CAL POLY

USER'S GUIDE TO
THE CHANGE OF MAJOR PROCESS
USING PORTAL WORKFLOW
(eForms)

Office of the Registrar
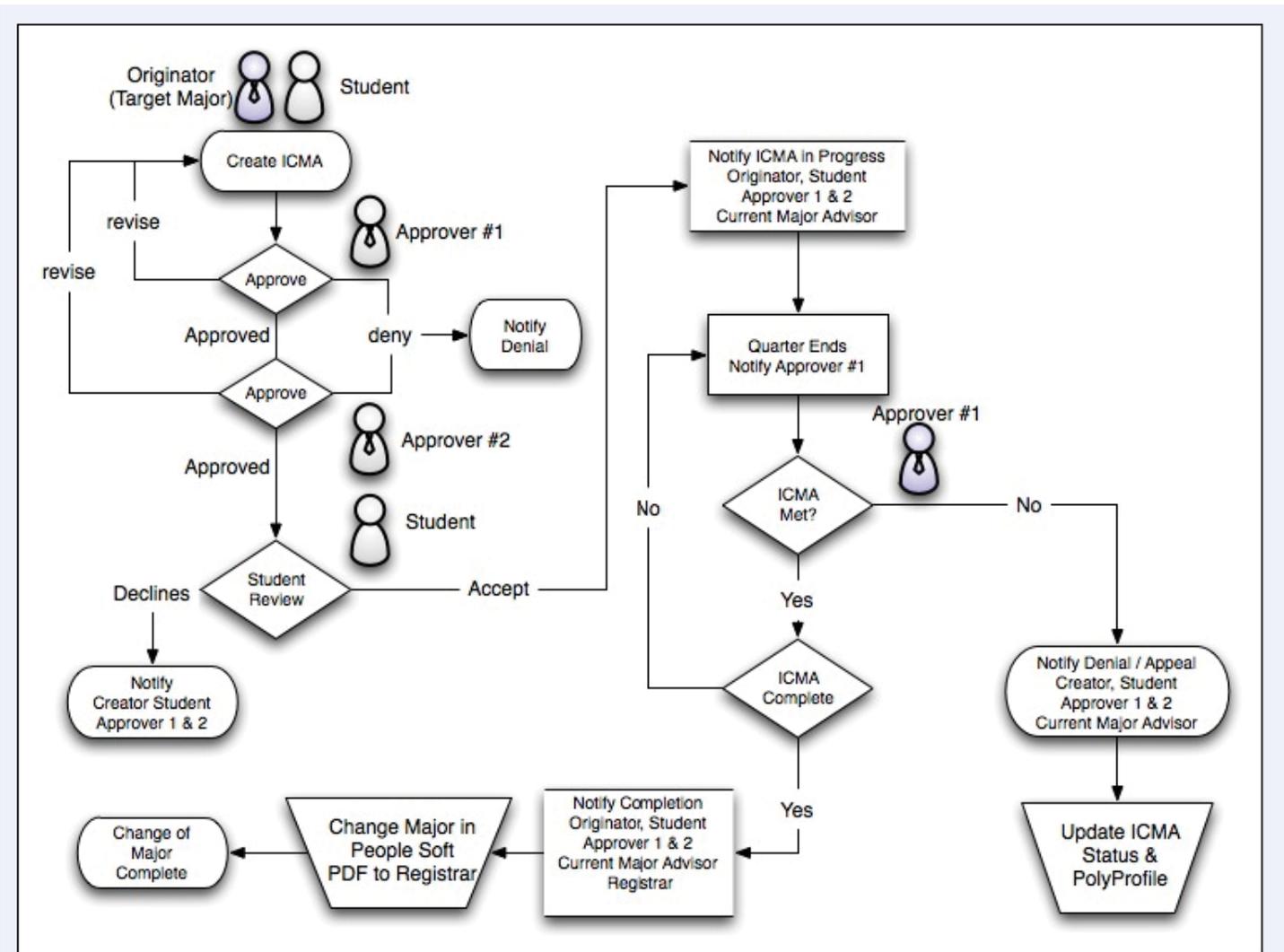April, 2011

**Introduction*:*
To support the implementation of Cal Poly's new change of major policy, the Provost's Office and ITS have developed a workflow mechanism to automate the change of major process.

