

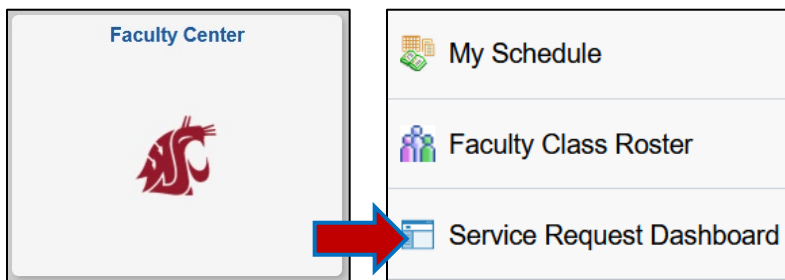
SERVICE REQUEST GUIDE: FACULTY



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).



Request Number	Student Name	Request Date	Request Type	Request Subtype	Status	Status Date
23431	Butch Cougar	04/15/2020	Psychology	Signature Page	Approved	04/15/2020

Note: The status "Approved" on this page DOES NOT indicate your approval is complete! This status comes from the last person's decision to approve.

Once you approve the form/service request it will disappear from your list of service requests.

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.
7. Click "Save" in the bottom left of the page.

*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.

Service Request for **Butch Cougar - ID: 099999999** #1

Washington State University

Request Category: College of Arts and Sciences

Request Number 23431

Request Type: Psychology

Request Date 04/15/2020

Request Subtype: **Signature Page** #2

Status: Approved

Status Date	Comment	Status	By	Display to Student
04/15/2020		#3 Approved	Daniel Vickoren	<input type="checkbox"/>
04/15/2020		Submitted by Student	Daniel Vickoren	<input type="checkbox"/>

Update Last Comment

Reassign

Send Notification

Enter Comment Below

Display Comment to Student

Rich text editor toolbar with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, indent, outdent, font color, background color, and help.

Format: [dropdown] Font: [dropdown] Size: [dropdown] **B I U S**

[bulleted list icon] [numbered list icon] [bullet and number icon] [indent icon] [outdent icon] **A-** **A-**

#5

*Status #6

Candidate Number 000000010439

File Attachments			
Attached File	Description	Visible to Student	View
BCoug_Signature_Page.pdf	BCoug_Signature_Page.pdf	<input type="checkbox"/> #4	View

Save

Return to View Requests

#7