Frequently Asked Questions

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Advisor FAQ

Why am I getting an error message when trying to add a UPPC request for a student?

One reason you may receive an error message when trying to submit a request is that the student is in a career other than Undergraduate. The UPPC request form is available only for degree-seeking, Undergraduate students who have active status.

If the student is Undergraduate, then you are receiving an error because the student already has a UPPC request that is in progress. A student may only have one in progress request at a time.

How can I see if a student has a UPPC request that is still in progress?

Click the **UGRD Program/Plan Change** link under the **Advising Tools** folder. Enter the Empl ID or Campus ID for the student and click Search.
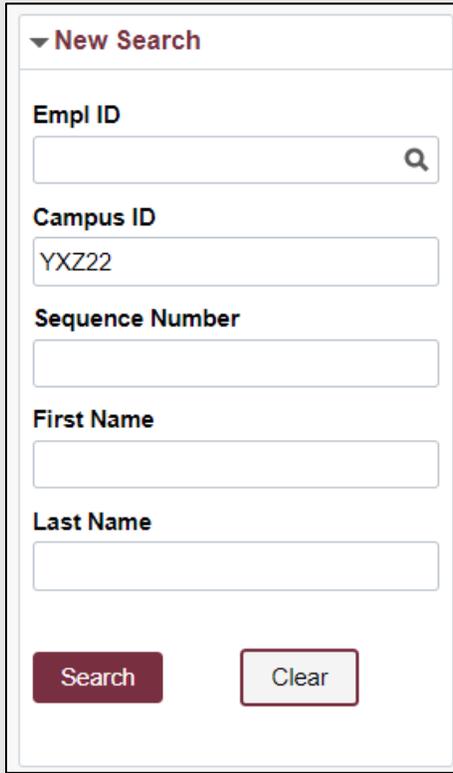
Submitted requests for the student will populate to the right. Check the **Status** column to see the overall status of that request. The UPPC request resides with the student when Status is **Initiate**. Prompt the student to take action if the form is still with the student.

Can I use the UPPC request to change the primary major for a graduate student?

No, the online UPPC form may be used for degree-seeking, Undergraduate students only.

How do I request a change to a student's minor, second major or subplan?

At this time, the online UPPC form may be used to change the student's primary major only. For all other changes to a student's program/plan, you should continue to use the Request to Change Undergraduate Major form on the Registrar's website.

Is the UPPC Request form replacing the batch process for students who are being certified from UGST to BACH?

No, the batch certification process will remain unchanged. Use the online UPPC request when changing the primary plan for an individual student.

Will the PDF major change form still be available?

Yes, the PDF form will still be available on the Registrar's website.

Student FAQ

How do I start the process of changing my major?

You must first meet with an advisor in the department of the major you would like to change into. You may find contact information for each college/department on the Advisor Search website.

Do I have to acknowledge a program/plan change request?

Yes, you must submit an electronic signature to confirm that you understand the implications of the program/plan change to your excess hours, financial aid, and timeline to graduation. Once the advisor submits the online request, you will be able to access it from the **My Tasks** tile of your **Student Homepage** in Student Central. In your **To-Do** list, look for **Undergrad Program/Plan Change**.

What happens if I don't acknowledge the Undergrad Program Plan Change before the due date?

The **Undergrad Program Plan Change** is due within two weeks after it appears on your **To-Do** list. Requests that are not acknowledged by the deadline will expire and be administratively deleted from your account. If the **To-Do** is deleted and you still want to change your major, you must meet with the advisor again to initiate the process.

Can I cancel the program/plan change if I change my mind after meeting with the advisor?

Yes, you may click the **Cancel** button in the **Undergrad Program Plan Change To-Do** item to cancel the request entirely. You must include your reasons for cancelling the request in the **Student Comments** box.

How can I can I check the status of the request after I acknowledge it?

Go to your **Student Homepage** in Student Central and click the **My Tasks** tile. **Click In Progress/Completed Forms** and locate **Undergrad Program Plan Change**. The **Current Status** field will show you the overall status of the request. Click the form to view additional details and any comments left by a reviewer.
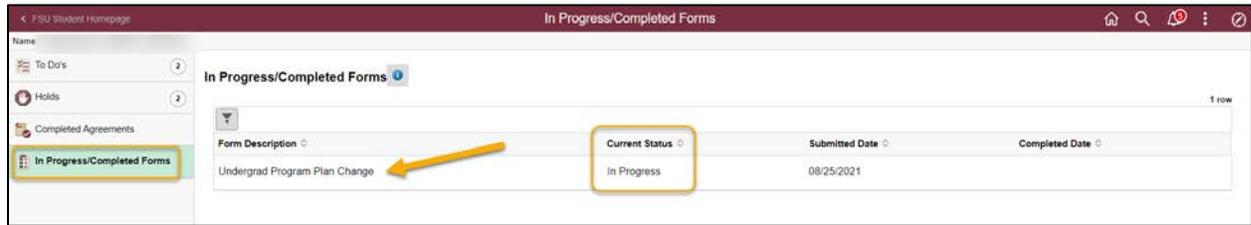

How will I be notified of the final decision on my program/plan change request?