This new "eForms" system will accomplish the following:

- Eliminate the need for paper forms and signatures
- Track whether a student has previously requested a change into a particular major
- Enable the creation of an ICMA (Individualized Change of Major Agreement), which adheres to the change of major policy, directly from a student's PolyProfile
- Route the ICMA to the appropriate individual or individuals who need to accept, suggest revisions, or deny it
- Route the ICMA to the student to accept
- Allow the student to link to her/his ICMA directly from PolyProfile
- Notify the change of major approver at the end of the quarter, or quarters (if a two-quarter ICMA) that review and final approval are needed
- Route the final, approved ICMA to the Registrar's Office in order for them to change the student's major in PeopleSoft

See the following pages for a schematic of the various steps in the workflow process and a diagram of the various notification and action points.

For the full text of the change of major policy, please refer to pages 36-37 of the 2011-13 catalog: http://www.catalog.calpoly.edu/2011cat/genlreqs.pdf

Originator (Target Major) / Student

Create ICMA

revise

revise

Approve — Approver #1

Approved

deny → Notify Denial

Approve — Approver #2

Approved

Student Review — Student

Declines → Notify Creator Student Approver 1 & 2

Accept → Notify ICMA in Progress Originator, Student Approver 1 & 2 Current Major Advisor

Quarter Ends Notify Approver #1

ICMA Met? — Approver #1

No

Yes

No → Notify Denial / Appeal Creator, Student Approver 1 & 2 Current Major Advisor

ICMA Complete

Yes

Notify Completion Originator, Student Approver 1 & 2 Current Major Advisor Registrar

Change Major in People Soft PDF to Registrar

Change of Major Complete

Update ICMA Status & PolyProfile

Key Terminology:

Roles:

"**Originator**": The individual (advisor, or department chair/ head) designated by a college to create the initial ICMA for the target major, and the only person who can modify the ICMA.

"**Approver #1**": The individual designated by a college to:
- Approve ("accept") the initial ICMA, suggest revisions to the Originator, or reject it
- Monitor the ICMA: review progress at the end of the quarter, or quarters, and, if student has met terms of ICMA, route it to the Registrar's Office

This individual has final (chronological) signoff.

Note: Depending on the delineation of responsibilities agreed upon in a college, Originator and Approver #1 may be the same person.

"**Approver #2**": The individual charged by a college to have the ultimate authority on whether a student may change into the target major. S/he can accept, suggest revisions, or reject. This role is analogous to the Dean, or Associate Dean, signature line on the paper form.

Important Note: If Originator and Approver #1 are the same person, Approver #2 is required. If Originator and Approver #1 are different people, Approver #2 is optional. This requirement ensures that at least two individuals will share responsibility for the integrity of the major change process, while still allowing for varying arrangements across colleges.

Technology:

"**Work List**": The location where ICMAs await review and action by originators, approvers, and students (an electronic inbox). Each of these parties has a work list; the notification emails, which are automatically generated by the system, contain a link to the work list, or a user can go directly to eforms.calpoly.edu.


