

Overview of the System

What is the Automated Student Request System?

- * The Automated Student Request System (ASRS) is a web-based system that replaces the Undergraduate Student Request form currently being used by the Social Sciences Faculty Office
- * ASRS is a pilot being launched for **Social Sciences Undergraduate students only**
- * It is connected to the Student Administration System (SAS)

The Main Features of the ASRS:

- * Allow students to make requests online
- * Allow students to track the status of requests
- * Provide students with details (explanation) on each request type
- * Allow students to verify/update their biographic/ personal data
- * Inform students of requisite documentation needed for the processing of each type of request
- * Allow staff (Request Handlers) to process requests online
- * Allow staff to add and save comments regarding requests being processed to be seen by: students, other Request Handlers, Dean and/or Academic Board Sub-Committee on Student Matters
- * Allow online Dean's approval of requests
- * Automatically provide information regarding submitted requests to students via e-mail (text messaging service to be added at a later date)

System Users

- * Undergraduate Students
- * Request Handlers (Staff)
- * Dean/Deputy Dean/Dean's Appointee

Instructions to Students

Pilot for Social Sciences Undergraduates only

1 To Access System

Please Note: Only undergraduate students registered in the Faculty of Social Sciences are to access the system.

- To get to the login page:
 - * **Either:** Go to the Faculty of Social Sciences internet home page (<http://mona.uwi.edu/socsci/>) and click the link "Student login", under the heading "Automated Student Request System (ASRS)".
 - * **Or:** Type <http://asrs.uwimona.edu.jm/stud> in the address section of a browser (e.g. Internet Explorer, Mozilla Fire-Fox) window, and click on "Go" or "→".
- Ensure that the browser's popup blocker feature is turned off.** Under "Types of Requests", click on each general request to view specific request types.
- To view only the definition of a request, place the mouse pointer over the desired request type.
- To view details on a specific request, click on the desired request type to open a pop-up window.

2 To Login

- If you are a Social Sciences undergraduate student** enter your Student Identification Number in the space provided under the heading "Student ID".
- Enter the password you use to access the Student Administration System (SAS) in the space provided under the word "Password". The default password is your date of birth, which must be typed in the following format: DDMMYY, where YY represents the last two digits of your birth year.
- Click the "Login" button.

3 To Update Personal Record

Please note: It is important that your personal record is up to date so that you can be contacted concerning your request.

- Click on the button labeled "Click to update personal record".
- In the new window that opens, following the prompt, update your personal record as needed.
- Click on the button labeled "Save changes".

4 To Make Request(s)

- From the dropdown menu, select the desired request type.
- Complete the form generated (a reason must be supplied with each request).
- Click the "Submit" button.
- From the confirmation page that appears, please record the request type and request number generated by the system. **Please note:** You will need the request number(s) to track the progress of your request(s).
- To make another request:
 - * **Either:** Click the "Create another request" button and repeat steps 1 – 4.
 - * **Or:** While viewing the status of a previous request(s) (details on how to do so are given below), click on the "Create request" button and repeat steps 1 – 4.

5 To View Status of Request(s)

You can view the status of all the previous requests you made on the system. To view the status of an earlier request(s):

- * **Either:** Log in, click the "View Request(s)" button.
- * **Or:** After submitting a request, click the "View Request(s)" button on the confirmation page.

You will be taken to a page with a table containing your previous requests.

To Sort Request(s)

If you have several previous requests, you can sort them by **request number**, **request type**, **request date** or **status**. To sort the requests by any of the above mentioned categories (i.e. request number, request type, etc.):

- * **Either:** Click the name of the category (i.e. the heading of the column in the table) by which you wish to have the requests sorted.
- * **Or:** At the top of the table, immediately below the blue row, select the category by which you wish to sort from the dropdown list (located between the words "Sort by" and "Order"). Click the button with the word "Sort".

Either of these actions will sort the requests by the selected category, in ascending order (numerically or alphabetically). You can sort in descending order by selecting "Descending" from the dropdown list (located between the word "Order" and the button labeled "Sort").

To Cancel Request(s)

Only requests with the status "**Pending**" can be cancelled. To cancel a request (**please ensure that the browser's popup blocker feature is turned off**):

1. Select the request you wish to cancel by clicking the check box, in the first column, next to the corresponding request number.
2. Click the button with the words "Cancel Request" at the top or bottom of the table.

You can cancel several requests simultaneously by selecting desired requests, and repeating step 2.

Please note: When a request is cancelled it does not disappear from the list of requests (i.e. it remains in the table) but the word "**Cancelled**" replaces the word "**Pending**" in the **Status** column. **This will not happen if the browser's popup blocker feature is still on.**

A request with the status "**Processed**" cannot be cancelled. A new request would have to be made to counter/reverse this request. When stating the reason for this new request **please include why you are countering/reversing the processed request.**

Services offered by ASRS

Registration

- **Additional Courses**
- **Change of Status**
- **Late Adjustments to Registration**
- **Late Registration**

Course Adjustments

- **Course not for credit**
- **Course substitution(s)**
- **Credit Exemptions**
- **Exemption(s) Only**

Examinations

- **Carry-over Coursework**
- **Deferral of Exam(s)**
- **Exams Only**
- **Resit Exam(s) without Academic Penalty**

Student Status

- **Leave of Absence**
- **Voluntary Withdrawal**
- **Waiver of Requirement to Withdraw**

External Affairs

- **Study at another UWI Campus**
- **Cave Hill/St. Augustine**
- **Open Campus (formerly UWIDEC)**

Study at another University

- **Complete Outstanding Courses**
- **Participate in Exchange Programme**
- **Study for a Semester(s)**

Faculty of Social Sciences
The University of the West Indies
Mona Campus

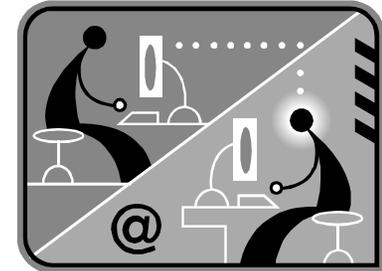
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University of the West Indies, Mona Campus

INTRODUCES

the



Automated Student Request System

(FACULTY OF SOCIAL SCIENCES PILOT
FOR UNDERGRADUATE STUDENTS)

- AN OVERVIEW OF THE SYSTEM
- STEP BY STEP INSTRUCTIONS TO STUDENTS