



# Office of the Registrar

## Special Permission to Enroll and/or Drop Class(es)

### Contents

Perceptive Content Overview .....	2
What is Perceptive Content? .....	2
Logging into Perceptive Content .....	2
Apps in Perceptive .....	2
Using the Capture App.....	3
Using the Task App .....	3
Using the Documents App .....	3
Using the Workflow App.....	4
Understanding Custom Properties .....	5
How to Search/Find Documents using Predefined Filters .....	6
How to Create a New Search .....	7
How to View Document Properties .....	7
How to View Related Documents.....	8
How to Turn off Thumbnails .....	8
Special Permission Form Details .....	9
Overview .....	9
How Students Access the Form .....	12
How Faculty & Staff Access the Form .....	13
Workflow Roles .....	13
Workflow Diagram.....	14
Understanding the Form.....	15
Making a Decision for Academic Advisors .....	18
Making a Decision for Department Chairs/Deans.....	20
Routing a Document Forward .....	21
Potential Error Messages.....	22
Additional Support .....	23

## Perceptive Content Overview

### What is Perceptive Content?

Perceptive Content (formerly called ImageNow) is a dynamic content management system. In a nutshell, it is software that allows us to manage documents electronically throughout our campus. We can store and retrieve documents, send documents to other users, complete tasks like approving invoice, and sign and approve forms like graduation and graduate admission applications - all electronically.

### Logging into Perceptive Content

Use **Google Chrome or Safari** to access Perceptive Content. Internet Explorer and older browsers are not supported.

- Access the Perceptive Content web client called Perceptive Experience by navigating to the following address:

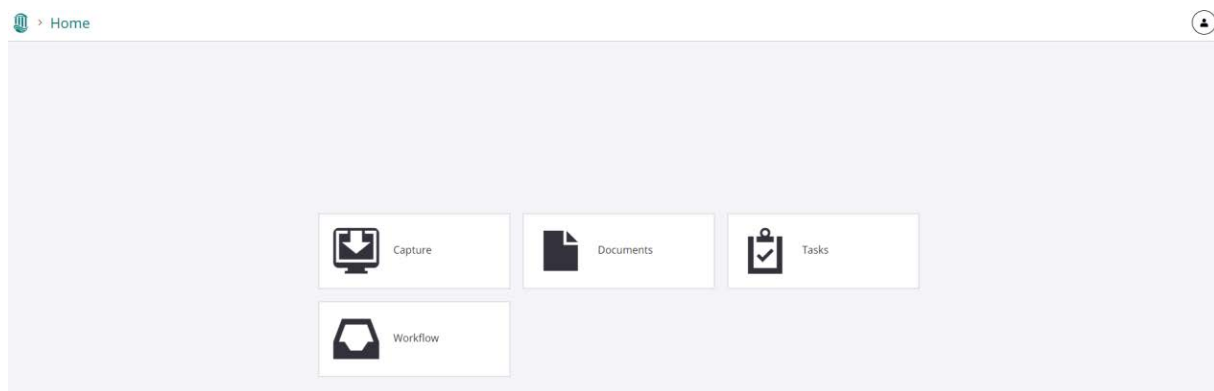
<https://docs.coastal.edu>

**Tip:** Bookmark this page

- Login is associated to your CCU network credentials (same as your email). Single Sign On (SSO) will automatically log you into the system.

### Apps in Perceptive

Once you successfully log into the system, Perceptive Content will display available **apps** on the **Home** screen:




Think of these as single **apps** within a larger structure that work independently of each other. Based on your permissions, you may or may not see all of the **apps** listed above.

**Tip:** You do *not* need to use the [Capture app](#) or the [Task app](#) for this guide.

**Tip:** You can view current and historical forms using the [Documents app](#).

**Tip:** You will need to use the [Workflow app](#) to process your decision and route the student form to the Office of the Registrar.

**Tip:** You can always click the  icon to be directed back to the **Home** screen to select a different **app**.

## Using the Capture App

You may have multiple roles that allows you to see the [Capture App](#). However, you **will not** use this app for processing student forms.

