Business Process Guide [SR001]
Student Services Center

<table>
<thead>
<tr>
<th>DOCUMENT INFORMATION</th>
</tr>
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<tbody>
<tr>
<td>Module</td>
</tr>
<tr>
<td>Author</td>
</tr>
<tr>
<td>Editor</td>
</tr>
<tr>
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<table>
<thead>
<tr>
<th>DOCUMENT HISTORY</th>
<th>ACTION</th>
<th>PAGES</th>
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<td>1/21/2010</td>
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<td>2/19/2010</td>
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<tr>
<td>9/17/2012</td>
<td>Revised Draft</td>
<td>26</td>
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</table>
## Expected Outcomes

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<th>Position</th>
<th>Content</th>
</tr>
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<td>4</td>
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</tr>
</tbody>
</table>
1 Process Overview

The Student Services Center (student) pages provide a one stop shop view of individual student information related to students, including a view of what students see when they log into their own Student Self Service page. Depending on your security, you may have view access only or you may be able to edit some of the following information from the Student Services Center pages:

- Student’s Class Schedule(s) and Enrollment Dates (view only)
- Student’s Grades (view only)
- Holds
- To Do Lists
- Personal Information such as Names, Addresses, Phone Numbers, and Email Addresses
- Student Groups
- Transfer Credit and Test Credit
- Student Program, Plan and Term information
- Course History
- Term Statistics
- Student Finances
- Admissions Information

CAUTION

Your menu options may vary based upon your security setup.
2 Related Information

### PREREQUISITES AND ASSUMPTIONS

<table>
<thead>
<tr>
<th>PREREQUISITE/ASSUMPTION</th>
<th>DETAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>FERPA Refresher</td>
<td>You have completed the &quot;Understanding FERPA&quot; on-line training.</td>
</tr>
<tr>
<td>Training</td>
<td>You have completed the &quot;Student Records Introduction&quot; training (either instructor led or online) for view-only access</td>
</tr>
</tbody>
</table>

#### 2.1 Related Documents

<table>
<thead>
<tr>
<th>DOCUMENT NAME</th>
<th>LOCATION OR LINK TO DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Records Introduction PowerPoint</td>
<td></td>
</tr>
<tr>
<td>Getting Started with MyUNLV</td>
<td></td>
</tr>
</tbody>
</table>

#### 2.2 Helpful Hints

- Notice the operators available to broaden or narrow your search. Available operators may include "begins with", "contains", "=", "not=", "<", "<=", ">", ">=", "between", or "in", depending on the type of field you are searching on.
- Some of the tab headings have a next to them. Clicking on this down arrow causes the information related to this heading to be hidden from view. Click the arrow again and the information will display once again.
- When viewing pages in MyUNLV, it is important to pay attention to multiple rows of information that might be available to view. If the page you are viewing has rows, row numbers will display in the upper right hand portion of the blue header bar(s).

#### 2.2.1 Links and Navigation within Student Services Center

**Links**

Clicking on any of the links that appear here will take you to that page of the Student Services Center.
2.3 Key Definitions

<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Number</td>
<td>Identifies the particular section of a class being offered in a given term/session. (Similar to call number)</td>
</tr>
<tr>
<td>ID</td>
<td>Ten digit universal ID in MyUNLV or NSHE ID</td>
</tr>
<tr>
<td>Plan</td>
<td>A plan is what the student is admitted into and pursuing. A student can have multiple plans. (Major, Minor or Certificate)</td>
</tr>
<tr>
<td>Program</td>
<td>A program is the academic program to which a student applies and is admitted and from which the student graduates; a program offers plans and sub-plans</td>
</tr>
<tr>
<td>Sub-Plan</td>
<td>A sub-plan is an emphasis, concentration, or option within a plan.</td>
</tr>
<tr>
<td>Service Indicator</td>
<td>Service indicators provide or limit access to services for an individual. They can be holds to prevent an individual from receiving certain services such as registration or positive indicators to designate special services to be provided.</td>
</tr>
</tbody>
</table>
| Term Values  | Term values are 4 digits:  
  o 1<sup>st</sup> digit is the century (ex: 2 for 2010)  
  o 2<sup>nd</sup> and 3<sup>rd</sup> digits are the last two numbers of the year (ex: 10 for 2010)  
  o 4<sup>th</sup> digit represents the term: 2=Spring, 5=Summer, 8=Fall  
  o Fall 2010 is represented as 2108 |
3 Viewing the Student Services Center

3.1 Navigate to the Student Services Center

Step 1 To use the student services center, open a web browser and navigate to PeopleSoft at https://my.unlv.nevada.edu

Once there, login with your iNtegrate ID and password

Once you have logged into PeopleSoft, click on the menus below to get to the Student Services Center.

