New Third Attempt Request Workflow

Effective Spring 2024
Third Attempt Request Form for Students

Information about form:

Undergraduate students may not register to take a course more than two times unless they meet with a major advisor, obtain verification of all of the following conditions, and submit the verification to the course department chair for approval:

1. they have not exceeded 28 units of repeated coursework,
2. they received a grade of D, F, IC, or WU upon the second attempt of the course,
3. the course to be repeated is a program requirement,
4. the program they are pursuing requires a grade of C or higher in the course to fulfill a program requirement, and
5. there are no other courses in the catalog that can be used to fulfill the program requirement.

The chair will not grant this approval unless all of these conditions are met.

Recommended submission date:
By the 5th day of instruction for the term you wish to enroll.
Fall/Spring Semester Add Deadlines

*Please note: Submitting a Third Attempt Request does NOT guarantee you a spot in the course. You must adhere to the semester add deadlines outlined below.*

1st day of instruction through 10th day of instruction:

*Students add themselves online 1st-10th day without permission. No permission number is needed, unless it requires department consent.*

11th day of instruction through 20th day of instruction (Census Date):

*Students add themselves online 11th-20th day WITH a permission number. Permission numbers are required for all adds through census date.*
Third Attempt Request Workflow Process

NEW WORKFLOW SYSTEM IN PLACE OF PAPER FORM.

Advisor > Student: Student must acknowledge before form can move forward in workflow.

Student > Class Dept. Chair: Yes

Class Dept. Chair > Registrar Office: Yes

Registrar Office > Student: Third attempt exception processed. Student notified via email to enroll in approved course.

Student > Advisor: Student must take action to enroll in approved course.

Stops - student receives denial email
University Registrar Website

On our forms page, students will be directed to contact their major department for assistance to begin the process.

The video is for the students to view once a form is submitted to walk them through the steps.
Major Advisor Process
How to Access

Student Support in Peoplesoft (My Fresno State)

Academic and Faculty Advisors go to the "Student Support" tile from your Peoplesoft Homepage and then under Academic Advising folder the Third Attempt Repeat Request link.
Form

- Enter the student ID number.
- Student information will auto-populate.
- Only eligible courses will appear in the drop down list.
- Once the course is selected, the Department Chair will autofill as well as the requirement check in the system.

**Please note:** Wait until you see ‘Loading Complete’ in green before proceeding after the class is selected.
Reviewing Requests

- The system automatically checks the following requirements:
  - received D, F, IC or WU grades in first and second attempts
  - has not exceeded the 28-unit limit
  - This is not the Fourth or more attempt

- If they get an approved exception through SAPC for any of the 3 above items, we will need to route a PDF form. The workflow does not currently support this.
Reviewing Requests Cont.

- The following requirements must be manually reviewed:
  - The course to be repeated is a **program requirement**
  - The program they are pursuing **requires a passing grade** to fulfill a program requirement
  - There are **no other courses** in the catalog that can be used to fulfill the program requirement
- Per APM 233, all three requirements must be met in order to allow a third attempt. You should not submit a form if one or more are not true.
- Once reviewed and confirmed, check each box before proceeding.

<table>
<thead>
<tr>
<th>Please Manually Verify the Following in Order to Allow Third Attempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ the course to be repeated is a program requirement</td>
</tr>
<tr>
<td>☐ the program they are pursuing requires a passing grade to fulfill a program requirement</td>
</tr>
<tr>
<td>☐ there are no other courses in the catalog that can be used to fulfill the program requirement</td>
</tr>
</tbody>
</table>
Reviewing and Submitting

- You will be able to review the system checked requirements here.
- The system will also check for the second attempt being completed in spring 2020 due to the covid policy exception.
- Comments are not required. We only recommend using them if you need to share something with the chair related to the form for approval purposes.
- Hit submit when done!
Workflow Steps

- Once the advisor submits, an email will be sent to the student.
- The student must take action to acknowledge the form before it gets routed to the Department Chair for approval.
- If there is no Department Chair listed for the course, you will receive an error message and cannot proceed. Contact our office to assist you with next steps.
Need to check the status?

1. Since advisors initiate the form, they will be able to view the status throughout the entire workflow process!
2. Visit fresnostate.kualibuild.com and go to your ‘My Documents’ tab at the top of the page.
3. From there, find the form you are looking for a status update on. Once you find it, double click.
4. It will take you to a copy of the form. On the left hand side, toggle the button from ‘Review’ to ‘Status’.
5. Screenshots are on the following page -
How to check the status

1. Visit fresnostate.kualibuild.com

2. 

3. 

4.
Student Process
Email Message

An email message will be sent to students once an advisor submits a request. Students must take action to acknowledge the request before it can continue in the workflow for approval.

Hit the ‘View Task’ button in the email and it will take you directly to the form to review and sign.
Review and Acknowledge

- You will be able to review the form that was submitted by your major advisor.
- Ensure all the information is correct before signing the form.
- To sign the form, hit the blue button at the bottom and either type, draw, or upload your signature.
- Hit Mark Complete when done!
Status view

Before you sign, you will also have the option to view the status to see who your form is being routed to next.

Once you sign, you will not be able to check the status. If you’re wanting to follow up on the status of your form, check back with your major advisor. They will be able to view the status of your form until it's completed.
Important Note: The Kuali Build program this workflow was created in has some messages that cannot be modified. This confirmation page is one of them.

Although it says your form has been processed, please know there are still required approvals and action needed to be completed. It is not finished or processed!
Workflow Steps

● Once the student signs the form, it is then routed to the Department Chair of the requested course for approval.
● The Department Chair of the course you are requesting to repeat will either approve or deny the request.
● Approved requests will be routed to the Office of the University Registrar for final review and processing. Once processed, you will receive an email and need to take action to enroll in the course!
● Students and the advisors will receive an email notifying them of all denied requests.
Course Department Chair Process
Email Message

An email message will be sent to the class department chair once the student completes the request. Department chairs must review and either approve/deny the request.

Hit the ‘View Task’ button in the email and it will take you directly to the form to review and sign.
Review and submit

- You will be able to review the form that was submitted by the student’s major advisor and view any comments.
- Check the form to ensure all requirements are met before proceeding.
- **To approve:** Hit the red ‘Approve’ button on the right side of the form. Your approval indicates that the student can enroll in this class for a third attempt.
- **To deny:** Hit the gray ‘Deny’ button to the right side of the form.

Any comments will **not** be included in the email students receive with their notification.
Workflow Complete!

Students will be notified via email that their request is approved and they must take action to go and enroll in the course. If the request is denied, the student will be notified via email and their major advisor will be cc’d.
The following Third Attempt Request has been approved and processed:

**Student Name:**

**Term:** Spring 2024

**Course:** MUSIC 9 Intro to Music

**The approved third attempt request has been processed.** You can now login to your Student Center to add the class. If you have any questions or need additional assistance, please contact our office at 559-278-4743 or by email fsregistrar@mail.fresnostate.edu.

Sincerely,

Office of the University Registrar

This email was automatically generated.