## Using the Task App

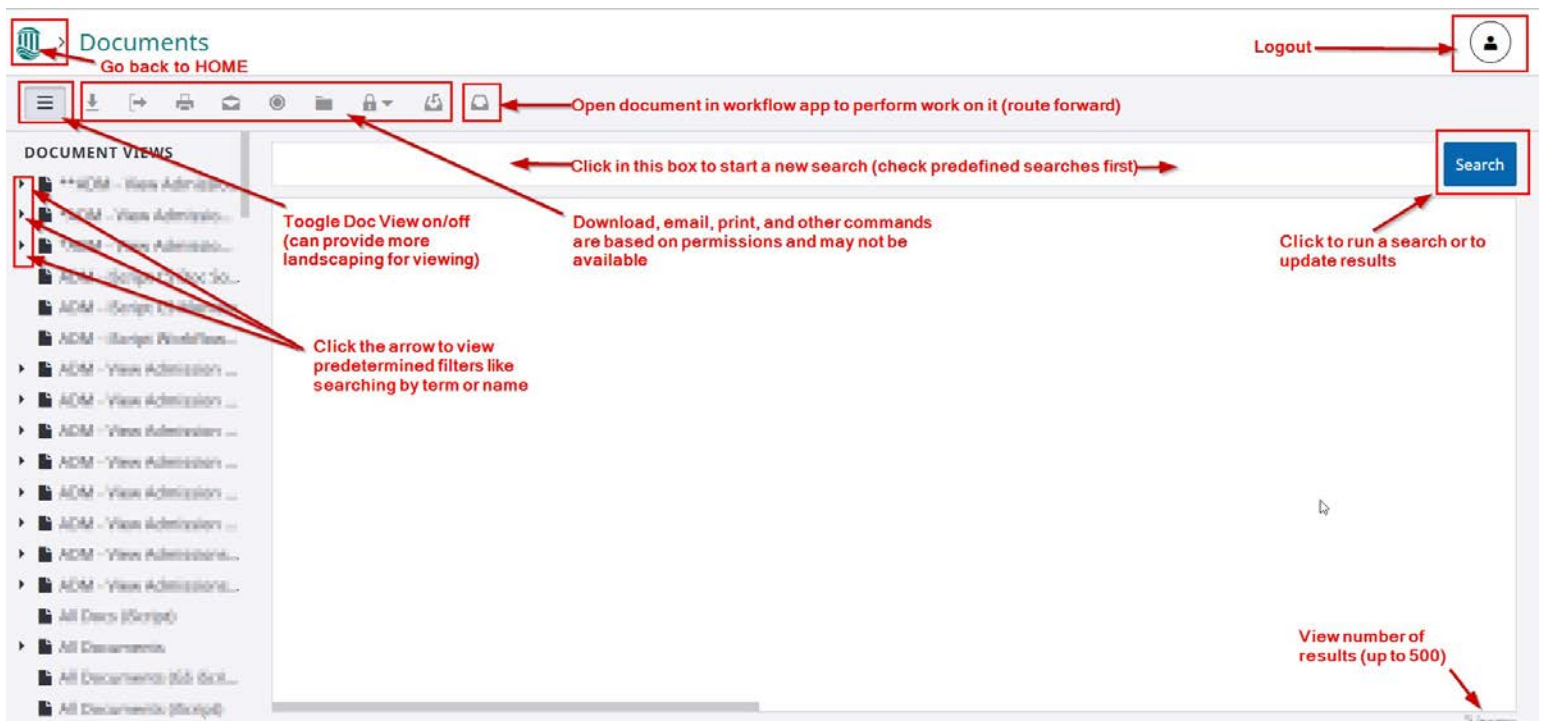
You may have multiple roles that allows you to see the [Tasks App](#). However, you **will not** use this app for processing student forms.

## Using the Documents App

Users can search and view historical graduation applications using the [Documents App](#). Think of this **app** as viewing documents in a 'filing cabinet'. You use this app to look into the filing cabinet, search through it, select a file, and view the contents of the file.

Use the [Documents App](#) in the following scenarios:

- If you want to search or view historical student forms
- If you want to find where a given student form is at during any part of the process



The screenshot shows the 'Documents' app interface. At the top left, there is a home icon and the text 'Documents' with a sub-link 'Go back to HOME'. On the top right, there is a 'Logout' button and a user profile icon. Below the header is a toolbar with various icons: a menu icon, a download icon, a print icon, an email icon, a refresh icon, a lock icon, and a document icon. A red arrow points to the document icon with the text 'Open document in workflow app to perform work on it (route forward)'. On the left side, there is a 'DOCUMENT VIEWS' sidebar with a list of document categories, including 'ADM - View Admissions...'. A red arrow points to the expand/collapse arrow next to the first item with the text 'Click the arrow to view predetermined filters like searching by term or name'. Another red arrow points to the sidebar with the text 'Toggle Doc View on/off (can provide more landscaping for viewing)'. In the center, there is a search bar with a 'Search' button. A red arrow points to the search bar with the text 'Click in this box to start a new search (check predefined searches first)'. Another red arrow points to the 'Search' button with the text 'Click to run a search or to update results'. At the bottom right, there is a 'View number of results (up to 500)' label. The bottom of the page shows a page number '-3-'.

## Using the Workflow App

Users will actually process the graduation application using the [Workflow App](#). Think of this **app** doing actual work on the form.

Use the [Workflow App](#) in the following scenarios:

- If you have work to do
- If you need to route any of your work out of your workflow queue

The screenshot shows the Workflow App interface with several annotations:

- Workflow** header with a "Go back HOME" link.
- Top right: "Logout" button with a user icon.
- Top navigation bar: "Download, email, print, and other commands are based on permission and may not be available" and "Routing Options" (with a dropdown arrow).
- Left sidebar: "WORKFLOW PROCESSES" list including: EBLU - Workflow, Account Portfolio, Adm - Admissions, Ad - Vendor Applications, Ad - Workflow, FA - Financial Aid, File Conversion/Component, GL - Workflow, GS - Graduate Studies, HR - Human Resources, IC - Intelligent Capture, IP - International Programs, IS - Workflow, OS - Workflow, OSA - Linking, ORG - Workflow, Ad - Graduation, Ad - Register, Ad - Student Program Update (highlighted).
- Main content area: "Search in RG - Student Program Update" with a "Search" button and "Click to update results" link.
- Table with columns: Time In Queue, STAT, Student ID, Student Name, RD - Status, RD - Enrolling, RD - Enrolling Dis., RD - Leaving, RD - Leaving D.
- Table data rows (example):

Time In Queue	STAT	Student ID	Student Name	RD - Status	RD - Enrolling	RD - Enrolling Dis.	RD - Leaving	RD - Leaving D.
6 days 6 hours 1 min	...	1254567	Student, Text	Pending	...	...	...	...
6 days 6 hours 10 min	...	1254567	Student, Text	Pending	...	...	...	...
6 days 6 hours 10 min	...	1254567	Student, Text	Pending	...	...	...	...
- Bottom right: "View number of results (typically up to 500)" and a "1 items" indicator.

