Academic Record Review (Request to Registrar) Guide

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Office of the Registrar

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Academic Record Review (Request to Registrar) Guide

Purpose of Document

This guide is designed to help academic advisors understand when and how to use the **Academic Record Review (Request to Registrar)** form available in **Connect**. The form provides a centralized way to report issues, request updates, or submit documentation related to a student's academic record, degree audit, or transfer credit.

Each request type in the form is routed to the appropriate team based on the nature of the issue. This guide breaks down each section of the form, provides examples of when to use it, and includes visual references to help you complete the form accurately and efficiently.

You can access the form by logging in to:

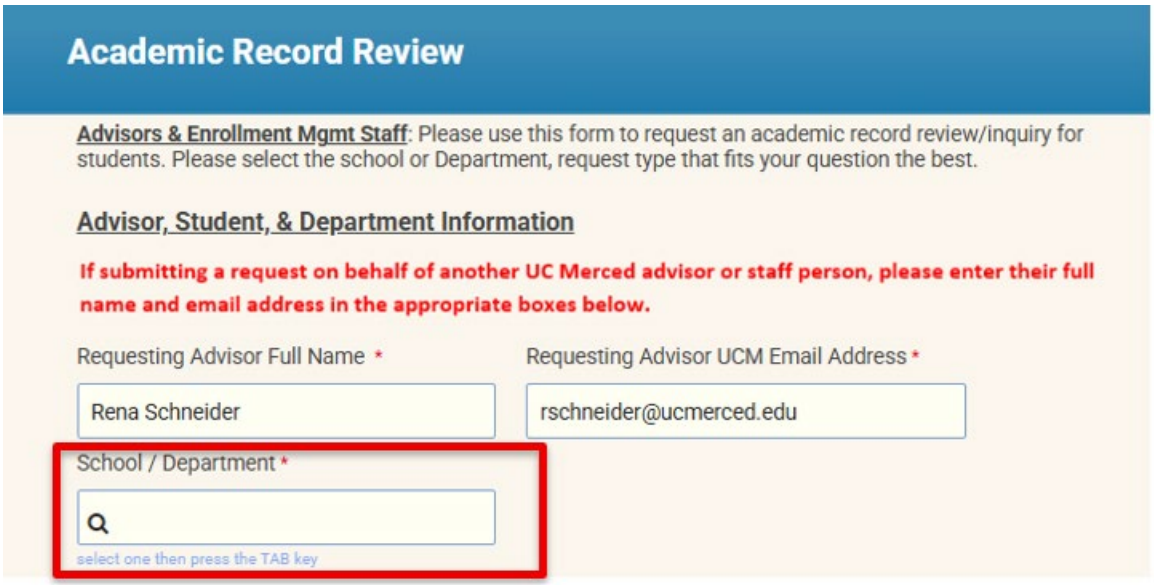
https://connect.ucmerced.edu/staff

Then click on **"Academic Records Review (Request to Registrar)"** under **My Advising Tools**.

Use this guide as a reference when you're unsure which option to select or what details to include.

Login & Access Info

- Users must log in using UC Merced credentials.
- The form will automatically populate the advisor's **name** and **email address**.
- The advisor must manually select the appropriate **School/Department**.



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Form Types Overview

The form offers multiple review types. Below is a breakdown of each type, its purpose, and the required fields.

All form submissions require a **student ID**. This field is essential because it allows the REG team to investigate using a real-life example. Some issues are specific to an individual student, while others may affect all students within a particular **major, catalog year**, or other group.

If the issue affects multiple students, you can enter the ID of the student where the issue was first observed or use **999999999** (our uDirect Test Student) as a placeholder.

The following request types all use the same required fields:

- **Academic Record Review**
- **Policy Petition Procedure**
- **Submitted Documents / Form Inquiry**

For these sections, you'll be asked to provide:

- **Student ID** (required for routing and context)
- **Summary of the issue or request** (a brief headline)
- **Description of the issue** (including relevant context, examples, or circumstances)
- **Attachments** *(optional but encouraged)* such as forms, PDFs, screenshots, or supporting emails

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MyDegreePath Review *(Specialized Fields)*

When to Use This Request Type

Submit this request if you're experiencing issues with a student's **MyDegreePath audit or Planner**, such as:

- The audit isn't running or is returning an error
- A **What-If audit** isn't displaying correctly
- A **course** isn't showing where expected, or is applying to the wrong requirement or sub-requirement

If something doesn't look right in the audit or Planner, this is the correct option to use.

