

## Contents

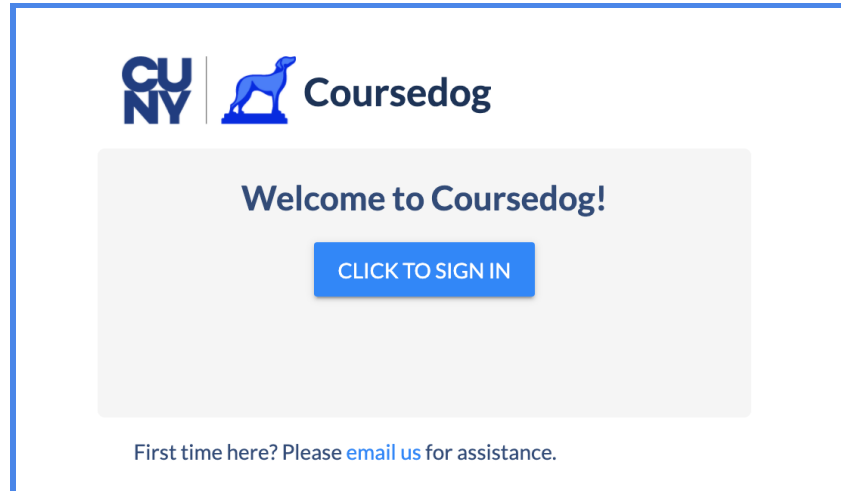
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# Logging In

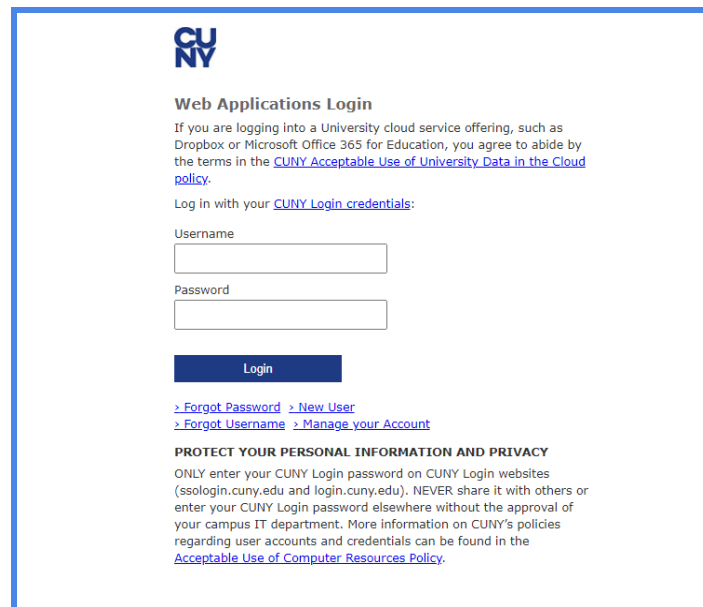
For production: log in at [coursedog.cuny.edu](https://coursedog.cuny.edu)

For training: log in at [coursedog-test.cuny.edu](https://coursedog-test.cuny.edu)

1. Select 'Click to Sign In'

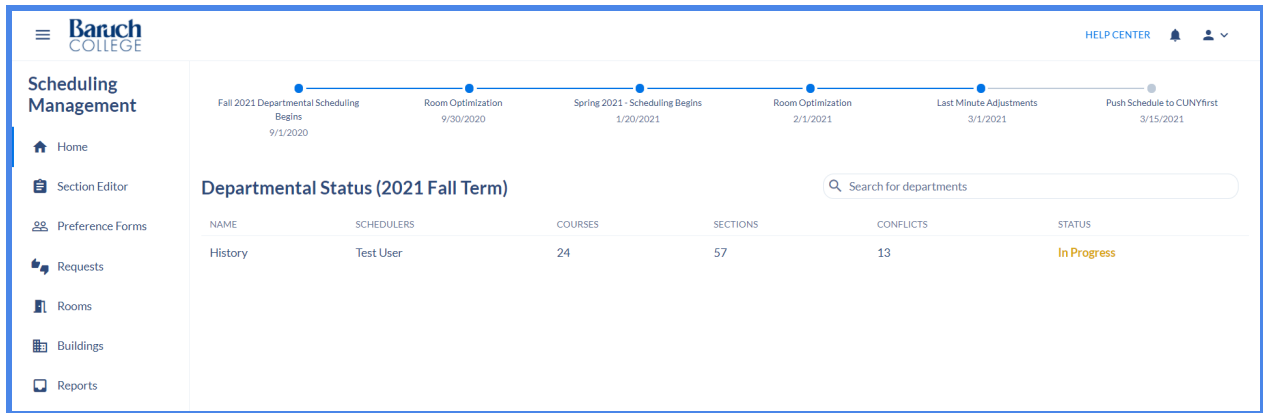


2. You will be directed to CUNY's login page, where you can enter your CUNY credentials.



**Note:** The system times out after 90 minutes of inactivity. You must have the Security (from your Academic Institution/Org) and the Campus Administrator role association in CUNYFirst to have Campus Admin role access in Coursedog. Additionally, your BUSN email must be checked off on your CUNYfirst account.

- When you are logged in, validate that you can see the Scheduling Management Platform.



**Baruch COLLEGE** HELP CENTER

**Scheduling Management**

- Home
- Section Editor
- Preference Forms
- Requests
- Rooms
- Buildings
- Reports

Progress: Fall 2021 Departmental Scheduling Begins (9/1/2020) | Room Optimization (9/30/2020) | Spring 2021 - Scheduling Begins (1/20/2021) | Room Optimization (2/1/2021) | Last Minute Adjustments (3/1/2021) | Push Schedule to CUNYfirst (3/15/2021)

**Departmental Status (2021 Fall Term)**

NAME	SCHEDULERS	COURSES	SECTIONS	CONFLICTS	STATUS
History	Test User	24	57	13	In Progress

# Building the Schedule

## Navigating to the Section Schedule

In order to create and edit sections, we must first access the sections we wish to manage. This can be done in two ways:

- 1) Click **“Section Editor”** on the left navigation if you want to see **all** sections you are permitted to view.
- 2) Or click on an individual department to see sections within your associated department(s). In the below view you will only be able to view departments you are assigned to.