**Tip:** Once you complete work in the [Workflow App](#), the document will no longer be in your workflow queue since it has been routed elsewhere. You would need to use the [Documents App](#) if you needed to locate the form for any reason.

## Understanding Custom Properties

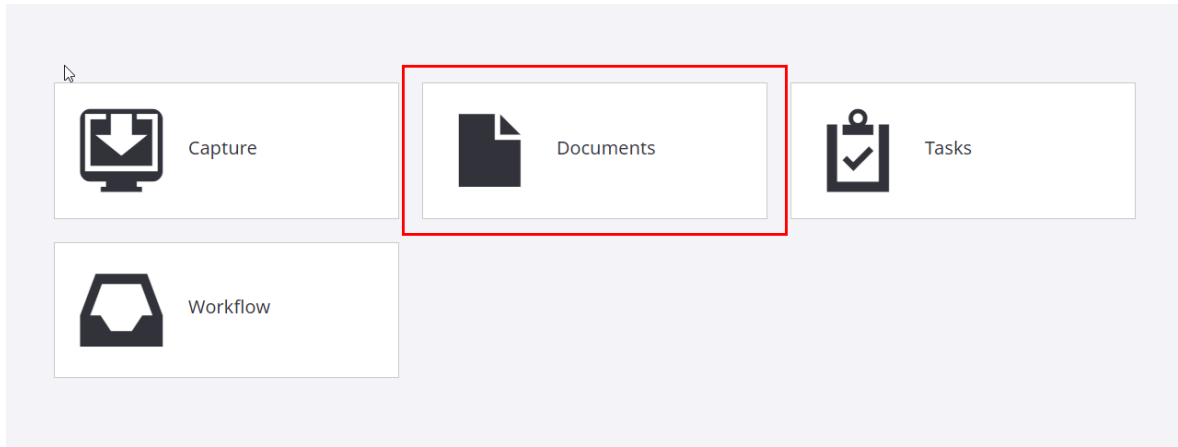
Custom Properties are specific pieces of information about a given document. Each document type in Perceptive Content can have its own set of *custom properties*. **Student Forms will utilize Custom Properties.** Understanding how *custom properties* are utilized will make it easier to understand the approval process. Here is a list of important **Custom Properties** utilized for this form:

- **RO – Athlete:** flag to indicate student athlete
- **RO – Honor Student:** flag to indicate student participates in the University Honors program
- **RO – International:** flag to indicate international students
- **RO – Adviser Username:** designated adviser of record
- **RO – Status:** the ***current*** status of the request, potential options:
  - Pending
  - Processed
  - Unable to Process
- **RO – Processed:** date the form was processed in Colleague, if processed
- **RO – SP Add Class List:** *composite property\** that consists of:
  - **RO – SP Add Class:** Holds course section name
  - **RO – SP Add Class Dept**
  - **RO – SP Add Class Div**
- **RO – SP Drop Class:** *composite property\** that consists of:
  - **RO – SP Drop Class:** Holds course section name
- **RO – Student Division List:** *composite property\** that consists of:
  - **RO – Student Division:** Holds the division the student belongs to

\*A **composite property** allows the user to enter multiple values for a single **property**. Values must conform to the data types of the associated custom **properties**.

## How to Search/Find Documents using Predefined Filters

1. Click the [Documents App](#) from the **Home Screen**:



2. Click and expand the appropriate **Document View** on the left-hand side of the screen.



**TIP:** The name of the *Document Views* will start with RO. Each college has their own *Document View*.  
*Example: RO – BS Reg Special Perm*

3. Select the desired filter (filter options will be based on permissions granted)

**Tip:** Views are typically limited to 500 results

**Tip:** Student IDs must be entered as 7 digits (include any necessary leading 0)


**Tip:** Student Name should be entered in the following format:  
Last name, First name, Middle Name

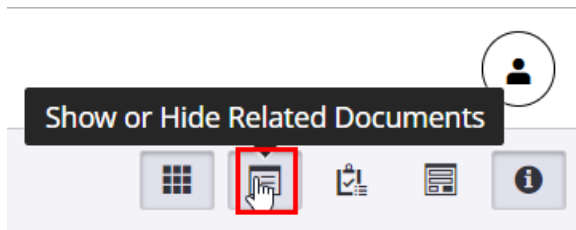
4. Click on the Search button located on the right of the screen.








## How to View Related Documents

1. In the viewer, click the **Show or Hide Related Documents**  icon. The **Related Documents** pane should now appear. You may drag a pane's perimeter to resize accordingly.