Component Navigation (use the left hand navigation bar):

Campus Community → Student Services Ctr (Student)

Your menu options may vary based upon your security setup.

Step 2 Search for a student by:

1. Enter the NSHE ID (10 digit ID) in the “ID” box
2. Enter the Last Name and First Name of the student in the “Last Name” and “First Name” boxes.
3. Enter the Social Security Number in National ID field.

Student Services Center
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

ID: begins with
Campus ID: begins with
National ID: begins with
Last Name: begins with
First Name: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

You may choose to enter a student’s legacy “L Number” in the campus ID field to search for a person. However, please note – this number will only be valid for students who applied to the university PRIOR to Fall 2010.

Step 3 Click the Search button.

Step 4 View the pertinent information dispersed over five tabs:
3.2 Student Center Tab

The “Student Center” tab is generally speaking a view of what a student can see when they are signed in to the “Student Center” in self-service. Please note the student view does not include access to the tabs across the top of the page.

This is a screen shot of the first tab of the student center. Each part of the screen will be shown in greater detail in following pages.
### 3.2.1 Academics Section

**Paul's Student Center**

#### Academics

- **My Class Schedule**
- **Shopping Cart**
- **My Planner**

#### This Week's Schedule

This is a view of the student’s schedule listed in alpha order by subject area. If the student is active in multiple careers, enrollment associated with each career will display on this schedule.

Clicking on the icon will show drop and withdraw dates for each class.

#### Weekly Schedule

Clicking on will take you to a weekly view of the student’s schedule. (See screen shot on the following pages). If the student is active in multiple careers, enrollment associated with each career will display on this schedule. You can modify what data is displayed using the controls on that page. Press Cancel to return to the previous page.

---

**Paul SRTTestStudent**

ID: 0000014315

---

#### Grades

You can select a term and see the classes, term GPA and cumulative GPA for the student.
Clicking on the circle and double chevron will display the transfer credit report. This report shows the UNLV classes that the student has been given credit for because of previous class work in other institutions and tests (AP, IB, CLEP, etc). You can see this same information from the ‘Transfer Credit’ tab.

This link will display the class schedule with more information. An example is displayed in the following pages.

3.2.1.1 Enrollment

Clicking on “My Class Schedule” will take you to another view of the student’s schedule that includes more information than displays in “This Week’s Schedule”. For example, their enrollment status, units, grading, grade, and program.

Here you also have filtering options to:
- Show Enrolled Classes
- Show Dropped Classes
- Show Waitlisted Classes

You may also choose to select a different term and press “change” to view the student’s schedule for another term.

It is important to note that, in this view, the student’s schedule is displayed by career and term. So if the student is active in more than one career, you will need to look at his/her schedule in each career separately. To view the schedule associated with another career, simply select the term/career that you’d like to view and press “change”.

Click here to view class schedule details

Grades

Clicking on “Grades” will take you to a page where you can view the student’s Final Grades. The Final Grades tab includes the student’s grade report which displays the course, class name, official grade and units. Also displayed on this page are the term and cumulative units.
GPA’s, Grade Points and Unit Totals. From this page you may also choose to “change” to view another term.

✓ **Course History**
  - Course History displays a grid of all courses a student as previously taken (including transfer or test credit) plus units and grade.

