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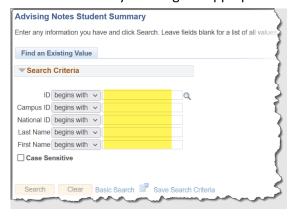
Advising Notes allow advisors and staff to leave detailed notes about interactions with students.

How to Add an Advising Note

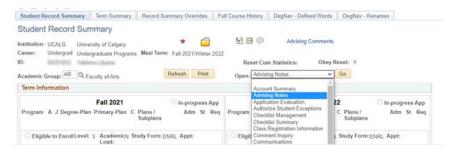
1. Location #1 Go to Main Menu > Academic Advisement > UC Advisor Notes Summary

View data for other students

Find the student by entering the appropriate search criteria.



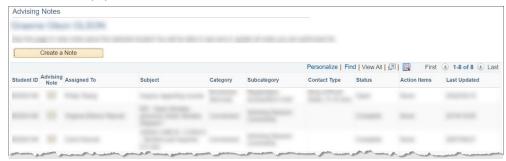
Location #2 Go to Main Menu > Academic Advisement > Academic Advising Summary



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2. The list of previously entered advising notes are displayed. If the student does not have any existing notes, the list will be empty.



Note: The category is the area/department you are advising for. The subcategory is the advising subject area.

3. Click "Create a Note".



4. Fill in the relevant details.



Category/Sub-category: Choose from a list of categories/sub-categories you have access to. The category is the area/department you are advising for. The subcategory is the advising subject area.

Assigned To: Default is your ID. If you must assign it directly to a person, click the magnifying glass and choose their ID.

Subject: Enter the title or reason for creating this note.

Status: Defaults to "Complete". Choose "Open" status if you want the student to be able to respond to the advising note,

Advisee Access: Default "No". Choose "Yes" if you desire the student to see the note in their student centre.

Note: For the note **S**tatus must be Open and the Advisee Access must by Yes for a student to be able to respond to the note.

Contact Type: Choose the appropriate type of student interaction and duration. The category selected will feed aggregate stats to better plan resources for your department. (optional)

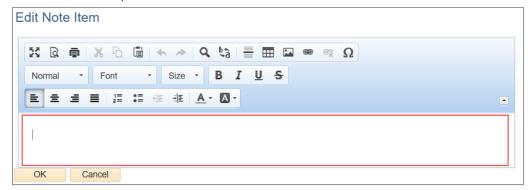
Default Note: If your department has special note templates applicable to your advising interaction select the default note number here. If not, leave blank.







5. Enter a text description of the student interaction and hit the 'OK' button.



Note: see 'How to enter a link in a note below' for information on how to include a link

6. If you wish to keep track of a task/item that you need to follow up onclick 'Add Action Item' and enter the required action, preferably with a due date. Mark the 'Action Item Status' as 'Incomplete'. Note: Action items are not viewable by the student, even if Advisee Status is set to Yes



7. If you have any attachments (i.e., from student email correspondence), you would like to attach to this note, click 'Add Attachment'.



Note: Attachments are viewable by the student when the Advisee Status is set to "Yes"

8. Hit "Submit" to save all changes. End.

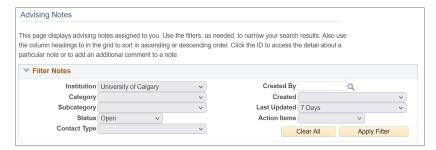
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How to View Advising Notes

View advising notes assigned to you

1. Go to Main Menu > Academic Advisement > UC Advisor Notes Summary. Fill in the appropriate filter criteria and click 'Apply Filter'.



As an example, the default is to list of 'Open' advising notes assigned to you within the last 7 days are displayed.



Note: the Queries listed below will provide a more robust search / reporting tool.

End.





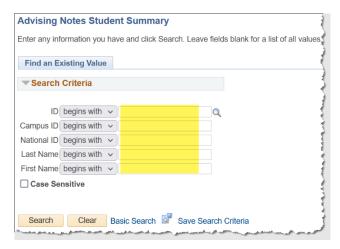
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View advising notes for a particular student

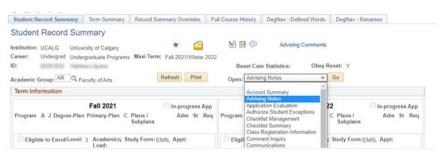
1. Location #1 Go to Main Menu > Academic Advisement > UC Advisor Notes Summary

View data for other students

Enter the search criteria (typically EMPLID) of the student you wish to find advising notes on and hit "Search".