2. In the **Relationship** list, select **RO – View Special Permission Forms**. A list of other special permission forms received for the student will appear. Double click on any document listed to open the document in a new viewer window. Simply close the new window when you wish to return to the main application view. You may also wish to close the related documents pane to save space. Remember that you can always recall it by selecting **Show or Hide Related Documents**  .

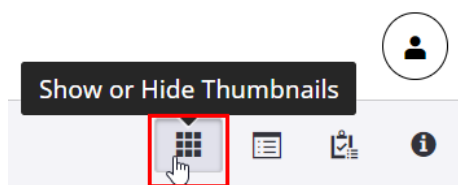
Relationship:	RO - View Special Permission Forms		
 Student ID	Student Name	Created	RO - Status
 1234567	Student Name	2/28/2021 11:08 AM	Pending Approval

## How to Turn off Thumbnails

In this workflow process, you should **not** need to view thumbnails. It is recommended to turn off thumbnails for additional viewing space of the form.

**Tip:** If the curiosity in you wants to know about this function, it is helpful in viewing multiple pages in a document. However, since the **Change of Academic Program** is an online form, there are not multiple pages to the document.

1. Open the document using the [Documents App](#) or the [Workflow App](#)
2. In the viewer, unselect **Show or Hide Thumbnails**  to hide thumbnails.



Simply click on icon to toggle on/off



# Special Permission Form Details

## Overview

Students, faculty, and staff will utilize an online form to enroll and/or drop in the following situations:

- ❑ When a student requests entry into a course, which has been filled to capacity (no seats available)
- ❑ When a student requests entry into a course, which requires special permission from the instructor or department chair
- ❑ When a student requests entry into a course which has a class restriction (freshman, sophomore, junior, senior, major, program)
- ❑ When a student requests an Academic Hours Overload to enroll in more than the maximum hours within a specific term, as defined in the University Catalog
- ❑ When a student requests entry into a course for which co-requisites and/or pre-requisites have not been met
- ❑ When a student requests to drop a class after the drop/add period

The person that is completing the form is stored in a hidden field. This allows us the opportunity to potentially bypass workflow in specific situations. When authorized individuals complete the form on behalf of the student, approval is automatically granted for areas in which the authorized individual has authority. For example, if an advisor completes a form for *one of their advisees*, the required advisor's approval is automatically granted. However, if a student completes a form, the adviser's approval will be requested.

Forms are **term-specific** and allow up to a **maximum of 5 classes to be dropped and/or added** per form submission. Here is some basic information:

- All classes listed on the form must be for **the same term**
- The form will require the following approval(s):
  - Student's academic adviser will always be required
    - Although a student might have multiple advisers, only **one** academic adviser will be selected as the **primary academic adviser**
    - All academic advisers will receive email notifications on actions taken (e.g. when a form is submitted, (if) denied, (if) approved.
    - The **primary academic adviser** will be the only adviser to receive notifications for *work* needed. Think of it as we want all advisers to know what's going on, but a single adviser will be chosen to be responsible for doing actual work on the form
    - The **primary academic adviser** is chosen by a rating system:
      - Advisement types of HONOR, MENTOR, and MINOR are excluded from consideration
      - If there is only 1 adviser listed in Colleague, then it is naturally selected as the adviser's primary
      - If there are multiple advisers listed in Colleague, they are sorted from newest start date to oldest start date:

- Advisements can be linked to a student's academic program, although not required. If the student's academic program exactly matches the advisement academic program, this adviser is selected as the **primary academic adviser**.

Advisor	Type	Start Dt	End Date	Academic Program
1	MAJOR			UG_BS_PUBH
2	GEN			
3	MINOR			
4	MAJOR			UG_BS_HLPR
5	MAJOR			
6	GEN			
7	MAJOR			

- If a match to the academic program cannot be determined, then the system tries to match the Adviser Department to the Student's primary major department
  - Example: A student has multiple advisers for, say, multiple majors. We want to select the adviser that is listed with the primary major
- Next, we will try to find a match with the student's primary major's College to an adviser that's in the same College.
- If a student is below full-time status for major terms (Fall/Spring), International Admissions (Center for Global Initiatives) must approve
- If a student athlete is below full-time status for major terms (Fall/Spring), athletics must approve
- If a student is adding a class, the department chair of the *specific class*
  - Example: Permission to get into a full BIOL class will go to the BIOL department chair
  - The form will "split" and go to as many department chairs it needs at the same time. *Example:* Form has 3 classes for special permission. All classes are from different departments, MATH, BIOL, ENGL. All three dept chairs will get a copy of the form at the same time. Once all three have completed, it will go to the next step.
- If the registration will put a student into academic overload, the dean of the student's major will be required
- The student must be **eligible to register** in order to submit this form
  - **ADF/ADS holds** – the form will allow students to still register with **ADF/ADS** holds, pending the chosen term does not a corresponding **ADF/ADS** hold.

