

## Self-Service at Durham Tech

### Advising with Self-Service

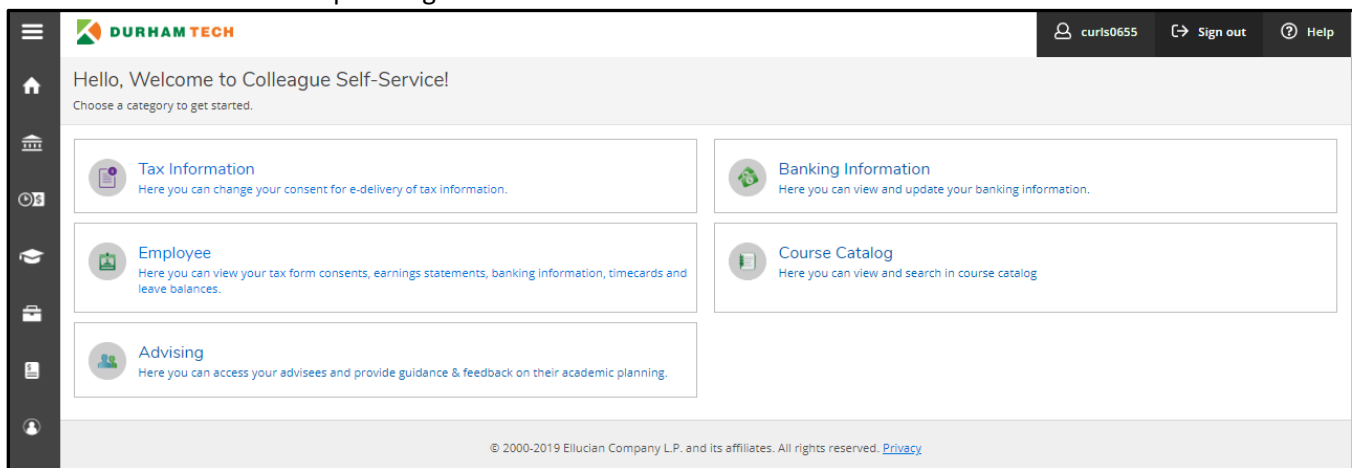
#### OVERVIEW



#### Dashboard

When you log in to Self-Service, you'll be directed to a Dashboard like the one below. From here, you can choose what you want to do using the links or the tabs:

1. **Employee:** Links to Banking Information, Tax Information, and Earnings Statements.
2. **Banking Information:** Users can view and download pay stubs and enter banking information for automatic deposit.
3. **Course Catalog:** This tab allows you to an advanced course search that you cannot do from inside a student's Self-Service account.
4. **Tax Information:** Employees can view and download their W-2 and 1098 tax forms.
5. **Advising:** Advisors can access their advisees' records and provide guidance and feedback regarding their academic planning.



#### Main Menu-Bar

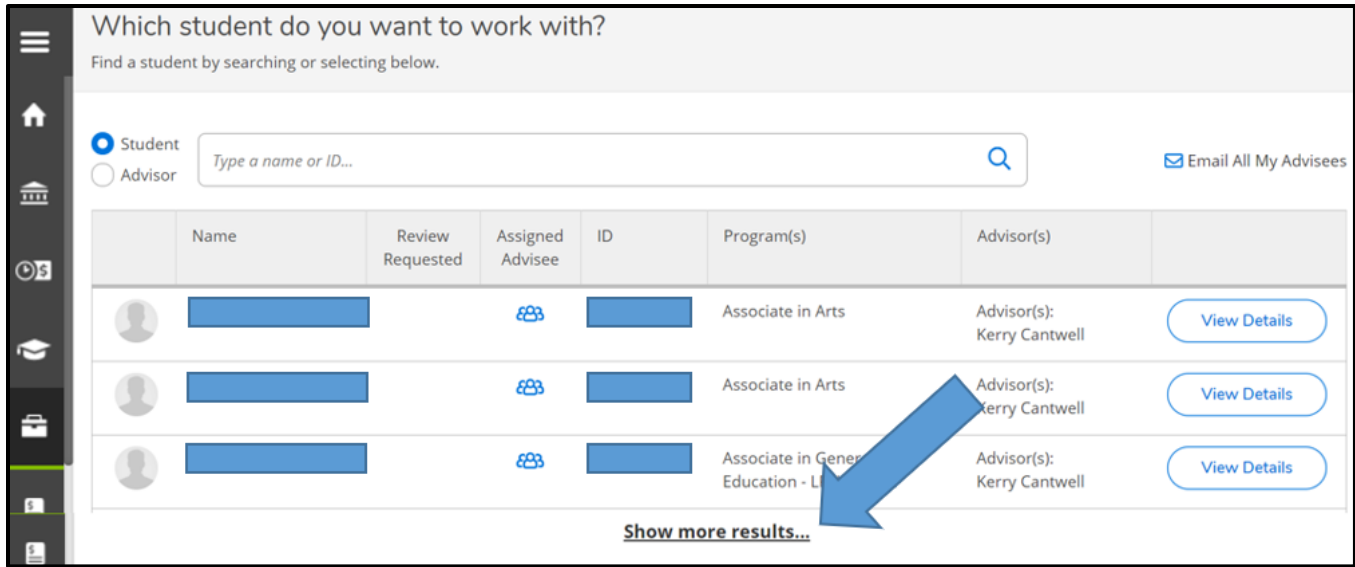
There are four options in the main menu-bar in the top right-hand corner of the window.