Getting Started:

The student visits "Change Your Major" in her/his Portal (in the Registration and Enrollment tab, under Enrollment Planning), which indicates whether s/he is eligible to change majors (enrolled at Cal Poly for at least one quarter?, requested a change into this major before?); refers them to curriculum displays and flowcharts; and directs them to the designated advisor for the major in which they have expressed an interest (typically, this individual will also be the Originator of ICMA's for that major).
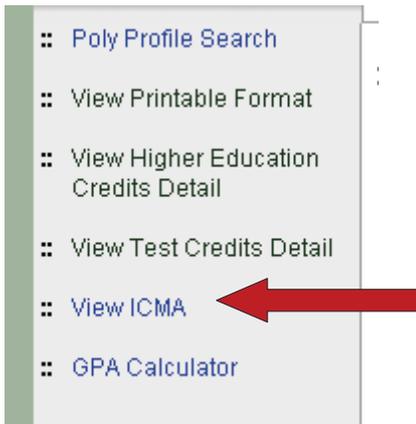
The Originator's Role:
Once the advisor determines that a major change is appropriate (see the policy for specifics regarding whether a major change is appropriate for a student), s/he goes directly to the student's PolyProfile.

In the upper left navigational bar, click on "Create ICMA":
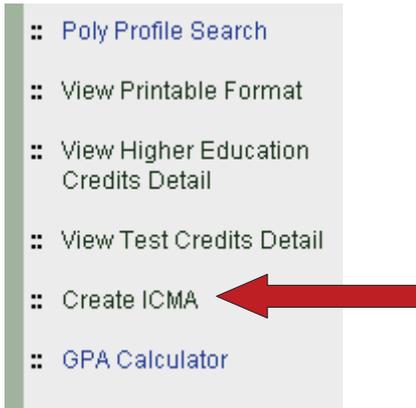
Note: once an ICMA has been created, the display changes to:

Additionally, the current status of an ICMA, the date it was created, and history of any previous ICMAs, are noted in the main body of PolyProfile, between "Career Program Plans" and "Enrollment Summary":

Clicking the ICMA link will allow a view of the ICMA itself.

Completing the ICMA Form:

The form is designed to assist in the creation of a complete and accurate ICMA:

Individual Change of Major Agreement

▼ Student Information

Name	Current Major	Date
	48SOCBAU	Monday April 18, 2011 2:32 p.m.
EmplID	Current Major Description	Current Term GPA
	Sociology	3.250
Student Username	Current Major Advisor Email	Current CPSLO GPA
	tljones@calpoly.edu	2.547
	🔵 Current Catalog Year	Current Higher Ed GPA
	[Select...] ▼	2.824
	The starting year of the course catalog for the student's current major	

In the section above, the only action is to select student's Current Catalog Year; the remaining fields have automatically filled in, based on information from the Profile. Selecting the catalog year is optional; the form can be routed without it.

Next, select a Target Major from the drop-down menu, or simply begin to type it in:

▼ Target Major

🔵 Target Major	Target Major Description	Proposed Catalog Year*
[Select...] ▼		[Select...] ▼
		Starting year of catalog for proposed major. *Subject to eligibility. Final determination of eligibility made by Registrar's Office

[Select...]
Aerospace Engineering (BS): 52AEROBSU
Agricultural Business (BS): 10AGBBSU
Agricultural Science (BS): 10AGSCBSU
Agricultural Systems Management (BS): 10ASMBSU
Animal Science (BS): 10ASCIBSU
Anthropology and Geography (BS): 48ANGBSU
Architectural Engineering (BS): 20ARCEBSU
Architecture (BAR): 20ARCHBARU
Art and Design (BFA): 48ARTBFAU
BioResource and Agricultural Engineering (BS): 10BRAEBSU
Biochemistry (BS): 76BCHMBSU
Biological Sciences (BS): 76BIOBSU
Biomedical Engineering (BS): 52BMEDBSU
Business Administration (BS): 40BUSBSU
Chemistry (BS): 76CHEMBSU
Child Development (BS): 48CDBSU
City and Regional Planning (BS): 20CRPBSU
Civil Engineering (BS): 52CEBSU
Communication Studies (BA): 48COMSBAU

...urse #2: Subject	🔵 Required Course #3: Subject
▼	[Select...] ▼
	Course Number
▼	[Select...] ▼
...rs for *all* subjects are shown. You are ...ng a course number that is valid for the ...cted.	Note: Course numbers for *all* subjects are shown. You are responsible for selecting a course number that is valid for the subject you have selected.

