
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:

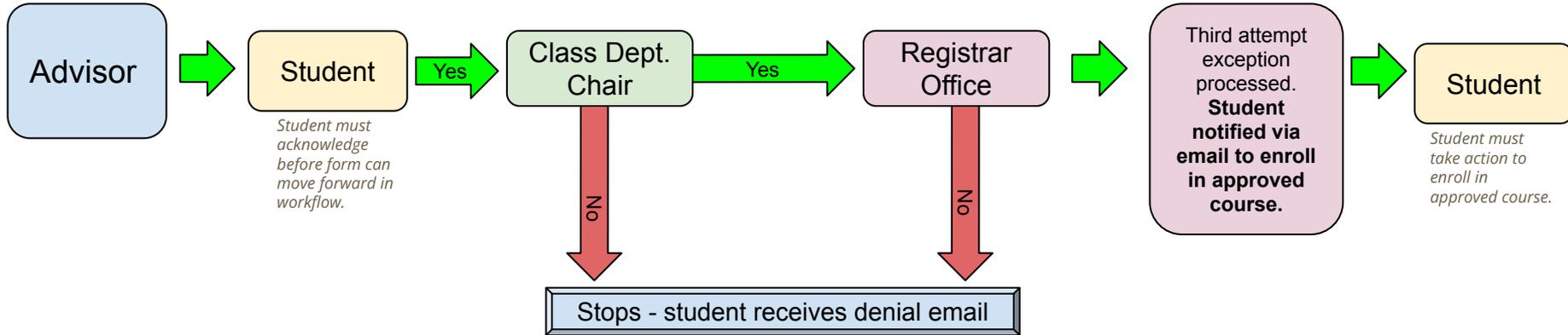
*Students add themselves online 1st-10th day without permission. No permission number is needed, unless it requires department consent.

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.



University Registrar Website

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

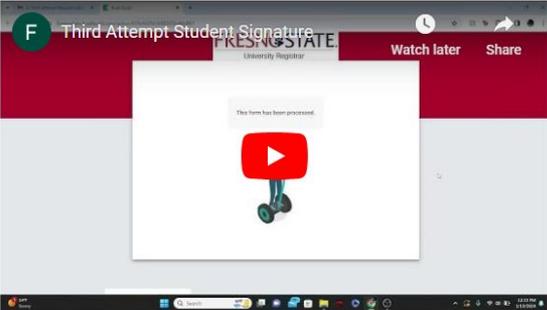
The video is for the students to view once a form is submitted to walk them through the steps.

Third Attempt Approval Form

New Effective Spring 2024: The Third Attempt Request form is now paperless and needs to be initiated by your major advisor.

Please contact your major department for assistance to begin the process.

Once your major advisor initiates the form, watch this short video to learn about your action that is required in the new workflow.



For additional information about the workflow, you can view a helpful guide [here](#).

Processing Time: 5-7 business days (after approval signatures)

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

The screenshot displays the 'My Homepage' interface. On the left, a grid of tiles includes 'Faculty Self Service', 'Employee Self Service', 'Student Support' (highlighted with a red box and arrow), 'Forms Portfolio', 'PeopleSoft Support Requests', and 'Human Resources Activities'. On the right, the 'Student Services Center' sidebar is visible, with 'Academic Advising' expanded to show 'Third Attempt Repeat Request' (highlighted in yellow). The main content area shows a search interface for the 'Student Support' section.

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.

Student Information			
Date January 3, 2024		Student Id Number * Start typing here...	
Last Name	First Name	Middle Name	
Student E-mail DATA NOT AVAILABLE		Phone Number	

Student Information			
Date January 3, 2024		Student Id Number * <input type="text"/>	
Last Name <input type="text"/>	First Name <input type="text"/>	Middle Name <input type="text"/>	
Student E-mail <input type="text"/>		Phone Number <input type="text"/>	
Term Spring 2024		Course * <input type="text"/>	
Major Chemistry		CHEM 1B General Chemistry 1B MATH 6 Precalculus	
Department Chair *			

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.

This form has verified that the student has met the following requirements:

The following were verified through PeopleSoft. Approvers may still need to check verification.

received a grade of D, F, IC, or WU upon the second attempt of the course,

Loading Complete

Please continue form filling and submission

The following requirements are NOT met to submit this form:

have not exceeded 28 units of repeated coursework,

this is not the Fourth or more attempt,

The student does not meet one of the three system checked requirements indicated above. They must get approval from the Student Academic Petitions Committee (SAPC) before you can submit a Third Attempt request. Should you have any questions regarding this message, please reach out to the Office of the University Registrar. Thank you.

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.

Please Manually Verify the Following in Order to Allow Third Attempt
<input type="checkbox"/> the course to be repeated is a program requirement
<input type="checkbox"/> the program they are pursuing requires a passing grade to fulfill a program requirement
<input type="checkbox"/> there are no other courses in the catalog that can be used to fulfill the program requirement

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!**

Requirements Review
Units of Repeated Coursework 7
Received a Grade of D, F, IC, or WU YES
Has the student already taken a third attempt NO
Second Attempt was completed spring 2020 NO

Major Advisor
Submitting Advisor Laura Yager
Comments: Start typing here...
Your approval indicates you have verified the student meets all of the criteria required to move forward with a third attempt.