1. **Your name:** Clicking here will allow you to access the **User Profile**, **Emergency Information**, and **Account Preferences** links.
2. **Sign out:** Clicking here will sign you out of the Self-Service application.
3. **Help:** Clicking here will allow you to access the relevant help items for the current screen.
4. **Notifications:** This area will only appear when notifications are present. Clicking here will show you any current notifications you have in the Self-Service application. These could include advisees who have submitted plans for your approval as well as other relevant notifications throughout the system.

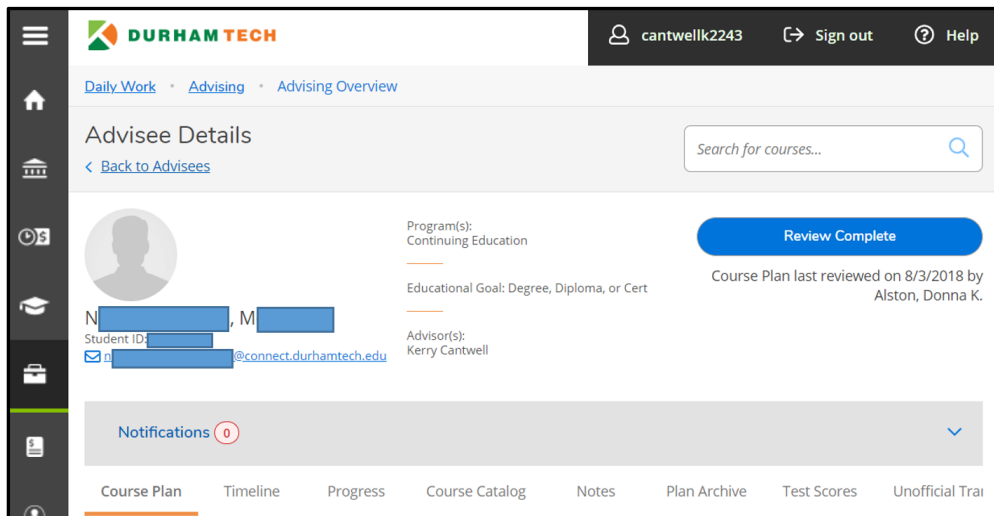
#### Advising Tab

Click on the Advising tab or link to get started advising students. Self-Service will load an alphabetical list of your first ten current advisees. You can click on **Show More Results...** at the bottom to see more students or just

scroll to the bottom of the window to automatically load more advisees. Select a student by clicking the View Details button on the bar with their name or use the search box to search by name or ID.



Once you select a student, you will be taken to the student’s Course Plan tab. You will see the student’s name, photo (if available), student ID, educational goal as indicated on their enrollment application, and a link to email the student’s ConnectMail account.



The student’s record will have eleven tabs to choose from:

1. **Course Plan**
2. **Timeline**
3. **Progress**
4. **Course Catalog**
5. **Notes**
6. **Plan Archive**
7. **Test Scores**
8. **Unofficial Transcript**

- 9. Grades
- 10. Petitions & Waivers
- 11. Graduations Application

## 1. Course Plan

Click on the **Course Plan** tab to see the student's course history and plan. The **Course Plan** screen appears initially in List view showing a chart of the classes in which the student is currently enrolled. If nothing appears, then that student is not currently enrolled in any classes. This would be the case for students who are new to Durham Tech as well as students who are "inactive" (have not taken classes in either the last fall or spring, or spring and fall semesters). From this screen, you can do a number of things.