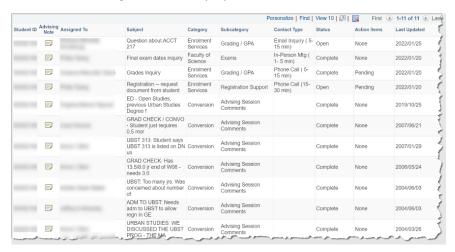
Location #2 Go to Main Menu > Academic Advisement > Academic Advising Summary



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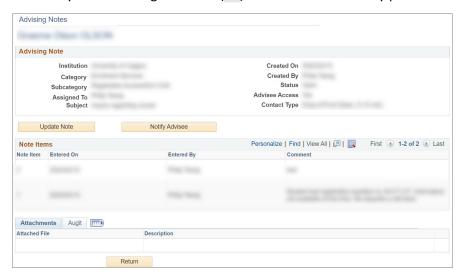


2. A list of all advising notes are displayed.



Note: The category is the area/department (e.g., Enrolment Services, Graduate Studies, Undergraduate) you are advising for. The subcategory is the advising subject area.

Click the yellow advising note icon () for more details on any particular note.



End.







How to Update/Edit Advising Notes

If you wish to add an update to an existing note, find the note and then add update as required. You can update the note status / information, add an additional note item, action item, and or attachments.

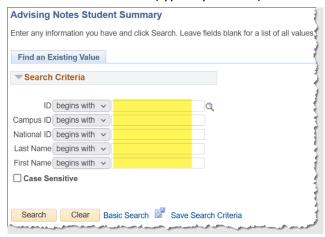
Method 1 – Update using Advisor Notes Summary

Note: You cannot update a closed note or edit a previously entered advising note text using this method. If this is required, use Method #2.

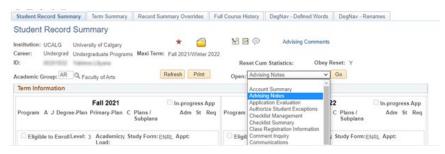
1. Location #1 Go to Main Menu > Academic Advisement > UC Advisor Notes Summary

View data for other students

Enter the search criteria (typically EMPLID) of the student you wish to find advising notes on and hit "Search".



Location #2 Go to Main Menu > Academic Advisement > Academic Advising Summary



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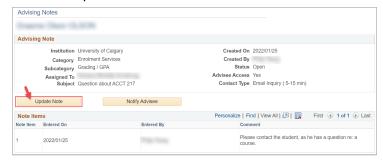


2. A list of all advising notes are displayed.



Note: The category is the area/department you are advising for. The subcategory is the advising subject area.

- 3. Click the yellow advising note icon ().
- 4. Click the "Update Note" button.



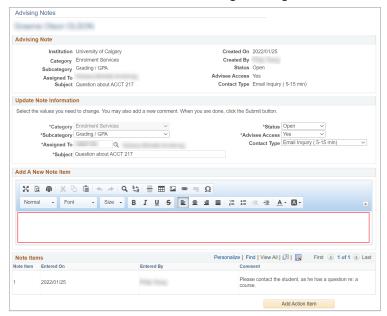
Note: To notify the student of this note, hit "Notify Advisee".







5. Enter additional details to this existing advising note. This works the same as when adding a new note.



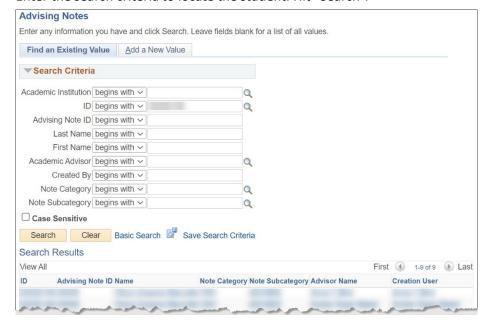
Notice that "Note Item 1" cannot be modified, if this is required, use Method #2.