Yes, you will a **generic email message** to your FSU email account as well as a **Notification Alert** within **Student Central** when a final decision is made in your request.

How can I find out why my request was denied or cancelled?

Click the **Notification Alert icon** (bell) in the upper right corner of **Student Central**. Click the **Notification Alert** that informed you the request was denied/cancelled to access the form.
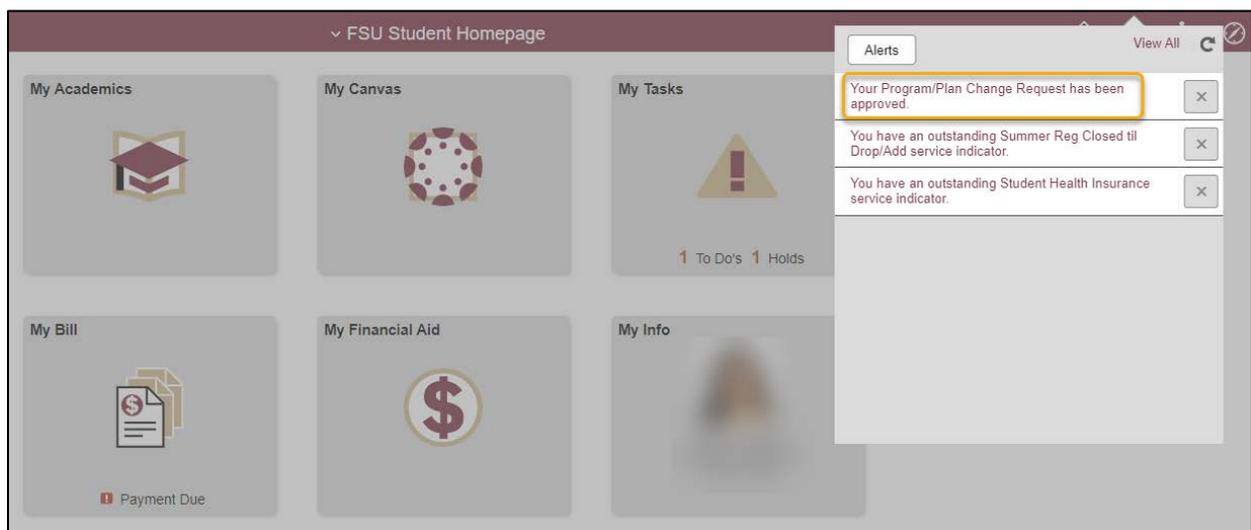
Alternately, go to the **My Tasks** tile and click the link for **In Progress/Completed Forms**. Locate and select **Undergrad Program Plan Change** to view details of the form. View any comments left by the offices that reviewed your request. If the request was denied/cancelled, the comments box will indicate the reason or the denial/cancellation.

Dean's Office Comments

Student has not completed MAC2311 with a C- or higher (Term 5 Mapping Milestone) required to be on track for the academic plan requested.

Prog/Plan Change

▶ EMPLID=   SEQNO=1, INSTITUTION=FSU01   Denied

▼ Comments

Approver at 08/27/21 - 1:08 PM
The request is submitted by

Reviewer FAQ

How will I know if there is a request waiting for me to review?

A **Notification Alert** will appear in Student Central each time a form has been routed to you for review.


Check the **Notification** icon (bell) in **Student Central** to see if you have received any alerts.

How do I access requests when they come in?