Actions
Submit
Save
Discard

Comments are not required and not recommended unless needed.

Workflow Steps

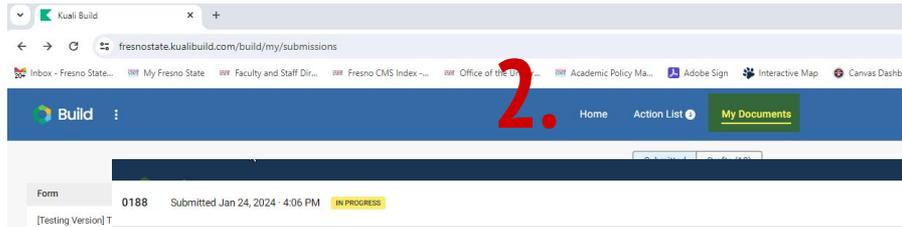
- Once the advisor submits, an email will be sent to the student.
- The student must take action to acknowledge the form before it gets routed to the Department Chair for approval.
- If there is no Department Chair listed for the course, you will receive an error message and cannot proceed. Contact our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



3.



Form 0188 Submitted Jan 24, 2024 - 4:06 PM IN PROGRESS

[Testing Version] T

Student Information

Date	January 17, 2024	Student	
Last Name		First Name	
Student E-mail		Phone	
Term	Spring 2024	Course	CFS 3
Major	*English Education		
Department Chair *			

Department Checklist

0188 Submitted Jan 24, 2024 - 4:06 PM IN PROGRESS

View
Review Status

4.

Workflow Status (In Progress)

Form Submission - Proposer

Submitted for Approval | Proposer

Laura [redacted] January 24, 2024 at 4:06 PM

Student Acknowledge

Task Completed

Laura [redacted] January 24, 2024 at 4:18 PM

Electronically signed by Laura [redacted]
January 24, 2024 at 4:18 PM

Department Chair Approval

Waiting for Approval

Laura [redacted]

Registrar Office Approval

Approval

Laura [redacted]

Student Sent Email to Enroll in Course

Notification

lyager@r[redacted]

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.



A Third Attempt Request was submitted and is ready for your review.

External Inbox X



Kuali Notifications <kuali-no-reply@messaging.fresnostate.edu>
to lyager ▾

3:55 PM (3 minutes ago) ☆ ↶ ⋮

Hello Laura,

The following Third Attempt Request has been submitted on your behalf:

Student Name:

Term: Spring 2024

Course: MUSIC 9 Intro to Music

Your action is required. Click the link below to review and submit the request. Once you submit, your request will be forwarded to the Department Chair of the course for approval.

For a helpful guide to use the third attempt workflow, visit the [Forms](#) page on the University Registrar website.

If you have any questions, please contact the Office of the University Registrar at (559) 278-4743 or fsregistrar@mail.fresnostate.edu.

Sincerely,

Office of the University Registrar

Form Name: **[TESTING VERSION] THIRD ATTEMPT REQUEST FORM V.2**

Step Name: **STUDENT ACKNOWLEDGE**

Your Action: **COMPLETE TASK**

Instructions: **Please sign below in order to acknowledge Third Attempt Request made by advisor**

View Task

This email was automatically generated.

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!**

WORKSPACE
NO PUBLISHING OR SHARING

Instructions
Please sign below in order to acknowledge Third Attempt Request made by advisor

View
Review Status

Student Information

Date
December 19, 2023

Student Id Number *

Last Name First Name Middle Name

Student E-mail Phone Number

Term
Spring 2024

YES

Has the student already taken a third attempt
NO

Second Attempt was completed spring 2020
NO

Major Advisor

Submitting Advisor
Laura Yager

Comments:
Your approval indicates you have verified the student meets all of the criteria required to move forward with a third attempt.

Student Signature
Please Sign to Acknowledge Third Attempt Request Submitted by your Advisor

Student Signature *
Click to Sign

Actions

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.