**Scheduling Management**

Home | **Section Editor** | Preference Forms | Requests

Scheduling Begins 4/1/2020 | Room Optimization 5/10/2020 | Last Minute Adjustments 5/20/2020 | Push Schedule to SIS 6/1/2020 | Example 9/18/2020 | Example 9/20/2020

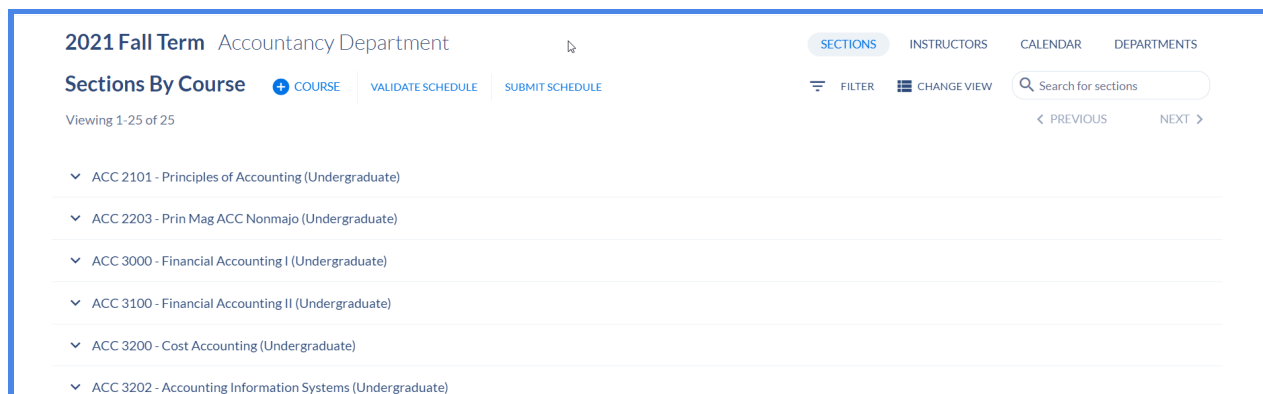
**Departmental Status (2020 Fall Term)**

Search for departments

NAME	SCHEDULERS	COURSES	SECTIONS	CONFLICTS	STATUS
Accountancy	Jane Doe	25	108	165	In Progress

**Note:** The department data shown above (courses, sections, conflicts, status) refreshes each time the user logs in.

- 3) In the **“Section Editor”**, by default, you will be presented with a list of all courses in the department that can be expanded to show their sections:



2021 Fall Term Accountancy Department

SECTIONS | INSTRUCTORS | CALENDAR | DEPARTMENTS

Sections By Course | + COURSE | VALIDATE SCHEDULE | SUBMIT SCHEDULE

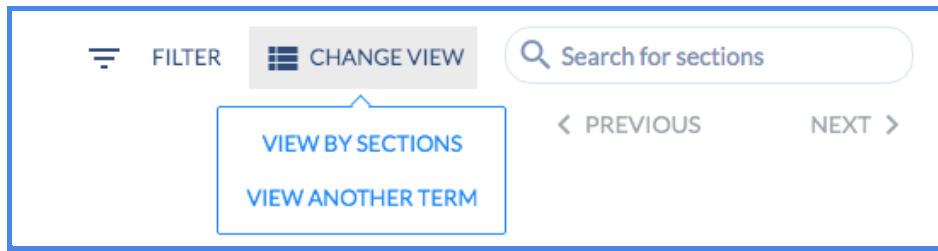
FILTER | CHANGE VIEW | Search for sections

Viewing 1-25 of 25

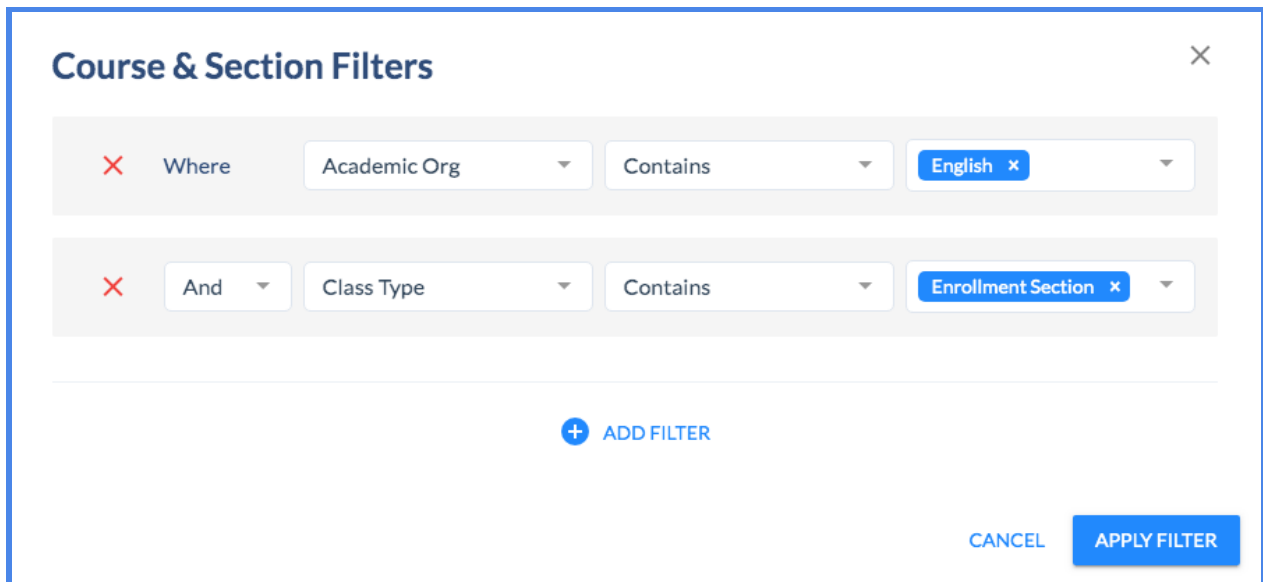
- ACC 2101 - Principles of Accounting (Undergraduate)
- ACC 2203 - Prin Mag ACC Nonmajo (Undergraduate)
- ACC 3000 - Financial Accounting I (Undergraduate)
- ACC 3100 - Financial Accounting II (Undergraduate)
- ACC 3200 - Cost Accounting (Undergraduate)
- ACC 3202 - Accounting Information Systems (Undergraduate)

**Note:** Next to each course that is scheduled for the upcoming term, the Academic Career will display next to it to notify users which Academic Career this Course belongs to. This will also show in the Section Editor of the Class Section.

- 4) You can change this in order to see all sections by clicking “**CHANGE VIEW**” and selecting “**View by Sections**” on the top right corner of the screen.



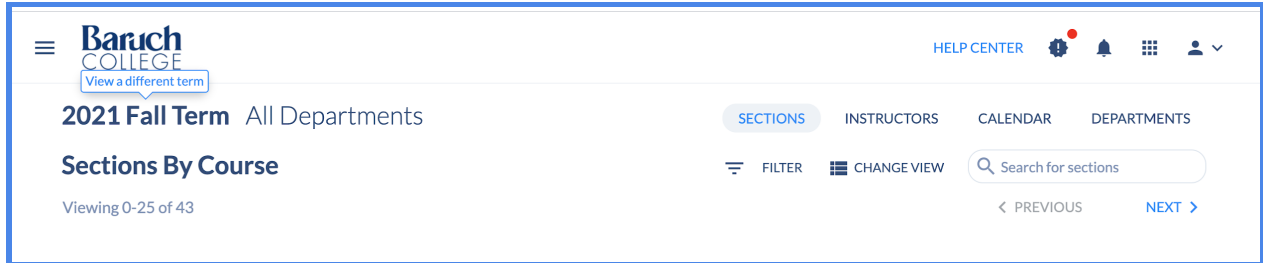
- 5) In order to make navigating the schedule easier, you can filter the courses or sections that are being displayed by selecting the “**FILTER**” button and use the filters.