Once a target major is selected, if the student has a previous ICMA that is no longer active (e.g., for another major), it is displayed, as a reference for the Originator.

Previous ICMAs

Created	Creator	Target Major	Status
Feb 11 2011 11:51 AM	Mr. D▮▮▮▮▮	EE	Failed final approval by d▮▮▮ on Feb 22 2011 12:53 PM

The form now displays:

Target Major

Target Major	Target Major Description	Proposed Catalog Year*
48ANGBSU: Anthropology and Geography (BS)	Anthropology and Geography (BS)	[Select...]
Major into which the student intends to transfer		*Subject to eligibility. Final determination of eligibility made by Registrar's Office*

It is recommended, but not necessary, to select a Proposed Catalog Year. The change-of-major Academic Progress Counselor in the Office of the Registrar evaluates the best catalog that the student is eligible for, that optimizes use of previously completed course work, AP credit, etc.

The Terms of the ICMA:

Requirements

Course Work Required

☑

Deselect if no courses are required in order for the student to change major

If the Originator un-checks the "Course Work Required" box, the form collapses:

Requirements

Course Work Required

☐

Deselect if no courses are required in order for the student to change major

This action is recommended if the Originator wishes to admit the student immediately. This box can subsequently be re-checked, and the course work boxes will reappear.

If no course work is required, the "Final Approval Date" will show today's date:

Final Approval Date

March 5, 2011

If course work is required, there is space to specify the maximum of three courses, allowed by policy, that are required in the target major:

▾ Requirements

Course Work Required
☑
Deselect if no courses are required in order for the student to change major

▾ Course Requirements

Required Course #1: Subject	Required Course #2: Subject	Required Course #3: Subject
[Select...] ▾	[Select...] ▾	[Select...] ▾
Course Number	**Course Number**	**Course Number**
[Select...] ▾	[Select...] ▾	[Select...] ▾
Note: Course numbers for *all* subjects are shown. You are responsible for selecting a course number that is valid for the subject you have selected.	*Note: Course numbers for *all* subjects are shown. You are responsible for selecting a course number that is valid for the subject you have selected.*	*Note: Course numbers for *all* subjects are shown. You are responsible for selecting a course number that is valid for the subject you have selected.*
Units	**Units**	**Units**
[Select...] ▾	[Select...] ▾	[Select...] ▾
Min Grade	**Min Grade**	**Min Grade**
[Select...] ▾	[Select...] ▾	[Select...] ▾
Suggested Term	**Suggested Term**	**Suggested Term**
[Select...] ▾	[Select...] ▾	[Select...] ▾

The "Required Course" drop-down menus display prefixes for all active courses at Cal Poly.

▾ Course Requirements

Required Course #1: Subject	Required Course #2: Subject	Required Course #3: Subject
[Select...] ▾	[Select...] ▾	[Select...] ▾
[Select...] ▲	**Course Number**	**Course Number**
AERO	[Select...] ▾	[Select...] ▾
AG	*Note: Course numbers for *all* subjects are shown. You are responsible for selecting a course number that is valid for the subject you have selected.*	*Note: Course numbers for *all* subjects are shown. You are responsible for selecting a course number that is valid for the subject you have selected.*
AGB		
AGC		
AGED		
ANT	**Units**	**Units**
ARCE	[Select...] ▾	[Select...] ▾
ARCH		
ART	**Min Grade**	**Min Grade**
ASCI	[Select...] ▾	[Select...] ▾
ASTR		
BIO	**Suggested Term**	**Suggested Term**
BMED	[Select...] ▾	[Select...] ▾
BOT		
BRAE		
BUS		
CD		
CE		
CHEM ▾		

The Course Number drop-down menus allow selection of any value from 100 to 599.

