Course Adds/Drops/Changes in Workflow (User Instructions)

Overview:

The Course Add Change Drop workflow allows students to add, drop, or change classes when the CyberBear editing period ends after the 15th instructional day (or equivalent). It collects the permissions required by UM’s Academic Policy to adjust registration without paper.

**Step 1: Student submits request to add, drop, or change grade mode/credit level in CyberBear.**

The Course Add Change Drop link is located in CyberBear under Student Services in the left column or collapsed under “Additional Links” on mobile devices:

Instructions appear to first speak with their instructor and/or advisor to discuss options before kicking off a request.

It then routes to their current schedule.
If adding a new class, use the Add Course button to search. CRNs are clickable to change or drop.

The CRN redirects to give the option to drop or change the selected course:

The next screen displays fillable selections for changes (grade mode & credit load where applicable) and policy affiliated with the chosen action. This includes the route the request will be sent through before it can be processed.

Change Example:

A confirmation will appear at the top of their current course list:
**Step 2: Email is sent to the required signer with a link to the student’s request.**
Routing for signatures is automated, based on Banner information and the action (add, drop, or change) requested by the student. The first person notified of a request is always the instructor of record in Banner. Signers are notified one at a time, so if one signer denies or fails to respond to the request, the student’s request will not move to the next signer in line. Routing is as follows:

<table>
<thead>
<tr>
<th>Add Class &amp; Change Grade Mode or Credits:</th>
<th>Drop Class:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instructor of Record</strong></td>
<td><strong>Instructor of Record</strong></td>
</tr>
<tr>
<td><strong>Assigned Academic Advisor</strong></td>
<td><strong>Assigned Academic Advisor</strong></td>
</tr>
<tr>
<td>(skips for Post-Bac &amp; Grad Students &amp; skips in summer)</td>
<td>(skips for Post-Bac &amp; Grad Students &amp; skips in summer)</td>
</tr>
<tr>
<td><strong>Specialty Advisor</strong></td>
<td><strong>Specialty Advisor</strong></td>
</tr>
<tr>
<td>(Veteran benefit recipients, NCAA athletes, or international students w/ certain visas)</td>
<td>(Veteran benefit recipients, NCAA athletes, or international students w/ certain visas)</td>
</tr>
<tr>
<td><strong>Office of the Registrar</strong></td>
<td><strong>Office of the Registrar</strong></td>
</tr>
</tbody>
</table>

**Step 3: Click the link in the email to navigate to the Workflow log-in screen.**
Log in using your netID and password. If you are already logged in to CyberBear, Moodle, etc. it may put you directly into Workflow without prompting for log-in information.

**NOTE: as of 2/1/2021, the link points to a new URL. The new URL is still stable, but if you have the old URL bookmarked, you will need to update it.**

**Step 4: Click the pending request in your Worklist to start your review of the student’s request.**
Each request will be labeled “CRSECHG – Student’s Name – ACTION”.

**Step 5: Click the name to open the student’s request. Approve, deny, or put the request on hold.**
The course and student’s information is listed, along with any comments submitted by the student. For change requests, you will see both the Current and New Course information.

Your screen will look similar to these examples, depending on your role and the type of request:
Example:

**Instrctor Add/Change Request Approval Form**

Instructions:
Please review this student’s request to add or change your course.

For CHANGE Requests:
‘New Course’ data fields reflect the student’s requested change – section, credit load, or grade mode options. ‘Old Course’ data fields are for reference.

* Indicates a required field

Requested Action:

ADD

Semester:

202130

Scroll down the page to see all the relevant information:

<table>
<thead>
<tr>
<th>Last Name:</th>
<th>[Redacted]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td>[Redacted]@umontana.edu</td>
</tr>
<tr>
<td>Student Comment:</td>
<td>test</td>
</tr>
<tr>
<td>New CRN:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>New Course Subject:</td>
<td>ARTZ</td>
</tr>
<tr>
<td>New Course Number:</td>
<td></td>
</tr>
</tbody>
</table>
At the bottom, you will have three choices:

- **Approve:** An email is sent to the next signer in line; the request disappears from your Worklist; the student will receive emails as the request moves to each signer.

- **Deny:** An email will be sent to the student.

- **Put on hold:** An email will be sent to the student.

**Note:** You only need to enter text in the DENY or PUT ON HOLD boxes if you chose that option above.
Deny: Your comments feed into a denial email to the student; request ends & disappears from your Worklist. Try to avoid denying the request unless you are certain you want to deny it. A student cannot re-initiate the same request unless IT and the Registrar’s Office take steps to allow it. Please contact the Registrar’s Office to start this process if necessary.

Put on hold: Your comments feed into an email to the student so you can ask questions, tell them you need to meet, or whatever else you need before making a decision; request stays in your Worklist until you are ready to approve or deny it. The link in the original email remains active so you can return to the request.

You must click the “Complete” button at the bottom to finish & launch hold or deny emails. Only click “Save & Close” or “Cancel” if you’re not ready to make any decision.

Step 6: Student receives an email when it moves to the next step. Final confirmation is sent to the student once the request is processed by the Registrar’s Office. The course roster will automatically update.

Remember, if you choose to put a request on hold, it will remain pending in your Worklist until you approve or deny it. It’s just like if you are holding on to the student’s form in your office – it’s in limbo until it goes to the next person. All deadlines still apply, so please keep this in mind if you are waiting to make a decision.

If you have questions or need help with this process, please contact us.

Office of the Registrar – University of Montana
201 Lommasson Center
(406)243-5600 or registration@umontana.edu