Known Issues & Recent Improvements, Fall 2020

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Overview & Purpose

This is a non-exhaustive list of the “known Issues” that may affect you using GSMS Awards from Fall 2020 onwards and the recent improvements completed during Sp/Summer 2020. Planned solution dates are included (if known). Other production incidents have been solved as well, as part of the ticketing system. Please create IST tickets or contact us if something is not working in your Portals. Online training and updated memos and webpages are always available.

Student Users

1. **Helpsheets** are available online & training! Contact us if you have issues/questions.
2. **Renewal Notes:**
   a. You must fill out the name, email and due date for your supervisor authorization and hit Save. Then, you must Send the request. Close the form after sending.
   b. Do *not* send multiple requests. The request status will update automatically when your supervisor has opened and completed your request.
   c. Your application is *not* complete until your authorization/reference is complete. You have to close the renewal page to allow them to complete the authorization.
   d. Log back in to check on your authorization/reference and complete your document uploads and submission (you won’t get a message when the form is complete, but we are looking into adding this feature).
3. **Interruptions/Leave of Absences/Deferrals:** If you are coming back (or wishing to extend) your interruption, leave or defer your offer, and hold an award, please reach out to our Team - we know that changes are possible due to current events:
   a. Certain actions can be moved off GSMS, if required,
b. Assistance can be offered if you are unsure of possible next steps.

Nominators (Depts, Faculties)

Student Information Display

1. **Registration**: Registration before enrollment begins in the Fall Term may not be displaying correctly. A fix is on hold for this due to the Campus Solutions (CS) upgrade and other priorities. After enrollment dates begin, the registration information should be correct; let us know if it is not.
2. **Citizenship or updates**: These may take a day or more to update. Please remember, all changes must be made in CS - CS is the system of record.
3. **Accepted Status**: If a student has accepted to admission, there will be a program present in their personal information (i.e. “PhD”, or “MSc”). If they have been admitted but have *not* accepted admission, you will not see a program next to their student information.
4. **Nominations/Recruitments**: Non-matriculated students who are *entirely new to UA and have not accepted admission* may not be able to be nominated through the system – contact Grad Awards if this occurs.

Student Search vs Nomination Dashboard

4. **Student Search vs Nomination Dashboard**: Entirely new students who have been offered admission can be searched through the “Student Search”, but cannot be found through the “Nomination Dashboard” search function. There is no planned solution for this.

5. **Term Activation**: Until a term is activated in Campus Solutions, brand new students who are admitted into that term will not be present in the Student Search. Contact us if this occurs and you require a workaround to nominate a brand new student in a term that is not yet active in CS (we do not control the term activation schedule).

Nominator Dashboard

1. **Refresh**: An auto-refresh is being developed to allow you to not manually click “refresh”.
2. **Internal (Department) Deadline**: The bug that kept Internal Deadlines for departments and faculties from working should now be fixed. A nominator adding any internal deadline should no longer affect the nomination process at all. Reminder that all deadlines are "from the top down", i.e. if an award is departmental, they control all deadlines; if an award is a faculty award, the faculty imposes the deadline on the department (the department sees the deadline faculty sets. If there is none, the only available deadline is our deadline). Training is being updated.
3. **No Nominee**: The option to quickly note that you have no nominee has been released, and training is posted.
4. **Faculty awards where a department nominates directly to a Faculty**: This option is not being used at the moment, will require quite a bit of consultation, and most awards will *not* set up to allow this action. When used, departments will nominate directly to a faculty (i.e. Drama to Fac of Arts) and the Faculty-level user will make the final decision to “sign off” to FGSR. In this case, specifically, departments can edit their nominee to the faculty until the sign off is complete. There is no change planned for this functionality, but
it should be used with caution, and changes should be made *only* upon faculty request for more information.

Department, Faculty Changes and Search Results

1. **Changes to Program/Dept/Faculty Structure**: As changes to programs occur during restructuring, and due to some GSMS - CS integration challenges, we recommend to default searching for students by name or *ID number* only for best results.

2. **Restructuring** in GSMS must follow changes in CS - our information comes from CS. Please reach out if you have questions.

3. **Non-departmentalized faculties** which function more like “departments” in reality, and programs listed as sub-groups or sub-plans in CS are most affected in GSMS. Contact us if you have questions.

Renewal Authorizations & Reference Requests

1. **Process Hints**: The authorization/reference process is simple but finicky.
   a. Students must secure and manage their own supervisor authorizations (replacing supervisors “signing off” on a paper renewal form) or references (for direct-application awards).
   b. Students must send then must *CLOSE* the application in order to allow the authorization/reference to be completed (use the exit button).
   c. The supervisor/reference must also *CLOSE* the form when complete (use the exit button).
   d. We can work around this if it gets hung up - please contact grad.awards@ualberta.ca

2. **Multiple Requests**: Sending multiple requests in a row seems to hang up the renewal process - do *NOT* send multiple requests - please let your student know to contact us, if you become aware of it. This is being investigated.

3. **Email subject line**: When you receive an email to fill out an authorization/reference, if there is an apostrophe, it may display as code in the subject line. This is only a styling issue, a change will be requested.

4. **Email bounce-backs**: These are received by grad.awards@ualberta.ca - please ensure that student users understand from whom they are requesting authorization & their presence/absence (if extended and prevents the authorization from being completed).

5. **Reminders**: Please be reminded that students control the request process, including *reminders*, in case you hear from academics who are being pestered by reminder or request emails. Grad Awards does not control those reminder emails.

Adjudicators

1. **Delay Viewing Applications**: There is sometimes a delay of a few minutes before the “Competition Open” email being sent by Awards and the applications showing in your
Adjudication Portal. If they are missing, please log back in after a few minutes to see if they appear.

2. **Downloads**: Code still appears on downloaded application names, but an EMPLID and student name is also present, to make things a bit simpler to organize.

3. **Email link to Portal**: Some links to GSMS in the Competition Open email are dead (please access GSMS through the FGSR website).

4. **Recent Fix**: If you are assigned to more than one subcommittee, “Download All” will now download all assigned applications. You can still download applications one-by-one, if you prefer. You can see the student name and ID in the file name.

5. **Recent Fix**: Closed/complete competitions will drop off your portal.

**Styling**

Some styling items that do not interfere with usability, but might be addressed after a review by DS in 2020:

1. Overlapping fields
2. Unusual button alignment or colouring
3. (Brackets) around eligibility/selection criteria in Award Information

**Planned Training**

1. Drop-In Training & Comprehensive Training in Cameron Library Room 130 (Lab) has been cancelled for the time being. Web-based training is regularly scheduled. Online training is always available & is updated often.
2. Student training is by-request (at the same link, below).

**Online Training, Links & Help**

[https://www.ualberta.ca/graduate-studies/awards-and-funding/award-resources](https://www.ualberta.ca/graduate-studies/awards-and-funding/award-resources)

**Contact us if you have questions!**