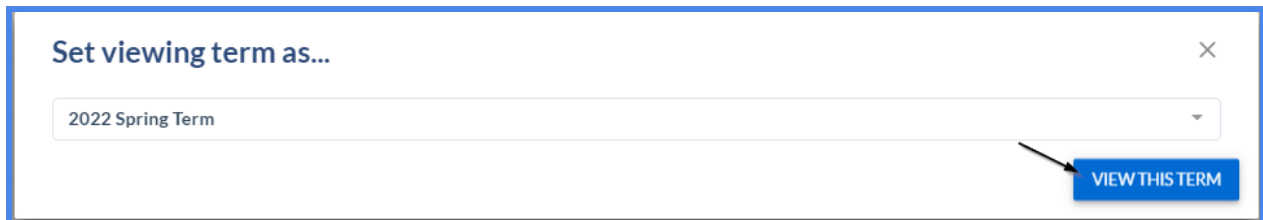
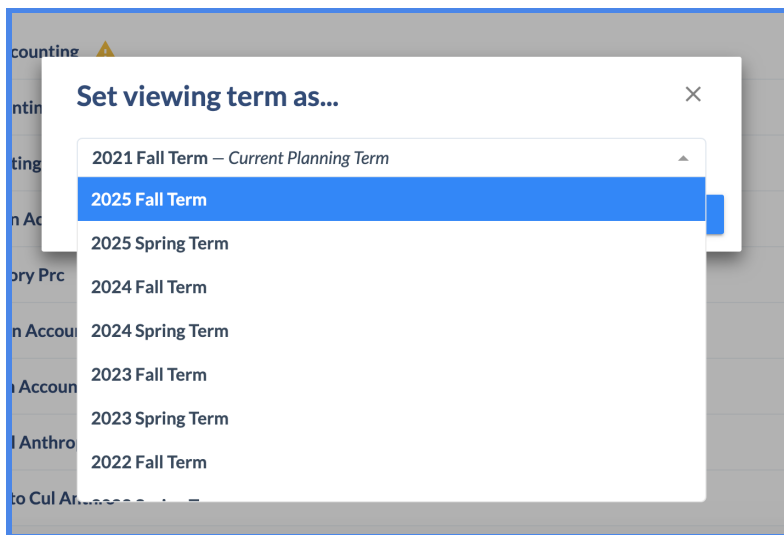
**Note:** If you are searching "By Courses," the filter results will show all courses where at least one section matches filter criteria. If you search "By Sections," it will only show relevant sections that meet filter criteria: details can be found in this [freshdesk article](#).

## Changing the Viewing Term

- 1) To change the term select the term in the upper-left corner. Hovering over the term will cause 'View a different term' to appear:

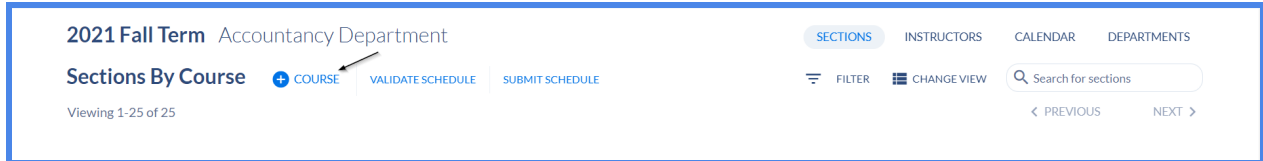


- 2) Set the viewing term from the drop down menu before selecting the '**VIEW THIS TERM**' button.

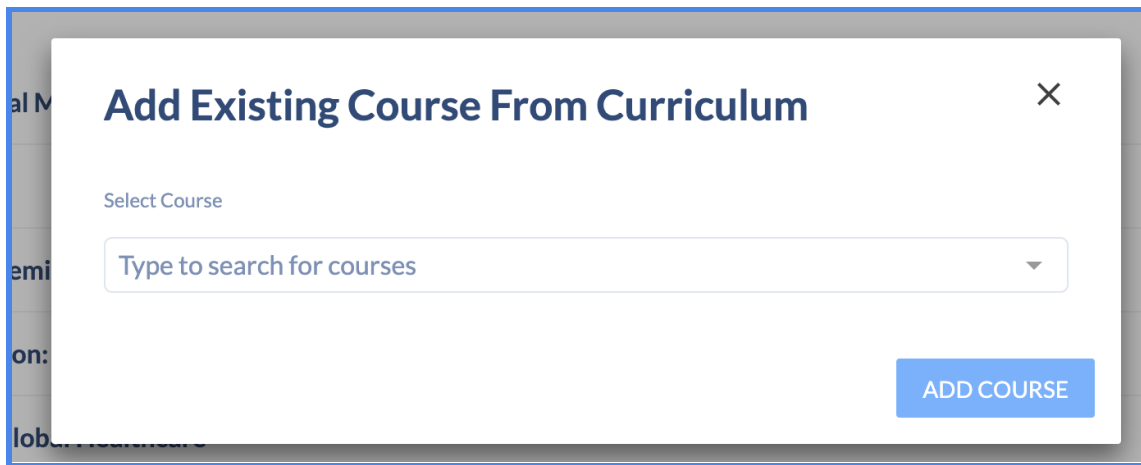


## Adding a Course and Class Section

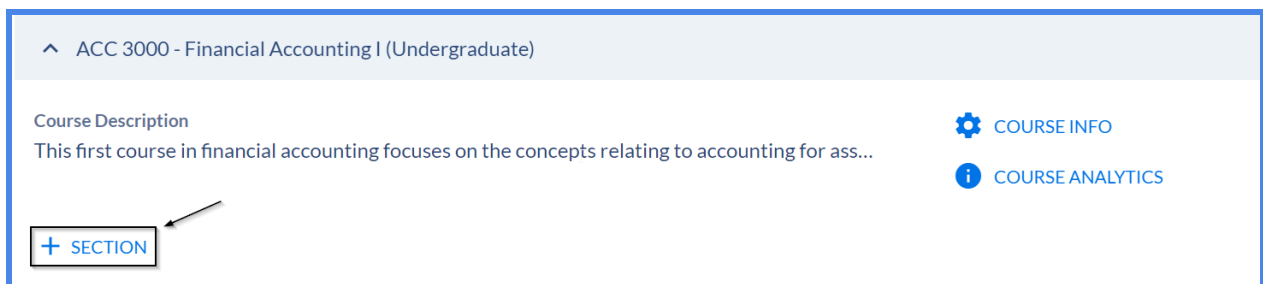
- 1) To add a Course to the schedule select the **'+ Course'** button at the top of the page, then the window **'Add Course from Curriculum Inventory'** will appear.