**A. Scroll through past semesters as well as future semesters.**

**B. Add future semesters to the student's plan.**

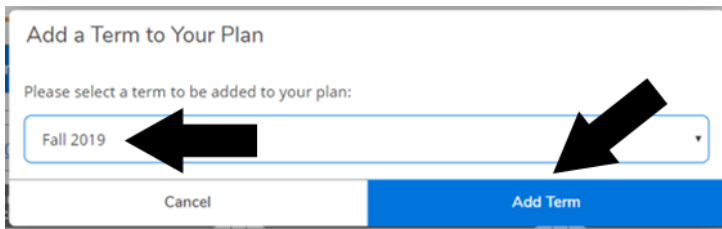
**C. Switch to the Calendar view for a visual representation of the student's academic week.**

**D. Easily see the number of credits the student has currently planned, enrolled, and waitlisted.**

**E. See the class information for the student's current classes.**

Approval	Course	Credits	Instructor	Time	Location
<input type="checkbox"/>	ACA-122-100: College Transfer Success	1 Credits	Rainey, C	TTh 9:00 AM - 10:40 AM 3/11/2019 - 5/4/2019	Main Campus White (Building 1), 144 Lab/Shop Hours

- A. Scrolling through the student's plan is as easy as clicking on the left and right arrows; Clicking the left arrow shows previous courses the student registered for. If the left arrow is grayed out, then there are no previous courses. Clicking the right arrow shows courses that the student is planning to take. If the right arrow is grayed out, then there are no future semesters on the student's plan.



- B. To add future semesters to a student's plan, click on the + button. Select the desired semester from the pull-down menu to add to the student's plan; then click **Add Term**.
- C. Click the Calendar icon to switch to a calendar view that shows the student's academic week. This is helpful in the process of selecting sections for registration.
- D. This **Course Plan** window also clearly shows the student's credit information. Planned credits lets you know whether the student has entered a plan and, if so, how much has been planned. Enrolled credits include all credits for which the student enrolled in the current semester. **NOTE:** This number includes classes the student has completed (in the case of mini-sessions) as well as classes from which the student has been withdrawn. These courses will be listed as "Completed" because the student has a grade for the course, whether it is successful completion or not. You will also see the number of credits for which the student is waitlisted if registration is currently underway.
- E. The current semester's classes in which the student is enrolled will show in a list. If the student is not currently enrolled, nothing will be listed. If the student planned to take a class in the current semester but did not register for it, that class will be listed as Planned. **NOTE:** If a student completed a class in the current semester (in the case of mini-session) or was withdrawn from a class in the current semester, these will display as "Completed" courses because the student has a grade for the course, whether it is successful completion or not.

---

## 2. Timeline

The Timeline gives a visual perspective of the courses the student has registered for each semester as well as what the student plans to do in future semesters. If the student is currently enrolled in classes, the current semester will be positioned on the left with future semesters to the right and previous semesters accessible by clicking on the left arrow on the left of the window. You can drag and drop courses from semester to semester. As you hover the course over the semester you will notice the semester green if the course can be moved, or red, if the course cannot be placed in that semester.

You can also see term GPA for completed semesters as well as totals of enrolled and planned credits each semester.

Program(s):  
Continuing Education  
Information Technology - Software Development

Educational Goal: Personal Enrichment

Advisor(s):  
Margaret Dietz

**Review Complete**

Course Plan last reviewed on 10/3/2017 by Dietz, Margaret A.

Notifications 0

Course Plan | **Timeline** | Progress | Course Catalog | Notes | Plan Archive | Test Scores | Unofficial Transcript | Grades

**Add a Term** | Remove Planned Courses

Term	Planned Courses	Total Credits
Spring 2020	<ul style="list-style-type: none"> <li>CTI-120: Network &amp; Sec Foundation (3 Credits)</li> <li>CTS-120: Hardware/Software Support (3 Credits)</li> </ul>	6 Planned Credits
Fall 2020	<ul style="list-style-type: none"> <li>CSC-151: JAVA Programming (3 Credits)</li> <li>CSC-153: C# Programming (3 Credits)</li> </ul>	6 Planned Credits
Spring 2021	<ul style="list-style-type: none"> <li>CSC-251: Advanced JAVA Programming (3 Credits)</li> </ul> <p><b>Warning:</b> Must complete CSC-151 with a minimum grade C- Must be completed prior to taking this course.</p>	3 Planned Credits

### 3. Progress

The **Progress** tab allows a more comprehensive view of the student's progress through their chosen program. You will be able to scroll through Progress reports for a student who has more than one program on record (Ex.: Continuing Education and a Diploma or Associate's degree).

