SERVICE REQUEST GUIDE:
FACULTY

Forms submitted to a graduate program or the Graduate School within myWSU are known as “Service Requests” (SR). These instructions guide you through the process of reviewing and approving a service request assigned to you for review and approval.

REVIEW/APPROVE A SERVICE REQUEST:

1. You will receive an email when a service request (SR) is ready for your review. The email will include the student’s information as well as the type of form under review.
2. Login to myWSU with your NID and password.
3. On your Homepage, click on the “Faculty Center” tile.
4. On the left side of your screen, click On “Service Request Dashboard”.
5. In the “Service Requests” window, click on the student's name to open the service request (SR).

6. Once you open the SR, you will verify and enter a few items (see page 2 for an indexed screenshot):
   1. Verify you are looking at the correct student name and WSU ID number.
   2. Verify the type of document you are reviewing.
   3. If necessary, review the PREVIOUS actions, comments, and approvals.
   4. View attachment(s) and determine whether you approve the request for this student.
      - Note: You must allow pop-ups from myWSU to view attachments.
   5. If necessary, enter any comments in this box.*
   6. Click the lookup button (magnifying glass) and select the appropriate status. To ensure this process works correctly, please select from the following options:
      - 21_DENY_RTS: Denied form/service request and returning it to the student.*
      - 22_DENY_RTC: Denied as above, except you are returning it to the coordinator.*
      - 23_INFO_RTS: More information is needed from the student.*
      - 24_INFO_RTC: More information is needed from the coordinator.*
      - 30_APPROVE: You approve the form/service request.
   *A comment is required if you are denying or returning a form/service request for more information. Please clearly communicate why the request is denied or what additional information you need to render your decision.
7. Click “Save” in the bottom left of the page.