

# Student Planning/Student Self-Service Advising Instructions for Advisors

## **Where is Student Planning/Student Self-Service Advising located?**

Student Planning can be found by logging on to Trojan Web Express, clicking on Advisors or Faculty, and then selecting Student Self-Service Advising.

## **How do I advise students through this system?**

You have the authority to advise your students how you see fit. If you require them to see you in person before each registration period, that is your prerogative. Student Planning allows you and your students to have another outlet to work together towards the final goal: **GRADUATION!**

## **How do I help students plan a schedule?**

Students will continue to be trained on the use of Student Planning. One tool within the module is planning of future terms and/or semesters. You and your students have the ability to place courses on their schedule for the upcoming terms and/or semesters. Both you and your students will be able to see all changes made to their plans. Although you can place courses on the students plan, you do not have the ability to lock your students into a specific schedule. You do not have University permission to register a student. All registration should be completed by the student (exceptions listed below). For a guide on how to place courses on a student's plan, please refer to the student tutorial page. Although it is from the student's point of view, the process is the exact same.

<http://www.troy.edu/records/studentplanning.html>

## **What does it mean when a student has requested a review?**

If you receive an email with the subject line "Notification of Review Request," this means one of your advisees has requested a review of their account. You'll need to log on to Student Self-Service Advising, determine which student has requested a review (there will be a yellow hourglass icon by their name), and click on the student. Hopefully, the student will have planned a schedule. If so, the module will ask you to approve or deny the courses. You can look at their "Progress" to determine if these are the correct courses the student should take for the upcoming term or semester. If for some reason the student did not plan a schedule, but you received a notification of review, most likely the student was just "testing" the Request Review button to see what it does. Either way, when you are finished in the student's account, you'll need to click "Review Complete." A notification will appear at the top and ask you if you'd like to archive the plan. Click Archive.

## **How do I remove Advisor Holds?**

Advisor holds are removed through Trojan Web Express. Click on Advisors or Faculty, then My Advisees. Select the semester or term, and then the student. Use the drop down box and select View/End Restrictions. You will enter yesterday's date and click submit.

## **Where can my students go for a step by step guide on course registration?**

Students can find a step by step guide on course registration, as well as other helpful documents and training videos, at <http://www.troy.edu/records/studentplanning.html>.

**How will my students know if they have completed the registration process?**

Registration will be complete when the student clicks “Register Now,” and all courses on the plan turn from **YELLOW** to **GREEN**. If any course on the plan remains yellow, it is vital the student contacts you, their academic department, or the Office of the Registrar immediately to determine why the course did not process.

**What if a class requires an exception or an override? What if my student is/was unable to register themselves for classes?**

If there is a course within your department which requires an override or an exception, the departmental secretary may enroll the student in that **ONE** course. They **MAY NOT** register the student for all of their courses.

**How do students drop? How do students withdraw?**

Students drop courses through Student Planning. They will click “Plan & Schedule,” find the current term or semester, locate the course which they would like to drop, and click “Drop.” A notification box will appear. They’ll click the course/s which they would like to drop, and then a terms and conditions box will appear. They’ll click ok to accept. If the student wishes to withdraw from the current term or semester, they’ll need to submit a withdrawal form which can be done online at <http://www.troy.edu/records/forms.html>.

**Can departmental secretaries register students for courses?**

If there is a course within your department which requires an override or an exception, the departmental secretary may enroll the student in that **ONE** course. They **MAY NOT** register the student for all of their courses.

**What exactly are My Degree Maps, and where are they located?**

The degree maps list the courses needed to complete each degree in the order suggested by the departments. They are intended to keep students on track for degree completion, and reduce the time and money spent on courses that don’t count towards the degree. They can be found at <http://www.troy.edu/records/mydegreemap/index.html>.

**Where do I look, or who do I contact, if I have questions or need more assistance?**

If your questions were not fully answered in this document, you can visit the Student Planning tutorial page at <http://www.troy.edu/records/studentplanning.html>. There you will find various documents and videos related to Student Planning. You can also watch a previous Webinar we conducted and posted on YouTube at <https://youtu.be/qucU8MxifyI> (skip to 7:30). For any technical questions regarding Student Planning, please submit a helpdesk ticket. If your department would like to request a training session, please contact Maggie Uphaus at ext. 3974 or [muphaus@troy.edu](mailto:muphaus@troy.edu).