- **SUS** holds – these holds limit the overall number of hours that a student is allowed to register. The form will allow students to still register **up to the sus credit limit**; this cannot be overridden
  - If a student has multiple SUS holds, the most restrictive SUS hold will be used
- Courses that are variable credit will be **required** to enter the requested number of hours; this will be calculated in the overall credit hours
- Classes that have already been graded are not eligible to be dropped (and will not be displayed). Classes that have past the W period are not eligible to be dropped
- Students that have University housing will be displayed a message if they go below full-time status for major terms only (Fall/Spring)
  - Actions will still be permitted

**University Housing**

**Important:** Your newly anticipated credit hours will put you under full-time status, which may impact your eligibility for University Housing. Please visit <https://www.coastal.edu/housing/currentresidents/residentsuccessteam/> to find your Community Coordinator's contact information, should you have questions or extenuating circumstances you wish to be understood.

Do you wish to continue your request?:

- Students that have Financial Aid, which requires **full-time status**, will receive a message if they go below full-time status
  - Actions will still be permitted

**Financial Aid Less than Full-time**

**Important:** Your newly anticipated credit hours will put you under full-time status, which may impact your current and/or future eligibility for financial aid. Please reach out to Financial Aid and Scholarships at 843-349-2313 or [finaid@coastal.edu](mailto:finaid@coastal.edu). You may also visit their website at <https://www.coastal.edu/financialaid/>.

Do you wish to continue your request?:

- Students that have Financial Aid, which requires **half-time status**, will receive a message if they go below half-time status
  - Actions will still be permitted
- For students with financial aid **summer terms** only:
  - A warning will be displayed **if** net hours are reduced
- Registration appointment times will not be checked as the Office of the Registrar processes Special Permission forms regardless of registration appointment time, so long as registration is open for the given term
- Students cannot drop all eligible courses without adding additional courses
  - Students must have a net credit hour (assuming the form will be approved) of greater than 0

- **Important: Time conflicts in student schedule are not checked in this form!**
- **Important: This form doesn't check if the student has already completed a class and not eligible for retake**
- **Important: You can add the same class multiple times in this form!**
- The form can look **slightly different**, based on the user completing the form.

### Faculty and Staff

- Form will display a Student Lookup section  
**Important:** Faculty and Staff *that are also current students* attempting to complete this form will be required to enter their student ID.

The screenshot shows a section titled "Student Lookup" with a teal header. Below the header, there is a text prompt "Enter 7 Digit Student ID to process:" followed by a single-line text input field.

### Students

- There's no area to enter a student ID because students can only submit a form for themselves

The screenshot shows two sections of the form. The first section, titled "Student Information" with a teal header, contains three rows of input fields: "Student ID:" with a text box containing "1234567", "Student Name:" with a text box containing "Henderson, James Edward", and "Student Restrictions Desc:" with a text box containing "None". The second section, titled "Term" with a teal header, contains a label "Please Select Term:" followed by a dropdown menu with "Please Select ..." and a downward arrow.

## How Students Access the Form

Students will access the form at <https://www.coastal.edu/studentforms>.

This site is behind the Microsoft Azure login and will require students to log in using their CCU network credentials.

Students will receive an email confirmation after submission and a final email after the form has been completely processed.

## How Faculty & Staff Access the Form

Although students will be encouraged to initiate this process, all Faculty and Staff can submit a **Special Permission** form on behalf of the student at: <https://www.coastal.edu/forms>.

This site is behind the Microsoft Azure login and will require students to log in using their CCU network credentials.

**If you are a faculty or staff member initially completing the form**, you will see a section for a student lookup:



Student Lookup

Enter 7 Digit Student ID to process:

Academic Advisors, chairs, and deans can approve/view special submitted Special Permissions via [Perceptive Content](#).

