



THE GRADUATION LIFECYCLE AT CONCORDIA

SESSION 6009 Wed, Nov 14, 2018

CANADA ALLIANCE 12-14 NOVEMBER 2018

PRESENTERS

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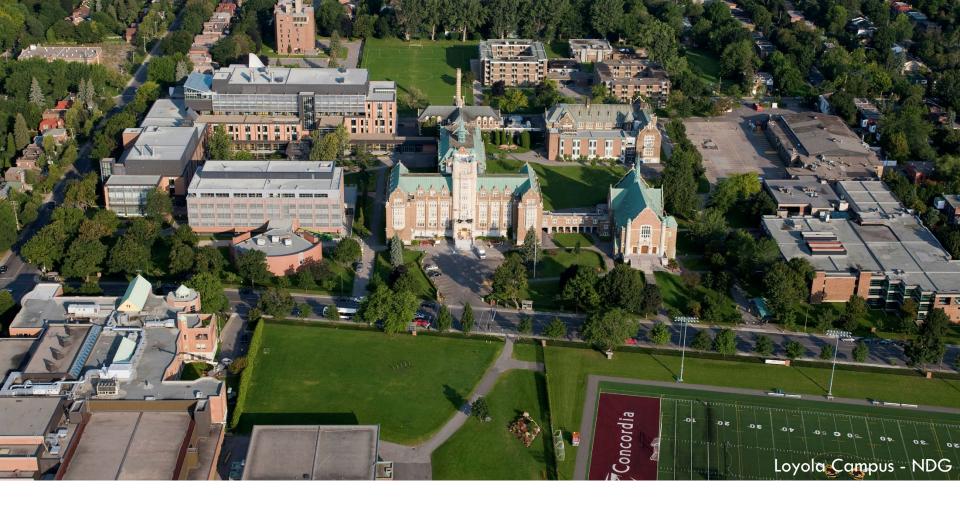


YOUR ORGANIZATION

2018 Enrolment Count :	50 315
 Undergraduate : 	37 053
Graduate :	9 040
Continuing Education :	4 222
2018 UFTE Count : Faculty & Staff :	29 430 6450

Two Campuses

CANADA ALLIANCE 12-14 NOVEMBER 2018



ORGANIZATION & ORACLE

Current Production Environment

- CS 9.2 PUM Image 5
- PeopleTools 8.55.15
- Oracle RDBMS 12c

Upgraded to 9.2 April 1st 2018

OVERVIEW

- 1. SECTION 1 Convocation setup
- 2. SECTION 2 Applicant processing
- 3. SECTION 3 Diploma printing
- 4. SECTION 4 Reporting/Communications
- 5. SECTION 5 Marshalling Cards and Gown Distribution
- **6.** SECTION 6 The Ceremony

THE PROBLEM(S)

Why did we need to replace our old graduation process?

- 1. It was based on an access database not joined to any other database
- 2. We were losing staff, who had knowledge of the prior system, through retirement.
- 3. Data was kept across multiple systems
- 4. Multiple sets of data entry was needed during the cycle

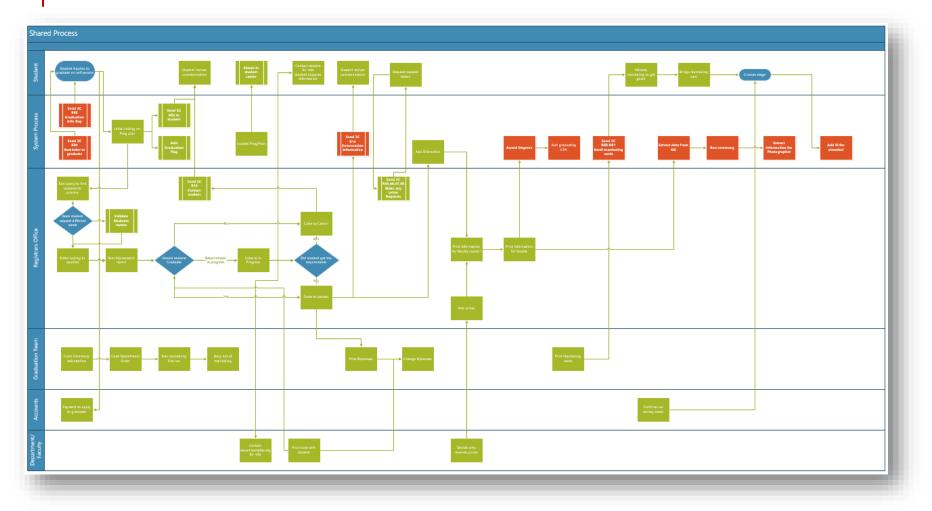
WHY USE PEOPLESOFT FOR CONVOCATION?

