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|  | Transfer Portal |

Pending Course Workflow Template

### What is the Pending Course Workflow?

The process in which a partner reviews courses entered by students that do not currently have a course equivalency in the Student Information System (SIS).

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| **Partner Decision** |
| **Auto Email** [Y/N] |
| **Partner Communication** [Y/N] |

|  |
| --- |
| **Partner Decision** |
| **Email** | enter email |
| **Check Dashboard** [who + frequency] |

|  |
| --- |
| **Who owns deciding if credits are approved?** |
| Insert Name |

|  |
| --- |
| **Who will resolve courses?** |
| Insert Name |

|  |
| --- |
| **Who builds the rules?** |
| Insert Name |

**Common issues reported in workflow after go-live**

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|  | **Situation** | **Decision** | **Notes** |
| **Student error** | Student error inputting course code  (ex: History130 instead of HIS130) | Review course normally  -OR-  Mark as Will not be Reviewed and request an updated pending course by student |  |
| Student error inputting credit amount | Review course normally  -OR-  Mark as Will not be Reviewed and request an updated pending course by student |  |
| Course entered for incorrect college code | Mark as Does not Receive Credit with note to student  -OR-  Mark as Will not be Reviewed and request an updated pending course by student |  |
| **College List/Institutional Issue** | Course entered from international college | *Depends on college clean up decision* |  |
| Course from a school that doesn’t exist | Mark as Does not Receive Credit with note to student  -OR-  Mark as Will not be Reviewed and send a separate email to student |  |