

# DegreeWorks Faculty/Advisor FAQ

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## How do I access DegreeWorks?

- DegreeWorks is linked to your Self-Service account. Click the **Faculty Services** tab, **Student Information Menu** then **DegreeWorks** (not the Degree Evaluation link).
- DegreeWorks can function in any browser, though it is best viewed using Internet Explorer 9. [↗](#)

## Who can use DegreeWorks?

- All currently enrolled undergraduate and graduate students who are using the 2008-09 bulletin or later to fulfill their degree requirements. Special arrangements can be made for students using an earlier bulletin.
- Any Faculty/Advisor classified as such in Banner will automatically be extracted into DegreeWorks the following day. If you still do not have DegreeWorks access or need immediate access, contact C-SAS to verify your status as an advisor, or the Records Office to have a manual extract preformed. [↗](#)

## How does DegreeWorks decide where to place courses that a student has completed?

- DegreeWorks looks at a student's program requirements as a whole, and places each course using a "best fit" algorithm.
  - We've programmed course priorities so that some will be used in certain areas before others.
  - When multiple possibilities exist, we've worked to determine how most students will use a particular course.
  - Some requirements in DegreeWorks look for **Course Attributes** instead of a specific course. This happens most often in the General Studies block.
  - Be aware that vague degree requirements are difficult to convert into programing language. If you find that a requirement for your department is not functioning as expected, please clarify any requirements presented in the bulletin.
- This process will not always be perfect, particularly when multiple possibilities exist, so if a course does not appear in an area as expected, contact Records Office to find a solution. [↗](#)

## What is the Student Data Report?

- The Student Data Report displays all of the raw data that DegreeWorks has extracted from Banner for a particular student. It will be helpful for faculty/advisors to become familiar with this Format View to discern which **Student and Course Attributes** are being extracted, and to assist with general troubleshooting.

## Which courses are being shared (Double-Dipped) across blocks?

- DegreeWorks is programmed to recognize that some courses can fulfill more than one requirement. There is a limit set on how many courses or units DegreeWorks can share between blocks (which varies across majors). Unfortunately, at this time there is no visual representation of which course is actually being shared across different blocks. You will need to train your eye to catch these courses. It helps to have a firm knowledge of courses known to be shared within your own department. Contact the Degree Auditors in the Records Office if you need assistance with the rules on sharing within DegreeWorks. ↗

## I've seen the "@" symbol in several places on the worksheet. What does it mean?

- This is a wild card in DegreeWorks.
  - If the @ sign appears with course numbers (i.e., ENGL 3@, 4@) it means that the requirement will take any course at the 300 or 400 level in that subject.
  - If it appears after a subject prefix (i.e., PSYC @), it means that the requirement will take any course in the subject. ↗

## How is the "Units Applied" number in the Degree section calculated?

- The units applied are the total of all graded, in-progress and registered courses. This number will include processed transfer credit and all courses in general education, major, minor and elective areas. However, pre-foundational/remedial courses are not college-level thus are not counted in the "Units Applied".
- You may choose to review a student's audit without currently registered courses by clicking the "Include in-progress/preregistered classes" check boxes at the top of the worksheet. (You must click Process New after making this change). ↗

## Why are the Overall GPA and Degree GPA different?

- Overall GPA factors in all course work completed (*including pre-foundational courses*) while Degree GPA will only calculate course work applied to the degree. The Overall GPA will always display on an official transcript. The Degree GPA will also display on an official transcript once a degree has been awarded. ↗

## Is there any indication in the audit that a student's record is missing data?

- Again, it will become important for faculty and advisors to train their eye to catch missing information. Here are a few key indicators to look for:
  - A section in the Degree block will display the message “... **block was not found but is required**”.

|   |  |
|---|--|
| <input checked="" type="checkbox"/> Service Learning Requirements |  |
| <input type="checkbox"/> Major Requirements                       | Still Needed: <b>MAJOR block was not found but is required</b> |
| <input checked="" type="checkbox"/> Cognate Requirements          |  |

- A block will display the message “**AUDIT NOT AVAILABLE**”.

|   |   |
|---|---|
| <input type="checkbox"/> <b>AUDIT NOT AVAILABLE</b> | Still Needed: Your audit is not currently available in DegreeWorks. You must first select a degree and a major. Please contact your academic advisor or your degree auditor if you have questions about your academic progress. |
|---|---|

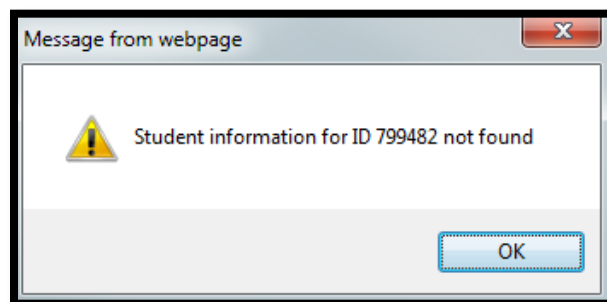
- The General Studies block will be missing Themes 1 through 3.