To address these issues, we decided to use PeopleSoft because:

- 1. All student information was already on the system
- 2. Students can apply to graduate through their student center
- 3. We can do all of the processing through one system
- 4. There are already some useful delivered tools

VISIO OF THE CONVOCATION PROCESS

To give an idea of the complexity of our graduation processes, below is a picture of our Visio workflow of it.



SECTION 1. CONVOCATION SETUP

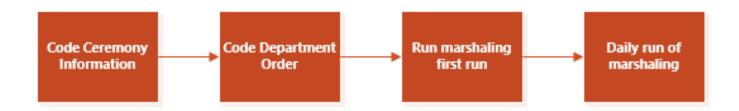
This section will describes how we set up Convocation on PeopleSoft

BUILDING CONVOCATION

The first step we needed to take was to configure the convocation information in the system to allow all the other processes to call that information.

The information and organisation of the convocation pages are all modded into the system as there was no delivered way of doing this.

Here is the order of how we code the convocation information into PeopleSoft:



CONVOCATION SET UP

The first step is to set up the convocation information for each of the bi-yearly ceremonies. This page is where we set up the base information of each of our ceremonies.

It also shows which faculties will be in each ceremony (in the fall we have multiple faculties in a single ceremony)

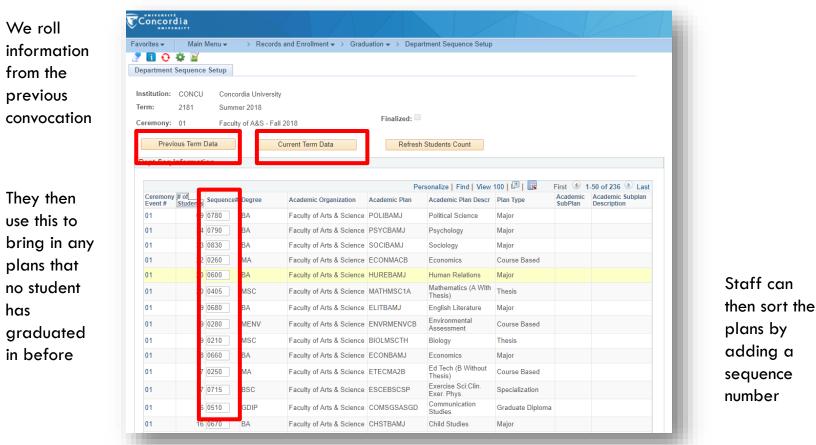
Staff will finalise the ceremony here in order to lock all data on other pages

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Institution: CONCU Concordia University Term: 2181 Summer 2018					_	time place each
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Location: Place des Arts - Salle Wilfrid Pellet	er					
Students in 876 Finaliz		Faculty Des	scription	+		

DEPARTMENT SET UP

Next we have a page where we list all the different plans that students are graduating from so that they can be arranged in order by career and then by department.

This ordering is then used at the convocation when students are crossing the stage.



MARSHALLING LIST

The next page shows all the students in the ceremony arranged alphabetically dependent on the department ordering page previously shown.

After finalisation of the ceremony, staff can manually re-order students to take into account any issues that have arisen on this page. They are also allowed to swap students between ceremonies.

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MANUAL ADDING STUDENTS

At Concordia we allow students who graduated in previous cycles, but did not attend their convocation, to come to the current convocation. To do this we have a page that allows students to be added into the current year's information.

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Staff can add any ID that has a degree in complete status here and it will then appear

previously shown pages

SECTION 2. APPLICANT PROCESSING

This section will describe how we process graduates on our system

CANADA ALLIANCE 12-14 NOVEMBER 2018

STUDENT APPLICATION

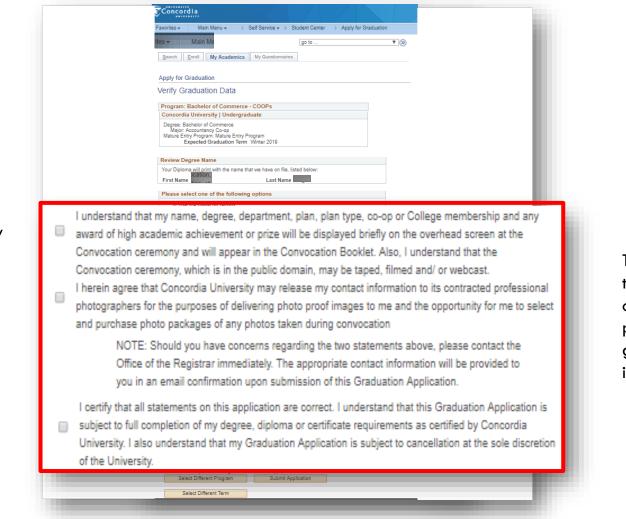
All our students have to apply to graduate and we have created a self service page which allows them to do so.

