Course Progression

FREQUENTLY ASKED

QUESTIONS (FAQ) - STAFF

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The Basics *(http://www.acu.edu.au/658538)*

1.   What is Course Progression?

Course Progression is a web-based planning tool that works with Banner to help students and Course Coordinators monitor student's progress toward degree completion. Course Progression automatically retrieves the students' academic record from Banner and organises it into an educational plan on the web, easily identifying program requirements; which courses have been completed; and which courses the student still needs in order to complete their degree.

It provides a more accessible, convenient, and organised way for students to know where they are academically and how they can plan towards course completion. Students may avoid wasting time and money as program requirements will be clearly laid out and they are less likely to enrol in unnecessary or incorrect Units.

Course Progression is not a substitution for consultation with Course Coordinators.

2.   What are the benefits of using Course Progression?

Course Progression is an advisory tool which will produce a much easier to read and user-friendly degree audit. This will give students and advisors better information in selecting coursework and understanding degree requirements.

3.   How will this system improve the way Faculties currently provide course progression advice to students?

The software will allow a more precise snapshot of student progress in terms of completed and in-progress units. Faculty staff will be able to advise much more quickly the required units to complete the degree.

Course Coordinators are able to enter notes into a students' Course Progression record, which will provide background information on interaction/advice/approvals processed in Course Progression.

4.   Who can use Course Progression?

Course Coordinators and Course Administrators should use the system as an advisory tool to better follow the students' progress and determine which requirements are still needed. The system should also be used to track historical notations on the students' record regarding advice given and substitutions applied.

Students will be able to use Course Progression to track their progress and check what requirements they still have to complete.

Student Centre staff have access to view student records and assist with basic enquiries.

Enrolments staff have access to enter in substitutions as requested by Course Coordinators (refer to Substitutions for further information).

Faculty Managers, administrative staff and other relevant University staff may use the software for reporting purposes.

The Information Resources Management Section is responsible for entering all course rules data into Course Progression.

5. How will students access Course Progression?

Students access Course Progression via Student Connect. They do not require separate login details.

6. What courses are available in Course Progression?

Course Progression is being rolled-out to the University on a staged basis and is currently available to **selected Academic Years and Undergraduate courses* from the following Faculties**:-

- Faculty of Health Sciences
- Faculty of Theology & Philosophy
- Faculty of Law and Business (law courses only).

*Some Postgraduate courses have been included.

A full list of participating courses and Academic Years can be found on the Course Progression webpage.

The remaining courses and Faculties will be rolled-out on an incremental basis where and when it makes sense to do so.

7. Which students are loaded into Course Progression?

Course Progression imports current (active) student data from Banner.

A filter has been applied that prevents information from students with an **Academic Year prior to 2010**, or that are enrolled in courses outside the current scope of the rollout, from being imported.

8. Why are students appearing in Course Progression who are not enrolled?

An applicant becomes a student of the University (receives a student number), once they have accepted their offer of a place.

All students are classified "active" for the particular Academic Year (eg 2014) from the date of acceptance, and **remain "active" in Banner for 2 years** regardless of whether they enrol in any Units during that time.

If no enrolment occurs within the 2 year timeframe (eg 2014-2015), they will become "inactive" and will no longer be imported from Banner.

9. Will all students be able to use Course Progression?

No. Any student with an Academic Year **prior to 2010** will not be able to use Course Progression. If a student is enrolled in an **Academic Year or course** outside the current scope of the roll-out they will not be able to use Course Progression. Existing manual processes will need to be used to consult with these students.

10. Is information contained in the Course Progression software confidential?

Yes. As with all student information you access through University systems, all student information is strictly confidential and must be protected.

As such, your Course Progression login information must be kept secure.

What is Course Progression used for?

1. When should I use Course Progression?

Use the Course Progression software Audit when:

- reviewing progress with a student
- advising students on enrolling in Units
- assessing and applying substitutions.

2. Is Course Progression the same as an academic transcript?

No. This is an **unofficial audit** of a students' progress and an outline of requirements still needed to complete the relevant program of study.

3. If all of the boxes are checked, does that mean the student is approved to graduate?

No, Course Progression is for advisory and planning purposes only. The audit is not an official academic transcript.

It is the students' responsibility to work with the Course Coordinator to review degree progress and verify the accuracy of the audit.

Students must apply to graduate and an official review of course completion will be undertaken by Graduations.

4. Can students enrol using Course Progression?

No. Course Progression is a snapshot of academic history and courses in-progress. Enrolments and amendments to enrolments are still handled through Student Connect.