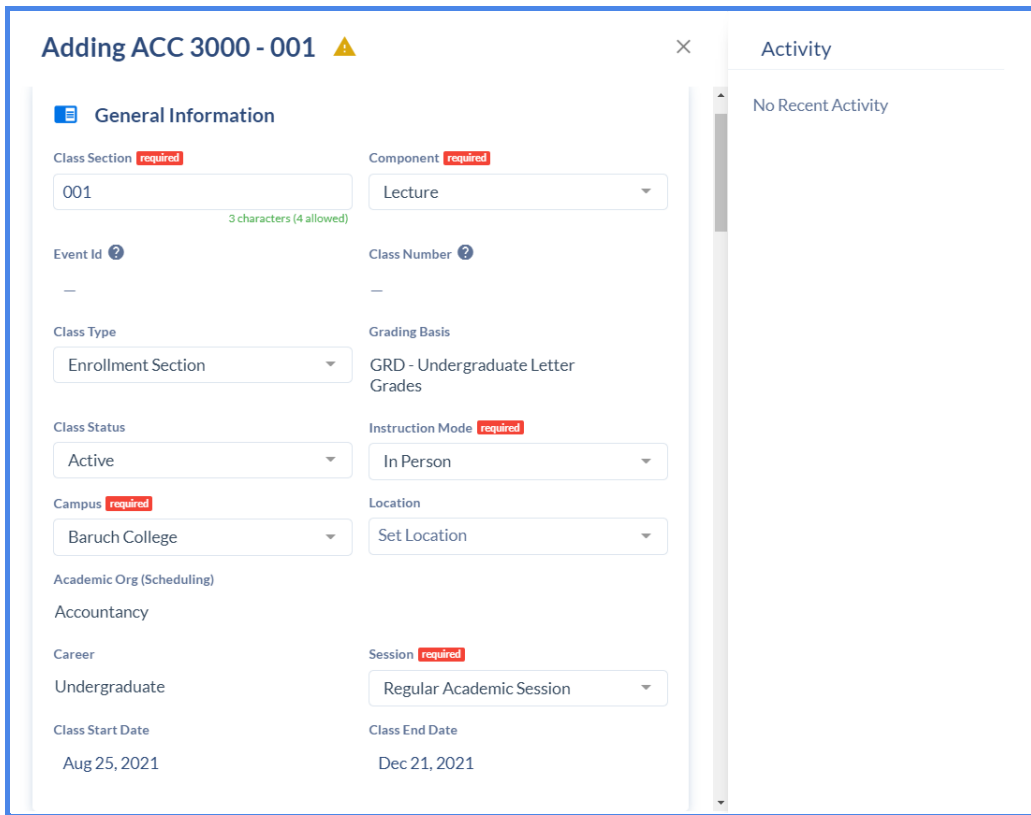
- 2) Search for the desired course before selecting **'Add Course.'**



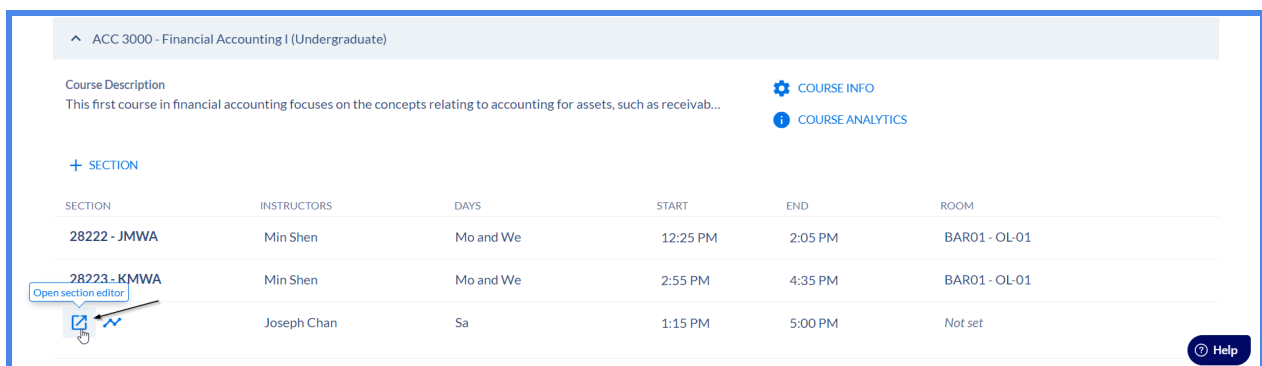
- 3) After adding a Course, create a Section by expanding the course and clicking the **“+ Section Button.”**



- 4) This will display the window in which you can edit all necessary fields for the section.  
[See here](#) for a mapping of all Coursedog fields to PeopleSoft fields.



- 5) To edit an existing class section, under the 'Section;' column hover over the Class Number - Class Section and click the **“Open section editor”** button:



SECTION	INSTRUCTORS	DAYS	START	END	ROOM
28222 - JMWA	Min Shen	Mo and We	12:25 PM	2:05 PM	BAR01 - OL-01
28223 - KMWA	Min Shen	Mo and We	2:55 PM	4:35 PM	BAR01 - OL-01
	Joseph Chan	Sa	1:15 PM	5:00 PM	Not set



**Note:** You can also edit the fields displayed in the section overview (known as editing inline). Here, you can edit the class section's Instructor, Meeting Pattern (Days and Times) and the Room. Any changes made here will be autosaved in real-time in the section's activity log (see 'Activity Log' section).

ACC 3000 - Financial Accounting I (Undergraduate)

Course Description  
This first course in financial accounting focuses on the concepts relating to accounting for assets, such as receivab...


COURSE INFO  
COURSE ANALYTICS


+ SECTION

Done editing

	INSTRUCTORS	DAYS	START	END	ROOM
	<input type="checkbox"/> Min Shen <input type="button" value="+ INSTRUCTOR"/>	<input type="checkbox"/> Mo and We <input type="button" value="+ MEETING PATTERN"/>	12:25 PM	2:05 PM	BAR01 - OL-01
28223 - KMWA	Min Shen	Mo and We	2:55 PM	4:35 PM	BAR01 - OL-01
28224 - WSA	Joseph Chan	Sa	1:15 PM	5:00 PM	Not set


**Call-out:** If a user changes the 'Class Section Field' value the display code in the row for the section, 'LMS Extract Group ID', and the 'Event ID field', will not update until data is refreshed and re-synced during the nightly merge.


 This section was successfully synced with the SIS on 1/28/2021 at 11:36 AM.

 **General Information**

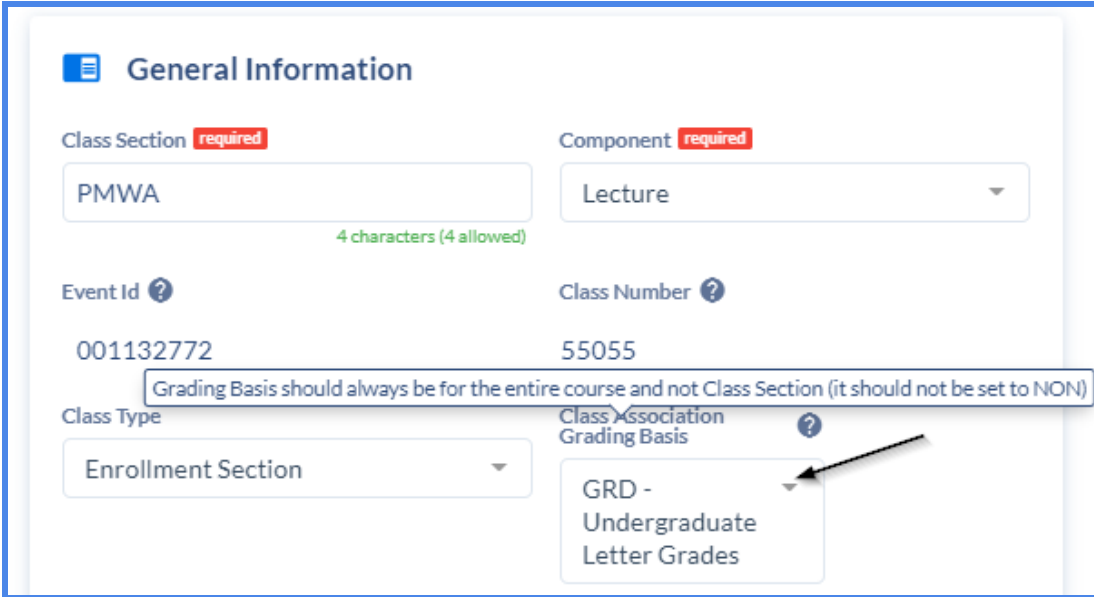
Class Section **required**  
 3 characters (4 allowed)

Component **required**

Event Id   
 001155689

Class Number   
 19608

**Call-out:** The Class Association Grading Basis field is for the Graded Component, and applies to all components of course.