![Course History screenshot](image)

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Term</th>
<th>Grade</th>
<th>Units</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAD 102</td>
<td>Fund Design II</td>
<td>2010 Spring</td>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>AAD 400</td>
<td>Clinical Internship</td>
<td>2010 Fall</td>
<td></td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>BLW 273</td>
<td>Business Law I</td>
<td>2010 Spring</td>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>CS 115</td>
<td>Introduction to Computers</td>
<td>2010 Fall</td>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>ENG 101</td>
<td>Composition I</td>
<td>2010 Spring</td>
<td>Grade</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>MATH 124</td>
<td>College Algebra</td>
<td>2010 Spring</td>
<td></td>
<td>3.00</td>
<td></td>
</tr>
</tbody>
</table>

3.2.2 **Finances Section**

This section will give you a quick snapshot of the student’s outstanding charged for the current term. This is just a snapshot of what a student must pay now, not a full view of all fees owed. If you need full access to View a Customer (student’s) Account, please refer to the View Customer Account training and documentation.

![Finances screenshot](image)

**Account Summary**

- You owe 2,244.73.
  - Due Now 2,244.73
  - Future Due 0.00

** You have a past due balance of 2,244.73. **

Currency used is US Dollar.
3.2.3 Personal Information Section

This section, you will find some basic bio/demographic information. More detailed information is found under the General Info tab discussed in the following section.

Demographic Data
Clicking on “Demographic Data” takes you to a page that displays the student's demographic information (if known) including ID number, gender, date of birth, birth country, birth state, marital status, ethnic group, military status, last four digits of national ID number (SSN), citizenship information, visa or permit data.

Contact Information
A variety of information displays here which may include addresses, phone numbers and email addresses.

Emergency Contact
Click here to view student Emergency Contact info, if the student has entered it.

3.2.4 Admissions Section

For more details on the Admissions information in the Student Services Center, refer to the Admissions Office Guide to the Student Services Center.

My Applications

<table>
<thead>
<tr>
<th>University of Nevada Las Vegas University of Nevada Las Vegas</th>
<th>Undergrad Undergrad</th>
<th>Fall 2010</th>
<th>View View Application Application Details Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Nevada Las Vegas Undergrad Undergrad</td>
<td>Undergrad Undergrad</td>
<td>Fall 2010</td>
<td>View View Application Application Details Details</td>
</tr>
</tbody>
</table>

View Application Details
This takes you to a page where the student's application information and status displays.

In this view, the student may have submitted their application materials and received an admission decision, but their application is still listed as “incomplete.” If a student receives a tentative admission decision, they still must submit transcripts, test scores, etc. in order to fully complete their application. Therefore, even with an admission decision, an application can appear incomplete. Students can view application details to confirm they have been admitted to UNLV.
3.2.5 Right Communication Hub

This section holds many important informational details a student may need to navigate their experience at UNLV.

- Search for Classes
- Communication Center
- Holds
- To Do List
- Enrollment Dates

**Search for Classes**
This takes you to a class search page, where you can search the class schedule for classes or browse the catalog. When you search for a class, and view class details, you can also see pre- or co-requisites placed on that class. This data is located within the Enrollment Requirements section on Class Details.

**Communication Center**
This area allows a student to view the communications they have received from UNLV including emails, letters and messages delivered in the Self Service Center.

**Holds**
If the student has a hold placed on his/her record it will display here. If there are holds, a “details” button will display. Click on this to view the details of the hold(s). Holds will impact the services a student may access in Self Service such as enrollment, requesting transcripts or receiving refunds.

**To Do List**
“To Do” lists (checklists) relevant to this particular student that various units in the campus community may be using appear here. For example, Admissions, Financial Aid or an academic department may be using “to do” lists. To do list items do not impact student services in Self Service such as enrollment, viewing grades, requesting transcripts, etc. However, they can impact a process at UNLV including completing a financial aid package, application or graduation request.

**Enrollment Dates**
Information regarding enrollment dates and student enrollment appointments will appear here. In addition, you can click on “details” where you can view ‘enrollment dates by session’ and ‘term enrollment limits’ for this student. From the details page you may also choose to “change” to view enrollment dates for another term.
3.3 General Info Tab

Paul SRTStudent

ID: 0000014315

student center  general info  admissions  transfer credit  academics

Service Indicators  Initiated Checklists
Student Groups  Personal Data
National ID  Names
Addresses  Phones
Email Addresses

Links  Click any of these links to take you to the respective area on this same page.