Tips For Successful Completion:

- It is not necessary to use the drop-down menus; for greater speed, the Originator can type the desired prefix and number.
- The "Course Number" field does not limit the values displayed, based upon the prefix chosen (i.e., the Originator could select GEOG 101, without receiving an error message, though GEOG 101 is not a Cal Poly class).
- The form does not recognize courses the student has already taken (the Originator could select a course the student has already taken, without receiving an error message).
- The form does not automatically read unit values, based on the prefix and number selected (the Originator could select a value of "3" for a 4-unit class).
- The form DOES monitor the Suggested Term field: if courses span more than the two-quarter maximum allowed by the policy, the Originator receives an error message:

Note: The drop-down menu displays more than two quarters, to allow for student-specific situations (e.g., a two-quarter ICMA might span Spring and Fall quarters, if the student does not plan to attend Summer quarter).

The policy allows for GPA requirements, as well as course requirements:

It is not necessary to complete all the GPA fields, if a department's policy is to hold students to some, but not all, of the fields listed above.

"Min Required Courses GPA" field is an opportunity to provide flexibility, by requiring an overall min average GPA for the courses required. This average would allow for the possibility that a student might achieve a slightly better grade than required in one of the 3 courses, and a slightly worse grade in another one, but still achieve the desired average of all 3 courses.

Note: The "GPA Calculator" is a tool; it is not necessary to use it. When using it, it is not necessary to fill in the course prefix and number boxes; the calculator will work with only the unit and grade boxes filled in.

The "Additional Requirements and Notes" fields are the appropriate places to:

- Implement the clause of the policy regarding "additional courses and/or units to allow the student to meet minimum progress standards and complete degree applicable units in both majors, whenever possible." ("Other Requirements")
- Note special requirements, e.g., portfolio review ("Other Requirements")
- Indicate classes that would suffice if a course that was originally specified is not offered in a future quarter, or the student cannot enroll in it. This would allow the Approvers to sign off on appropriate substitutes without the need for future review, if course offerings change. ("Notes")

▾ Additional Requirements and Notes

Other Requirements

List of any additional requirements that need to be met as part of this ICMA. Note: these comments will be visible on the form the student receives.

Notes

Any additional notes that should get tracked as part of this request. Note: these comments will be visible on the form the student receives.

The Approval Dates are driven by the terms selected in the "Course Requirements" section. The actual date is the Monday following the date that faculty grades are due.

Here is the display for a two-quarter ICMA, with courses selected for Spring and Summer:

Quarter Approval Date
June 20, 2011

Final Approval Date
September 12, 2011

A one-quarter ICMA, with courses selected for Spring only, will display:

Final Approval Date
June 20, 2011

An ICMA with no course work required will display today's date:

Final Approval Date
March 5, 2011

Next, the form facilitates routing to Approver #1 and #2, per the policy of the college:

▾ Approvals

Set Me As Approver #1
☐

⊚ **Change of Major Approver #1 Username**

This is the individual who will perform the quarterly review of the ICMA. Enter just the username (do not include @calpoly.edu).

⊚ **Change of Major Approver #2 Username**

E.g. the Dean, Associate Dean, or Department Head. Enter just the username (do not include @calpoly.edu). This field is required if the form originator and Approver #1 are the same person.

Originator has the option to select her/himself as Approver #1. If the Approver #1 field is left blank, an error message will occur upon submission of the form: this is the individual who must perform quarterly, and final, review of the ICMA.

If Originator and Approver #1 are the same person, an error message will occur upon submission of the form: designating an Approver #2 is necessary in this situation.

Note: Occasionally, an error message can occur that the Username for an Approver is invalid. If the Username is correct, the probable cause is that the Originator has taken long enough in creating the ICMA that s/he is in fact receiving a time-out error. In this case, hit the back button on the browser, and start the form again.

Finally, the Originator's name and contact information are preserved:

▾ Form Originator Information

Name	Department	Phone	Username
Ms. [____]	Evaluations	805/756-[____]	[____]

Last step is to review the form (it is necessary to review before routing forward):

✓ 💾   ✕ Close   ➡ Review

Any errors (e.g., required fields were not completed) will display as red and inform the Originator of the nature of the error, which must be corrected before the form can be routed.