5. Can students change a major through Course Progression?

No. Students must follow the process outlined in the Enrolments Section web site for information on Change of Major.

6. Are grades visible in Course Progression?

Yes. Shortly after grades have been entered in Banner and released they will be viewable in Course Progression. The student record may need to be refreshed in order to see the updated information.

7. How can I tell how many classes a student has left to fulfil course requirements?

Course Progression is displayed in block format for all course/major requirements information. "In-Progress" (enrolled) units are shown in blue. Unchecked boxes identify requirements that still need to be completed and are shown in red.

Access to Course Progression *(http://www.acu.edu.au/658546)*

1. I have recently become a Course Coordinator - how can I get access to Course Progression?

Your Faculty Manager should send an access request either via email to course.progression@acu.edu.au or using the Student Connect Access Request Form.

2. How do I access Course Progression?

Once you have been granted access, you can login to Course Progression via Student Connect using your network ID and password.

3. Which internet browser works best with Course Progression?

Course Progression has been successfully tested on the following internet browsers: **Mozilla Firefox, Google Chrome, Apple Safari and Microsoft Internet Explorer**.

4. Can I access Course Progression on a Mac/iOS computer?

Yes. The software has been successfully tested on Mac/iOS computers using the following browsers: **Mozilla Firefox, Google Chrome, Apple Safari and Microsoft Internet Explorer**.

If there are any issues, try an alternative browser to the one you are using. If you are still experiencing problems, please email the Course Progression Team on course.progression@acu.edu.au.

5. Can I access Course Progression from locations outside the University (eg. from home)?

Yes. Course Progression is accessible from all locations via Student Connect.

Audits *(http://www.acu.edu.au/658550)*

1. What is an Audit?

An audit is a review of past and current unit work that provides information on finished and outstanding requirements necessary to complete a course.

The audit is divided into sections, such as Core Units, Electives, and Major Requirements. Each section is a checklist and Units/sections are checked off as they are completed.

The course rules should be a direct reflection of the Handbook for the students' Academic Year.

2. What is "Fallthrough: Units undertaken outside the approved degree structure"?

Fallthrough contains all Units enrolled or completed that do not meet any of the requirements of the course rules.

Units can be listed under Fallthrough for various reasons, as follows:-

- the student has not **declared a Major in** Student Connect - once a Major is declared, all Units related to that Major will be applied

- the student has transferred or deferred and their Academic Year is incorrect – this means that Course Progression may be applying course rules from the wrong year. Check the students' Academic Year information.

- if the student has had an interruption to your study, the course rules may have changed

- unspecified credit, block credit approved but not applied (refer to substitutions).

3. What is "Not Counted"?

Not Counted refers to all units that have been completed prior to the Academic Year of the current course. Not Counted may also include credit approved over and above the maximum limit allowable.

4. Will units withdrawn be reflected on the student audit?

Yes. Withdrawn units will appear under "Insufficient" in the notifications section at the bottom of the audit.

5. If I think the information on a student audit is incorrect, what should I do?

Firstly, you should ensure that you are viewing the latest course data by refreshing the audit ("Refresh" button then "Process New").

If this does not resolve the issue, check that the course rules information in Course Progression is correct against the Handbook for the Academic Year shown.

If any issues are found, or the problem has still not been resolved, please submit a Feedback Form so the issue may be investigated.

6. Can I save or print an Audit?

Yes. You can 'Save as PDF', and then print as usual.

7. Everything on the audit is checked, but the Credit Points progress bar only shows 97% done. Why?

The degree progress bar will not show 100% completion until all "In Progress" courses are successfully completed.

8. The student states that they have declared a Major, but it is not showing in Course Progression. What should I do?

All student data is imported from Banner once a week (Sunday). Refresh the data ("Refresh" & "Process New" buttons) to ensure the most up-to-date information is being displayed.

If the student has applied a Major in Banner and it is not showing in Course Progression you should direct them to check Student Connect or discuss this with the Student Centre.

9. How will the system show us if students are not complying with the course rules?

Features of the audit allow you to see how students are progressing towards completing the course requirements.

Any unit enrolled in or completed that is not part of the course rules **will not be counted** towards progression, and will be shown in the notifications section at the bottom of the screen. These will appear under "Fallthrough: units undertaken outside the approved degree structure" or "Not Counted".

10. Does the information in Course Progression replicate the information provided in the Course Enrolment Guide?

No. Course Progression contains only the course rules that have been formally approved through Academic Board and are contained in the Handbook per Academic Year.