**General Information**

Class Section **required**: PMWA (4 characters (4 allowed))

Component **required**: Lecture

Event Id <sup>?</sup>: 001132772

Class Number <sup>?</sup>: 55055

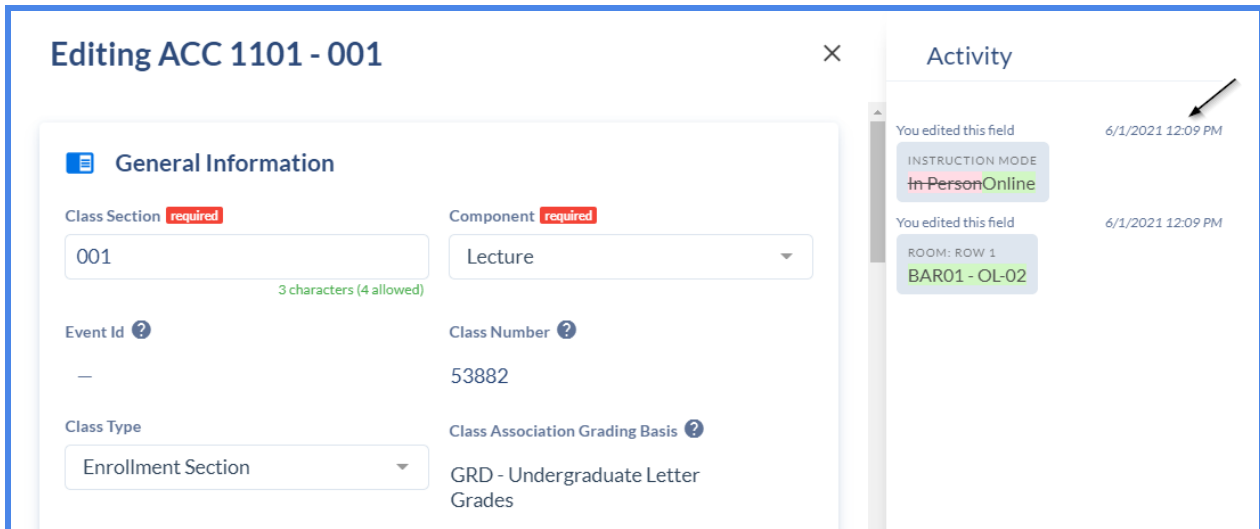
Class Type: Enrollment Section

Class Association Grading Basis <sup>?</sup>: GRD - Undergraduate Letter Grades

Grading Basis should always be for the entire course and not Class Section (it should not be set to NON)

## Activity Log

The Section Editor provides an Activity Log that audits any changes made to existing class sections and updated in real-time. (Format shows MM/DD/YYYY and HH:MM AM/PM).



**Editing ACC 1101 - 001**

**General Information**

Class Section **required**: 001 (3 characters (4 allowed))

Component **required**: Lecture

Event Id <sup>?</sup>: -

Class Number <sup>?</sup>: 53882

Class Type: Enrollment Section

Class Association Grading Basis <sup>?</sup>: GRD - Undergraduate Letter Grades

**Activity**

- You edited this field 6/1/2021 12:09 PM  
INSTRUCTION MODE: In-PersonOnline
- You edited this field 6/1/2021 12:09 PM  
ROOM: ROW 1: BAR01 - OL-02

**Note:** If multiple users are looking at the same activity log they won't see changes until they refresh in the case where a different user initiates a change.

## Real Time Integration

When real-time integration is turned on, sections will sync with Peoplesoft after a user adds a new class section or makes edits to existing ones. This usually lasts no longer than a minute (the time to completion depends on Peoplesoft).

Editing ACC 9818 - URA

×

📄
**General Information**

**Class Section** required

3 characters (4 allowed)

**Component** required

Lecture

**Event Id** ?

**Class Number** ?

**Class Type**

Enrollment Section

**Class Association Grading Basis** ?

GRD - Undergraduate Letter Grades

**Class Status**

Active

**Instruction Mode** required

Online

**Campus** required

Baruch College

**Location**

MAIN

Academic Org (Scheduling)

Accountancy

Career

**Session** required

CANCEL

SAVE SECTION

Activity

✔

You edited this field 6/2/2021 12:25 PM

INSTRUCTORS: ROW 1  
**James Abate**

You edited this field 6/2/2021 12:25 PM

INSTR. ROLE: ROW 1  
**Primary Instructor**

You edited this field 6/2/2021 12:25 PM

PRINT: ROW 1  
**Yes**

You edited this field 6/2/2021 12:25 PM

GRADE ROSTER ACCESS: ROW 1  
**Post**

You edited this field 6/2/2021 12:25 PM

CONTACT: ROW 1  
**3**

You edited this field 6/2/2021 12:25 PM

ASSIGN TYPE: ROW 1  
**Teaching, Classroom Regular**

You edited this field 6/2/2021 12:25 PM

LOAD FACTOR: ROW 1  
**100**

You edited this field 6/2/2021 12:25 PM

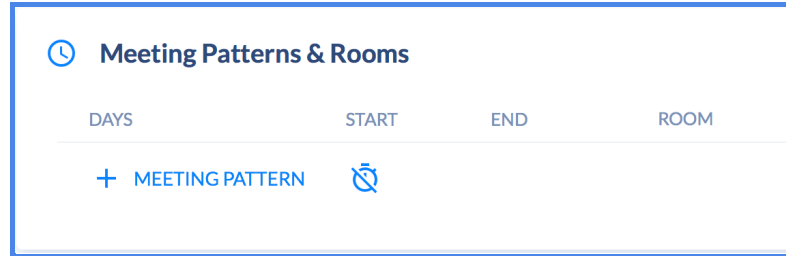
WORKLOAD: ROW 1  
**3**

Click Enter to comment

**Note:** During this time while a section is syncing, users will not be able to make edits to the section to prevent any data collisions while data is sent to Peoplesoft.