6. Click the "Submit" button to save all changes. End.

Method 2 – Update/Edit Advising Notes Using Regular Staff Component

This component has similar functionality to Method #1 but will also allow you to update closed notes or edit a previously entered advising note item text.

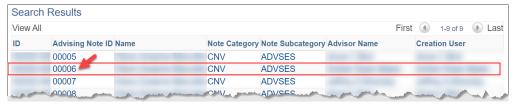
- 1. Go to Main Menu > Academic Advisement > Student Advisement > Advising Notes
- 2. Enter the search criteria to locate the student. Hit "Search".



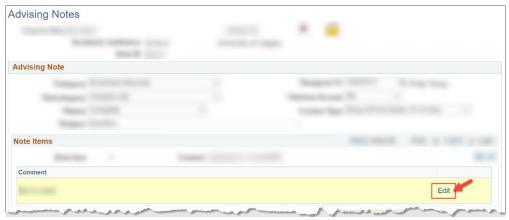
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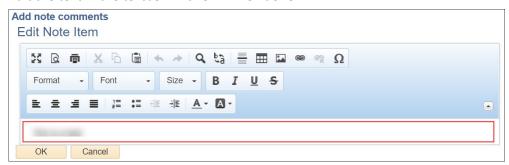
3. Click on the appropriate note row. For example, here we click Advising Note ID 00006.



4. To edit an exiting note item, click the "Edit" link beside the comment.



5. Edit the text in the textbox. Hit "OK" when done.



6. If you require another separate note item, hit the plus '+' icon to insert another note row.



You'll now see more than one note item.



Note: Action Items and Attachments can be updated the same Method #1



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7. Hit the "Save" button to save all changes.



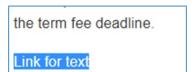
End

How to Enter a Link in a Note

To define a hyperlink in a Advising Note comment, do the following steps:

Note: if you just paste in the hyperlink the student will receive an error when trying to open the link unless they do a CTRL+click.

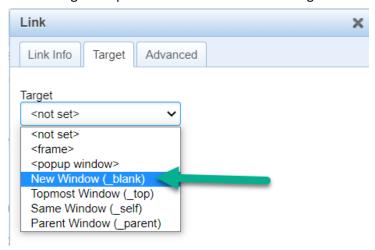
1. Enter the text you want displayed to the student.



- 2. Select the entered text.
- 3. Click the hyperlink button from the tool bar ().
- 4. Define the URL on the Link Info tab.



5. Set the target to open in a new window on the Target tab



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6. Click OK on the bottom of the Link window. End.

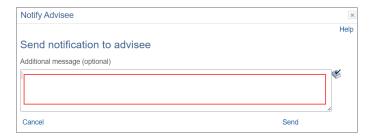
How to Notify a Student

Students can be alerted to the note or reminded of outstanding items using email notifications.

- 1. <u>View</u> or <u>Update</u> a particular note.
- 2. Click the "Notify Advisee" button.

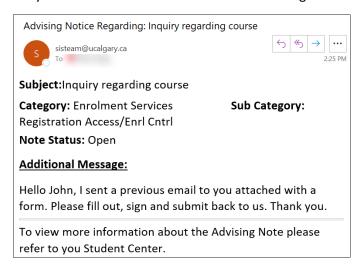


3. A box allows you to enter a free-form text message:





4. They will receive an email similar to the following:



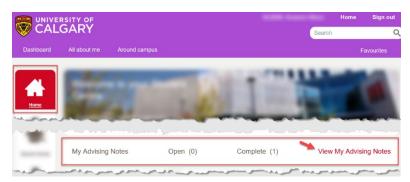
End.

How a Student Views Advising Notes

- 1. Student logs into their Student Centre at https://my.ucalgary.ca.
- 2. Advising notes as a student can be accessed in two locations in the student portal.

Location #1 Home > View My Advising Notes

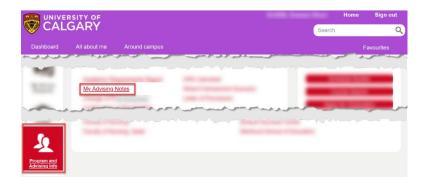
On the Home tab, a summary of the number of student accessible advising notes will appear in the "My Advising Notes" section. Click on "View My Advising Notes".