At Concordia, the student can apply for any program they have been in, even one that is in a withdrawn status

vorites ▾ 🔋 Main Menu ▾ → Self	Service 🗸 🚿	Student Center > Ap	oply for Graduat	on
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Submit an Application for Grad	duation			
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	Telephone	123/456-7890		
	Email Address	PStest@concordia.ca		
Address				
	Telephone	123/456-7890		
	Email Address	PStest@concordia.ca		
Select the Apply for Graduation link to procee nay not be eligible for graduation at this time. nformation.				
Program: Bachelor of Commerce				
Concordia University Undergraduate	Withdra	100		
Degree: Bachelor of Commerce Major: Marketing	withdraw	Apply for Gradu	ation	
Program: Bachelor of Fine Arts				
Concordia University Undergraduate				
Degree: Bachelor of Fine Arts Major: Studio Art	Active in	Program Apply for Gradu	ation	

The student just clicks on the degree they wish to graduate from The students are then guided to this page to answer questions and sign off on important information needed for the process of graduation.

We also require the student to provide information on how they want their diploma printed



The student then signs off on the provided graduation information

ADD FLAG TO STUDENTS

We use the delivered "Service Indicator" process to add a service indicator to students who have applied to graduate. This is a positive service indicator that can be seen by all staff across the university.

This is based on a simple population select query that looks at the degree status of the student's program.

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Contact Information			
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Note – We can also reverse this task and remove the indicator if the student is canceled/graduated

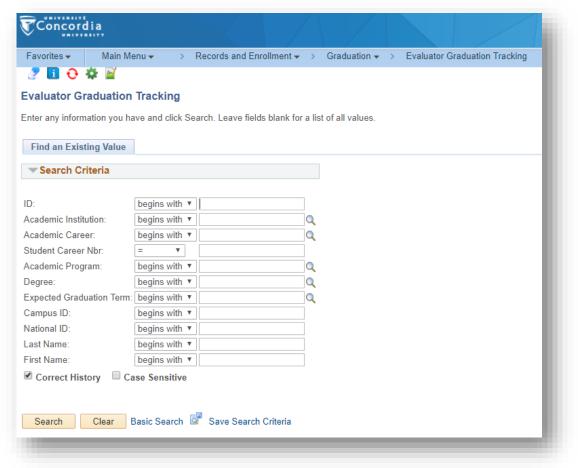
STAFF ASSIGNMENT

Once the student has applied, they are assigned to a staff member in the registrar's office. This page below was created to link all graduating plans assigned to a specific staff member. This is controlled by the registrar's office and can be updated when there are changes in staff.

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2104 Winte	2019						Personalize F	ind 1 🕅 1 📖 Dire	st 🕚 1-544 of 544		
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STAFF PAGE

Along with the assignment page we have then created a clone of the delivered graduating tracking page that only shows students assigned to you when you search. This is to assist people in knowing which students are theirs and to prevent multiple people from working on the same file.



PROCESSING STUDENTS

We get all of our staff to run the advisement report for graduating students to confirm the student has or is in progress to complete their requirements.

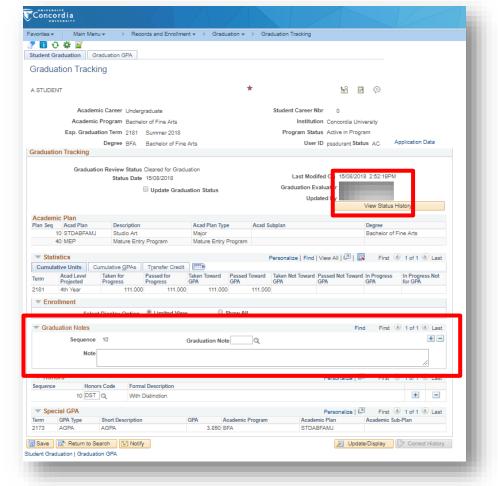
They use the advisement report, along with their knowledge of the student's plans, to change the student's status to **Cancel**, **Passed or In review.** (If a student is canceled, a 3C email is sent to the student to inform them of this).