#### What If Nothing Is Listed?

Any student in a program with a separate admissions process (Ex.: ADN, Surg. Tech.) may be coded into an Associate in General Education preparatory code. As a result, you may see a yellow warning note reading "No requirements specified for" this program; In this case, select the **View a New Program** option and select the student's chosen program from the drop-down list.

#### What If the Student Wants to Change Programs?

**View a New Program** is ideal for students who want to switch to a new program. They can see their progress if they switched programs now.

The **Progress** screen is divided into two sections: **At a Glance** and **Requirements**. **At a Glance** shows the general overview of a student’s program.

The screenshot displays the 'At a Glance' section for the 'Information Technology - Software Development' program (2 of 2 programs). It includes a navigation menu on the left with icons for home, institution, clock, graduation cap, and briefcase. The main content area features a title bar with navigation arrows, program name, and buttons for 'View a New Program' and 'Load Sample Course Plan'. Below this is a 'Print' icon. The 'At a Glance' section lists: Cumulative GPA: 3.875 (2.000 required); Institution GPA: 3.875 (2.000 required); Degree: Associate in Applied Science; Majors: Information Technology; Departments: Information Technology; Catalog: 2017; Anticipated Completion Date: 6/1/2019. A blue notification bar with an information icon states 'Program Completion must be verified by the Registrar.' Below this are two progress bars: 'Total Credits' (78 completed, 3 in progress, 43 planned out of 124 required) and 'Total Credits from this School' (24 completed, 3 in progress, 43 planned out of 16.5 required). A 'Description' section follows with a link to 'more' information, and a 'Program Notes' section with a link to 'Show Program Notes'.

The student’s cumulative and institution GPAs are both listed. The student’s **Degree, Majors, and Departments** are also listed. A student who is in a University Transfer program will have either Associate in Arts or Associate in Science on all three lines. Associate in Applied Science students will indicate an Associate in Applied Science Degree with their major listed under **Majors** and **Departments** (ex.: Criminal Justice Technology). The student’s **Catalog** year will also be listed to indicate the relevant plan of study for advising sessions.

The degree Description in the **At a Glance** section comes directly from North Carolina Community College System information about that degree.

If there are details about the student’s program in the system, they will be linked under **Program Notes**.

On the right side, you will likely see a blue bar that reads, “Program Completion must be verified by the Registrar.” This message will appear on all students’ Progress tabs as a reminder that nothing is complete until approved by the Admissions, Registration, and Records Office.

The **Progress** bar is intended to indicate visually the amount of the students’ required program credits completed.

**Total Credits** will indicate the number of credits completed, currently underway, and currently planned out of the total number required by the student’s plan of study. Note: This measurement is strictly based on number of credits completed and can include developmental credits as well as credits not in the student’s program. It is not an accurate depiction of program completion.

- **Dark Green:** These are completed courses. Includes classes completed this semester for which the student already has a grade.
- **Light Green:** These courses are currently in progress. The student is registered for those classes this semester and/or next semester (when applicable).
- **Yellow:** These courses are on the student’s plan in future semesters.

**Total Credits from this School** indicates the number of credits the student has completed from Durham Tech. This is intended to assist the Admissions, Registration, and Records Office as well as advisors because students must complete 25% of their credits at Durham Tech in order to earn a credential here.

In the **Requirements** section, there are several additional segments:

1. General Education Requirements
2. Major Requirements (for AAS students)
3. Other Major Requirements (for AAS students)
4. Other Requirements (for AAS students)
5. Other Required Hours (for AA/AS students)
6. Other Courses

Each of these sections will list the required classes and the options available to the student to complete the requirements for their chosen credential. The chart will list the course prefix and course number, course title, student’s course grade (if applicable), the semester in which the student took the course (if applicable), and the associated credit hours. Each course will have one of five possible Status indicators:

1. **Completed:** This is a green box with green font and a green checkmark indicating that the student has completed that course with a passing grade.
2. **In-Progress:** This is a green box with green font and check mark in a green circle indicating that the student is currently registered for this course. **NOTE:** This could refer to classes in the current semester or next semester if the student has already registered.
3. **Planned:** This is a light brown box with a clock icon ⌚ to indicate the course is planned for a future semester.
4. **Not Started:** This is a red box with red font and a red **i** in a circle indicating that the student has not registered for, planned, or completed this course.
5. **Fulfilled:** This is a light blue box with blue font and a blue checkmark indicating that the student did not take that class but has completed some other class that meets that requirement.