## Assigning Meeting Patterns

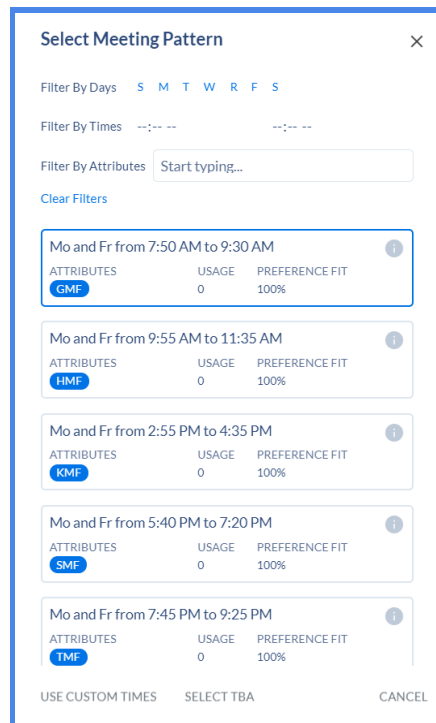
Within the section editor, scroll down until you find the “*Meeting Patterns & Rooms card*”.



1. Select the blue '+ Meeting Pattern' Button to open the meeting pattern modal.

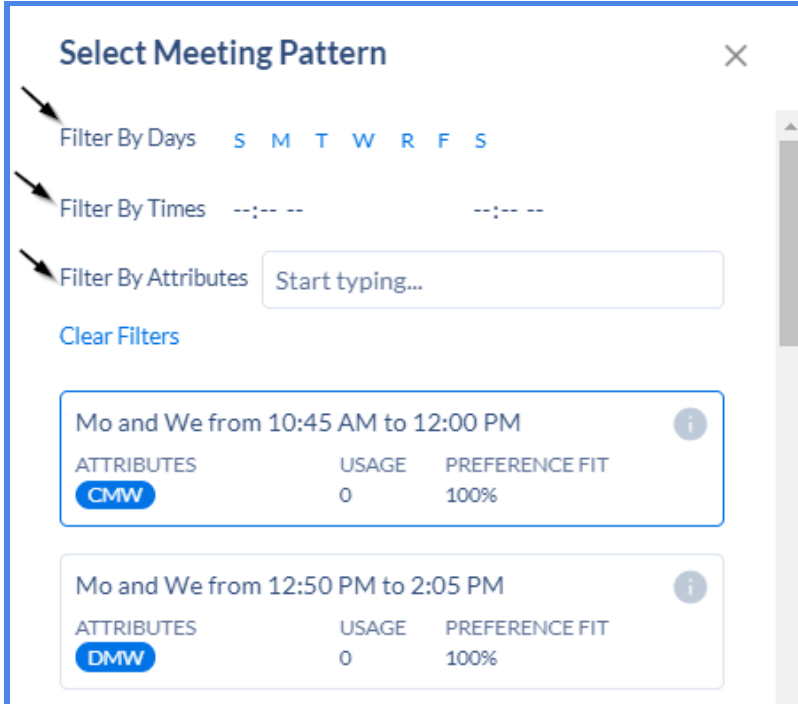


2. Inside the modal, Coursedog provides an interface to select from University approved timeblocks.



- Users can “Filter by days,” “Filter by Times” and “Filter by Attributes” at the top of the card (shown below) or scroll through the list.

Coursedog helps determine a preference fit that pushes to the top potential fit by incorporating instructor preferences and sorts the time-blocks with the same preference fit by showing you the least used time-blocks first. This naturally nudges folks to schedule more effectively, while pushing to the top the best fits to save time.



**Select Meeting Pattern** [X]

Filter By Days S M T W R F S

Filter By Times --:-- --:--

Filter By Attributes Start typing...

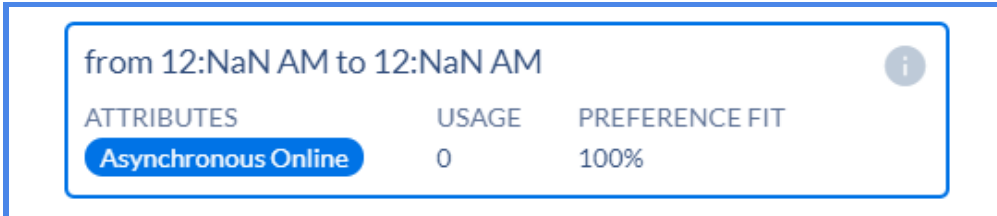
Clear Filters

Mo and We from 10:45 AM to 12:00 PM [i]		
ATTRIBUTES	USAGE	PREFERENCE FIT
CMW	0	100%

Mo and We from 12:50 PM to 2:05 PM [i]		
ATTRIBUTES	USAGE	PREFERENCE FIT
DMW	0	100%

**Note:** Faculty preferences are not relevant for this go-live.

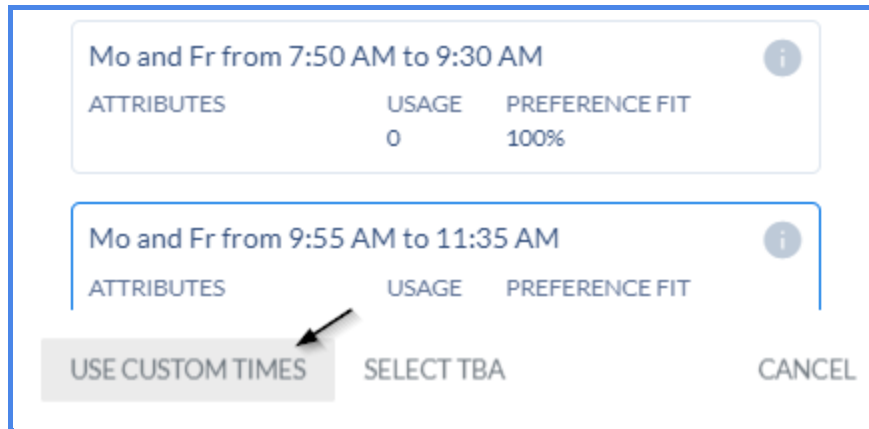
The following ‘Asynchronous Online’ meeting pattern can be used for online classes with no set meeting time. To easily locate this meeting pattern, search for the ‘Asynchronous Online’ attribute in the “Filter By Attributes” search box.