Selecting an Issue Type (required field)

Under "My Degree Path Review," choose the most appropriate Issue Type:

- Improvement: Suggesting an enhancement to the audit layout or the Planner setup
- New Feature: Requesting a feature that doesn't currently exist
- Problem: Reporting a bug or error in the audit or Planner display
- Task: General request that may require follow-up but does not involve system logic

Examples of When to Submit

- A student's audit does not display requirements correctly
- Something is missing from the What-If audit, audit PDF, or Planner
- You need clarification or help interpreting how a requirement or sub-requirement is encoded
- A roadmap is outdated or not displayed for the selected plan
- A course or pseudo-course isn't applying correctly, or Planner items are not mapping as expected

Examples by Issue Type

- **Problem**: A student has IGETC certification, but Area 1B still shows as "Not Satisfied."
- **Improvement**: You'd like a sub-requirement to include a course that the department recently approved
- **New Feature**: You'd like a summary page in the audit PDF showing all satisfied sub-requirements
- **Task**: Requesting clarification on the catalog logic applied to an emphasis for a specific year

Required Fields

• Student ID(s) (you may include multiple IDs if applicable)
• Summary of the issue (brief headline)
• Description of the issue (details with examples or screenshots)
• Attachments (optional but recommended: audit screenshot, PDF, plan screenshots)

Transfer Credit Administrative Review (TCAR/TCCR) *(Specialized Fields)*

When to Use This Request Type

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Use this request type when a student's **transfer credit evaluation** needs to be reviewed or corrected. This section includes several predefined review categories and uses **routing logic** based on the student's status (New or Continuing).

Topics You Can Select

- **Transfer Credit Review** – General review or correction of posted transfer credit
- **AHI Review** – American History & Institutions requirement
- **LOTE Review** – Language Other Than English requirement
- **ELWR Review** – Entry Level Writing Requirement
- **AP/IB Review** – Review of Advanced Placement or International Baccalaureate exam credit
- **Other** – Use this for transfer-related issues that don't fit into the categories above

Examples of When to Submit

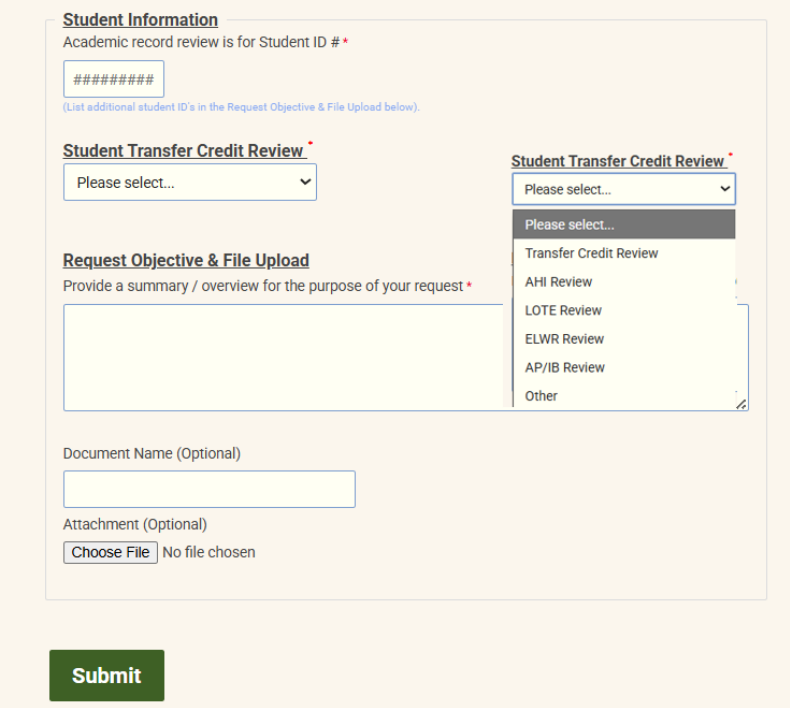
- A course was previously approved for articulation, but is **not showing correctly in Banner**
- You are requesting a second review of how **AP, IB, or other exams** were evaluated
- A student's **AHI or LOTE certification** is missing or showing incorrectly
- A student's transfer course is being **applied incorrectly** to a degree requirement

Tips for Submitting

- Always include the **student ID**
- Clearly explain the issue in the **summary and description fields**
- Upload **attachments or screenshots** if you have a sample record, TES evaluation, or supporting documentation

Routing Note

- If the student is marked as **New** or **Continuing**, any requests for **AHI**, **LOTE**, or **ELWR** will be automatically routed to **Undergraduate Admissions** for initial review.



