

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 part to full 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.

Academics

Search Plan Enroll My Academics

Service Requests ▾

Finances

My Account

Account Inquiry

View Financial Aid Awards

Accept/Decline Awards

Report Other Financial Aid

View Financial Aid Applications

Financial Aid

other financial... ▾

Account Summary

Current balance [REDACTED]

- Due Now 0.00
- Future Due 0.00
- Pending Aid 0.00

Currency used is Canadian Dollar.

make a payment ▾

SEARCH FOR CLASSES

Holds

No Holds.

To Do List

No To Do's.

Milestones

No Milestones

Enrollment Dates

Open Enrollment Dates

Graduation and Convocation

Click New Request



My Service Requests

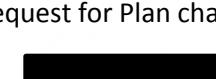
Personalize Find View All 					First 1 of 1 Last
Request Number	Request Subtype	Request Date	Status	Status Date	



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

McMaster University



Select a Request Category

Personalize Find View All 		First 1-3 of 3 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	



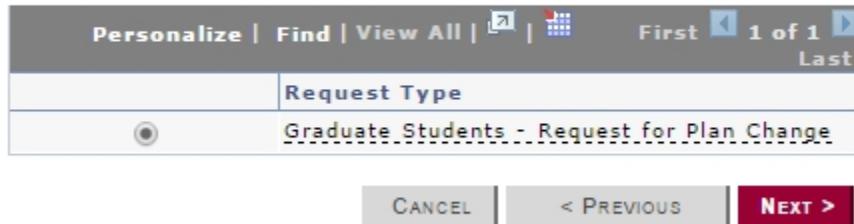
CANCEL **NEXT >**

Step 2

Select request type for plan change

1 → 2 → 3

Select a Request Type



Personalize | Find | View All | | First 1 of 1 Last

Request Type	
<input 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.

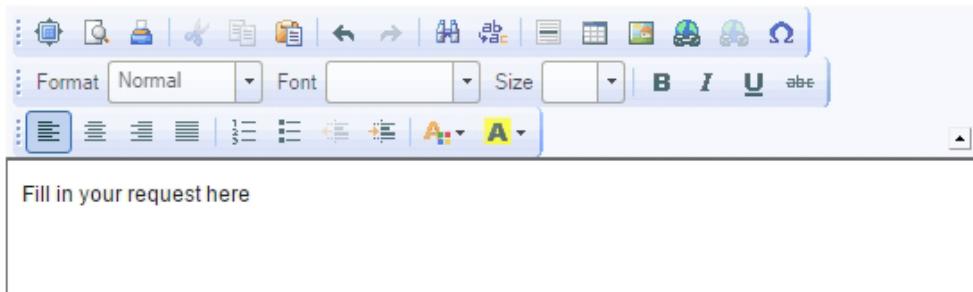
My Request Detail

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

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

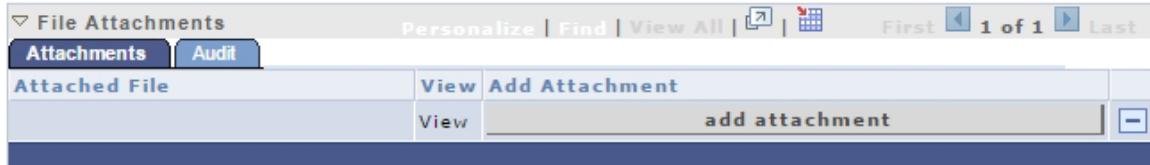
Status: Submitted

Comment:



Fill in your request here

File Attachments



Personalize | Find | View All | | First 1 of 1 Last

Attached File	View	Add Attachment
	<input type="button"/> View	<input type="button"/> 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.