



# ADD/DROP/WITHDRAW PETITION USER GUIDE FOR THE DEPARTMENT CHAIRS

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After a student submits an add/drop/withdraw form, it will automatically route to the instructor of the course for approval. The instructor will receive an automated email with the link to the pending approval queue.

If a request is denied, the student will get an automated email providing them with the reason for denial. If approved, the request will automatically route to the next level of approval or processing, depending on the time of the semester.

Beginning the 3<sup>rd</sup> week of the semester, the form will start routing to the Department Approval Queue for the Department Chairs and their assistants to review and approve. Everyone who has access to the department approval queue will receive a daily reminder email with the link to the queue (only when there are forms ready for review).

## ACCESS TO ONBASE PENDING WORKFLOW

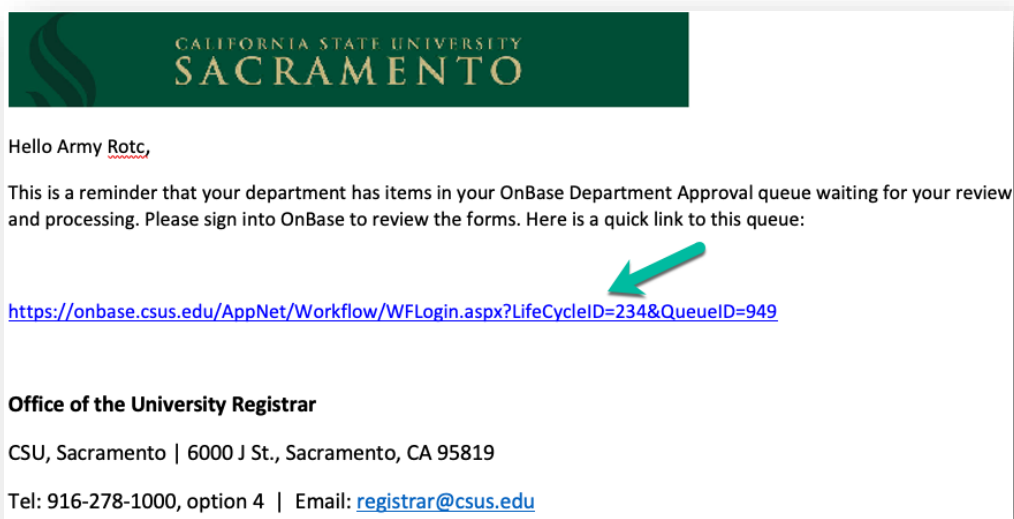
There are 2 ways to access to OnBase Pending approval queue:

1. Use the link in the email notification
2. Log into My Sac State

As a department chair, you will be able to Approve or Deny the Add/Drop forms in your queue and Approve or Deny on behalf of the Instructors in your department.