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Academic Record Review

When to Use This Request Type

Submit this request if you have a question about information on a student's **official record** as seen on their **UCM unofficial transcript** or **Banner**. This includes details related to:

- Academic standing (e.g., probation, dismissal)
- Major, minor, or catalog year discrepancies
- Grade or honors information
- Student status (e.g., active, discontinued)
- Registration eligibility or holds

If something appears incorrect or unclear in the **student's official record**, this is the correct option to use.

Selecting an Issue Type (required field)

For this request type, select the option that best matches the nature of your inquiry. While there may not be labeled categories like "Problem" or "Task," your summary and description should clearly state:

- What you're seeing
- What you believe is incorrect or needs review
- Any relevant context (e.g., catalog year, program)

Examples of When to Submit

- A student's **catalog year** is incorrect in Banner
- The **major or minor** listed on their record does not match their official declaration
- A student's **academic standing** appears inconsistent with their term GPA
- You're unsure why a student is **ineligible to register**
- **Grades or honors** aren't reflected correctly on the unofficial transcript

Examples by Topic

- **Academic Standing**: A student appears in good standing but was notified they are on probation
- **Curriculum Change**: A student changed majors, but their record still shows the old program
- **Grade Inquiry**: A final grade is not reflected in Banner despite the faculty confirmation
- **Student Status**: A student was active last term but now shows as discontinued

Required Fields

➞ Uses shared required fields (see section above).

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Policy Petition Procedure

When to Use This Request Type

Submit this request when a student is **petitioning for an exception to academic policy**. These requests typically require approval from the student's school and/or the Office of the Registrar and often involve formal review by a committee or designated official.

Use this request for:

- **Late withdrawal requests** (past the deadline)
- **Reinstatement after dismissal or discontinuation**
- **Unit overload approvals** (enrolling above the unit limit)
- Other **exceptions to standard enrollment or academic progress rules**

If the student is seeking approval for something that falls **outside of published academic policy**, this is the correct option to use.

Examples of When to Submit

- A student is requesting to withdraw from a course after the deadline due to a documented hardship
- A student who was academically dismissed is petitioning for reinstatement in an upcoming term
- A student wants to enroll in **21 units** for the semester and needs permission
- A student is requesting an exception to a university-wide policy (e.g., max repeat attempts)

Required Fields

➞ Uses shared required fields (see section above).

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Submitted Documents / Form Inquiry

When to Use This Request Type

Submit this request when you need to **check the status** of documents or forms that have already been submitted, or if you have questions or concerns about submitted materials.

This is intended for follow-up, not for submitting new forms or requests.

Use this request for:

- Verifying whether a submitted form has been **received or processed**
- Asking for **clarification** on documentation submitted by the student or by your office
- Notifying the Registrar's Office if **something appears missing or incorrect** in a previously submitted item

Examples of When to Submit

- You submitted a **Major/Minor Change form** and want to confirm its status
- A student uploaded documentation and is asking for an update
- You're unsure whether the correct **catalog year change form** was received
- You need to clarify whether a document was **routed to the right office**

Required Fields

➞ Uses shared required fields (see section above).