| General Studies  |  | Academic Year:  | 2009 - 2010 | Units Required: | 44          |
|--|--|---|-------------|-----------------|-------------|
|  |  |   |             | Units Applied:  | 13          |
| Unmet conditions for this set of requirements:                   |  | 44-52 units are required. You currently have 13 and you still need 31 more units. A minimum of 20 upper division (UD) units are required. You have taken 4 and need 16 UD more units. |             |                 |             |
| <input checked="" type="checkbox"/> THEME IV-A: LIFE SCIENCE     | BIOL 131   | HUMAN ANATOMY & PHYSIO I  | A           | 5               | Winter 2010 |
| <input checked="" type="checkbox"/> THEME IV-B: PHYSICAL SCIENCE | PHYS 117   | INTRODUCTION TO PHYSICS   | B           | 4               | Winter 2010 |
| <input type="checkbox"/> THEME IV-A OR IV-B LAB                  | PHYS 117L  | INTRODUCTION TO PHYSICS   | REG         | (0)             | Winter 2010 |
| <input type="checkbox"/> THEME IV-C: SCIENTIFIC FOUNDATIONS      | Still Needed: 1 Class in NSCI 404* or 405* or 406* or 407* |   |             |                 |             |
| <input checked="" type="checkbox"/> THEME V: SENIOR SEMINAR      | UNST 404C  | SENIOR SEMINAR REL, VAL, & SO   | A           | 4               | Fall 2011   |

- The Service Learning block will be marked as complete with no courses listed.

|  |                 |             |
|--|-----------------|-------------|
| <input checked="" type="checkbox"/> Service Learning | Academic Year:  | 2009 - 2010 |
| <input type="checkbox"/> Major in Management         | Academic Year:  | 2009 - 2010 |
|  | Major GPA:      | 3.460       |
|  | Units Required: | 60          |
|  | Units Applied:  | 53.5        |

- The student has not been extracted into DegreeWorks. ↗



## A student's degree, major or bulletin year is missing or incorrect. What do I do?

- This student must contact the C-SAS office and submit a [Change of Major](#) request. Please allow 5-7 business days for their request to be processed. Once this request has been processed DegreeWorks will update automatically the next day. In an urgent situation you may contact the Records Office directly, however it is best to allow the student to initiate any requests to change information in their academic record. ↗

## The degree progress bar seems to be incorrect. What could cause this to happen?

- The degree progress bar is a tool that considers the total number of requirements on a student's audit, and calculates a percentage based on the number of completed courses, completed requirements, and anything currently in-progress. Therefore, if a student does not have the correct **Student Attribute** or parts of their academic program are incorrect or missing in Banner, this percentage may be incorrect. You can use the Student Data Report to see exactly what information DegreeWorks is extracting from Banner for a particular student. ↗

## How will course waivers or substitutions appear in DegreeWorks?

- Please continue to follow standard procedure regarding Academic Variance Petitions and special departmental exceptions.
- When an exception is made, an additional line in blue will appear under the requirement that explains why it was entered. If there is an exception related to a transfer course, the Records Office will often make an adjustment to the course equivalency to ensure that it appears in the correct spot on the audit. ↗

## This student only needs 2 units of colloquium not 4 units. Why does it show the incorrect amount?

- Colloquium courses can be a little tricky. The number of units required is based on how much time a student has left in that major. Unfortunately, DegreeWorks cannot predict how long it will take for any student to complete their major. The change must be made manually once a Degree Auditor from the Records Office receives notification from the department. ↗

## There is a problem with a student's audit not covered in this FAQ. What should I do?

- There could be several contributing factors so please consider some of these actions:
  - Check with the Records Office to verify that the student's record is up to date.
    - Verify that student and course attributes are correct (use the Student Data Report)
    - Make sure that the major/minor and bulletin year correspond.
    - Confirm that all exceptions made for a student have been received by the Records Office.
  - The audit may appear incorrect in a situation where a transfer course was not articulated as an equivalent course at La Sierra University. Contact the Records Office.
  - Have the student submit a [Degree Audit Review Request](#) to have their worksheet reviewed by a Degree Auditor. ↗

## Who can I contact if I have additional questions?

- Contact the Records Office with additional questions regarding DegreeWorks functionality. Because some issues may require a bit of research and possibly reprogramming, please understand that we may not be able to correct the issue immediately. ↗

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| Dahlie Conferido<br>951-785-2552<br><a href="mailto:dconferi@lasierra.edu">dconferi@lasierra.edu</a> | Anthony Felder<br>951-785-2191<br><a href="mailto:afelder@lasierra.edu">afelder@lasierra.edu</a>       |
| Angela Reynolds<br>951-785-2927<br><a href="mailto:areynold@lasierra.edu">areynold@lasierra.edu</a>  | Nelson Quintanilla<br>951-785-2928<br><a href="mailto:nquintan@lasierra.edu">nquintan@lasierra.edu</a> |