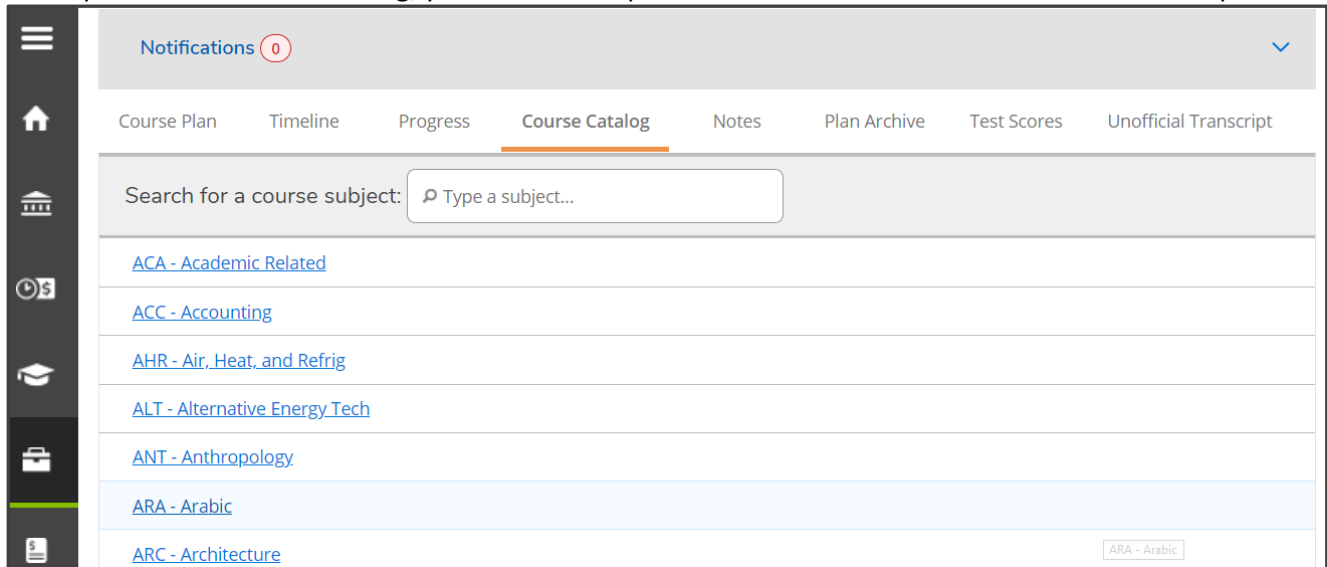
Complete all of the following items. ⚠️ 0 of 1 Completed. [Hide Details](#)

⚠️ 6 of 33 Credits Completed. [Hide Details](#)

Status	Course	Grade	Term	Credits
✓ Completed	<a href="#">CSC-121</a> Python Programming	A	2018SP	3
✓ Completed	<a href="#">DBA-110</a> Database Concepts	A	2018SU	3
🔄 In-Progress	<a href="#">WEB-110</a> Internet/Web Fundamentals		2019SP	3
🕒 Planned	<a href="#">ACA-122</a> College Transfer Success		2019SP	1
🕒 Planned	<a href="#">CSC-153</a> C# Programming		2020FA	3
🕒 Planned	<a href="#">CSC-152</a> SAS		2021FA	3
🕒 Planned	<a href="#">CSC-153</a> C# Programming		2021FA	3
⌚ Not Started	<a href="#">CSC-253</a> Advanced C# Programming			
⌚ Not Started	<a href="#">DBA-120</a> Database Programming I			
✓ Fulfilled	<a href="#">ANT-210</a> General Anthropology			