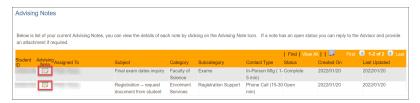
Location #2 On the "Program and Advising Info" tab, click on "My Advising Notes".

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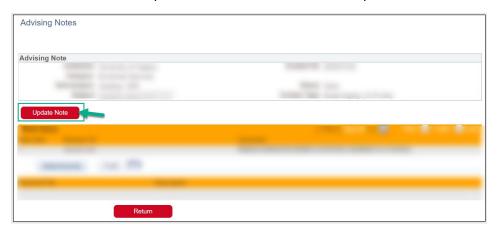




3. A list of student-visible advising notes is displayed. Click the yellow advising note icon () for more details on any particular note.



4. If the note Status is 'Open' the student can click the "Update Note" button to submit an update.

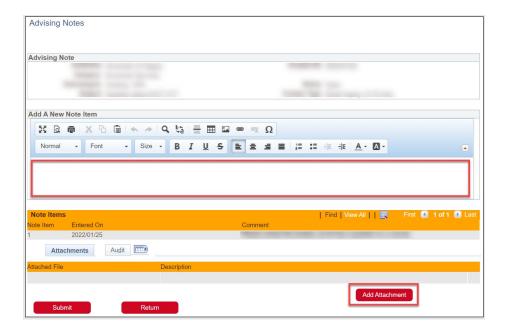


5. Student can enter free form text within the text box as well as add attachments.





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6. Click the "Submit" button to save.



The advisor assigned to this note will then receive an email notification that an update by the student has been made.

End.

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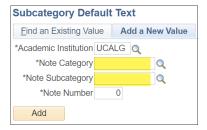


Defining Subcategory Default Text (for Administrators / Supervisors / Managers)

Used to define default blocks of text for a Category / Subcategory. When creating an advising note, staff can choose to use default text in the comment, which can be edited / saved. Access to define default text will be assigned to Supervisor/Senior roles.

Add a New Default Text

- 1. Go to SetUp SACR > Product Related > Academic Advisement > Subcategory Default Text
- 2. Enter "UCALG" as the Academic Institution.



Enter:

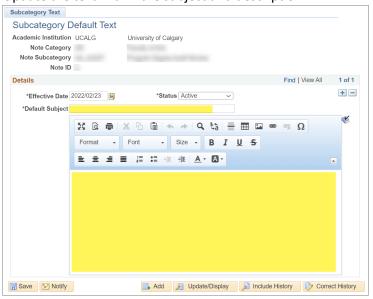
- Note Category: Click the magnifying glass to choose the Area/department you are advising for.
- Note Subcategory: Click the magnifying glass to choose the Advising subject area.
- Note Number: User must specify an unused Note Number to be assigned. If you choose a Note Number that already exists, it will be displayed with a corresponding message.
- 3. Click "Add".





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4. Update the text within the subject and description.



Effective Date: Defaults to current date.

Status: Defaults to "Active".

Default Subject: Search title for default text.

Rich Text Field: Text that will be defaulted into the comment.

5. Hit "Save".



End.

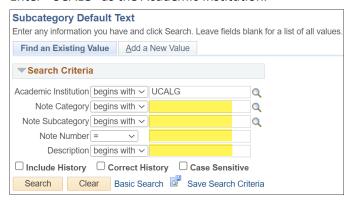
Find an Existing Default Text

1. Go to SetUp SACR > Product Related > Academic Advisement > Subcategory Default Text

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2. Enter "UCALG" as the Academic Institution.



If applicable, use the remaining fields to filter:

- Note Category: Area/department you are advising for.
- Note Subcategory: Advising subject area.
- Note Number: The unique ID for this note within the Category, Subcategory.
- Description: Search for specific note text (best to select "contains" in the dropdown).

Otherwise, leave fields blank to display all Default Text Notes.