While reviewing, if the Originator notices edits that need to be made, use the "Edit" function to return to the previous page.

eForms Takes Over:

After carefully reviewing the form, the Originator sends it into the eForms workflow:


The Originator is now in the eForms workflow system and receives this message:
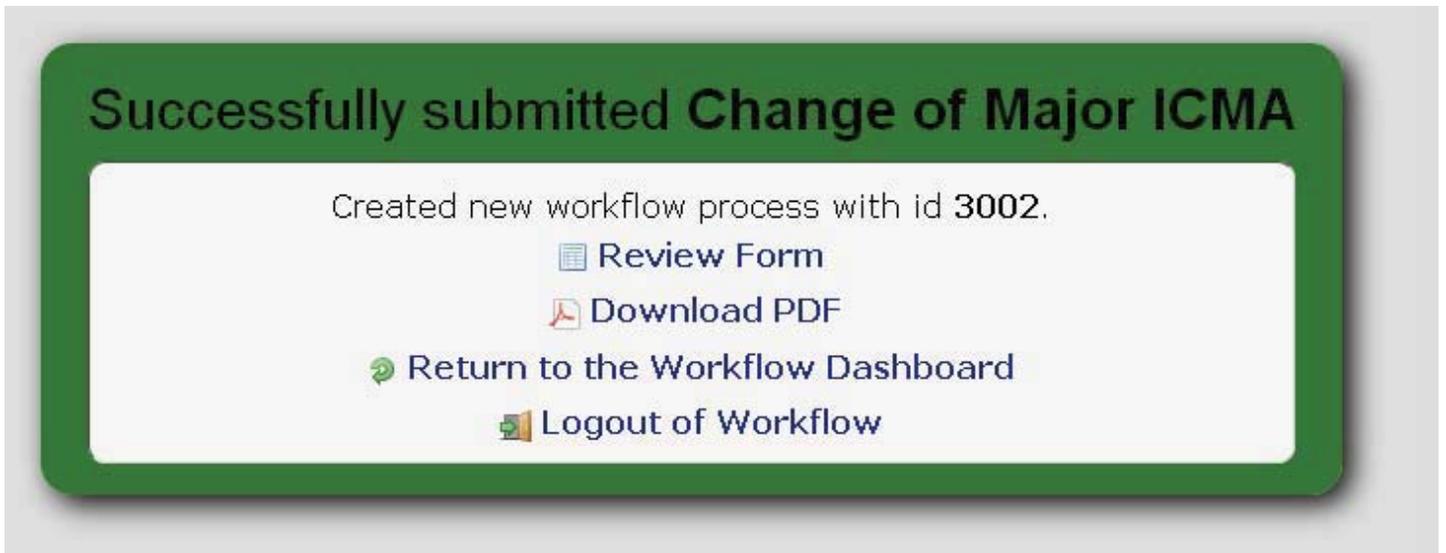
Originator can now choose to: review the ICMA; download the ICMA as a PDF; click "Return to the Worfklow Dashboard," which will take the Originator to her/his work list, where s/he can process any pending items; or logout of the work list.

Clicking "Return to the Workflow Dashboard" will bring up a display similar to this:
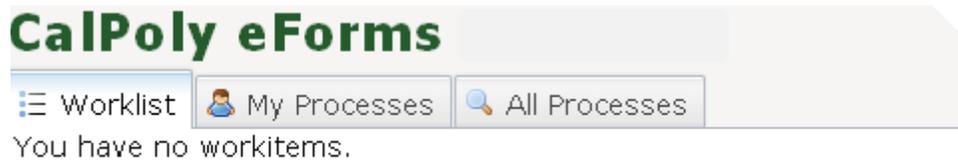
Next Steps (Approver #1 and Approver #2's Roles):

Approver #1 will receive the following email, sent automatically through the workflow system. The "sender" of the email will ostensibly be evaluations@calpoly.edu, since the Originator did not actually send the email from her/his email account:

New Change Of Major Request for xxxxx
xxxxxxx x. xxxx has begun the process to change their major from Economics to English (BA).