3.3.1 Service Indicator Section

Service Indicators

Service Indicators

Positive  Negative

Service Indicators

If the student has a current active service indicator(s) they will display here.

 Click on the service indicator name to research details and/or edit service indicators if you have access to edit. When viewing these details (and many other pages in MYUNLV) it is important to pay attention to the number of rows on the page. Each row will have different information.
  - If you do not have access to edit service indicators, information on the service indicator pages will be viewable, but “grayed out”.
  - If you do have access to edit service indicators, see the Service Indicator Business Process Guide for instructions.

 You may notice in the screen shot of the Upper portion of the page, a positive and a negative service indicator icon displays (_pose star) at the top of the page next to the ID indicating that this student has service indicators, but under the Service Indicator heading it states “No service indicators found”. Viewing the details of his service indicator will show that his service indicators are future dated, therefore information will not yet display under this heading.

 One important positive service indicator to note is the FERPA Third Party release. A student must have this service indicator on his or her record in order to release academic, financial or other protected records to a third party. Clicking the service indicator will display the details regarding the individual to whom information can be released. More details can be found in the FERPA Third Party Release documentation.
3.3.2 Initiated Checklists Section

Checklists If the student has a checklist(s), it will display here. You may see checklists that are displayed in the To Do section as well as other administrative checklists to which you have view access.

- Click on "review checklist summary" to view details, if any are available.
- Please note, you will only see a checklist if you have security access to that particular checklist.

3.3.3 Student Groups Section

Student Groups If the student is associated with a student group it will display here. Also displaying is his/her current status (active/inactive) in the student group along with the date related to the status. The student must be active on or before the first day of the term for rules related to the student group to apply. Students who are athletes will be associated with an Athlete Student group on this page.

- If you have access to edit student groups, you may click on "edit student groups" where you be taken to the Student Group page. See the Student Group Business Process Guide for instructions.
3.3.4 Bio/Demographic Information

If a student needs changes made to their personal data, they may make those changes themselves in self-service or they may contact the Office of the Registrar for assistance.

3.4 Admissions Tab

For more information on Admissions Summary data, please refer to the Understanding Application Summary guide.

CAUTION

Your access to the application summary pages may vary based on security set up.

<table>
<thead>
<tr>
<th>Institution / Career / Application Nbr / Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNLV - University of Nevada Las Vegas</td>
</tr>
<tr>
<td>UGRD - Undergraduate</td>
</tr>
<tr>
<td>00000499</td>
</tr>
<tr>
<td>UGRD - Undergraduate Degree-Seeking</td>
</tr>
</tbody>
</table>

External Education

- 1180029449 - Newport High School
- 1180044843 - Harvard University

Test Summary

<table>
<thead>
<tr>
<th>Test Results</th>
<th>Customized</th>
<th>View All</th>
<th>First</th>
<th>1-2 of 2</th>
<th>Last</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test ID</td>
<td>Test Component</td>
<td>Test Score</td>
<td>Letter Score</td>
<td>Percentile</td>
<td>Test Date</td>
</tr>
<tr>
<td>ACT</td>
<td>MATH</td>
<td>92.00</td>
<td>05/01/2000</td>
<td>Unknown</td>
<td>ACT</td>
</tr>
<tr>
<td>ACT</td>
<td>COMP</td>
<td>72.00</td>
<td>05/01/2000</td>
<td>Unknown</td>
<td>ACT</td>
</tr>
</tbody>
</table>

Institution/Career/Application Nbr/Program

If an application is on file with admissions, this information will display.

External Education

Displays institutions attended by the student. Click triangle to see further information. See Admissions Business Process Guides for information.

Test Summary

If test information (SAT, ACT, TOEFL) is available on the student, a summary of each Test ID will display here. Math and English placement scores will also display here if present.
3.5 Transfer Credit Tab

This tab is not used by general MyUNLV users. To view transfer credit, please navigate to the Student Center tab and select Transfer Credit Report from the other academics drop down menu.

The preferred method to review specific transfer work for which UNLV credit has been awarded will be to run a Transfer Credit Report which is available in the Academic section of the student services center.