## 4. Course Catalog

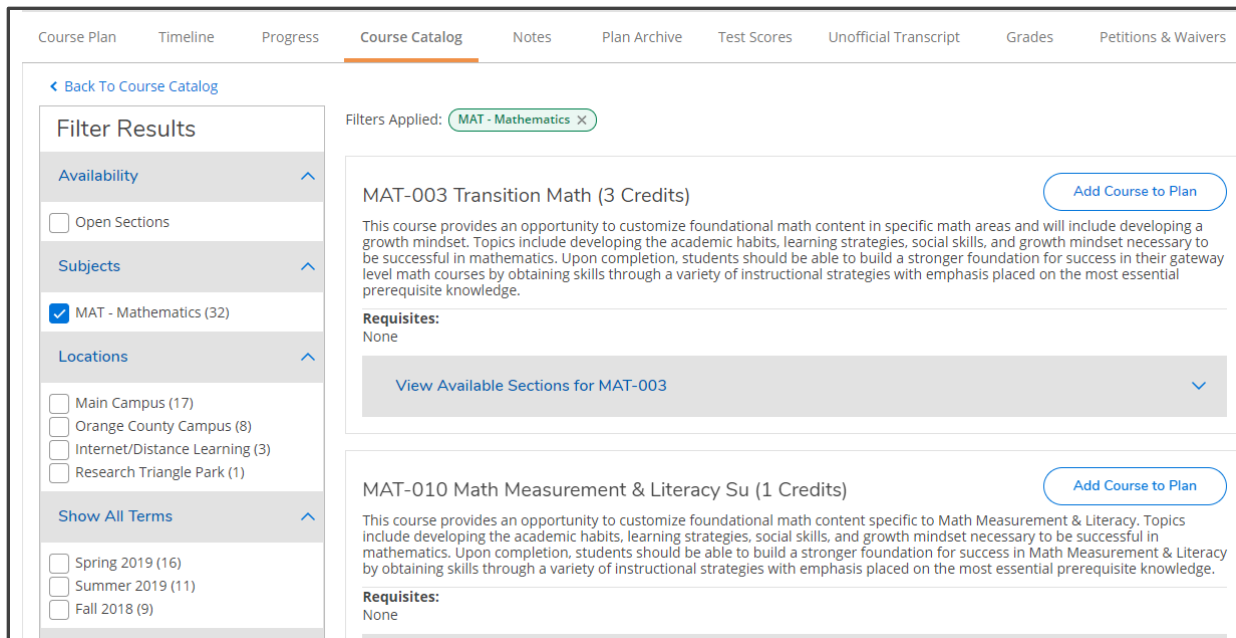
When you click on **Course Catalog**, you will see an alphabetical list of all Durham Tech curriculum disciplines.



You have three ways to search this list:

1. Select a discipline from the list by clicking on it. This will return a list of all courses with that prefix.
2. You can type a subject (Ex.: ENG or English) in the **Search for a course subject** box above the list. This will return a list of disciplines with that prefix or containing those letters in the discipline name (Ex.: English and Engineering).
3. You can use the **Search for Courses** box at the top of the screen (Ex.: ENG or ENG-111). This will return a list of disciplines with that prefix or containing those letters in the discipline name (Ex.: English and Engineering). **NOTE:** If you are searching for a specific course, be sure to capitalize the course prefix and use a hyphen between the course prefix and the course number (Ex.: ENG-111). Additionally, the search will contain credit and non-credit courses.

When you select a discipline, you will return a list in numerical order of all classes in that discipline.





### Narrowing Your Options:

Below the tabs is a link that will take you **Back to Course Catalog**. Below that link is a series of filtering options. You can filter sections by the following criteria:

- **Availability:** Allows you to search only open sections or only open and waitlisted sections.
- **Subjects:** This criterion will already be checked since it was your original search term.
- **Locations:** These options will include only the different locations where those courses are currently offered. If a class is not offered at OCC, then OCC will not appear on the list.
- **Show All Terms:** These options will include the semesters for which there are specific sections listed in the system. If department chairs have not submitted schedules for a future semester yet, then that option will not be listed in the filtering options.
- **Days of Week:** These options will include only the days on which the class is currently being offered or scheduled to be offered.
- **Time of Day:** This pull-down menu offers you the time ranges (Early Morning, Afternoon, etc.) during which the course is currently available or scheduled to be available.
- **Instructors:** This list includes all instructors currently teaching or scheduled to teach sections of a course in that discipline.
- **Academic Levels:** Curriculum or Continuing Education
- **Course Levels:** This allows you to narrow your results to classes that are developmental education, are covered by the CAA, or apply to other credentials.
- **Course Types:** This criterion helps narrow down courses that count toward particular types of credentials (AA, AAS, etc.)
- **Instruction Type:** The options here are “Online” and “Not Online.” Its application is unclear at this time.

### Selecting a Course:

**Course Details**

**ARC-132 Specifications & Contracts**  
This course covers the development of written specifications and the implications of different contractual arrangements. Topics include specification development, contracts, bidding material research, and agency responsibilities. Upon completion, students should be able to write a specification section and demonstrate the ability to interpret contractual responsibilities.

**Credits** 2  
**Locations Offered** TBD

**Requisites**

- Take ARC-112 - Must be completed prior to taking this course.
- Must complete ARC-112 with minimum grade C - Must be completed prior to taking this course.

**Term**

Select a Term... ▼

Select a Term...