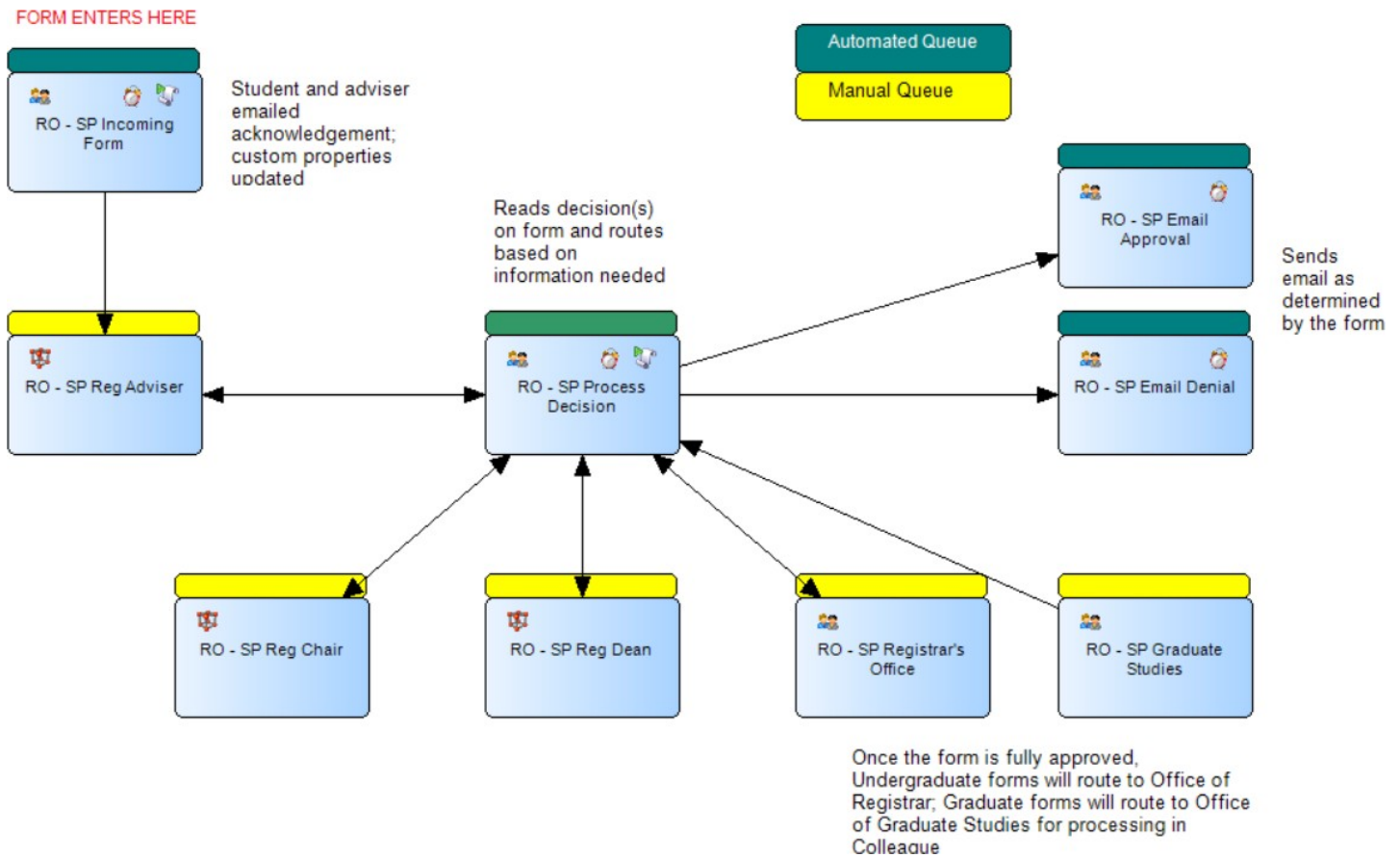
## Workflow Roles

- **Academic Advisers** – There are a total of **5 Registration Academic Adviser** workflow queues, one for each college. **Academic Advisers** will receive daily emails on work that needs to be completed.
- **Associate Deans** – There are a total of **5 Registration Dean** workflow queues, one for each college. **Associate Deans** will receive daily emails on work that needs to be completed.
- **Deans** – **Deans** have access to **all workflow** queues within their college. **Deans** do not receive any emails.
- **Department Chairs** – All **Department Chairs**, including co/associate department chairs, will have the ability to view historical and pending forms in their college. However, **Department Chairs** will not have direct access to the **Director of Advising** workflow queue. No emails will be generated to the **Department Chairs**.
- **Provost Office** – **Provost Office** designees will have the ability to view historical and pending forms in every college. However, **Provost Office** will not have direct access to any workflow queues. No emails will be generated to the **Provost Office**.
- **Office of the Registrar** – **Office of the Registrar** will have the ability to view historical and pending forms in every college. **Office of the Registrar** will have direct access all workflow queues, in addition internal processing queues. **Office of the Registrar** will be able to facilitate

moving items between workflows if needed. No emails will be generated to the **Office of the Registrar**.

- **Office of Graduate Studies** – **Office of Graduate Studies** have the ability to view historical and pending forms in every college for graduate studies students. **Office of Graduate Studies** will not have direct access all workflow queues. No emails will be generated to the **Office of the Registrar**.

## Workflow Diagram



## Understanding the Form

When viewing submitted forms, you will first see **Student Information** that will include student program data at the time the student completed the form.

Student Information	
Student ID:	1234567
Student Name:	Student, Test
Current Term for Major Change Purpose:	2024
Current Catalog Year:	2020
Potential Catalog Year:	
Current Degree:	Bachelor of Science
Current Program Code:	021_03_MATH
Current Program of Study:	Mathematics - Applied
Current Program of Study Major Code:	02742

Next, you will see the **Term** section.

Term	
Available Terms will match WebAdvisor	Please Select Term: <input type="text" value="Please Select ..."/>

Next, you will see the **Drop** section. If you are submitting a form on behalf of the student, you can add/remove sections as in the diagram below:

Drop	
Request to drop a class?	<input type="text" value="Yes"/> <b>set to "NO" to remove the first "Drop Class"</b>
<b>Important:</b> Classes that have already been graded are not eligible to be dropped (and will not be displayed). You may select up to 5 classes to be dropped per form submission.	
<b>List populates from student's current schedule</b>	Drop Class: <input type="text" value="MATH 130A 19 - College Alget"/>
	Drop Class (2): <input type="text" value="MATH 130B 19 - College Alget"/>
	Drop Class (3): <input type="text" value="Please Select ..."/>
	<input type="button" value="+"/> <input type="button" value="-"/>

The next section of the form is the **Add** section. Section options are displayed based on having an active status as of 5am on the current day. Once a section is selected, the faculty name and meeting

info is pulled from Colleague in near real-time (<5 cache).

**Add**

Request to add a class?