If a student is in review, the staff will add why in the notes section on the tracking page. They will then monitor the student until either their requirements are met (or not) and then update their status accordingly.

Sequence 10 Graduation Note OCF Q Outstanding grades for Fall: Note Missing grade in MATH 201	 Graduation Notes 		Find	First 🕙 1 of 1 🕑 Last
Note Missing grade in MATH 201	Sequence 10	Graduation Note OCF Q Outstanding grades for Fall:		÷ =
	Note Missing grade in MATH 2	201		

There are several queries to assist staff on when a student's requirements are passed e.g. when a graduating student receives a new grade. We have created queries to allow staff to search the students assigned to them and those that need to be processed. They initially go into a student's file and change the status to applied.

Note – we had issues auto assigning the applied status, which is why it needed to be manually assigned by staff.



We use notes

to track if

students are

missing any

graduation

requirements

We have added in a small MOD linked to the previous slide that shows who the student is assigned to Staff can check information on the student's application to see if there are any special requirements. This information is then added as a link from the previous page.

One of the most important things to do here is to validate the student's name and if they have any special requirements

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GRADING

We have created a separate MOD that builds a Potential-grade roster separate from the final grade roster.

This allows professors to grade the potential graduating students as early as possible.

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STUDENT CPGA

We had to create a special page to deal with the fact that in 2012, we changed how graduating Cumultive GPA was being calculated. So those who were admitted prior to 2012 still get to follow the old rules. This page is now mainly used to calculate the last annual Assessment GPA.

Staff go to the page and flag that the student was a PRE 2012 admit and then run the calculation for them.

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PROGRAM UPDATE

Every time a staff member updates a status on graduation tracking, the student's program/plan page is then updated by the graduation processing page. This a delivered process that we use and is based on population selection query.

We have a different process for each type of change.

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This batch process adds a new row on the students Program/Plan page every time their status is changed on the graduation tracking page. This new row contains their new degree status which is reflected on their student center. This job runs every hour.

Student Program	Student Plan	Stude	ent <u>S</u> ub-Plan	Additional Informatio	n Student <u>A</u> ttribute	Student Degrees	D
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	Status	Active in	Program		A	dmit Term Fall 2014	
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	Degree Checko	ut Stat	In Review		¥	Update Degr	ees
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	Degree H	lonors 2					
1							

ADDING HONOURS

We add Distinction and Great Distinction to students who have a GPA over 3.4 and 4 respectively and have been approved to graduate. This is added on the graduation tracking page in the honours section.

This is again used because of our Pre 2012 issue mentioned earlier.

This is run hourly throughout the graduation cycle.

Concord	ia 			
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	Term: 2144 Q			
🔚 Save 🔯	Return to Search T Previous in List	Next in List F Notify	🛃 Add 🖉 Upda	te/Display
			CANADA ALLIA	NCE 12-14 NOVEME

ADDING PRIZES

We have created a query for each prize depending on its requirements. Staff run these queries to find out who is eligible to get a prize before the departments then sign off on the selected winning students.

The prize winners are then manually added on both the graduation tracking page and on the student's degree page

Concordia	
Favorites Main Menu Records and Enrollment Graduation	Student Degrees
Degree Degree Honors Degree Plan Degree Sub-Plan	
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	Find View All First 🕙 1 of 1 🕑 Last
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CANADA ALLIANCE 12-14 NOVEMBER 2018

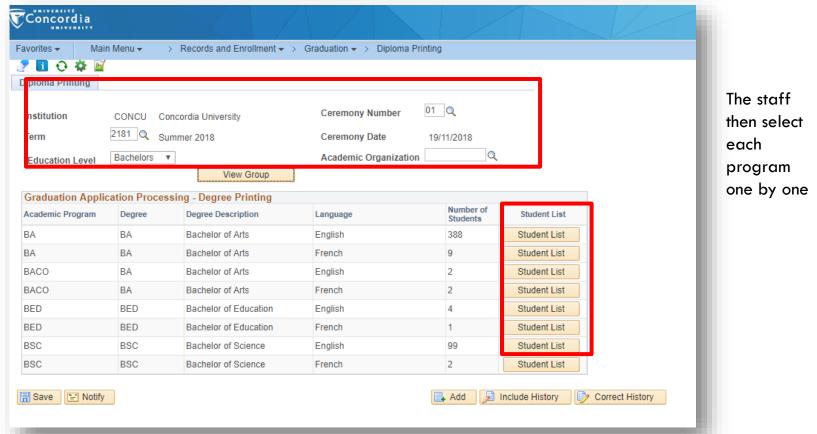
SECTION 3.DIPLOMA PRINTING

The next section will describe how we process and print Diplomas through our system