3.6 Academics Tab
3.6.1 Institution/Career/Program portion

Paul SRTTestStudent ID: 0000014315

| student center | general info | admissions | transfer credit | academics |

Institution / Career / Program

- UREVL - University of Nevada Las Vegas
- UGRD - Undergraduate
- UGRD - Undergraduate Degree - Seeking

Program: UGRD Undergraduate Degree - Seeking
Student Career Nbr: 0
Status: Active as of 01/11/2010
Admit Term: 2102 2010 Spring
Expected Graduation: 
Approved Load: Full-Time
Load Determination: Base On Units
Level Determination: Base On Units

Plan: ACCEBA Accounting BSBA
Requirement Term: 2102 2010 Spring

Left Column

Institution, active career and program information displays in this column. If the student has multiple careers/programs, clicking on a program in the left column determines the information that displays in the right column. In this example UGRD has been selected. Notice that only the UGRD information displays in the right column. To view the other program information, simply click on the other program.

- In many cases, the Expected Graduation Term for a student will be blank. It is important to note that this field will remain blank until the student has applied for graduation. Then the field will be populated with the term for which they have applied to graduate.
- Requirement Term is similar to the Catalog Year for the student’s requirements.

Right Column

General information about the student’s program & plan, including status, admit term, expected graduation date, approved load, load determination & level determination displays in this column.

- If your security allows, click on “edit program data” to view details.
- If you do not have access to edit program data, information on the program pages will be viewable, but “grayed out”.
- If you do have access to edit program data (change a student’s major), see the Program/Plan Business Process Guide for instructions.

In addition, if you have appropriate access to edit plan data, you can click on the blue plan links (for example: LAASMIN ) which will take you to the set-up pages for that particular plan.
3.6.2 Term Summary portion

<table>
<thead>
<tr>
<th>Term Summary</th>
<th>2010 Fall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible to Enroll:</td>
<td>Yes</td>
</tr>
<tr>
<td>Primary Program:</td>
<td>Undergraduate Degree Seeking</td>
</tr>
<tr>
<td>Academic Standing Status:</td>
<td>Data unavailable</td>
</tr>
</tbody>
</table>

**Level / Load**
- Academic Level - Projected: Freshman
- Academic Level - Term Start: Freshman
- Academic Level - Term End: Freshman
- Approved Academic Load: Full-Time
- Academic Load: Enrolled Part-Time

**Classes**

<table>
<thead>
<tr>
<th>Class</th>
<th>Description</th>
<th>Units</th>
<th>Grading</th>
<th>Grade</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAD 400:01 (140003)</td>
<td>Clinical Internship (Lecture)</td>
<td>Satisfactory/Failing</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CS 115:1001 (140001)</td>
<td>Introduction to Computers (Lecture)</td>
<td>3.00</td>
<td>Letter Grade</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

**Left Column**
Institution, active career information and terms for which the student has been term activated displays in this column. You can click on any term in this column and information relevant to that term displays in the right hand column. In this example, 2108–Fall 2010 displays.

**Right Column**
General information relevant to the selected term displays here, including whether or not the student is eligible to enroll (meaning that they are in an active program; service indicators that create a hold on registration are not reflected in this field), their primary academic program for that term and their academic standing. In addition you can view level/load information, classes for which they are enrolled (if any) and term statistics.

- If your security allows, click on “edit term data” to view details.
- If you do not have access to edit term data, information on the term pages will be viewable, but “grayed out”.
- If you do have access to edit term data (i.e. minimum hours, overriding maximum hours, etc.) see the Overriding Unit Loads for Students Business Process Guide for instructions.

If you have access to quick enroll, there is a link available at the bottom of the “classes” section.

If you have access to the “Term History” pages, there is a link available below the statistics box. There are six tabs (pages) in the term history. They are Term Statistics, Cumulative Statistics, Term Withdrawal, Session Withdrawal, Academic Standing and Special GPA.

**CAUTION** There may be multiple rows of information on these pages to view.
This is the end of the information found on the Student Services Center.
4 Expected Outcomes

Using this Business Process Guide, you should be able to obtain the following results:

✓ You are able to find and interpret the information on the Student Services Center.