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Overview

This PeopleSoft tool allow Advisors to request specific actions via the Advisor Request System (ARS). There are currently six (6) active advisor request types:

1. Change of Major
2. Add a Minor or Second Major
3. Drop a Minor or Second Major
4. Change Major/Minor Catalog Year
5. University Requirement Catalog Year Change (for GE or PE catalog year changes)
6. Credit/No Credit Option

The Office of the Registrar will process these requests. Both the student and the advisor will be notified one the advisor request is completed. Additionally, the student will be able to view the general status of the request in their MySJSU Student Center once it has been submitted.

Context

This process was developed to allow advisors (requester) to electronically submit the above requests to the Office of the Registrar responders once they have been approved. The improvement is important for several reasons:

1. **Ensures Accuracy:** Essential information is required and selected from validated lists to ensure that it is accurate and in a standard format. This allows responders to process the requests more quickly and accurately.
2. **Increases Efficiency:** Advisor requests can be submitted as they are approved without having to walk them over the Office of the Registrar or relying on intercampus mail. The responders receive requests immediately upon submittal and are able to manage their queue more easily.
3. **Improves Transparency:** Both the advisor and the student can view the status of each request and receive automated notifications if any action is required.
4. **Enhances Data Management:** Requests are now managed electronically and are linked to student record data which expands the criteria on which they can be tracked and quantified.

Advisor Request Process Summary

The following steps outline the process for advisors to follow to submit and track their advisor requests. A more detailed walkthrough with screenshots can be found in the **Advisor Request Process Guide** on Faculty & Staff page of the Office of the Registrar website: <https://www.sjsu.edu/registrar/faculty-staff/>

Add a New Request

1. Log into **MySJSU**, and go to the **Advisor Request View/Add** page using the following navigation:

- **Main Menu**
 - **SJSU Campus Solutions**
 - **Academic Advisement**
 - **Advisor Request System (ARS)**
 - **Advisor Request View/Add**

2. On the **Advisor Request View/Add** page, select the **Add a New ARS Request**.

3. Enter the **Student ID** and select the student's corresponding **Career**.

4. Select the **Request Type** from the dropdown menu.

5. Select the **Student's Academic Plan For This Request** that this request applies to, if applicable.

6. (Optional) Select the **Comments** button to add any additional comments that may be helpful in order to process the request.

7. Complete the fields required in the **Request Details** section.

- For values that must be picked from a validated list, select the magnifying glass icon  to open the list of applicable values.
- For text fields, type in the appropriate information.

8. To submit the request to the Office of the Registrar, ensure the **Request Status** is set to **Submit for Processing**, then click the **Save** button.

- You can also save the request without submitting for processing by selecting the **Save to My Queue** option from the **Request Status** dropdown.

9. After saving the request, you can click one of the following navigation buttons

- Create a New Request for This Student,
- +Add (to start a new request for another student), or
- Return to Search

The Academic Plan dropdown will only show for the following request types:

- Change of Major
- Change of Major/Minor Catalog Year
- Drop a Minor or Second Major

The Quick-Links section allows the advisor to open the student's MyProgress Report or to create a What-If Report in a new tab.

View an Existing Request

1. In **PeopleSoft**, go to **Advisor Request View/Add** using the following navigation:
 - **Main Menu**
 - **SJSU Campus Solutions**
 - **Academic Advisement**
 - **Advisor Request System (ARS)**
 - **Advisor Request View/Add**
2. Enter the criteria for your search.
3. Click the **Search** button.
4. Select a row to view the request details for the selected request.
5. From the Request Details you can click one of the following navigation buttons
 - Create a New Request for This Student,
 - +Add (to start a new request for another student),
 - Previous in List (to go to the details for the previous request),
 - Next in List (to go to the details for the next request), or
 - Return to Search

Advisor Request Types

Request Type	Purpose
Change of Major	To change a currently declared major or concentration, regardless of units earned. <u>Follow your College's internal approval process.</u> The selected declared major will be dropped as a result of this request. Do NOT use this request to add a second major.
Add a Minor or Second Major	To add a minor or second major/concentration. This request will not change or drop any currently declared major/minor.
Drop a Minor or Second Major	To drop a currently declared minor or second major/concentration.
Change Major/Minor Catalog Year	To change the catalog year for the selected major or minor. This request will only change the major or minor requirements; it will NOT affect GE requirements.
University Requirement Catalog Year Change	To change University Requirement Catalog Year Change for GE Core or PE requirements <u>based on a student's Catalog Rights.</u> For students who have NOT been in continuous attendance, a Return to a Previous GE Pattern Petition (DocuSign) must be submitted to the College of Undergraduate Education instead.
Credit/No Credit Option	To change the Grading Basis of a currently enrolled course to CR/NC. Please read the instructions carefully to determine whether or not a course is eligible for this request.