3. Click "Search".



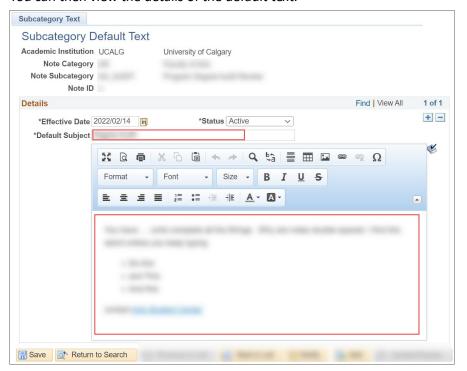
Click on the note row you wish to edit.







4. You can then view the details of the default text.



To view a different default text, hit the "Return to Search" button.

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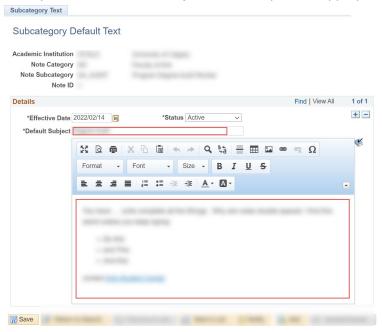
5. If you need to **modify** this default text:

Steps:

a) Insert a new effective dated row by clicking the "plus" symbol. Effective date defaults to the current date.



b) Modify the text within the subject and description as appropriate.



Effective Date: Defaults to current date.

Status: Defaults to "Active" to have the note accessible by users. Choose "Inactive" to prevent the note from being used by users.

6. Hit "Save".



End.



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Queries

If you have the necessary permissions, the following PeopleSoft queries will allow you to view and download advising notes data to compile summary statistics.

Navigation: Reporting Tools > Query > Query Viewer

Notes:

- All Queries have a Folder: ADVISING NOTES and / or begin with 'UCAA_ADV' for easier searching
- If exporting a long list of advising notes, use the Query Scheduler to run the query

Query: Summary of Category/Subcategory Configuration (UCAA ADV NOTE TYPE CONFIG)

Description

Query to view a list of deployed note categories / subcategories within the system.

Search Parameters



Parameter	Req/Opt	Description
Institution	Required	Defaults to 'UCALG'.
Eff Date as of	Required	As of date for the configuration.
Note Category	Optional	Specify if a specific Note Category is desired.
Note Subcategory*	Optional	Specify if a specific Note Subcategory is desired.
Include Active	Required	Default to 'checked'. Uncheck if you want to see Active
Category/Subcategory only		and Inactive Categories and Subcategories.

^{*}Note: if a Subcategory is selected without a Category, notes across all Categories will be included.

Results

Results sorted by: Category description, Subcategory description



Heading	Description
Institution	'UCALG'
Category	Advising note category
Eff Date	Effective date of category for advising note
Status	Status of category (Active / Inactive)
Descr	Description of category
Short Descr	Short description of category
Link to Note Cat Config	Link to the advising note category configuration
Subcategory	Subcategory of advising note
Eff Date	Effective date of subcategory advising note
Status	Status of subcategory (Active / Inactive)

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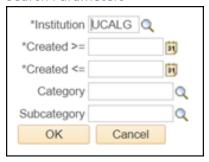
Descr	Description of subcategory
Short Descr	Short description of subcategory
Link to Note Subcat Config	Link to the advising note subcategory configuration

Query: Summary Data for Statistics (UCAA_ADVISING_NOTES_STATS)

Description

Query which can be used in Excel to do analysis of Advising Notes that have been created.

Search Parameters



Parameter	Req/Opt	Description
Institution	Required	Defaults to 'UCALG'.
Created >=	Required	Notes created on or after the specified date.
Created <=	Required	Notes created on or before the specified date.
Category	Optional	Specify if a specific Category is desired.
Subcategory*	Optional	Specify if a specific Subcategory is desired.

^{*}Note: if a Subcategory is selected without a Category, notes across all Categories will be included.

Results

Results are not sorted.



