FSCJ Florida State College at Jacksonville

Below are the sequential steps recommended to assist with troubleshooting so that students can view the correct academic requirements, enroll in classes independently, etc. Note that some staff will not have access to complete all of these steps and will therefore need to work with Advisor Center staff who can complete each of these functions.

Check a student's Academic Plan/POS

First verify that the student's myFSCJ record contains the expected academic plan, and that it is active.
1. Proceed to:
Main Menu>Campus Solutions>Records and Enrollment>Career and Program Information>Student Program/Plan
2. Check the first tab for the desired program (BACH in this example) and career (College Credit in this example).
3. Confirm that the career is currently Active. Depending on the student, you may need to scroll through the rows to view other Programs that may be Active, Completed or Discontinued. Check for discontinuation row for that would stop them from being active for registration.

4. Review the Student Plan information. The Student Program tab provides one layer of the record, but you need to know that actual plan (program of study is also correct and active). For example, if the student is enrolled in an AA degree, but reports being enrolled in the A.S. degree in Accounting (2201), both degrees would share the same Student Program tab since they are both 2YFA programs.

5. Click on the Student Plan tab and review the information. Here, the student is active in plan S301, and there is no discontinuation or completion row. The Student's Career Number is 0. Many students will only have Career 0, but students who have completed a Program/Plan stack will have an Active row and a Completion row. Once a student "Completes" a plan and graduates, a new "stack" is created and a new career number is assigned to the student.

Student Program	Student Plan	Student Sub-Plan	Student Attributes	Student Degrees

Academic Career: College Credit   **Student Career Nbr:** 0   **Car Req Term:** Spring 2017

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Status: Active in Program	**Admit Term:** Spr 2017
Effective Date: 01/09/2017	**Effective Sequence:** 1
Program Action: Activate	**Action Date:** 03/20/2017
Action Reason: Conversion	**Requirement Term:** Spr 2017
Academic Program: BACH	

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*Academic Plan: S301 🔍 Information Technology Mgmt Major	
*Plan Sequence: 10	**Degree:** BAS
*Declare Date: 01/09/2017 📅	**Degree Checkout Stat:**
*Requirement Term: 2172 🔍 Spr 2017	**Student Degree Nbr:**
*Advisement Status: Include ▾	**Completion Term:**

6. a. If the <u>Academic Plan is</u> <u>accurate</u>, proceed to check for Term Activation.

   b. If the <u>Academic Plan is</u> <u>not accurate</u>, complete the Program Plan Change form, following the outlined process. Note that if a student has changed the academic plan/program of study recently, or wants to make a plan change effective Fall, those changes are truly changes and not Conversion Errors, and should be noted as such on the form.

Check Term Activation

If the Academic Plan is accurate and active, the next step is to check term activation for the desired term. Students who are not term activated will often see a message stating: "**You do not have access to enrollment.**"

1. Verify that the student is eligible to enroll by confirming that the student has been registered for classes in the past year. This check is important because it is possible that you will see the student is active in myFSCJ, but student has not attended FSCJ in more than one year.
   o If there are enrollments in the last year, proceed with the term activation process
   o If there are no enrollments, the student needs to complete the readmission process
2. Proceed to: **Main Menu>Campus Solutions>Records and Enrollment>Student Term Information>Term Activate a Student**

   You will see one or more rows of information displayed, depending on the student's academic history. The "newest," current term will display as row 1.

3. Review the following criteria: Academic Career, Term, and Student Career Number. The Student Career number should correspond to the Student Career Number of the plan associated with the specific term (see above).
4. Proceed to the row for the desired Academic Career (College Credit in this example).
5. Does a row exist for the desired term?
   o If yes, is the Eligible to Enroll box checked? If not, check it.
   o If no, click the plus button to add a row for the desired term. Enter the term, confirm that the Student Career Number is accurate, and that the Eligible to Enroll box is checked. Click Save.

Generate an Academic Advisement Report (ADV) and Planner (PLN)

Running these reports resolves the issue of "**Requirements not available at this time**"
For a student to be able to view his/her own Academic Requirements through self-service, an Academic Advisement Report must be processed. The Advisement Reports are run in a batch process. However, if a student was not previously term activated, then we need to generate both the Academic Advisement Report (ADV) and Planner (PLN).

Proceed to: **Main Menu > Campus Solutions > Academic Advisement > Student Advisement > Request Advisement Report > Advising Report**

Step	Action
1.	Click the **Add a New Value** tab.
2.	Enter the desired information into the **ID** field.
3.	Click in the **Report Type** field.
4.	Enter the desired information into the **Report Type** field. Enter **ADV** to run the Advisement Report.
5.	Click the **Add** button.
6.	Click **Process Request.**
7.	Click **Return to Report Request.**
8.	Click **Return to Search.**
9.	Click the **Add a New** Value tab.
10.	Change **ADV** to **PLN** to run the Planner Report.
11.	Click the **Add** button.
12.	Click **Process Request.** The Planner looks similar to the Advisement Report. Once it appears, you have successfully generated an Academic Advisement Report (ADV) and Planner (PLN) Report.

Program/Plan Discontinuation

Explain that programs cannot be discontinued during the term. Programs can only be discontinued at the end of the term for tuition calculation processes. If a student is going in to pay, and they can't pay, then look at the program/plan stack to see if that is the issue.

Enrolling Students in Classes not on the AAR

If a student does not see the class they wish to add under that requirement area on their AAR or in the electives area, the student will need to be Quick Enrolled by an advisor. Students often don't realize that many of the classes they are looking for might be found under electives. If the requirement area has already been satisfied on the AAR, then students should be directed to look for the class under the electives area. If the class is not available under electives, the advisor should then Quick Enroll the student.