Service Requests

The purpose of service requests is to take a request from a student – and process this in MOSAIC provided that no further approvals are needed.

Examples of requests which have currently been set up for the graduate career.

Plan change
- Requesting a plan change – where the degree remains the same e.g. changing from course based to project based
- Requesting a minor or specialization – e.g. for MBA program

Examples of requests which cannot be processed via service requests (any requests received using service requests will be denied)

- Requesting a plan change – where the degree changes –e.g. Masters to PhD or MA to MSc
- Requests for leave of absences
- Requests to change from full to part time
- Requests to change from full to part time
- Requests to withdraw from the program

Student initiates request in the student centre
The service requests are accessed via the first page on the student centre under the academics drop down. The student should select service requests.
Click New Request

**My Service Requests**

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Request Subtype</th>
<th>Request Date</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
</table>

CREATE NEW REQUEST

**Step 1**
The list of possible Request categories are displayed, graduate students should select Graduate Students Request for Plan change. This is the only option configured for graduate students.

**Academic Institution** McMaster University

**Select a Request Category**

<table>
<thead>
<tr>
<th>Request Category</th>
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</thead>
<tbody>
<tr>
<td>Humanities-Commerce Minor</td>
</tr>
<tr>
<td>Request for Specialization Change</td>
</tr>
<tr>
<td>Graduate Students - Request for Plan Change</td>
</tr>
</tbody>
</table>
Step 2
Select request type for plan change

**Select a Request Type**

<table>
<thead>
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<th>Request Type</th>
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<td>Graduate Students - Request for Plan Change</td>
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</table>

Step 3
Complete the request and submit. The student should use the comment box to indicate detail the plan change required.

**My Request Detail**

- **Category:** Graduate Students - Request for Plan Change
- **Subtype:** None
- **Status:** Submitted
- **Comment:** Fill in your request here

The student has now completed everything they need to request this change, and then the request will be processed first by the program office – who can approve or deny the request. The final step for approved requests will be that the School of Graduate Studies will update the student plan or plans and update the request so that the student can see in the student centre that the request has been processed and approved.