Heading	Description
ID	ID of student
Institution	'UCALG'
Note ID	Note ID of student
Category	Advising note category
Cat Descr	Description of category
Subcategory	Advising note subcategory
SubCat Descr	Description of subcategory
Status	Status of note
Assigned to ID	EMPLID of staff member assigned to the note
Name	Name of staff member
Created By	EMPLID of staff member who created the note
Name	Name of staff member
Advisee Access	Advisee access to view the note Yes/No
Contact Type	Contact type
Contract Type Descr	Description of contact type



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Contract – Time Factor	Time portion (first 2 character) of the Contact Type code Values: 01,05,15,30,99
Contact – Contact Type	Contact type portion (last 6 characters) of the Contact Type code
Created On	Note was created on
Last Updated On	Note was last updated on
Nbr Days Open	If the note is Open , then the number of days between the Created On date and the current date; if the note is Closed , then the number of days between the Created On date and the Last Updated On date

Query: To Do Items for Advising Notes (UCAA_ADVISING_NOTE_TODOS)

Description

A query that allows users to search for outstanding To Do items (Action Items) associated to Advising Notes.

Search Parameters



Parameter	Req/Opt	Description
Institution	Required	Defaults to 'UCALG'.
Category	Optional	Specify if a specific Category is desired.
Subcategory*	Optional	Specify if a specific Subcategory is desired.
Note Status	Optional	Specify if a specific note status is desired.
Overall To Do Status	Optional	Specify if a specific overall status is desired (None, Overdue, Pending). The overall status is calculated based on the Due Date and To Do status.
To Do Status	Optional	Specify if a specific To Do status is desired (Incomplete, Complete).
Due Date <=	Optional	Filter based on a Due date <= the specified date.
Assigned To	Optional	Filter based on To Do items assigned to a specific EMPLID.
Student ID	Optional	Filter based on a specific Student.
Text Contains (To Do)	Optional	 Specify to filter where the To Do description contains the specific text: The value will be matched regardless of upper/lower case Only text in the first 1,200 characters of the note will be searched Enter the desired text between the '%' characters (i.e. '%Program%')

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Parameter	Req/Opt	Description
To Do Item Created On	Optional	Filter notes created on the specified date.

^{*}Note: if a Subcategory is selected without a Category, notes across all Categories will be included.

Results

Results sorted by: Due Date, Student ID, Category description, Subcategory description

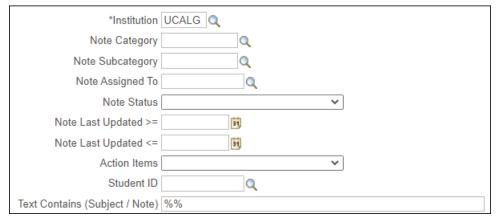
Row ID Name Institution Note ID Note	e Category Note SubCategory Subject Assigned To Name Note Status Overall To Do Status Action Item De	escription	To Do Status	Due Date	Link	
Heading	Description					
ID	Student ID					
Name	Student name					
Institution	'UCALG'					
Note ID	Note ID					
Note Category	Category description					
Note Subcategory	Subcategory description					
Subject	Subject of note					
Assigned To	EMPLID of person note is assigned to	•				
Name	Name of person assigned to note	Name of person assigned to note				
Note Status	Note status	Note status				
Overall To Do Status	The overall status of any To-Do Items (None, Overdue, Pending);					
	the overall status is calculated based on the Due Date and To Do					
	status					
Action Item	Action item sequence number					
Description	Description of action item					
To Do Status	Status of action item					
Due Date	Due date	Due date				
Link	Link to the advising note					

Query: List of Advising Notes (UCAA_ADV_NOTES_LIST)

Description

General list of advising notes which can be run with a wide range of options.

Search Parameters







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Parameter	Req/Opt	Description		
Institution	Required	Defaults to 'UCALG'.		
Category	Optional	Specify if a specific Category is desired.		
Subcategory*	Optional	Specify if a specific Subcategory is desired.		
Assigned To	Optional	Specify to filter based on notes assigned to a specific EMPLID.		
Note Status	Optional	Specify the note status to be included (Open / Complete).		
Note Last Updated >=	Required	Notes last updated on or after the specified date.		
Note Last Updated <=	Required	Notes last updated on or before the specified date.		
Action Items	Optional	Specify if a specific overall action item status is desired (None, Overdue, Pending). The overall status is calculated based on the Due Date and To Do status.		
Student ID	Optional	Filter based on a specific Student.		
Text Contains (Subject / Note)	Optional	Specify to filter where the Subject or Note contains the specific text:		
		The value will be matched regardless of upper/lower case. Only toyt in the first 1,300 characters of the note will.		
		 Only text in the first 1,200 characters of the note will be searched. 		
		• Enter the desired text between the '%' characters (i.e. '%Program%').		