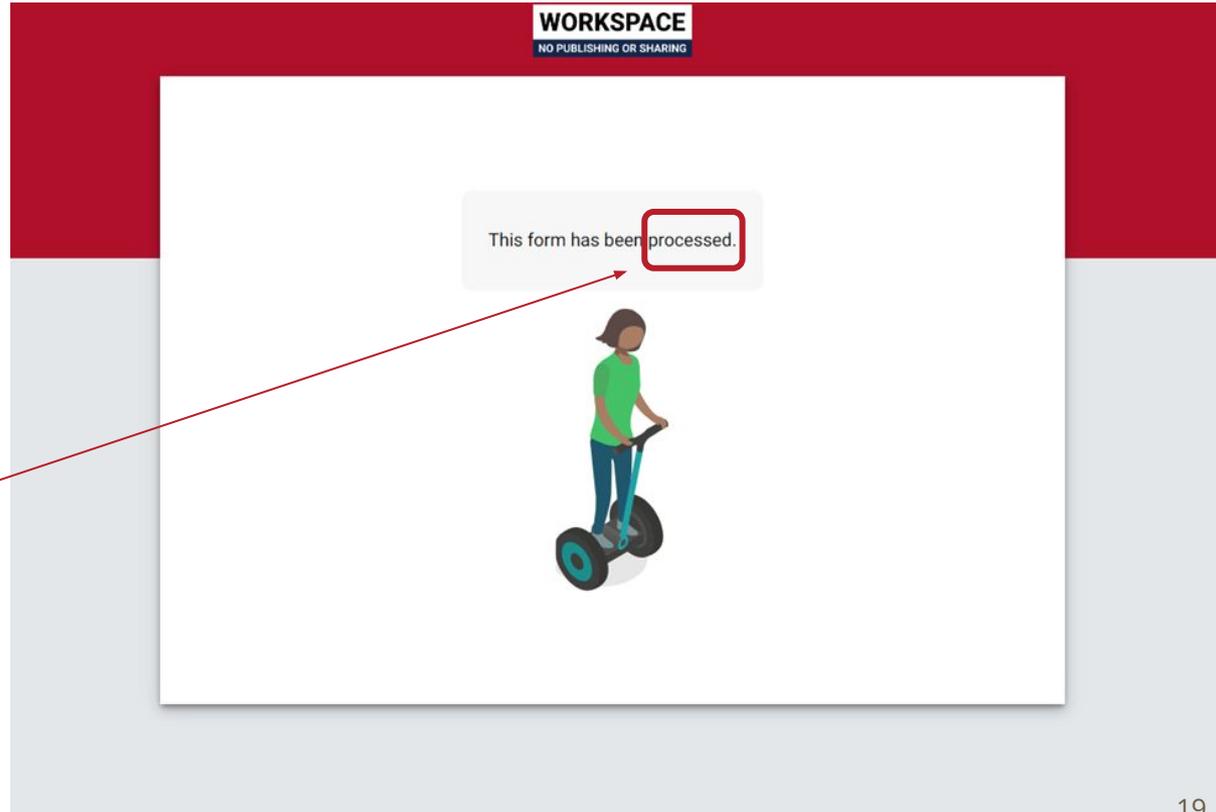
The screenshot shows a web interface for tracking a form submission. On the left, there is a sidebar with a 'View' section containing 'Review' and 'Status' (selected) options. The main content area is titled 'Workflow Status (In Progress)' and includes a 'Get latest' link. The workflow consists of several steps:

- Form Submission - Proposer:** Submitted for Approval | Proposer. A green checkmark indicates completion. Action: Laura Yager - December 19, 2023 at 3:55 PM.
- Student Acknowledge:** Waiting for Task Completion. A radio button is selected for Laura Yager. Action buttons: Skip, Reassign, Resend Notification, View Step.
- Department Chair Approval:** Approval. A radio button is selected for Laura Yager.
- Registrar Office Approval:** Approval. A radio button is selected for Laura Yager.
- Integration:** Integration.
- Student Sent Email to Enroll in Course:** Notification. A radio button is selected for lyager@csufresno.edu.

Confirmation Page

Important Note: The Quali 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.

A Third Attempt Request was submitted and is ready for your review

External



Inbox x



Kualii Notifications <kuali-no-reply@messaging.fresnostate.edu>
to lyager

4:05 PM (6 minutes ago)



Hello Laura,

The following Third Attempt Request was submitted and is ready for your review:

Student Name:

Term: Spring 2024

Course: MUSIC 9 Intro to Music

Your action is required. Click the link below to review and approve/deny the request.

For a helpful guide to use the third attempt workflow, visit the [Forms](#) page on the University Registrar website.

If you have any questions, please contact the Office of the University Registrar at (559) 278-4743 or fsregistrar@mail.fresnostate.edu

Sincerely,

Office of the University Registrar

Form Name: [TESTING VERSION] THIRD ATTEMPT REQUEST FORM V.2

Step Name: DEPARTMENT CHAIR APPROVAL

Your Action: APPROVAL

 [Begin Review](#)

This email was automatically generated.

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.

The screenshot shows a web form with the following sections:

- Submitting Advisor:** Laura Yager
- Comments:** Your approval indicates you have verified the student meets all of the criteria required to move forward with a third attempt.
- Student Signature:** Please sign to Acknowledge Third Attempt Request Submitted by your Advisor. The signature field contains "Laura Yager".
- Class Department Chair:** Comments: Start typing here ... Your approval indicates that you approve the student to enroll in this class for a third attempt.

On the right side, the **Actions** panel contains the following buttons:

- Approve (Red button)
- Save (Red button)
- Send Back (Light blue button)
- Deny (Gray button)

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.

Sample Approval Email to Students

Third Attempt Request Approved External  Inbox x



Kualii Notifications <kuali-no-reply@messaging.fresnostate.edu>
to lyager ▾

4:14 PM (0 minutes ago) ☆ ↶ ⋮

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 fregistrar@mail.fresnostate.edu.

Sincerely,

Office of the University Registrar

This email was automatically generated.