You have been identified as the target major Approver #1 and your approval is needed in order to begin the process. You can review and approve the draft ICMA by going to eForms at https://eforms.calpoly.edu/ where you will find this form under the Worklist tab in "Approver#1 Review."

It is important that you review and respond to the request within 1 week.

For more information please visit: http://www.academicprograms.calpoly.edu/academicpolicies/Policies-Undergrad/Change-major.html

When Approver #1 clicks on the http://eforms.calpoly.edu link, it will take him/her to the work list, which will look similar to this:

There may be different work list items, arranged in different rows and columns, depending on this individual's role, or roles; for example, one might see "Originator Review," in addition to Approver #1 Review.

("ID" is a number assigned to the specific work item (the ICMA), in order for the worfklow system to track it.)

Click on the blue hyperlink under "Activity." Doing so opens the ICMA, as sent forward by the Originator.

Note: Workflow logic is designed to route the form according to the fields that were filled in. As a result, if Originator and Approver #1 are the same individual (e.g., a department chair/head), the ICMA will appear in that individual's work list for "Approver #1 Review," though s/he already reviewed it as Originator. In this situation, review can be completed expeditiously.

Approver #1 is given three options, Accept, Revise, or Reject:

The form indicates what will occur when any of the radio buttons is selected.

Accepting, Revising, or Rejecting will first require a "Review" action, then a "Send" action.

If the Revise button is selected, a text field will display:

The text that is added to the "Approver #1's Requested Revision" field will be incorporated into an email to the Originator, <u>and will be seen by the student</u>. Upon submission of the revision request, the Originator will receive an email with a link to his/her work list.

Clicking on that item in the work list will bring up the ICMA, with a message like this at the top:

After the Originator makes revisions, Approver #1 receives an email (automatically generated). Or, if no revisions are required, Approver #1's approval will route the form to Approver #2's (if one was selected) work list.

Approver #2 will take similar actions as above, through eForms: Accept, Revise, or Reject, which will generate emails to the appropriate parties.

NOTE: All Revision Requests and Rejection notes can be seen by the student.

The student receives an email to log into her/his work list in order to accept or decline the ICMA. If the student declines, an email notification goes to the Originator and Approver(s). If the ICMA is rejected by an Approver, the student also receives an email to that effect, with the reasons for the rejection, and a suggestion to contact the Originator about next steps.

Extent of Automation:
It is important to note the dynamic nature of this workflow system: the subject line of the email, the text of the body of the email, and the recipients are all determined by what is filled out on the original ICMA. The dates of reminder emails are similarly automatically generated by the terms selected for coursework required.

For example, a one-quarter ICMA will generate a reminder email, at the end of the quarter, to Approver #1 (but not to the Originator or Approver #2), to log into eForms and assess whether the student has met the terms of the ICMA. A two-quarter ICMA will trigger a reminder email at the end of the first quarter, for Approver #1 to track the student's progress thus far, and another email at the end of the second quarter, for final assessment of whether the ICMA has been met. Approver #1 receives one email per student at the end of the quarter.

Final Steps:
Once Approver #1 determines that the student has met the conditions of the ICMA, at the end of one or two quarters, s/he approves and then routes the ICMA through eForms, to the Office of the Registrar, where the student's major is changed in PeopleSoft, and the ICMA is stored as part of the student's permanent record.

Note: The change in PeopleSoft is not automatic; it is processed by the change-of-major Academic Progress Counselor. This can take several business days, before the new major shows in PolyProfile.

If the student does not meet the terms of the ICMA, Approver #1 denies the ICMA, and the student is notified via email.

Questions?
Please call Eve Fine, 756-5923, or Helen Bailey 756-6313, in the Evaluations Unit of the Office of the Registrar.