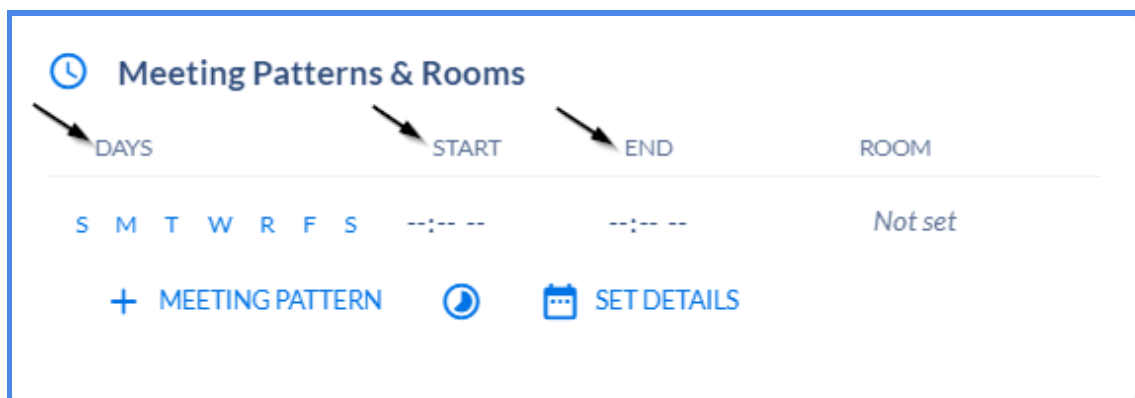
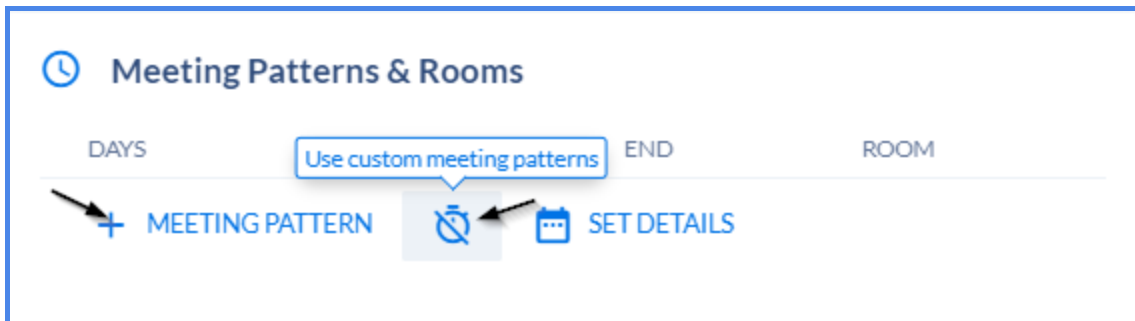
from 12:NaN AM to 12:NaN AM [i]		
ATTRIBUTES	USAGE	PREFERENCE FIT
Asynchronous Online	0	100%

If the user would prefer to make an 'Asynchronous Online' meeting pattern without using the pre-built 'Asynchronous Online' attribute they can;

- A. Head down to the **"USE CUSTOM TIMES"** button and leave the DAYS, START and END Times blank.



- B. Or on the 'Meeting Patterns and Room' card select the **'use custom meeting patterns'** button and select the **"+MEETING PATTERN"** button and make the DAYS, START and END times blank.



All Meeting Patterns have filters associated with them that have been pre-built and imported: Filters are used to associate meeting patterns with sections (i.e. which sections can use which meeting patterns). If a section has no available meeting patterns, please contact your CUNY Central rep for assistance.

### Edit Meeting Pattern Group ✕

**Name**

**Description**

**Default meeting length**  
 minutes

**Default meeting days**  
S M T W R **F** S

**Allowed Sections** ⓘ

✕ Where

✕ And

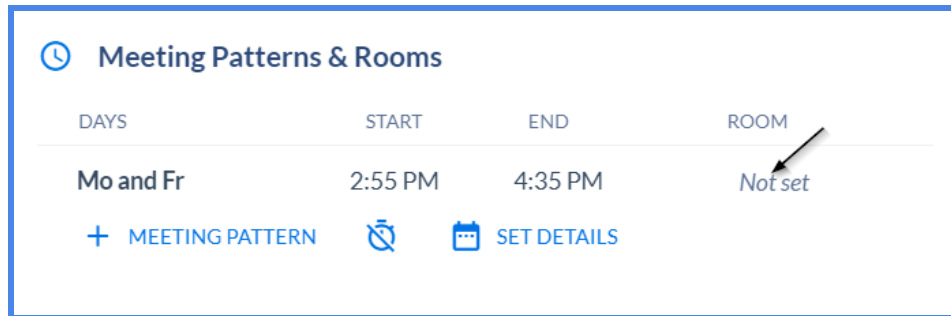
+ ADD FIELD

DELETED GROUP SAVE GROUP

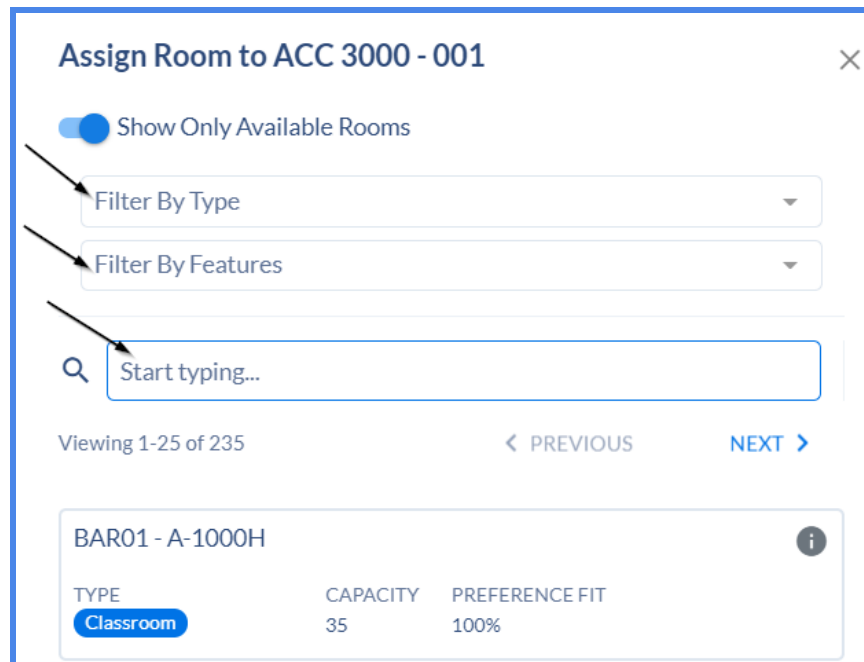
**Coursedog Note:** Coursedog enforces a specific sort order in the integration, and as a result, changing the order of meeting patterns in Coursedog will not reflect in Peoplesoft.

## Assigning Rooms

- Once you have added a standard meeting pattern or custom meeting pattern to the section, select the “Room” field in the “**Meeting Patterns and Rooms**” card to choose the facility you would like the class section to be assigned to.

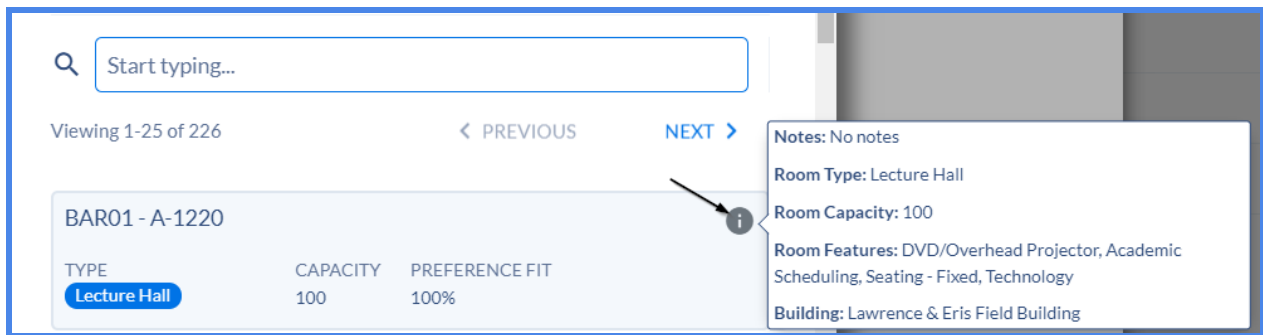


- From this screen, you can filter the rooms by type, features (i.e. Projector, Seating-Fixed etc...) and or by searching up the Room Name in the search box. Only available facilities will show in the list.