Results

Results sorted by: Student ID, Category description, Subcategory description, Note ID, Note Dtl Seq

Row ID Name Institution Note ID Note Category Note SubCategory Note SubCategory Assigned To Name Status Created On Last Updated On Advisee Access Contact Type Subject Action Items Note Dtl Seq Date Long Link

Heading	Description
ID	Student ID
Name	Student name
Institution	'UCALG'
Note ID	Note ID
Note Category	Category description
Note Subcategory	Subcategory description
Assigned To	EMPLID of staff member note is assigned to
Name	Name of the staff member note is assigned to
Status	Status of the note (Open / Complete)
Created On	Date note was created
Last Updated On	Date note was last updated
Advisee Access	Indicator if note is updated to the student (Yes / No)
Contact Type	Method / duration of contact with student
Subject	Subject of note
Action Items	The overall status of any To-Do Items (None, Overdue, Pending); the overall status is calculated based on the Due Date and To Do status
Note Dtl Seq	Note sequence number when there are multiple comments attached to the same note
Date	Date each comment for the note

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Long	Details of each comment
Link	Link to the Advising Note

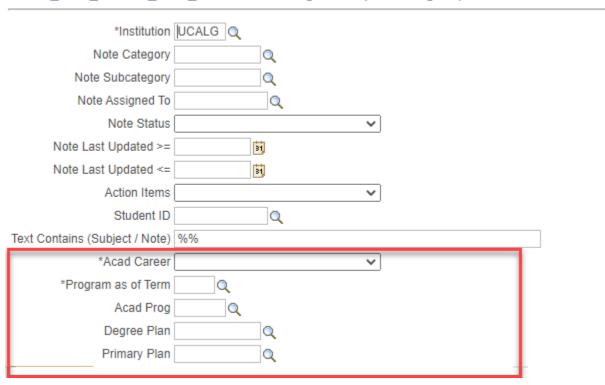
Query: List of Advising Notes with Program Details (UCAA_ADV_NOTES_LIST_PROG)

Description

General List of Advising notes which includes details about a student's active program. This query is the same as the List of Advising Notes, however staff must specify a Career / Term and then can also specify a program / degree plan / primary plan.

Search Parameters

UCAA_ADV_NOTES_LIST_PROG - Advising Notes (with Prog Dtl)



Refer to List of Advising Notes for other parameters, the additional parameters are listed below:

Parameter	Req/Opt	Description	
Acad Career	Required	Specify the student career to be included.	
Program as of Term	Required	Specify the term for the student information.	
		Note: The student must be term activated in the specified	
		term to be reported.	
Acad Prog	Optional	Specify to filter based on the students Primary Program.	
Degree Plan	Optional	Specify to filter based on the students Degree Plan.	
Primary Plan	Optional	Specify to filter based on the students Primary Plan	
		(i.e. UGRD - MAJ plan GRAD - AOS plan).	

Results

Results sorted by: Student ID, Category description, Subcategory description, Note ID, Note Dtl Seq



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Row ID Name Institution Note ID Note Note Seq Category SubCategory	Assigned To Name Status Created On Last Update On	Advisee Contact Type Subject	Action Note Items Date Long Link	Acad Joint Prog Program	Degree Primary Acad Plan Plan Load
--	---	------------------------------	----------------------------------	----------------------------	---------------------------------------

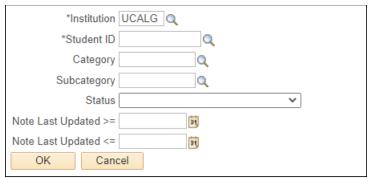
Heading	Description	
ID	ID of student	
Name	Name of student	
Institution	'UCALG'	
Note ID	Note ID	
Note Dtl Seq	Note sequence number	
Note Category	Category description	
Note SubCategory	Subcategory description	
Assigned To	EMPLID of staff member note is assigned to	
Name	Name of staff member note is assigned to	
Status	Status of note (Open / Complete)	
Created On	Date note was created	
Last Updated On	Date note was last updated	
Advissee Access	Indicator if note is updated to the student (Yes / No)	
Contact Type	Method / duration of contact with student	
Subject	Subject description of note	
Action Items	Action items if present	
Note Date	Date note was created	
Long	Long description	
Link	Link to actual note	
Acad Prog	Term activated program	
Joint Program	Joint program indicator	
Degree Plan	Degree Plan associated to term activated program	
Primary Plan	Primary Plan associated to term activated program	
Acad Load	Academic Load for the specified term	