DIPLOMA PRINTING

At Concordia we need to preprint all the diplomas as we give students their diploma as they cross the stage. We have created a modded process to do this based on BI publisher.

The staff visits the page that is based on the expected graduating term and then selects Education level and ceremony to receive a list of programs that students are graduating from.



This then redirects to a page which shows all the students in the program selected and information concerning them.

A staff member can batch print the degrees or print them individually.

They can also batch print the labels that are placed on the envelopes which contain the degrees.

> Staff can also return to this page and print a single degree

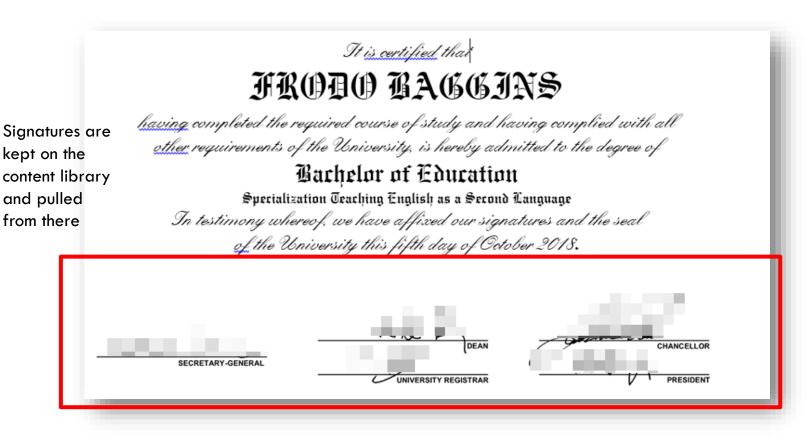
The staff can click										e deglet	-
select all and then	Concordi	ia.						Но	ome Worklist	MultiChannel Conse	ole Add to Favo
all students'	Favorites -	Main Menu v	> Records and I	Enrollment 🔻 🚿 Gra	duation 👻 🕥 Diploma Printir	g					New Window He
diplomas are	Institution Term		CU Concordia Unive Summer 2018	rsity	Academic Program Academic Organizatior	BED					
printed to a RTF	Educational		lor		Convocation Number	01					
document	Degree	BED	Bachelor of Ed	Select A	Convocation Date	19/11/2018					
	Print Status	Academic Plan	Empl ID	Last Name	Middle Name	First Name	Degree Print Date	Traditional or Gender Neutral	Degree Langauge	Print Degree	Print Label
		TESOBEDSP	74529872	Baggins		Frodo		Tradition	English	Print Degree	Print Label
		TESOBEDSP	95035676	Gamgee		Samwise		Tradition	English	Print Degree	Print Label
		TESOBEDSP	44337766	Took		Peregrin		Tradition	English	Print Degree	Print Label
		TESOBEDSP	99825755	Brandybuck		Meriadoc		Tradition	English	Print Degree	Print Label
	Close	F	Print Degree Selection		Print Label Selection	Updat	e Print Status				

They can then print the student labels, which includes their information, and then add them onto the envelopes

They then update the print date so we know the date each student's diploma was printed on

We use BI publisher to create the diploma.

We used a view for the information but it would have been better to create a regular query



Here is an example of the BI Publisher template, which gives us some idea of the code behind the diploma. It uses several different BI publisher methods such as "group by" and "conditional regions", but it generally is a simple set up.