Spring 2019  
Summer 2019  
Fall 2019  
Spring 2020

**Add Course to Plan**

At this point, you have two options for adding a course to your plan:

1. Add Course to Plan
2. Add Section to Schedule

Let's look at each option separately;

1. **Add Course to Plan:** Use this option if you simply want to add a course to a future semester in a student's plan. This option will present a window with Course Details, such as the course description, number of credits, and any prerequisites. Select the semester from the pull-down menu, and then select **Add Course to Plan**.
2. **Add Section to Schedule:** This option will become available when the semester schedule is made available in Self-Service, and the option will disappear when that semester's registration has ended. If sections are available, you will see the option to **View Available Sections**. Selecting that option allows you to see the current sections with available seats as well as all of the necessary section information, including the number of seats currently available.

ARC-131 Building Codes (3 Credits) Add Course to Plan

This course covers the methods of researching building codes for specific projects. Topics include residential and commercial building codes. Upon completion, students should be able to determine the code constraints governing construction projects.

**Requisites:**  
Take One: ARC-112 or CAR-111 - Must be completed prior to taking this course.  
Must complete ARC-112 or CAR-111 with minimum grade C - Must be completed prior to taking this course.



[View Available Sections for ARC-131](#) ^

Spring 2019

[Building Codes 001](#) +\$ Add Section to Schedule

Seats	Times	Locations	Instructors
15	T 10:30 AM - 12:15 PM 1/7/2019 - 5/4/2019	Main Campus, Newton (Building 4) 133 Classroom Hours	Lawrence, R
	Th 10:30 AM - 12:15 PM 1/7/2019 - 5/4/2019	Main Campus, Newton (Building 4) 133 Lab/Shop Hours	

From here, you can click **Add Section to Schedule** in order to add that section to the student's queue of classes to register for.

Section Details	
ARC-131-001 Building Codes Spring 2019	
<b>Instructors</b>	Lawrence, R ( <a href="mailto:lawrencer@durhamtech.edu">lawrencer@durhamtech.edu</a> )
<b>Meeting Information</b>	Tu 10:30 AM 12:15 PM 1/7/2019 - 5/4/2019 Main Campus, Newton (Building 4) 133 (Classroom Hours) Th 10:30 AM 12:15 PM 1/7/2019 - 5/4/2019 Main Campus, Newton (Building 4) 133 (Lab/Shop Hours)
<b>Dates</b>	1/7/2019 - 5/4/2019
<b>Seats Available</b>	15 of 20 Total
<b>Credits</b>	3
<b>Grading</b>	Graded ▾
<b>Requisites</b>	<div style="border: 1px solid orange; padding: 5px; margin-bottom: 5px;">  Take One: ARC-112 or CAR-111 - Must be completed prior to taking this course.         </div> <div style="border: 1px solid orange; padding: 5px;">  Must complete ARC-112 or CAR-111 with minimum grade C - Must be completed prior to taking this course.         </div>
<b>Course Description</b>	This course covers the methods of researching building codes for specific projects. Topics include residential and commercial building codes. Upon completion, students should be able to determine the code constraints governing construction projects.
<b>Additional Course Fees</b>	Fees listed here are in addition to general tuition and fees charged at registration. <b>Curriculum Supply Fee:</b> \$11.00
<b>Books</b>	<a href="#">Bookstore Information</a>

Under the **Grading** option, the system will default to “Graded.” You always want “Graded” selected. Then click **Add Section to Schedule**. This is NOT the same as registering for a course. It simply adds the section to the student’s list of sections to register for in the currently enrolling semester.

## 5. Notes

This section allows you to post a note for an advisee or review previous notes left by you, the advisee, and anyone else who has worked with that student (Registration, Business Office, Advising Office, etc.). The notes will be saved with a time stamp indicating who wrote the note and the date and time. The student, the advisor, and anyone else with access to that student’s Self-Service record can see all notes left here. Simply type your note and hit **Save Note**. **Be aware that notes cannot be edited or deleted once posted.**

**WARNING:** When entering a note into Self-Service, there is a problem copying the text from Colleague and any Microsoft products into Self-Service. Self-Service does not read the “special characters” (“![]{}\*”) correctly and will tell you that the note cannot be added at this time. There are several ways to solve this:

- a. Type the note by hand into Self-Service.
- b. Copy the note from Colleague or a Microsoft product and then delete and retype those characters in Self-Service.
- c. Type the note in Notepad and copy it over.
- d. Use a free online “text cleaner” program to fix your special characters and then copy them into Self-Service.

## 6. Plan Archive

The Plan Archive allows you to view previous plans that an advisor has approved and archived for this student.