Query: Student List of Advising Notes (UCAA_ADV_NOTES_STDNT_SUM)

Description

List of an advising notes for a student

Search Parameters



Parameter	Req/Opt	Description
Institution	Required	Defaults to 'UCALG'.

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Student ID	Required	Specify the student's ID number.
Category	Optional	Specify if a specific Category is desired.
Subcategory*	Optional	Specify if a specific Subcategory is desired.
Note Status	Optional	Specify the note status to be included (Open / Complete).
Note Last Updated >=	Required	Notes last updated on or after the specified date.
Note Last Updated <=	Required	Notes last updated on or before the specified date.

Results

Results sorted by: Created On Date (Descending), Category description, Subcategory description, Note Dtl Seq

Row ID Name Note ID Note Category Note SubCategory Note Assigned To Status Created On Last Updated On Advisee Access Contact Type Subject Action Items Status Note Dtl Seq Date Long

Heading	Description	
ID	Student ID	
Name	Student Name	
Note ID	Note ID	
Note Category	Category description	
Note Subcategory	Subcategory description	
Note Assigned To	Name of the staff member note is assigned to	
Status	Status of the note (Open / Complete)	
Created On Date note was created		
Last Updated On Date note was last updated		
Advisee Access	Indicator if note is updated to the student (Yes / No)	
Contact Type	Method / Duration of contact with student	
Subject	Subject of note	
Action Items	The overall status of any To-Do Items (None, Overdue, Pending)	
/ teller reems	The overall status is calculated based on the Due Date and To Do	
Note Dtl Seq	Note Seq Nbr when there are multiple comments attached to	
	the same note	
Date	Date each comment for the note	
Long	Details of each comment	

Converting the XML in the PS Query long text

While the use of rich text in the Advising Notes can help to clarify the discussion, in PS Query the field is displayed with the HTML code which can make it challenging to read. You can perform the following steps to use an advanced macro to remove the HTML code to make the content more readable.

Note: the logic to remove the HTML codes was built using the existing rich text values that have been stored in Service Requests over the past year. It is possible that some HTML code might be missed in the macro.

This applies to the following queries:

Query	Macro
List of Advising Notes	Adv_Notes_List
List of Advising Notes with Program Details	Adv_Notes_List
Student List of Advising Notes	Adv_Notes_Student_List

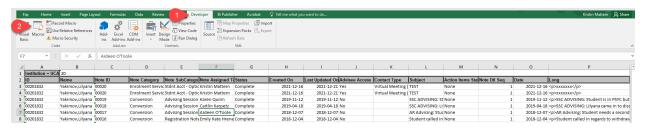




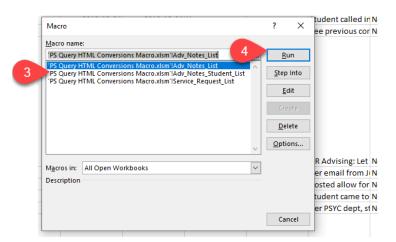


- Step 1: Run the desired query and download it into excel
- Step 2: Open the 'PS Query HTML Conversion Macro' document which contains the macro's to be used, ensure that you click the 'Enable Content' button if it appears.
- Step 3: Open the query results in excel, ensure you click on the 'enabled editing' button if it appears.
- Step 4: Run the desired Macro
 - 1) Select the 'Developer' Menu Item

 Note: if you do not have the 'Developer' Menu item please read section 11)
 - 2) Select the 'Macro' icon



- 3) Select the correct Macro from the list based on the query being updated
- 4) Click 'Run'



For display purposes:

- If there is a bulleted list in the comment / note it will be changed to start on a new line with an '*'
- If there is an image or a table it will be removed an the text (Image Removed) or (Table Removed) will be added in its place

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Example of Before / After

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