Subject:

Section:

You have selected **ACCT 504 FIN**

**Title:** Intermediate Accounting II (2-187)  
**Academic Level:** Undergraduate  
**Credit Hour(s):** 3  
**Faculty Name(s):** Y-Ga-Diamond  
**Course Requirement(s):** Prerequisite Student must have completed ACCT 100 with a minimum grade of C. (also previously completed)  
**Required Corequisite Classes(s):** None  
**Class Restriction(s):** Not All Programs CR - 1 500-1st Cross-ACC Semester Restriction  
**Faculty Consent Required:** No  
**Meeting Info:** 08/18/2020-12/07/2020 lecture Monday and Wednesday 3:00PM-3:15PM PBL 107  
**Comments:** This section is reserved for students in the Finance program. THIS SECTION IS CLOSED (CLOSED WITH ACCT 101 01). This means that there is at least one other class that is offered in the same room and at the same time as this section. If the section status shows 'Closed' but available seats remain, other open-seat sections have used up the available seats. Therefore, the section has reached its capacity and is properly closed.

Reason (Check all that apply):

- Academic Overload **automatically determined**
- Class is Full
- Class Restriction **only displays as an option if course has restrictions and/or requisites**
- Requisite Deficiencies
- Other **always an option**

Section Capacity:

Currently Enrolled:

Physical Classroom Cap:

Reason for Request:

Do you wish to add another class?

**If 'Yes', this section will repeat for up to 4 additional classes (total of 5)**

If the registration puts the student in overload, the Academic Overload section will display.



The next section of the will be the Anticipated Credit Hours. These values are automatically calculated as classes are added and/or dropped on the form (assuming all will be approved).

Anticipated Credit Hours	
Currently Registered Hours	<input type="text" value="11"/>
Anticipated Drop Hours	<input type="text" value="0"/>
Anticipated Add Hours	<input type="text" value="0"/>
<b>*Cred Hours After Form Processed*</b>	<input type="text" value="11"/>

The final section of the form includes an **Internal Use Only** section.

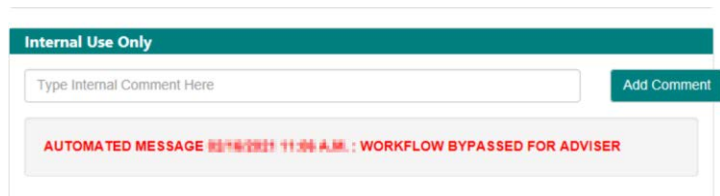
Internal Use Only	
Type Internal Comment Here	<input type="button" value="Add Comment"/>
No Comments	
Optional Comments to Student:	<input type="text"/>
Advisor Decision:	<input type="button" value="Select ..."/> <input type="button" value="No Decision"/> <input type="button" value="No Decision"/>
RO/IS Process Action Taken:	<input type="button" value="Select ..."/> <input type="button" value="No Action"/> <input type="button" value="No Action"/>

Please note the following:

- **Internal comments** will still be part of this document, and thus, part of the student's academic record. This means that students could request to view their records, including your comments.
- ☒ **Internal comments** are permanent and cannot be removed

## Making a Decision for Academic Advisors

If an Academic Advisor submits the form on behalf of *their* advisee, there will be no need for the advisor to approve:

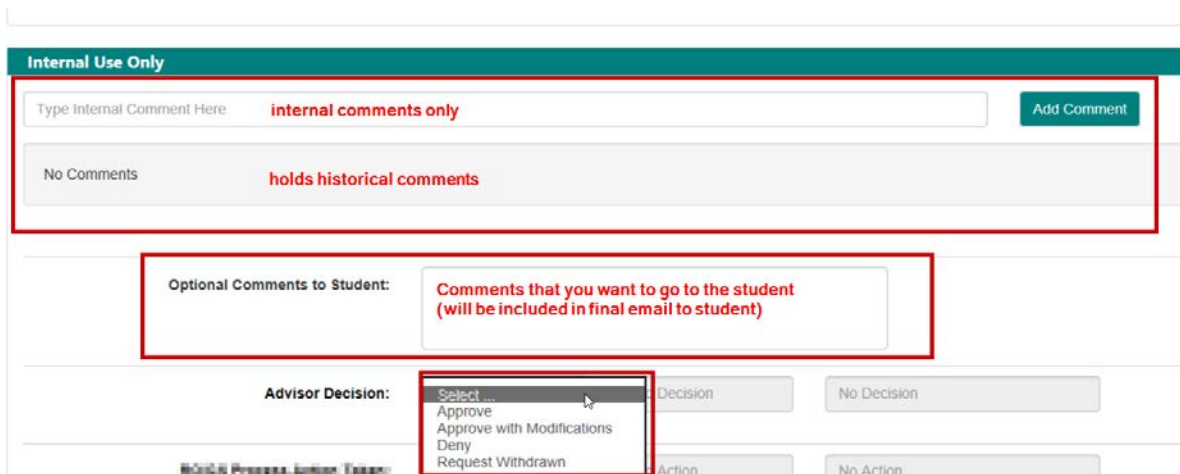


Otherwise, complete the following steps:

1. Open the form in Perceptive Content using the [Workflow App](#).
2. Review the form and make a decision:

**Important: Consider if the registration should be “related” to each other. Forms can be processed in one of two ways:**