CHANGE LIST

We also have a change list process that looks for any changes to the student's profile after the diploma print date. These changes could be a late plan change, an update to the student's name or a new honour added. Staff can come to this page to find any students that have had a change since their diploma was printed

aduation	Change																	
			oncordia Unive	orsity														
HTM.	i count for ches	2181 Summ																
	is changed for i																	
			Se	lect All		Deselect All												
hanged	Student List												Traditional or					
Select	Last date printed	Changed	Empl ID	Ceremony	Education Level	Asademic Plan	Asad Plan Livi	Last Name	First Name	Degree Langeusge	N 0	adiliterati or studer Neukrat	Traditional or Genuley Neutral Johangedb	Honors Code	Hotors Code (nurrent)	Graduation Review Stat	e Print Degree	PrintLabel
-10	Oct-31-2918	¥	36399963	-01	Bachelors	ANTHEAHN	ANTHBAHN	Frodo	Baggins	French	T	addion		005	58.	Y	Print Degree	Prot Label
U	odate and Save																	
											_						The staff	can

When they hit save the diploma print date is updated and the student disappears from the page label here

ADDING DEGREES

After senate we use the delivered graduate processing to add the degrees to the student.

We run this process every 2 days until after convocation happens.

	ion Processing										
Run Con	trol ID: CU_SR_POST_D	EGR_CO	NFER_GI	RAD		Report M	anager Pr	ocess Monit	or Run		
	Inst	tution C	oncordia	University			v				
	Academic (Career	raduate				Ŧ				_
	n Selection										
Popula 🖻	tion Selection Selection Too	PS Oue	rv.			Ŧ	Edit Prompts		Load Selection Re	sults	
	Query Name			TION_PC	ST_NO_		Launch Query	Manager	Preview Selection		
Selection	Booulto						-	-			
Add Stu		ar List									
							-	Pe	rsonalize Find 🖾	First 🕚 1	1 of 1 🛞 Last
ID	Name	Career Nbr	Program	Primary Plan	Degree	Degree Checkout Status	Exp. Graduation Term	Degree GPA	Degree Honors 1	Degree Honors 2	Exclude
1		0							•	T	
Graduatio	n Process Action										
	Graduation Process	Action	Jpdate All				Ŧ				
program/	Degree Update Option	6									
	New Degree Checkout	Status D	legree Aw	arded			Ŧ				
			legree Ch		odate		Ŧ				
	Completion	n Term 21	181 Q	Summer	2018						
	Program Effectiv	e Date T	oday's Da	te			Ŧ	User	Defined Date		
	Confer Date	Option C	onfer Dat	e			Ŧ		Confer Date		
Update I	Degree Values	_									
		_	lo GPA Vi	alues		Ŧ	Update	Degree Va	lues		
	Degree Ho	_				Ŧ					
	Degree Ho	nors 2				Ŧ					
	otions										
Report O				Request			e Academic Ad	de concept D			

As we also add distinctions here, we have to run this manually as there is no way currently of automating this (pulled from graduation tracking which was added by a previous process). This is run until after convocation when any changes have to be manually coded by staff.

Image: Constraint of the second state of the second sta	1.	This page is run by a prompted pop select
Academic Institution CONCU Concordia University		query.
Academic Career UGRD Undergraduate Find View All First (1) 1 of 1 (2) Last	2.	
Academic Calendar UGRD Undergraduate Semester calenda		loaded .
Find View 100 First (1) 1 of 316 (1) Last Term 2194 Winter 2020 Confer Date 01/06/2020 [5] Census Date [5]	3.	Then any honours are added.
*Fully Enrolled Date 21/01/2020 3 *Show Enrollment on Transcript 06/01/2020 3 *Show Statistics on Transcript 09/04/2020 3 *Fully Graded Date 07/06/2020 3 Student Attribute Value for Cohort Q		Note - The degree conferred date is pulled from the term table
Return to Search Notify Term Calendar 1 Term Calendar 2 Term Calendar 3 Term Calendar 4 Session Calendar1 Session Calendar2		

ADDING DEGREE GPA

After we have added the degree we use a modded page to add the graduation GPA. This is used as we have the issue with the pre 2012 graduating students to take into account and the delivered page just uses the delivered GPA.

Concordia	
	 Graduation -> Graduation GPA Update
I Oraduation GPA Update	
Run Control ID: CU_SR_POST_GGPA	Report Manager Process Monitor Run Process Instance:24521654
	Process instance.24521054
Term 2181 Q	
🔚 Save 🔯 Return to Search 🖹 Notify	Add // Update/Display

SECTION 4 — MARSHALING CARDS AND GOWN DISTRIBUTION

This section will go over how we run the marshalling and gown distribution through PeopleSoft

MARSHALLING CARD

Every student receives a printed marshalling card which places them in the order in which they cross the stage.