## USE EMAIL LINK

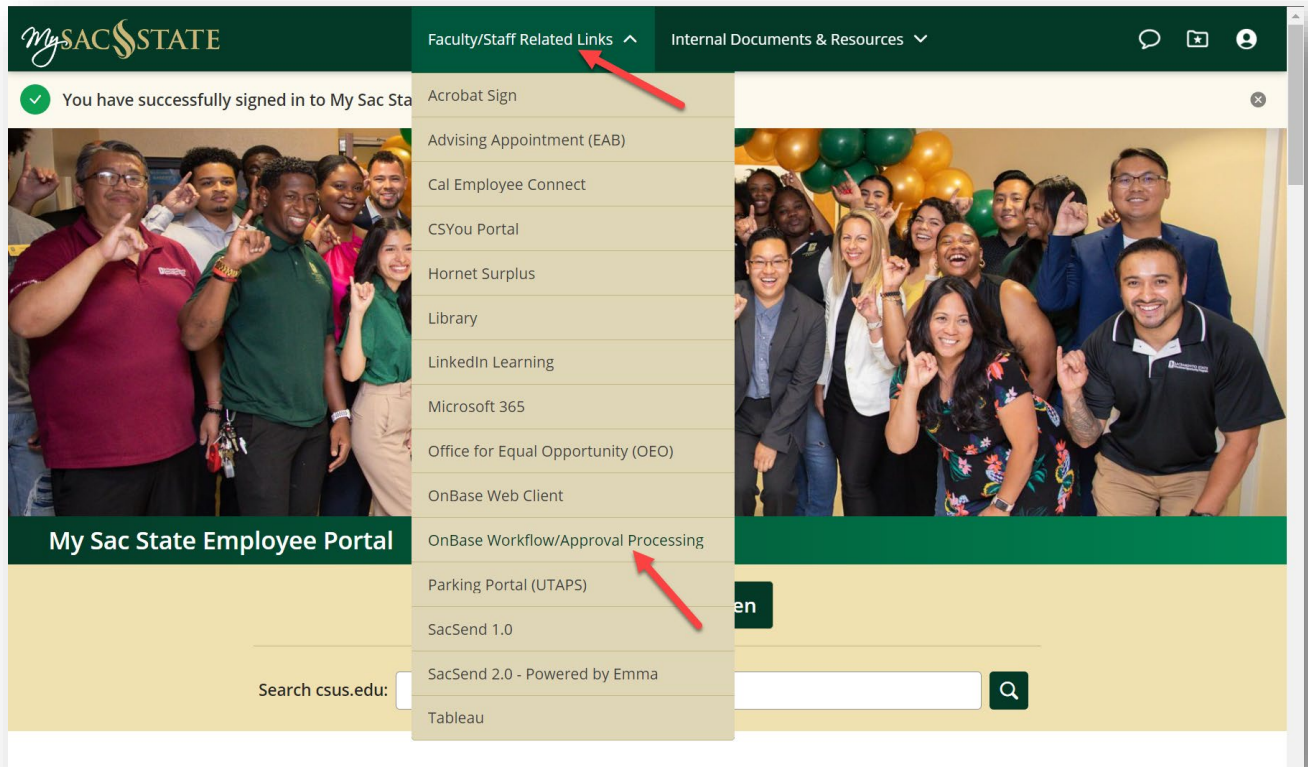
The daily reminder email provides a link to the OnBase Pending Approval Queue. Firefox or Chrome works best with OnBase. If clicking on the link doesn't open up a browser for you, copy the link and past it on a browser.



We recommend that you log into OnBase regularly and check for Add/Drop forms in the approval queues regardless of receiving an email or not.

## ACCESS FROM MY SAC STATE

1. On your web browser, go to <http://my.csus.edu>
2. Log in with your SacLink account
3. Click “Onbase Workflow/Approval Processing” under the Faculty/Staff Related Links

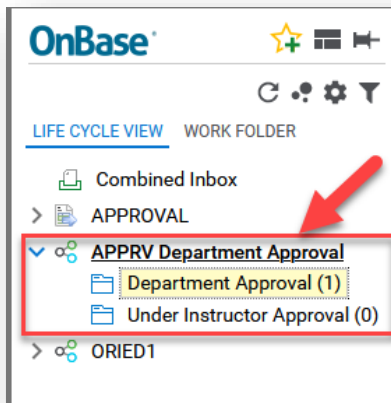


## NAVIGATING ONBASE

Once you logged into OnBase, you will be taken directly to the “Approval” queue.

Navigate to the “APPRV Department Approvals” workflow, click to expand the workflow to see 2 folders.

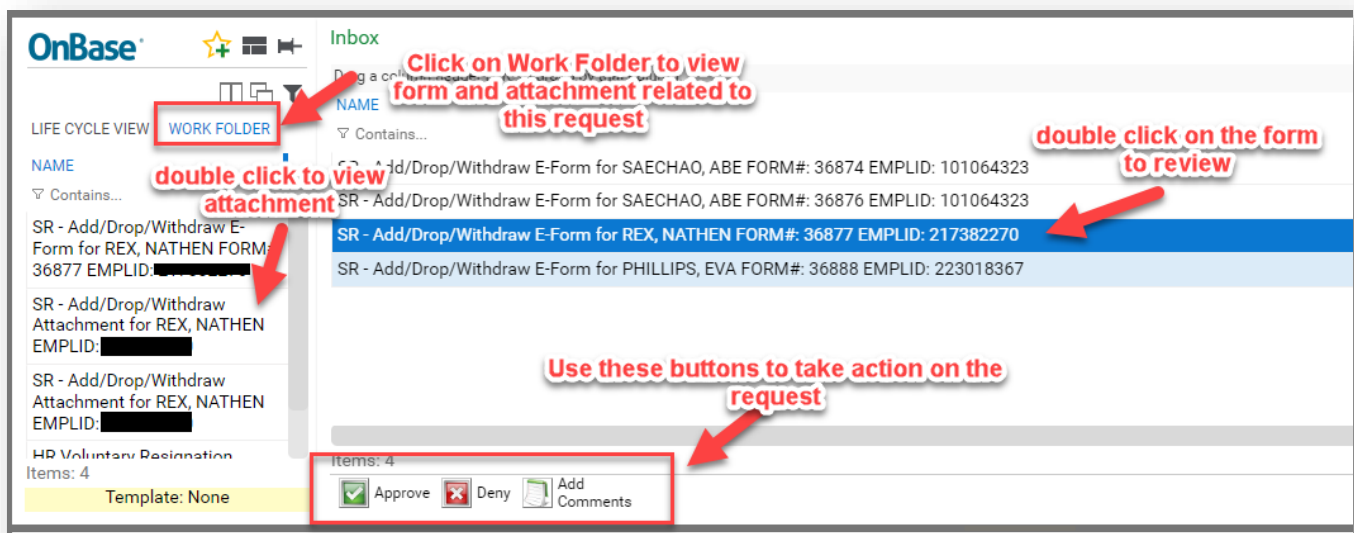
Click on the “Department Approval” folder, the Add/Drop forms that are pending your approval will display in the Inbox Window.