- **Default Registration Policy:** All listed registrations will be processed as they can (if approved). If a portion of the form is denied, only that part of the form is ignored. Other approved portions will be processed.
  - Example: Student would like to add an ENGL class and an BIOL class. Student gets approval for ENGL class, but not for BIOL class. The default action will be to register the student in the ENGL class, even though the BIOL class was not approved (students will always receive an email with outcome of action taken)
- **Related Registration Policy:** All listed registrations will be processed together (if approved). If *any* portion of the form is denied, the entire form will be denied, regardless of any previously approved portions.
  - **Example:** Student would like to drop an ENGL class only if the student can register in a BIOL class. ENGL class was approved but the BIOL was not approved. Thus, the student will not be registered for any class.
  - In order to request this policy, you must choose **Approve with Modifications** as the **Advisor Decision**



Choose the appropriate decisions:

- **Approve** – This option means that you approve all actions on the form; happy path
  - The default registration policy will apply
- **Approve with Modifications** – This option means that you would like to make **modifications** to the form.
  - This option can only be selected when the form is in an ADVISOR workflow queue
  - You will need to identify how the form should be processed differently than what was submitted

Advisor Decision: Approve with Mod  10/16/2021 11:33 A.M.

Only clickable when the form is opened in an Advisor Workflow Queue

- Do not drop [Registration ID]
- Do not drop [Registration ID]
- Do not drop [Registration ID]
- Do not drop [Registration ID]
- Do not drop [Registration ID]
- Do not drop [Registration ID]
- Do not add [Registration ID]

Lists all adds and drops on the form

Other Modification(s): If you cannot check one of the items above, please include details here

*Process Registration as Related. All listed registrations will be processed together (if approved). If "any" portion of the form is denied, the entire form will be denied, regardless of any previously approved portions.*

- **Deny** – This option will remove the form from workflow, email the student & active advisers
  - No action will be taken in Colleague
- **Request Withdrawn** – This option will remove the form from workflow, email the student & active advisers
  - No action will be taken in Colleague

Once a decision is made, the username and time/date stamp will automatically be applied.

Select Decision: Approve

3. Next, you need to [route the document forward](#).

## Making a Decision for Department Chairs/Deans

1. Open the form in Perceptive Content using the [Workflow App](#).
2. Review the form and make a decision:

	<b>Advisor Decision:</b>	Approve ▼	Automatic Approval	02/05/2021 12:54 PM
<b>There will be a chair decision for EACH course section the student wishes to ADD</b>	<b>Chair Decision for ACCT 439 01</b>	Select ... Approve Deny	No Decision	No Decision
	<b>Chair Decision for BIOL 121 04</b>	Select ... ▼	No Decision	No Decision
	<b>Chair Decision for SPAN 115 D6</b>	Select ... ▼	No Decision	No Decision
<b>Dean decision only display will be in overload</b>	<b>Dean Overload Decision:</b>	Select ... ▼	No Decision	No Decision
	<b>RO/GS Process Action Taken:</b>	Select ... ▼	No Action	No Action

3. Next, you need to [route the document forward](#).


## Routing a Document Forward

**No matter the decision that you make, you will need to always Route Forward.** This is because predetermined routing paths have already been confirmed. Even if the decision on the form is to withdraw the request, you will always choose **Route Forward** so that the document can go on its predetermined path.

**Tip:** You must be using the [Workflow App](#) in order to route a document out of your workflow. If you are viewing the application in the [Documents App](#), you will need to click on the **Open in Workflow** icon



After a decision has been made, route the document forward using the following steps.

1. Using the [Workflow App](#), open the application.
2. Click the  **Route Forward** icon from the toolbar



That's it! The next workflow queue will read your decision and process accordingly.

## Potential Error Messages

There are several “moving” parts to this form. Most of these messages will be straightforward. For example, an ID entered in the Student Lookup that doesn’t belong to a current student will generate the following error message:

admissions policies, prog  
Coordinator/EEO Investig  
349-2382; Title IX cell ph  
www2.ed.gov/ocr.

contact the C  
office phone  
Rights at

chair  
, program)

**Error** X

ID provided did not yield any student results. If you feel you are receiving this message in error, please make sure the student has an active program.

Close

**The Special Permission**

- When a student re
- When a student re
- When a student re
- When a student re
- When a student requests entry into a course for which co-requisites and/or pre-requisites have not been met
- When a student requests to drop a class after the drop/add period

**Student Lookup**

Enter 7 Digit Student ID to process:

Sometimes, though, error messages are generated because of timing issues with database updates and/or response times to Colleague/Perceptive. These are considered technical errors. The error code and timing will be displayed.

**Error** X

Unfortunately, a technical error has occurred. Please try again in a few minutes. If you continue to receive this error, please contact the Office of the Registrar at 843-349-2019 or [registrar@coastal.edu](mailto:registrar@coastal.edu). You will now be redirected to the forms page.

ERROR CODE: SEC\_ISCRIPT

### Current list of Error Codes:

- REGSP01
- SUB\_ISCRIPT
- SEC\_ISCRIPT
- 1FACSTAFFRESULT

## Additional Support

If you need additional support, please contact:

[Office of the Registrar](#)

Baxley Hall, Room 222

843-349-2019

[registrar@coastal.edu](mailto:registrar@coastal.edu)