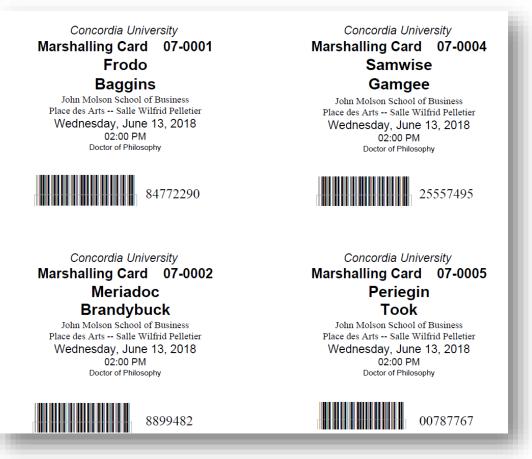
We then use 3Cs to email the marshalling cards to students using the same BI publisher template. This is sent to students who attended gown distribution.

A page was created that ties to a BI Pub report to allow staff to print these cards by ceremony.

Concor	dia			
Favorites 🗸	Main Menu 🔫	ightarrow Records and Enrollment $ ightarrow$ $ ightarrow$	Graduation $ ightarrow$	Marshalling Report
Generate Ma	arshalling Cards			
Run Control	ID: ff		Report Manager	Process Monitor Run
Selection	Criteria			
*T	erm 2174 Q	*Ceremony Number 07		
🔚 Save	Return to Search	"=" Notify		📑 Add 🖉 Update/Display

The cards contain all the information for the student and staff to identify when and where the student should be.

It also contains a bar code of the student's ID number that can be scanned by our convocation system.



GOWN DISTRIBUTION

Students pick up their marshalling card and gown at gown distribution. We created a page to check in students so we know that they will be attending and that they have received their gown. Staff members click the corresponding button as students come to see them.

The page also lets staff know if the student should not be graduating.

Concordia		Concordia				
Favorites 🗸 🛛 Main I	Menu	Favorites 🗸 Main	Menu	Graduation 🗸 🕥 Gown Distribution		
🥭 🖬 😌 🌞 📓		🧷 🚺 🔂 🌣 📓				
Gown Distirbution		Gown Distirbution				
Gown Distributi	on	Gown Distribut	tion			
Empl ID:	67392684	Empl ID:	68937638			
Term:	2164 Winter 2017 Evaluation Status: D	Term:	2174 Winter 2018	Evaluation Status: Y		
Ceremony #:	03 05/06/2017 6:30PM	Ceremony #:	06 13/06/2018 9:00AM	Attending: 🖉		
Institution:	CONCU Concordia University	Institution:	CONCU Concordia University			
Last Name:	Baggins Student not eligible to graduat	. Last Name:	Gamgee			
First Name:	Frodo	First Name:	Samwise			
Email:	frodo.bagginse@yahoo.com (P) Frodo.baggins.caute@concordia.ca	Email:	one@gmail.com (P) to	orulethemall@concordia.ca		
Marshalling #:	03-0891	Marshalling #:	06-0072			
Academic Program:	CERTU Certificate - Undergraduate	Academic Program:	MBA Master of Business Admin			
Academic Plan:	SCFDUGASCT Science Foundations Certificate	Academic Plan:	ADM2MBACB Business Administration	Course Based		
Evaluator ID:	67631752 Staff Member	Evaluator ID:	74936748 Staff test			
🔚 Save 🐼 Return to Search 🍋 Previous in List 🚛 Next in List						
			CANADA ALLIANCE	12-14 NOVEMBER 2018		

SECTION 5 – REPORTING/COMMUNICATIONS

This section will explain how we use the system to create reports and send communications

REPORTS

For Faculty councils and senate, we have to produce many reports listing all information about graduated students and statistics on the ceremony.

We use delivered query report viewer to create these reports which staff can then run when needed.

My previous presentation was on this topic and can be found online.

https://www.heug.org/p/do/sd/topic=2930&sid=24626

LETTERS

During the convocation cycle we send various communications to students both automatically and manually.

We use the delivered 3C engine for this.

An example of an automated letter is the Graduation receipt that students receive when they apply online.

The automated letters we use are based on Pop select queries and are run hourly through a Schedule Jobset.

