

## Laserfiche Digital Forms FAQ

### General Information

- I am trying to complete a form, but nothing populates when I enter the student number.  
**Answer:** If the student is not registered, pre-registered in a level of the program, or if they are part-time you will not be able to submit your request on this form. We are working with Ricoh to facilitate an error alert when this occurs, since presently nothing happens.
- Can I access the Laserfiche forms from home/off-site?  
**Answer:** Yes, if you are trying to access the forms from off campus, you need to make sure you are connected to the Pulse VPN Client and not the webservice. You can download the VPN from the following link <https://it.conestogac.on.ca/Downloads#PulseSecure>
- Can I search the forms in my task box by student information?  
**Answer:** You will be able to search Active tasks (forms that have not yet been classified as completed) by student number or student name.
- Who needs to be in a Task box?  
**Answer:** Each program area needs to identify if a Team Task box is required. If there are multiple coordinators, program advisors/support staff sharing in the response/processing of course add/drops/block changes, a Team Task box may be needed. You may contact Cheryl-Anne Haber (2381) or Brenda Bender (3996) to discuss.
- Will there be a notification when there is an outstanding task in forms?  
**Answer:** No, an email notification (to the Outlook email box) will be sent to the program coordinator when a task has been submitted. No further reminders are sent.
- What will be the turn around time once the form is submitted?  
**Answer:** We have currently anticipated a 2-3-day turnaround when submitted to the RO. The email response to a student indicates this, when they submit a request. This wording can be revised if the workload necessitates.
- How will students know what to do?  
**Answer:** Students have been sent an email, information has been posted on the Student Portal Message Board and posted on the [Registration Information](#) and [Returning Student Information](#) pages.



- How will the system know which program coordinator to send the notification to?  
**Answer:** Laserfiche is connected to SIS which allows the system to connect the student-to the program and the program-to the program coordinator (as identified through the curriculum system.)
- Can tasks be started by one person and be completed by another?  
**Answer:** Yes – the person who assigned it to themselves must release/unassign it so that someone else in the task box can assign it to themselves.
- Can coordinators be split by Campus? Can Guelph students go to Guelph coordinator?  
**Answer:** The submission of a request will be routed to the program coordinator as noted on the Program Coordinator listing. The list is maintained by Curriculum on SIS. A report may be generated on SIS by going to Reports/Curriculum Delivery Reports/Program Coordinators.
- What is the current assignment list? What programs are currently mapped to what coordinators? Can this be sent out, so Schools can make necessary changes?  
**Answer:** The list being accessed is being maintained by Curriculum on SIS. It is found under Reports/Curriculum Delivery Reports/Program Coordinators.
- Can tasks be re-assigned once the process has started?  
**Answer:** This can be done by contacting Brenda Bender or Cheryl-Anne Haber to have the tasks reassigned as we are limited in our administrator accounts.
- When will payment forms be released such as the transcript request form?  
**Answer:** All forms that require payment will be released when payment gateway issues have been resolved and testing is completed.
- What forms can coordinators complete for students?  
**Answer:** Currently the only form Program Coordinators may initiate on behalf of a student is the Course Change Request.
- Does the email notification contain a link to the forms or do we have to always access them through myConestoga?  
**Answer:** No. To access the forms, you must sign onto myConestoga/myCommunities/Registrar and click on the link in the lower left-hand panel.



- Instead of an email sent every time a request is placed, can a count on total # of items in task box at end of day be emailed out to faculty instead?

**Answer:** Batching emails is not a possibility but with some detailed programming changes, the notification could be turned off for specific programs. This could possibly be put into place in the future depending on the feedback received once we have launched.

- When an email notification is sent to a student, does it go to their Conestoga Email or their personal email?

**Answer:** The email will go to the “default” email address.

### Course Change Request Form

- Who can modify and make changes to a class/section assigned to a student?

**Answer:** A Course Change Request submitted by a student, certain attributes can be modified by a coordinator and chair such as: the block change, drop and add a course, force enrol, and timetable conflict – but only if it is available to the student.

- If a program coordinator initiates a Course Change Request form on behalf of a student, will they be able to add a student to a course outside of the program?

**Answer:** The short answer is no, the courses that will be displayed will be all the courses available within the program and semester if there is room in the course section. **However**, if a program coordinator needs to register a student in a course outside of the program design, select one of the available courses from the list then use the comment section to explain your request. *(we are working on a better solution to this)*

- How do I indicate a lab change?

**Answer:** Indicate that you are adding a course and select the correct course code. In the comments sections, specify that it is a lab change: ‘change from lab 1 to lab 2’.

- What determines whether a block is full and in what circumstance would the student submit a request?

**Answer:** The availability of space in a block is determined by SIS (enrolment in program).

If the program allows the portal functionality of ‘Change Block’ (as noted on the Program Definition Screen under Portal Setup) a student may do so through the student portal. If a student cannot change their block through the student portal, they may complete a Course Request Change form to request a change.

\*\*The program coordinator can ask for the change.

- Will the program coordinator of the program know if a GEN ED course is dropped?

**Answer:** No, if a student submits a request to add or drop a general education elective, the request will be forwarded to the Liberal Studies office for review. The student's program coordinator is not notified.

- Can all course additions/drops be done on one form?

**Answer:** Yes, there is enough space for course addition and drop to be done.

- How do we force enrol to a full class?

**Answer:** The submission of a Course Change Request will be routed directly to the Program Coordinator who will either approve or deny the request. (SIS should be verified to see whether there is space in the course.) If the request is approved and submitted to the Registrar's Office, the student will be registered.

If there is a request for a 'force enrol' or timetable conflict, the process is routed to the Chair of the program for approval.

### **Withdrawal Form**

- How does a student access the withdrawal form?

**Answer:** The student must login to their Student Portal, go to the "Services" tab and then select "My Forms." Note: If a student has been discontinued, the form will not be accessible to the student.

- When a student withdraws, is the student's reason noted in the email sent to the coordinator?

**Answer:** The student withdrawal form is submitted directly to the Registrar's Office. A copy of the information (the form) provided by the student will be emailed to the student's program coordinator which will include the reason provided by the student.

### **Grade Change Form**

- Why can I enter grade changes for some students but not others?

**Answer:** If the student is enrolled in the course under Part-Time Studies (not in a cohort) you will not be able to submit your grade change request on this form. We are working with Ricoh to facilitate an error alert when this occurs, since presently nothing happens. In this situation, please complete the paper **Marks Change** Form and submit to the Registrar's Office.

- Can grade changes be done on behalf of part-time faculty by coordinators?  
“IE flight centre” current process is part-time faculty will submit in a form for coordinator to complete. There are some faculty that are not officially Conestoga employees. If you are submitting a grade change on behalf of faculty member, please note this in the comment section.

**Answer:** Yes

### **Co-op Program Transfer Application Form**

- How do I complete the Co-op Program Transfer Application form?

**Answer:** The student must initiate this request. The student must login to their Student Portal, go to the “Services” tab and then select “My Forms.” Once submitted, the request will go directly to the program Coordinator.

