<ul style="list-style-type: none"> • Yes, this allows anyone using the online search to see the Instructor, otherwise they see TBD or Staff. • If the instructors are different for the meeting patterns, select the appropriate instructor on each meeting pattern.
Should I use the 10 or 13 digit ISBN when entering textbook information?	Either ISBN will work. Publishers are going to start running out of ISBN's so they added 978 to the beginning of existing ISBN's. This way they will be able to transition to 979 at some point. So, right now the 10 and 13 digit numbers are the same except that the 13 digit ISBN starts with 978 and the last digit can change because it's related to all the numbers that come before it.
Why are the section notes displaying in reverse order on the Print Schedule report?	<p>On the delivered internal report (Print Schedule), the notes are displaying in reverse order, however; on the Class Search (front end that everyone else will see when they are looking at Schedule of Classes), the notes are in correct order and mirror what was entered in schedule.</p> <p>You can check this in production for the sections you've entered with notes. Go to the Class Search: Main Menu > Curriculum Management > Schedule of Classes > Class Search. Enter the appropriate search criteria. Turn on the "View All" if you don't see all the sections after you search. Click the <i>Section Number</i> link to drill into Class Detail. Verify the notes are in correct order.</p> <p>Another option would be to enter all notes as a single note, using the Free Format Text notes box.</p>
How do I turn on the wait list feature?	Departments may turn on the waitlist feature by entering a value in the Waitlist Capacity field on the <i>Enrollment Control</i> tab. If you wish to use the system auto-enroll (first come/first serve), select the Auto-Enroll from Wait List checkbox. More information on wait lists can be found on the Wait List document.

CONTINUING & DISTANCE EDUCATION	
Question	Answer
Who should I contact if I have specific questions about a Guided Independent Study course?	Contact Karen Cunningham at 273-2504.
What should I do about the Guided Independent Study sections (GISP, GISW) in the schedule of classes?	Do NOT delete these sections. These sections must be included in the schedule of classes so that the enrollment process can be executed within the SIS. The Continuing Education Office will maintain these sections.
Should I maintain the off-campus courses?	Courses with an off-campus location, such as courses offered at CUE, Allen College, HCC, etc. will continue to be handled as they have in the past. The Continuing Education Office will coordinate and confirm these offerings with you, and your department will be asked to enter the information for these sections.
Is there a special process for eLearning courses?	eLearning courses that have traditionally been listed in the Schedule of Classes will continue with the same process similar to the CUE, Allen College, HCC, courses in that the Continuing Education Office will coordinate and confirm these offerings with you, and your department will be asked to enter the information for these sections. The delivery mode for these sections will be "online semester-based." Please attach note 0007 to alert students the course will be offered through eLearning. Workshops, specialized courses offered off-campus, ICN, and eLearning courses offered to specific off-campus audiences will be entered by the Office of Continuing and Distance Education in cooperation with the Office of the Registrar.
How do we handle on-campus sections of ICN Courses?	(This item is primarily for the College of Education). On-campus sections of ICN courses (taught as part of load) that are connected with off-site delivery will be coordinated with the Office of Continuing and Distance Education, but will be entered by the academic department. The Office of Continuing and Distance Education will enter course information for the remote sections.
Is there a special process to identify Online/eLearning courses identified?	Online/eLearning courses should have a Record Code of EX in the Course Attributes, on the <i>Basic Data</i> tab. There is an option for ONLINE in the Location field.
What Academic Org should display for Continuing and Distance Education courses?	Courses funded through Continuing and Distance Education should have the Academic Org of 0340100 .

ERROR MESSAGES	
Question	Answer
<p>Who do I call if I'm getting an error message?</p>	<p>Contact Patti Rust at 273-4710. Also, if possible capture the text of the error message and forward to Patti via email.</p>
<p>Why am I receiving the following message when I attempt to save?</p> <p>Resource: PS_EVENT_LAST_TBL is in use by morgans since 2011-02-13-13.37.15.000000 (14620,72)</p> <p>The resource you are trying to schedule is currently in use. Try your save again. If after 3 attempts you still cannot save, contact your system administrator.</p>	<p>The system resources are at capacity. A technical process must be run to clear this error message. Please contact Patti Rust immediately to resolve this issue.</p>
<p>Why am I receiving the following message when I attempt to save?</p> <p>Error -- Requested room capacity is exceeding the facility's room capacity. (24000,2)</p>	<p>One possible reason could be that there are multiple meeting patterns and there is a room requested on one meeting pattern, but not requested on others. To correct, ensure each meeting pattern has a room requested in the Facility ID field.</p>
<p>Why am I receiving the following message? Changes conflict with another data item. (18,5)</p> <p>When trying to save your changes, the system found a conflict with other information in the database.</p>	<p>This problem occurs if another user has the same record open. Make a note of the changes you have made and cancel the page. Reload the page and look for changes. Ensure that your changes are still appropriate, and then retry them.</p> <p>This message may also occur if you have the course open in another window (open twice) and attempt to make changes that conflict (e.g. re-numbering a section). Close all windows access the course again and re-try.</p> <p>If the problem persists, it may be due to an application programming error and should be reported to Patti Rust.</p>