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Use Cases

Examples: How to Complete the Form

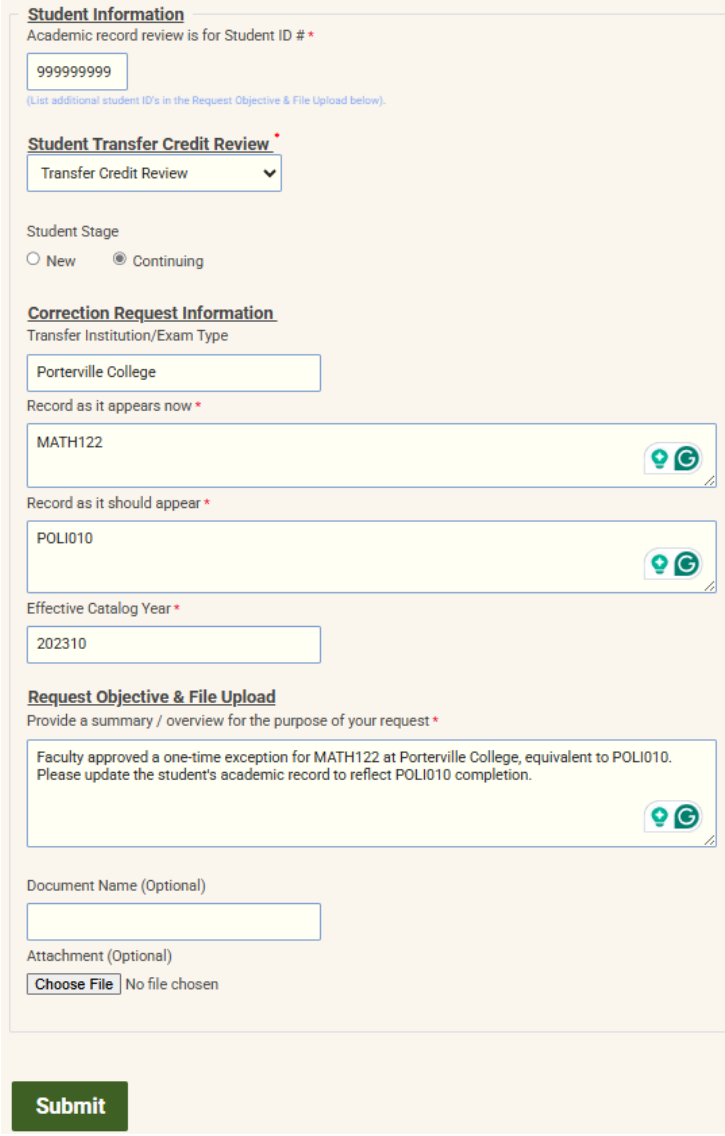
The following examples are provided to help you understand how to complete various sections of the Academic Record Review form. Screenshots are included for reference and demonstrate typical submissions by request type.

Use these as a guide when filling out the student ID, summary, description, and other required fields.

Example: Transfer Credit Administrative Review – One-Time Exception
In this example, an advisor is requesting a correction to a student's academic record based on a **faculty-approved one-time exception**.

Use Case:

- A course from **Porterville College (MATH122)** is approved by faculty to count as **POLI010**.
- The advisor is submitting this under the **Transfer Credit Review** category.
- A clear explanation and catalog year are included, with optional documentation upload.



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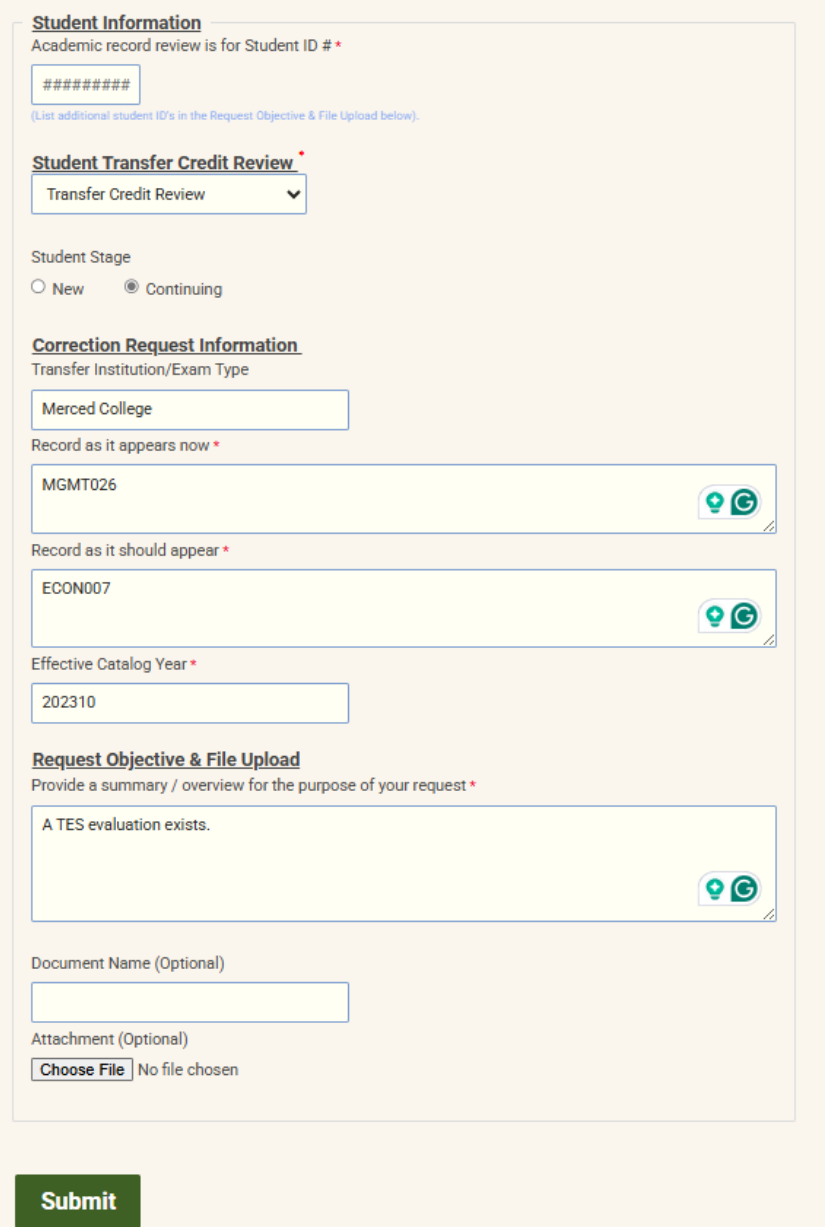
Example: Transfer Credit Administrative Review – New Articulation