You can also click on the “Under Instructor Approval” folder, the Add/Drop forms that are pending Instructors’ approval will display in the Inbox Window. You may approve or deny the requests on behalf of instructors in your department.

To view the form, double click on the line of the form you want to review.

If there is attachments to this request, click on the “Work Floder” tab on the top left side of the screen. Once you locate the attachment on the bottom left, double click on the attachment to review.



Use the buttons to Approve, Deny or Add Comments to the form.

- a. Click Approve will immediately approve the request and move to the next step of the workflow for College Dean's approval or Department staff to complete the request.
- b. To Deny a request, click on the Deny button and you will be required to put in comments stating the reason for denying the request. Once click "Save" on the comments, the request is removed from the queue and an email notification is sent to the student stating the reason for the denial of the request. (the reason will be the exact text of your comments).

The screenshot shows a web interface for a request denial process. On the left is a sidebar with various icons. The main content area has a header with 'Inbox' and 'User Interaction'. Below this is a section titled 'Reason for Deny - Required'. A red text box with a white border contains the text 'Type in the reasons for denial - will be sent to the student'. A green arrow points from this text box to a text input field labeled 'Reason for Department Denial'. Another green arrow points from the 'Submit' button at the bottom of the form. The footer of the form area says 'Department Chair'.

**Please Note:**

Updating the form itself will not move the form to the next step on the workflow. You need to click on the buttons to approve or deny the request in order for the form to move the form.

## [ONBASE] Student Course Add/Drop Request Denied



onbase@csus.edu <onbase@csus.edu>

Today at 1:43 P

To: Lucas, Nadya



Hello Nadya Lucas,

The course add form you submitted on 1/28/2021 for Hist, course number: 6, has been reviewed by the Department Chair, and unfortunately it has been denied.

Department Chair Notes:

Reasons for denial example

**Department Notes**

If you have any questions regarding your form, please contact the History department.

**Office of the University Registrar**

CSU, Sacramento | [6000 J St., Sacramento, CA 95819](#)

Tel: 916-278-1000, option 4 | Email: [registrar@csus.edu](mailto:registrar@csus.edu)

If you click on the form to review and someone else is working on it at the same time, you will see the following message stating that a user is working on the form:

