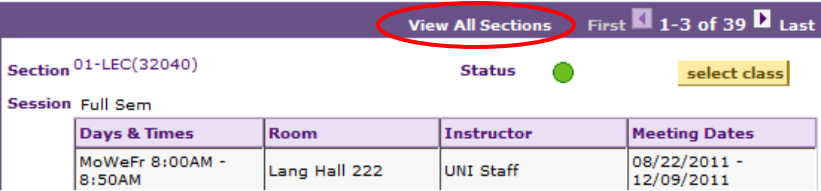
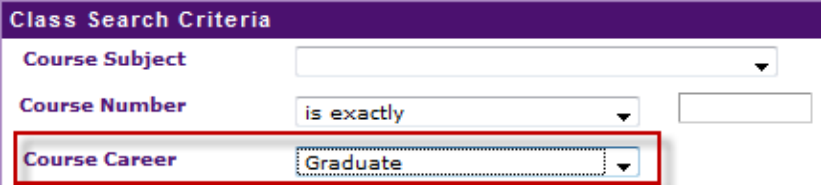



Frequently Asked Questions (FAQs) – Advisor Center

Question	Answer
How do I access Advisor Center?	Log into <i>My Universe</i> . Click the Academics tab. Click the My Advisee link in the Advisor Center pagelet.
Who do I contact if I have a question about Advisor Center?	Contact Michele Peck from the Academic Advisement Office at 273-4707 .
What if I don't see the Advisor Center pagelet?	<p>If you do not see the Advisor Center pagelet on the Academics tab:</p> <ul style="list-style-type: none"> • Scroll down; it may be located at the bottom of the page. <i>Note:</i> You may move the Advisor Center pagelet to the top by using the Layout link in the upper left. • If you have customized your content, you may have to add the Advisor Center pagelet by clicking the Content link in the upper left. • If you still cannot see Advisor Center, contact Michele Peck for assistance.
Where can I view student information, such as current schedule, holds, and contact information?	Click the View Student Details link on the my advisee tab for the student you wish to view. This displays the student's Student Center.
How can I email a student all my advisees?	<p>Email students from the my advisees tab:</p> <ul style="list-style-type: none"> • To email one student, click the student's name or select the <i>Notify</i> checkbox for the student and click the notify selected students button • To email specific students, select the <i>Notify</i> checkbox for the students and click the notify selected advisee button • To email the entire roster, click the notify all advisees button. <p><i>Note:</i> You may also use your Advisee List-Serv. Contact Postmaster Nick Frerichs if you have questions about your list-serv.</p>
Why don't I get any results in the Class Search?	<p>If you do not get results using the Class Search:</p> <ul style="list-style-type: none"> • Ensure you have the correct Term (semester) selected. • Ensure you have the correct Subject selected. The Class Search may contain multiple subjects in the same area. For example, ART has three subject areas: Art Education, Art History, and Art Studio.

Question	Answer								
<p>How come only 3 sections display per course display in the Class Search?</p>	<p>Three sections per course display so that students can easily navigate through courses. To display all sections, use the View All Sections link in the header:</p> <p>▼ COMM 1000 - Oral Communication</p>  <p>The screenshot shows a header with 'View All Sections' circled in red. Below it, a section for '01-LEC(32040)' is shown with a status indicator and a 'select class' button. A table below lists details for 'Full Sem' with columns for Days & Times, Room, Instructor, and Meeting Dates.</p> <table border="1" data-bbox="764 527 1507 600"> <thead> <tr> <th>Days & Times</th> <th>Room</th> <th>Instructor</th> <th>Meeting Dates</th> </tr> </thead> <tbody> <tr> <td>MoWeFr 8:00AM - 8:50AM</td> <td>Lang Hall 222</td> <td>UNI Staff</td> <td>08/22/2011 - 12/09/2011</td> </tr> </tbody> </table>	Days & Times	Room	Instructor	Meeting Dates	MoWeFr 8:00AM - 8:50AM	Lang Hall 222	UNI Staff	08/22/2011 - 12/09/2011
Days & Times	Room	Instructor	Meeting Dates						
MoWeFr 8:00AM - 8:50AM	Lang Hall 222	UNI Staff	08/22/2011 - 12/09/2011						
<p>How come I don't see the graduate level classes in the Class Search?</p>	<p>The Course Career field in the Class Search Criteria defaults to "Undergraduate". Change the value to "Graduate" and search.</p>  <p>The screenshot shows the 'Class Search Criteria' form. The 'Course Career' dropdown menu is highlighted with a red box and set to 'Graduate'.</p>								
<p>Does the system time out?</p>	<p>The time out follows the My Universe time out threshold. If there is no activity, a warning message displays after 20 min.</p>								
<p>Why do I see a spinning wheel in the upper right corner of the screen?</p> 	<p>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.</p>								
<p>What if I'm experiencing data or system issues?</p>	<p>Because the system is web-based, sometimes issues occur due to cache or cookies. You can try to clear your cache:</p> <ul style="list-style-type: none"> • Internet Explorer and Firefox browser users, simply press CONTROL + SHIFT + DELETE on your keyboard. Select the appropriate categories and click the Delete button. • Safari browser users, select Empty Cache in the Safari menu. To delete cookies, select Preferences, Bookmarks, Show Cookies, Remove. <p>If issues persist, contact the technical support center.</p>								