

SERVICE REQUEST GUIDE: PROGRAM STAFF



WASHINGTON STATE
UNIVERSITY

Forms submitted to a graduate program or the Graduate School within myWSU are known as "Service Requests" (SR). These instructions guide you through your critical role in the routing process once a student submits their service request. This example uses the "*Thesis/Dissertation Approval*" form; however, graduate students may submit other forms using this method, as allowed by their graduate program.

This guide focuses on those forms directly uploaded into myWSU by the student.

INITIAL REVIEW AND ROUTING FOR COMMITTEE APPROVAL:

As the coordinator you serve as a vital link in this process. You will review these service requests twice: first when they are initially uploaded by the student, and again after the student's faculty have approved the upload.

These directions assume you are familiar with how to navigate to and use Service Request Management. For detailed directions on how to create/update/submit service requests in Service Request Management, please see your "*Service Request User Guide*" provided during Graduate School training. If you need an updated copy, please email gradschool@wsu.edu.

1. The SR is assigned to you after upload by the student. Find and open the SR.
 - Open the attachment and ensure it is the appropriate form and is filled out correctly.
2. **CRITICAL:** Assign the correct candidate number for the SR before proceeding.
 - An SR comes from the student without a candidate number. This number tells myWSU which faculty need to review/approve this student's document. You **MUST** complete this step **FIRST** for routing to work for this document.
 - If you aren't sure which candidate number to use, contact the Graduate School for assistance.
3. Click the lookup button (magnifying glass) and select the appropriate status:
 - 21_DENY_RTS: Denied form/service request and returning it to the student.*
 - 23_INFO_RTS: More information is needed from the student.*
 - 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 is needed.

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

Troubleshooting:

The most common issue is that the service request will be reassigned back to you. If this happened, it is nearly always caused by selecting the status before setting the candidate number. You **MUST** enter the candidate number first. Try adding a second row with the same status you selected. This usually corrects the routing. If not, don't hesitate to ask the Graduate School for help.

ROUTING FOR APPROVALS:

Once you set the status to 30_APPROVED, myWSU will begin routing the document to the proper faculty for their approval, depending on the form type. For example, the "*Thesis/Dissertation Approval*" form only requires approval from the committee chair/co-chairs, so it will not route to the rest of the committee. Faculty use the Service Request Dashboard (located in their Faculty Center tile) to review and approve these documents. Please see the faculty instructions for details.

Once myWSU has all necessary approvals, the system will assign the SR back to you for the final review.

FINAL REVIEW AND SUBMISSION TO THE GRADUATE SCHOOL:

Your second review of the service request is to ensure all necessary faculty have approved the document. Keep in mind that each document requires different approvals. Here are a few examples:

- Exam Scheduling Form: committee chair/co-chairs, committee members, program signature authority
- Program Change: committee chair/co-chairs, program signature authority
- Thesis/Dissertation Approval: committee chair/co-chairs
- Hold Harmless/Copyright Acknowledgment: no approvals required; route directly to Graduate School
- SED Completion Certificate: no approvals required; route directly to Graduate School

1. Open and review the service request to determine that this is a final review.
2. Ensure there is a row in the service request showing each required approval for this document.
 - If you find a problem with a faculty member's approval, please contact the Graduate School for assistance.
 - Committees with Retired or External (non-WSU) Members: For now these individuals do not have access to service requests in myWSU. For now, those without myWSU access must send an email to the committee chair and academic coordinator for their approval. The email should come from their institutional/government/work email and state that "I approve of Jane Doe's Thesis/Dissertation Approval form" or something similar. You must upload a PDF of this email to the SR.
3. Set status to GS_01_READY to submit the document to the Graduate School.
4. Click "Save" in the bottom left.

You may find that the Service Request Dashboard is more efficient for routing service requests. The dashboard shows all approvals on one page, making it easy to check that a document is ready for final submission to the Graduate School. To use the dashboard, navigate to Main Menu > Records and Enrollment > Graduate Research Management > Service Request Dashboard. Please see the "*Service Request Guide: Faculty*" for instructions.

Status	Date	Comment	Status	By	Display to Student
	11/21/2023		Ready for Grad School Review	Stacy Gessler	<input type="checkbox"/>
	11/20/2023		Approved	David Marcus	<input type="checkbox"/>
	11/20/2023		Approved	Stacy Gessler	<input type="checkbox"/>
	11/20/2023		Submitted by Student		<input checked="" type="checkbox"/>

Students uploading a form within myWSU constitutes their legal signature. Students should not upload a form of which they do not approve. Additionally, it is critical to protect your myWSU login information. Do not give your NID and/or password to anyone, and do not use someone else's NID and password to enter a status on their behalf.