In this example, a student has initiated a request with their school for a course to be re-evaluated. A TES (Transfer Evaluation System) articulation exists and supports the proposed equivalency, but the student's record still reflects the old course.

Use Case:

- A course from **Merced College (MGMT026)** should be updated to **ECON007** based on an existing TES evaluation.
- The request is submitted under the **Transfer Credit Review** category.
- The advisor includes the appropriate **catalog year** and a summary indicating that articulation already exists.



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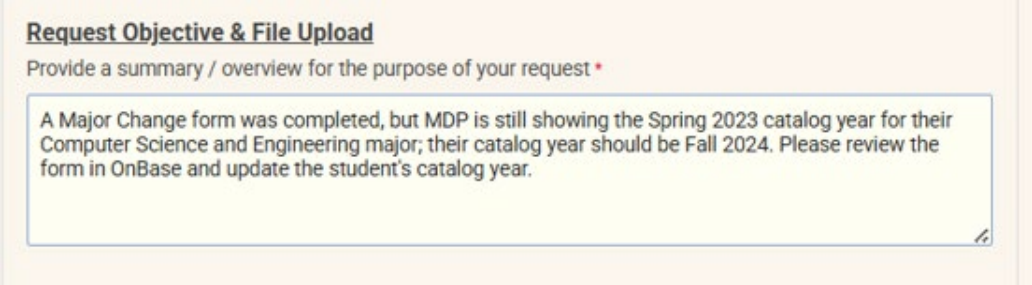
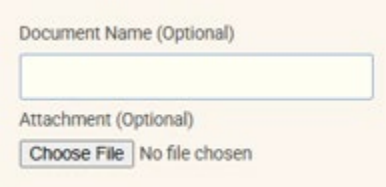
Example: Academic Record Review – Catalog Year Not Updated After Major Change

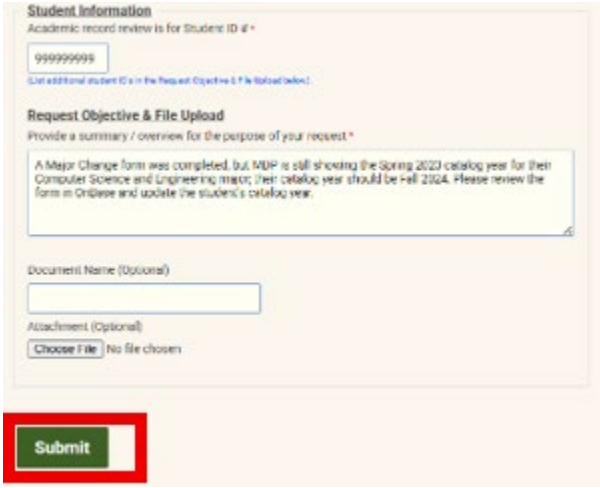
In this example, a student submitted a **Major Change form**, but the catalog year in MyDegreePath still reflects an older term, leading to incorrect audit requirements.

Use Case:

- The student's major was changed to **Computer Science and Engineering**, but the catalog year still shows **Spring 2023**.
- The advisor is submitting this under the **Academic Record Review** category.
- The advisor includes a note that the correct catalog year should be **Fall 2024** and requests verification of the form in OnBase.







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Example: MyDegreePath Review – GE Requirement Not Satisfied

In this example, an advisor is requesting a review of a course that should satisfy a general education requirement but is not appearing correctly in the audit.

Use Case:

- The student completed **ANTH 001**, which is approved to satisfy the **GE: Intellectual Experience – Ethics** requirement.
- However, the audit is still showing the requirement as "Not Satisfied."
- The advisor is submitting this under the **MyDegreePath Review** category, indicating a **Problem** issue type.