

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.

The screenshot shows the student centre interface. On the left, the 'Academics' dropdown menu is open, showing options: Search, Plan, Enroll, My Academics, and Service Requests (highlighted with a blue arrow). Below this is the 'Finances' section with links for My Account and Financial Aid. In the center, a message states 'You are not enrolled in classes.' Below this is an 'Account Summary' table:

Account Summary	
Current balance	[REDACTED]
▪ Due Now	[REDACTED]
▪ Future Due	0.00
▪ Pending Aid	0.00

Below the table, it says 'Currency used is Canadian Dollar.' and a 'make a payment' button. On the right, there are several panels: 'SEARCH FOR CLASSES', 'Holds' (No Holds), 'To Do List' (No To Do's), 'Milestones' (No Milestones), 'Enrollment Dates' (Open Enrollment Dates), and 'Graduation and Convocation'.

Click New Request



My Service Requests

Personalize Find View All [grid icon] [calendar icon]				
First [left arrow] 1 of 1 [right arrow] Last				
Request Number	Request Subtype	Request Date	Status	Status Date



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

Select a Request Category

1 [list icon] [grid icon]

Personalize Find View All [grid icon] [calendar icon]	
First [left arrow] 1-3 of 3 [right arrow] Last	
	Request Category
<input type="radio"/>	Humanities-Commerce Minor
<input type="radio"/>	Request for Specialization Change
<input checked="" type="radio"/>	Graduate Students - Request for Plan Change



CANCEL **NEXT >**

Step 2


Select request type for plan change

1 2 3

Select a Request Type

Request Type
<input checked="" type="radio"/> Graduate Students - Request for Plan Change

CANCEL < PREVIOUS **NEXT** >



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 **Type:** Graduate Students - Request for Plan Change

Subtype: None **Request Date:** 2016/04/12

Status: Submitted

Comment:



Fill in your request here

File Attachments

Attached File	View	Add Attachment
	View	add attachment



SUBMIT CANCEL

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.