Drop/Withdraw E-Form	2	KHAYKIN	MICHAEL
Drop/Withdraw E-Form	22	KHAYKIN	MICHAEL

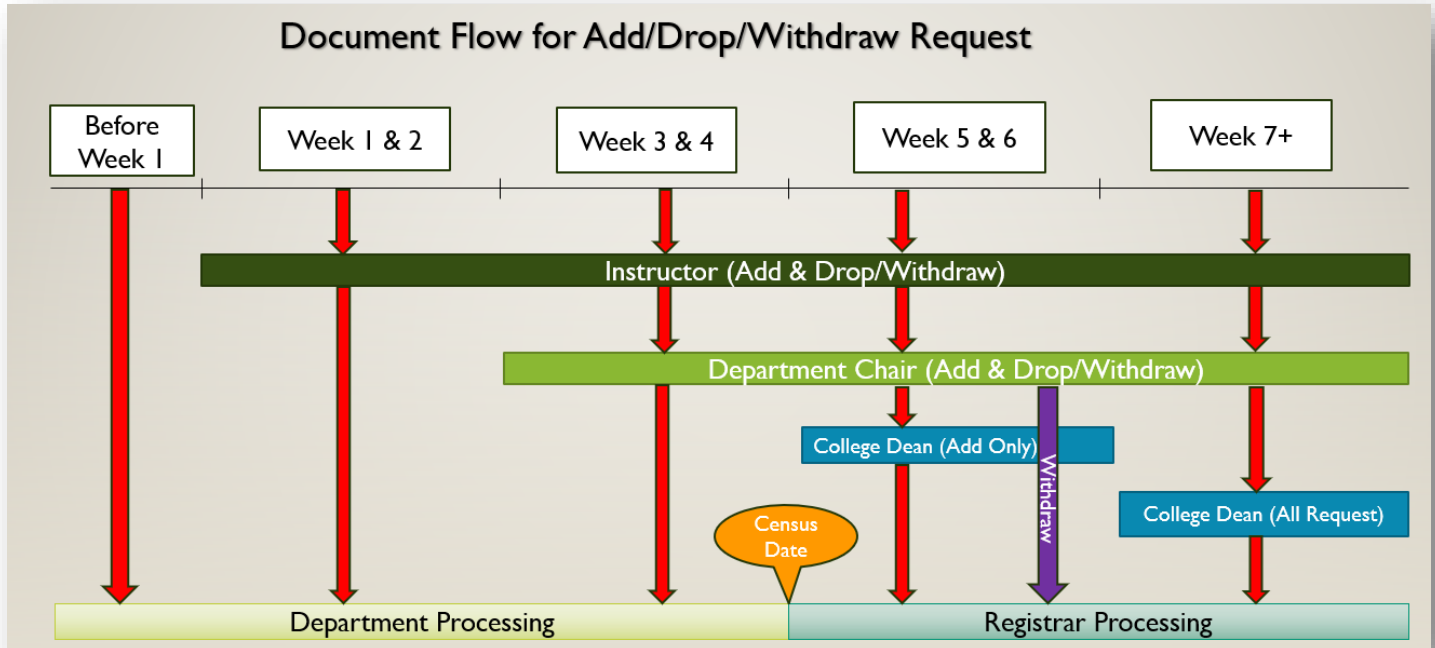
Access Denied. User 'IRT-ONBASE-T2' is already working with this document.

OnBase will lock the form if it is opened by an user. Once the user closed the form then the form will be unlocked for other users to see.

When finished with the forms in your queue, please log out of OnBase *and* close the browser to end the session.

## TIMELINE FOR ADD/DROP/WITHDRAW FORM WORKFLOW

Depending on the week of the semester, the add/drop/withdraw form will need additional approvers. Below are the approval flow for each term.



## ADD FORMS

### Before Week 1: STUDENT – DEPARTMENT PROCESSING

Students adjust their schedule via My Sac State or Submit add/drop/withdraw request go directly to Academic Dept staff for processing

### Weeks 1-2: STUDENT – INSTRUCTOR – DEPARTMENT PROCESSING

If no instructor is assigned to the course, the add/drop/withdraw request go directly to Academic Dept staff for processing

### Weeks 3-4: STUDENT – INSTRUCTOR – DEPARTMENT CHAIR – DEPARTMENT PROCESSING

If no instructor is assigned to the course, the add/drop/withdraw request go directly to Department Chair for approval

### Weeks 5-end of term: STUDENT – INSTRUCTOR – DEPARTMENT CHAIR – COLLEGE DEAN – REGISTRAR PROCESSING

## DROP FORMS

### **Before Week 1: STUDENT – DEPARTMENT PROCESSING**

Students adjust their schedule via My Sac State or Submit add/drop/withdraw request go directly to Academic Dept staff for processing

### **Weeks 1-2: STUDENT – INSTRUCTOR – DEPARTMENT PROCESSING**

If no instructor is assigned to the course, the add/drop/withdraw request go directly to Academic Dept staff for processing

### **Weeks 3-4: STUDENT – INSTRUCTOR – DEPARTMENT CHAIR - DEPARTMENT PROCESSING**

If no instructor is assigned to the course, the add/drop/withdraw request go directly to Department Chair for approval

## INDIVIDUAL CLASS WITHDRAWALS (DROPS AFTER THE 4<sup>TH</sup> WEEK OF SCHOOL)

### **Weeks 5 & 6: STUDENT – INSTRUCTOR – DEPARTMENT CHAIR – REGISTRAR PROCESSING**

### **Weeks 7 – end of term: STUDENT – INSTRUCTOR – DEPARTMENT CHAIR – COLLEGE DEAN -- REGISTRAR PROCESSING**

-----End of Instructions -----