11. Can co-requisites/pre-requisites be added in so that students can go through the correct course progression?

Co-requisites and pre-requisites are not turned on in Banner and therefore do not appear in Course Progression.

12. In some of our Faculty courses there are several different versions of the course rules that apply depending on the student's year of enrolment. Will these variations in the rules be applied accordingly in Course Progression?

Yes. Course Progression contains blocks of data for every year that a course has been available (post 2010, and from the year of release in Course Progression rollout).

If there are various iterations of the course rules these will be applied based on the students' Academic Year.

Substitutions *(http://www.acu.edu.au/658554)*

1. How can I get units in "Fallthrough" or "Not Counted" applied to a students' progress?

Units listed as "Fallthrough - units undertaken outside approved course structure" or "Not Counted" may be applied to the students' course progression through Substitutions.

An online request form can be submitted (SUBS – Unit Substitution Approval), which will be processed in Course Progression by the Enrolments Section. If preferred, you can apply the substitution directly into Course Progression. For information on how to apply substitutions, please refer to the Course Progression User Manual.

2. I have identified a unit that I wish to apply to a block of credit for all students, how do I go about this?

Firstly, you should confirm whether the change is to be applied only to students from a particular cohort (Academic Year / commencement year), or whether this is to be applied to **all future students**.

If you decide that the substitution is to apply to a particular **cohort** only (students from a particular Academic Year), this **may** be able to be 'scribed' (coded) into Course Progression to apply automatically to the given cohort. If it does not fit within the scribing limitations, substitutions may need to be processed for each student.

If the change is to apply to **all future students** it may require formal Academic Board approval and should be discussed with your Faculty Manager.

Please be aware that all protocols regarding changes to course rules must be adhered to, and changes to course rules cannot be scribed into Course Progression unless approved through the appropriate channels.

Enquiries regarding the application of course rules to scribing may be sent to course.progression@acu.edu.au.

Searching for students/courses *(http://www.acu.edu.au/658558)*

1. What does the Academic Year field mean?

Academic Year data is imported from the students' *Catalogue Term* (year of commencement) in Banner. The academic year determines the applicable course rules. If a student has deferred or transferred courses since commencement, their Academic Year may be incorrect in Banner. Any errors will need to be addressed with the Enrolments, Fees & Scholarships Section.

2. Why can I only search for an Academic Year from 2010 onwards?

The decision was made to include **Academic Years from 2010 onwards** as this captures the majority of current enrolments. Students with a commencement year prior to 2010 will need to be assessed using existing manual processes.

3. When I search for information on a particular cohort, I have noticed there are students missing. Why, and what can I do?

This situation could occur for one of two reasons: the students' record is not correct in Banner (eg. course or Academic Year), or there is a system fault.

Firstly, you should search for the relevant student/s by name and confirm that they are not recorded in Course Progression.

Then, check the Academic Year and program code for the missing student/s on Banner. The screen to go to in Banner to check a student's Academic Year against the information contained in Course Progression **SGASTDN**. It should be noted that the corresponding field in Banner is called "*Catalogue Term*". Any errors will need to be addressed with the [Enrolments, Fees & Scholarships Section](#).

If the Academic Year or program code is changed, the information should be refreshed in Course Progression ("Refresh" then "Process New"), and a new audit will be displayed.

If the issue is not resolved, please submit a [Feedback Form](#).

Training *(http://www.acu.edu.au/658563)*

1. Is Course Progression training available?

Yes. Training is scheduled based on demand.

New staff can register their interest for Course Progression training through [Staff Connect](#) as follows:-

- Login to [Staff Connect](#) and expand the "Professional Development" option in the left menu

- Click on **'Course Search'** (DO NOT populate any of the fields) - click **SUBMIT**.

- Click on the **'edit'** link at right of the Course Progression Training then click the **"Book me on course"** button.

An email will be sent to your supervisor for approval and forwarding to Student Systems Section for actioning. You will receive further information when you are confirmed on the course.

Troubleshooting *(http://www.acu.edu.au/658567)*

1. What if information in Course Progression isn't up to date?

Currently, data is refreshed from Banner on a weekly basis (Sunday). The frequency of data refresh may be increased as operationally required and/or at peak periods.

In the first instance, you should refresh the student record ("**Refresh**" then "**Process New**").

If this does not correct the issue, please submit a [Feedback Form](#) so that the issue may be investigated.

Further information *(http://www.acu.edu.au/658571)*

1. I have additional questions about Course Progression, who do I contact?

Please email course.progression@acu.edu.au for any feedback or general enquiries.

If you have identified an error or issue, please submit a [Feedback Form](#) so a review can be undertaken.