You can click the **Notification Alert** to access the form. Alternately, you may access requests through the **FSU AA Forms Admin page**. On the **Faculty/Staff Homepage**, click the **Academic Advising tile**. Under the **Workflow** folder, click the link **FSU AA Forms Admin** and use the filter function in the top left to search for forms with **Form Approval Status** and **Approval Step Status** of **Pending**.
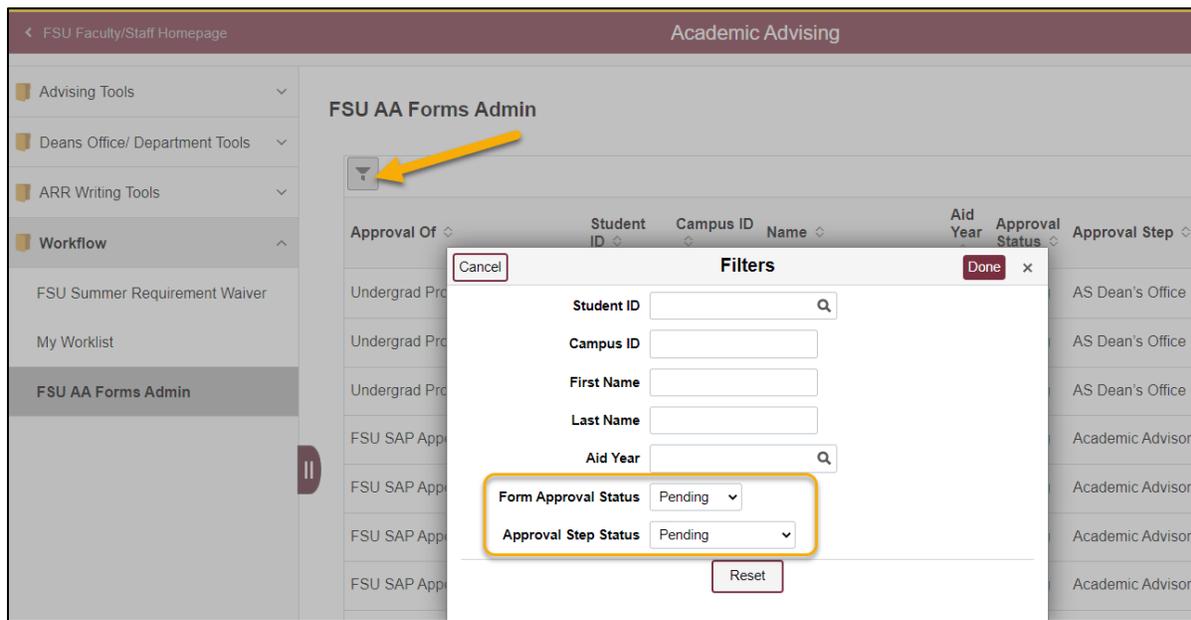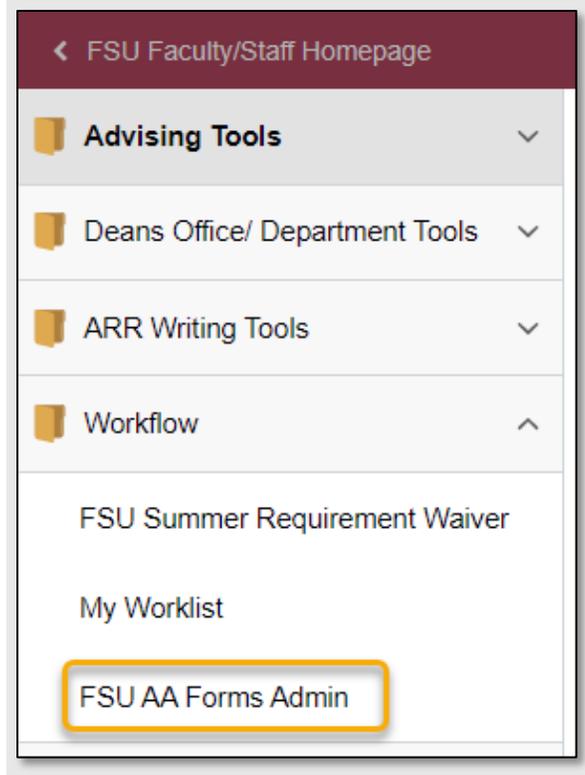
How can I see what program/plan the student wants to change into?

Go to the **Academic Program/Plan** Information section of the form. The student's **Current Program/Plan Information** will be on the left side of the screen. The **Requested Program/Plan** will appear on the right side of the screen. The new program/plan values that were requested by the advisor will display in red.

How can I see which advisor submitted the request?

Click the **UGRD Program/Plan Change** link under the **Advising Tools** folder. Enter the Empl ID or Campus ID for the student and click Search.

Submitted requests for the student will populate to the right. Click on a request to view the details submitted by the advisor. The UPPC request resides with the student when Status is **Initiate**. Prompt the student to take action if the form is still with the student.

The advisor's name and the date/time of the request will be on the bottom of the page.

If I place a hold on the form, can other approvers in my office approve that request?

No, if you place a hold on a form, then no one else will be able to take action on that request until you release the hold.

What is the difference between the cancel and the deny actions?

You should use the **Deny** button if you have reviewed the request and determined that the student does not meet the eligibility requirements to enter the new program/plan. Examples of when it may be appropriate to deny include: student does not meet Mapping Milestones or other admission criteria for the program/plan requested.

Use the **Cancel** button to terminate the request and close the workflow. Examples of when it may be appropriate to cancel include: (1) the student changes their mind and contacts you to cancel the request, or (2) you email the student for additional information on the request and they never respond.

How can I tell if I am the final reviewer of a request?

View the **Prog/Plan Change** information at the bottom of the form to see the routing steps. If there are no approver steps listed in the routing after your office, then you are the final approver of the form.

If I am the final reviewer and am approving the request, do I still have to change the student's program/plan in Student Central?

Yes, the program/plan does NOT update automatically in the system. If you are approving the request and are the final approver, you must update the student's information on the **Student Program/Plan** page and the **FSU Map Term** page (regardless if the Map Term/Status values have changed) to reflect the program/plan requested on the form.

If I am the final reviewer and am approving the request, do I have to change the program/plan stack for the student before clicking the Approve button?

Yes, if the request is being approved and you are the final approver, you must update the student's program/plan information in **Student Central** before clicking the **Approve** button. Upon clicking **Approve**, the student will be immediately receive a generic email message and **Notification Alert** that the request has been approved and their program/plan updated.