NOTE – all automated batch processes at Concordia are run though a jobset

Concordia					
	n Menu 👻 🔷 🚿	PeopleTools ->	Process Scheduler	 Schedule Job 	Set Definitions
Schedule Job Set Def	inition Sched	ule JobSet Items	chedule JobSet <u>R</u> eq	uests	
Schedule Name	SR3CR03	JobSet Report	Report Manag	ger Process Mon	itor
Job Name	SR3CR03				
Schedule Informati	ion				
User ID:	CU_SR_BATCH				
Description:	SR3CR03		*Status:	Active •	
Run Control ID:	SR3CR03		*Priority:	Medium 🔻	
Time Information					
Begin Date:	01/04/2018	*Time: 11:50:00PM	*Time Zone:	EST 🔍	
Recurrence Name:	SR_HOURLY		Q Run Nov	1	
Server Information					
Server Run Option:	Any Server	•			
Primary Server:	Q	Operating Syster	n: •]	
Schedule JobSet Definit		Notify Set Items Schedule a	JobSet Requests	Update/Displa	у

We run several one off letters such as a reminder to graduate through the 3C engine.

These are triggered manually, but are set up in the same way as the automated letters.

Concordia		Concordia				
Favorites Main Menu Campus Community	Communications -> Run 3C Engine	Favorites - Main Menu - > Camp	ous Community 👻 🖒 Communications 👻 🗧	Communication Generation		
		🧷 🖪 🔾 🌣 🖬				
3C Engine Parameters Manage Duplicate Assignment		Selection Parameters Process Parameter	rs Email Parameters Checklist Parame	eters		
Run Control ID: CU_SR_3CENGINE_R02_GRAD	Report Manager Process Monitor Run	Run Control ID: CU_SR_COMMGEN_R02	Report Manag	er Process Monitor	Run	
Process 3Cs	Process Joint Records	ID Selection				
		ID Selection All IDs	٣			
Population Selection	No Joint Processing	▼ Letter Code Selection				
Trigger Table Mass Change	 Yes, all Joint IDs Yes, if match exists 					
	Tes, il match exists	*Letter Code R02 Q Gra	aduation Info Day	Administrative	Function STRM Student Term	
Event Selection		Template Selection				
Academic Institution CONCU Q Concordia U	iniversity	Report Name CU STRM R	02 Graduation Info Day	v	iew Report Definition	
Administrative Function STRM Q Student Term	n	Data Source ID CU_STRM_R	102			
Event ID R_STRM_R02 Q Gradu	uation Info Day Detail					
Communication Key	Detail	Template List Template ID	Description	Language	Personalize Pe	of 1 🕑 Last
R02 Graduation Info Day		CU_STRM_R02_1	Graduation Info Day	English	E-Mail	
 Checklist Code 		Enclosures Assigned (Softcopy)				
Comment Category		No Matching Template Found			Refresh Enclosure List	
		Use Default Template	Do Not Produce Communication			
Population Selection		Communication Language Usage		Communication Meth	od Usage	
Selection Tool PS Query	 Edit Prompts 	Specified		Specified		
Query Name CU_SR_PS_GRAD_R02	Launch Query Manager Preview Selection Results	Preferred Language	English	Preferred	Method E-Mail	Ŧ
🔚 Save 🔯 Return to Search 🖃 Notify	📑 Add 🖉 Update/Display	🔚 Save 🔯 Return to Search 🔛 Notif	У			. Add 🖉 Update/Display
3C Engine Parameters Manage Duplicate Assignment		Selection Parameters Process Parameters Email Parameters Checklist Parameters				
So Engine Farameters (manage Duplicate Assignment						

STUDENT REQUEST LETTERS

During the convocation cycle, students ask for many letters related to graduation such as an invitation letter for their parents to attend the ceremony or an attestation that they will be graduating.

We currently use delivered 3Cs to allow staff to build these letters manually and then print them.

We make a large use of 3C comments in these letters to allow staff to add information to the letter. They can then open these letters in Word to allow further editing.

We are currently creating an online page to let students and staff request and create these letters for themselves on a single page.

SECTION 6 — THE CEREMONY This section will explain how we use the system of the above of the section.

how we use the system on the day of the ceremony

RUNNING THE CEREMONY

The only way we link to the ceremony is to pull data from SIS.

We have created a query that pulls the information coded on all the pages shown and outputs it in a way that is needed by the system that runs convocation on the day

We do also have access to the system to verify issues and solve any last minute problems that may happen the day of.

CONCLUDING THOUGHTS



ANY QUESTIONS?

CANADA ALLIANCE 12-14 NOVEMBER 2018

PRESENTERS

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ALL ALLIANCE PRESENTATIONS WILL BE AVAILABLE FOR DOWNLOAD FROM THE CONFERENCE SITE





THANK YOU!



CANADA ALLIANCE 12-14 NOVEMBER 2018