Course Plan	Timeline	Progress	Course Catalog	Notes	Plan Archive	Test Scores	Unofficial Transcript	Grades	Petitions & Waive
Archived PDF		Archive Date			Archived By				
<a href="#">Download</a>		10/4/2017 9:10:08 AM			Curl, Shana				
<a href="#">Download</a>		7/6/2017 11:39:55 AM			Alston, Donna				

The archived plans will be listed with the most recent plan at the top. Click on **Download PDF** to view the archived plan.

Fall 2017						
Status	Registered	Courses/Sections	Credits	CEUs	Added to Plan By	Approved/Denied By
Planned	Yes	DRE-096 001A Integrated Reading and Writing	3		Alston, D. 8/7/2017	
Planned	Yes	DRE-097 001B Integrated Reading Writing II			Alston, D. 8/7/2017	
Planned	Yes	DMS-001 004A Developmental Math Shell 1			Alston, D. 8/7/2017	
Planned	Yes	ACA-122 120A College Transfer Success			Student 8/7/2017	
			3.00	0.00		
Spring 2018						
Status	Registered	Courses/Sections	Credits	CEUs	Added to Plan By	Approved/Denied By
Planned	Yes	CIS-110 103 Introduction to Computers			Alston, D. 11/14/2017	
Planned	Yes	DRE-097 002A Integrated Reading Writing II			Cantwell, K. 1/8/2018	
Planned	Yes	DRE-098 003B Integrated Reading Writing III			Cantwell, K. 1/8/2018	
Planned	Yes	ACA-122 121 College Transfer Success			Cantwell, K. 1/8/2018	
			0.00	0.00		

Archived plans are stored in the system PDFs that you can view and save to your desktop. The archived plan presents the planned courses as well as completed and currently enrolled courses. Planned classes will include details about who added them to the plan as well as who approved or denied them and when. Any advising notes in the student's record will print on a separate page of the archived plan with the timestamp information.

## 7. Test Scores

The **Test Scores** tab lists scores in three categories:

1. **Admission Tests:** You will see RISE placement information here.
2. **Placement Tests:** These include all placement scores typically found under TSUM in Colleague (COMPASS, ASSET, ACCUPLACER) as well as SAT and ACT scores, DMA Backfill information, and RISE ENG 002 and RISE MAT 003 competencies.
3. **Other Tests:** This section includes the RISE Placement Test scores, NCDAP scores for individual DMA module scores and English tests, foreign language placement, high school biology and chemistry completion, TEAS test scores, and Durham Tech Computer Competency Test scores.

## 8. Unofficial Transcript

Students can download and print unofficial PDF versions of their Continuing Education, Degree Audit, and Curriculum Transcripts.

## 9. Grades

Grades allows you to see semester-by-semester grades and semester GPAs. You will first see a list of semesters:

Fall 2017 (8/14/2017-12/13/2017) Term GPA: 3.250	▼
Spring 2017 (1/9/2017-5/9/2017) Term GPA: 1.000	▼
Fall 2016 (8/15/2016-12/14/2016) Term GPA: 3.500	▼

By opening each semester, you can view details, including course section, title, credits, and final grade

Fall 2016 (8/15/2016-12/14/2016) Term GPA: 3.500			
Course Section	Title	Credits	Final Grade
CIS-110-107	Introduction to Computers	3	A
CTI-110-420	Web, Pgm, & Db Foundation	3	B

## 10. Petitions & Waivers

In this tab you will see any entered waivers for the student. You will be able to verify if/when a student claims that Advising Services entered a waiver.

Course Plan	Timeline	Progress	Course Catalog	Notes	Plan Archive	Test Scores	Unofficial Transcript	Grades	<b>Petitions &amp; Waivers</b>
<b>Student Petition(s)</b> No existing petitions									
<b>Faculty Consent(s)</b> No existing faculty consents									
<b>Requisite Waiver(s)</b>									
Course	Section	Term/Period	Status	Requisites					
COM-231		Spring 2019	Waived	Take DRE-098					
POL-120		Spring 2019	Waived	Take DRE-098;					

## 11. Graduation Application

In this tab you may see if and when a student has submitted a Graduation Application:

Progress	Course Catalog	Notes	Plan Archive	Test Scores	Unofficial Transcript	Grades	Petitions & Waivers	Graduation Application
Program of Study		Medical Assisting - Diploma			CCD		Diploma	
Graduation Term		Summer 2019						
Diploma								
Major		Medical Assisting						
✔ Application submitted on 2/13/2019								