

Service Requests

The purpose of service requests is to take a request from a student – and process this in MOSAIC provided that no further approvals are needed.

Below are service requests which are available for the graduate career:

- 1) **Plan change** (Requesting a plan change – where the degree remains the same e.g. changing from course based to project based / Requesting a minor – e.g. for MBA program)
- 2) **Requirement Designation** – student initiated & routed to graduate administrator
- 3) **Final Thesis Submission** - student initiated & routed to graduate administrator
- 4) **On Time Course Designation** - student initiated & routed to graduate administrator
- 5) **Audit Grad Course** - student initiated & routed to graduate administrator

**** Note: for items 3-5 (see above) the completed form (with any necessary signatures/ approvals) will need to be uploaded to the service request at the time of service request initiation in the Student Centre ** Any requests that do not have the completed form attached will be denied.**

Examples of requests which cannot be processed via service requests (any of these requests received using service requests will be denied)

- Requesting a plan change – where the degree changes (e.g. Masters to PhD or MA to MSc)
- Requests for full time off campus
- Requests for leave of absences
- Requests to change from full to part time
- Requests to change from full to part time
- Requests to withdraw from the program

Submitting a service request (student view)

- Student initiates service request in the Student Center
- Service requests are accessed via the Student Center under the “Academics” drop down menu. The student should select “Service Requests” option from the drop-down menu.

Service Requests

The screenshot shows a user dashboard with several sections: Academics, Finances, and Personal Information. In the Academics section, there is a message: "You are not enrolled in classes." Below this, there is a "Service Requests" dropdown menu. In the Finances section, there is an "Account Summary" showing a current balance of -1,000.00. On the right side, there are buttons for "SEARCH FOR CLASSES" and "SHARE MY INFORMATION". Below these are sections for "Holds" (No Holds), "To Do List" (No To Do's), "Milestones" (No Milestones), "Enrollment Dates" (Open Enrollment Dates), and "Graduation and..."

➤ Click "Create New Request" button

The screenshot shows the "My Service Requests" page. It features a table with columns: Request Number, Request Subtype, Request Date, Status, and Status Date. Below the table, there is a red button labeled "CREATE NEW REQUEST". An orange arrow points to this button.

Step 1

The list of available request categories will be displayed. Graduate students should select the "Graduate Students – Service Requests" category.

The screenshot shows the "Select a Request Category" page. At the top, there is a dropdown menu for "Academic Institution" set to "McMaster University". Below this, there is a list of request categories with radio buttons next to them. The first option, "Graduate Students - Service Requests", is selected. Other options include "Humanities-Commerce Minor", "Request for Program Change to Allow for Graduation", "Request for Specialization Change", and "Requests for Program Change". At the bottom, there are "CANCEL" and "NEXT >" buttons. An orange arrow points to the selected radio button.

Step 2

Select the desired request type.

Service Requests

Select a Request Type

Personalize | Find | View All | [grid icon] | [calendar icon] First 1-5 of 5 Last

Request Type
<input type="radio"/> Graduate Students - On Time Course Designation Request
<input type="radio"/> Graduate Students - Final Thesis Submission Sheet
<input type="radio"/> Graduate Students - Requirement Designation
<input type="radio"/> Graduate Students - Audit Graduate Courses
<input type="radio"/> Graduate Students - Request for Plan Change

CANCEL < PREVIOUS NEXT >

Step 3

Student can complete the request and submit. The student should use the comment box to add detail and upload the completed form/ any supporting documentation.

Home | Documentation | My Profile | My Work | Student Center | Faculty Center | Support

My Request Detail

Category: Graduate Students - Request for Plan Change Type: Graduate Students - Request for Plan Change

Subtype: None Request Date: 2016/03/13

Status: Submitted

Comment:

I would like to change to the thesis based masters.

File Attachments

Attached File	View Add Attachment
	View add attachment

SUBMIT CANCEL

- The request will be processed first by the program office – who can approve or deny the request.
- The final step for approved requests will be that the School of Graduate Studies will update the student's record and update the service request so that the student can see that the request has been processed and approved (via the Student Centre).