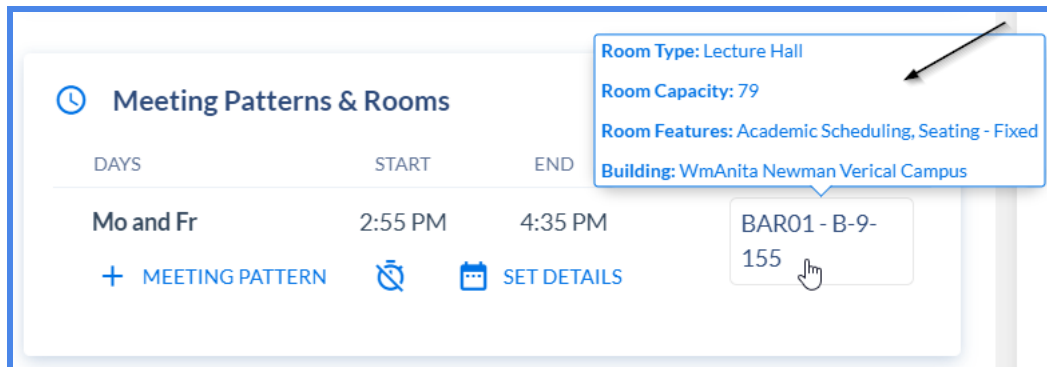




Hovering over the “i” icon will reveal additional information about the facility (i.e. “Room Features”, “Building”, “Room Capacity” etc...)



- Once you find the facility you want the class section to assign to, select it and it will appear on the “**Meeting Pattern and Rooms**” card.



If you hover over your mouse to the facility, it will reveal additional information (i.e. Room Type, Room Features, Building, Room Capacity)

**Note:** Only rooms with characteristic "43 - Academic Scheduling" in CUNYFirst are available to be assigned to class sections. These rooms show up in the Coursedog interface. Allowing Department Schedulers to assign facilities to their courses/class sections will vary from each CUNY Campus, please consult with your Scheduling Campus Administrator.

The room features available in the drop-down will be specific to each campus instance based on what features are available on that campus. Also, it is based on the Room Preferences that is inputted in the Room Preferences card.

If the Room Preferences card is used, you will notice that the rooms are listed in order of highest preference fit. This preference fit takes into account any requirements and preferences for the specific section. For example, you will notice that the rooms have less than 100% preference fit because they do not have the section's preferred room preferences (Feature of 'Seating- Fixed').

Room Preferences are also used for Mass Room Assignments (Section Optimizer).

### Room Preferences

Preferred Building

Set Preferred Building
▼

Preferred Room Capacity

Set Preferred Room Capacity
▼

Preferred Room Characteristics

Seating - Fixed

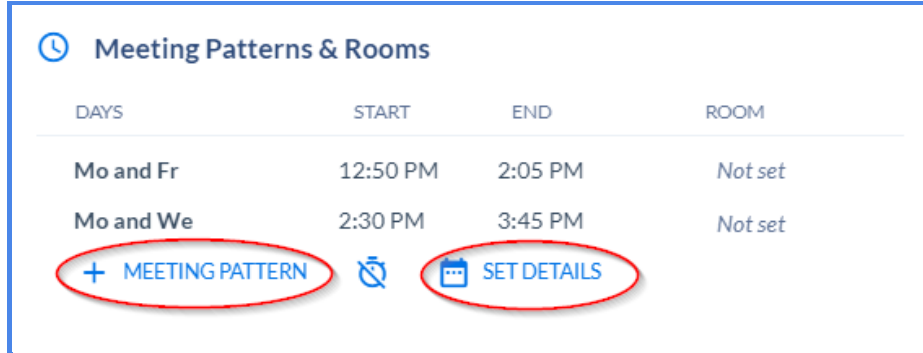
×
▼

Room ID	Type	Capacity	Preference Fit	Details
BAR01 - B-9-155	Lecture Hall	79	100%	<ul style="list-style-type: none"> <li>Notes: No notes</li> <li>BAR01 - A-1202 does not have this section's preferred room features.</li> </ul>
BAR01 - A-1202	Classroom	54	83%	<ul style="list-style-type: none"> <li>Room Type: Classroom</li> <li>Room Capacity: 54</li> <li>Room Features: DVD/Overhead Projector, Academic Scheduling</li> <li>Building: Lawrence &amp; Eris Field Building</li> </ul>
BAR01 - A-1202				

## Assigning Multiple Meeting Patterns

For any section, you can assign multiple meeting patterns, with varying Meeting Start and Meeting End dates.

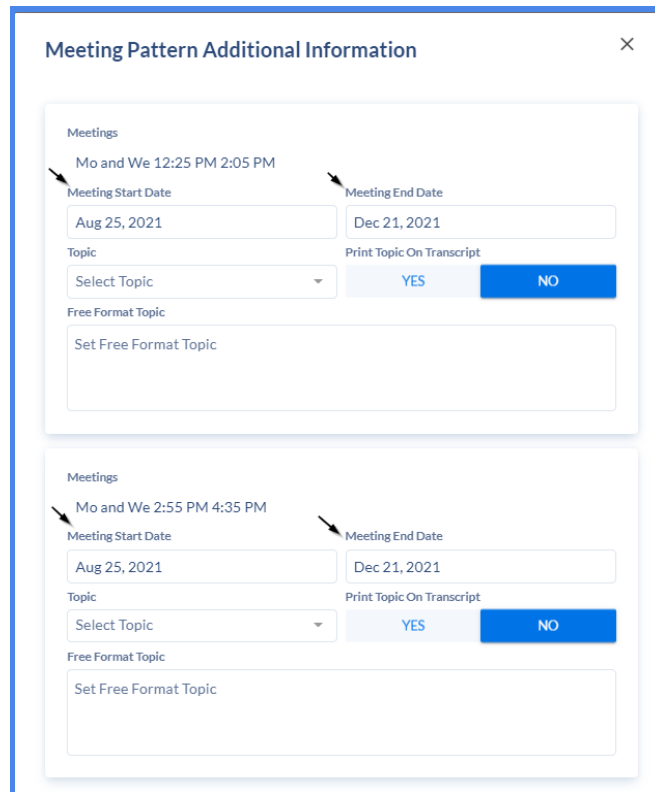
- 1) To do this, add multiple meeting patterns by selecting the “+ MEETING PATTERN” button and then click the “SET DETAILS” button.



DAYS	START	END	ROOM
Mo and Fr	12:50 PM	2:05 PM	Not set
Mo and We	2:30 PM	3:45 PM	Not set

+ MEETING PATTERN    SET DETAILS

- 2) You will then be taken to a window and you can select the Start/End Dates of the Specific Meeting Patterns.



**Meeting Pattern Additional Information** ×

Meetings  
Mo and We 12:25 PM 2:05 PM

Meeting Start Date: Aug 25, 2021    Meeting End Date: Dec 21, 2021

Topic: Select Topic    Print Topic On Transcript: YES NO

Free Format Topic: Set Free Format Topic

---

Meetings  
Mo and We 2:55 PM 4:35 PM

Meeting Start Date: Aug 25, 2021    Meeting End Date: Dec 21, 2021

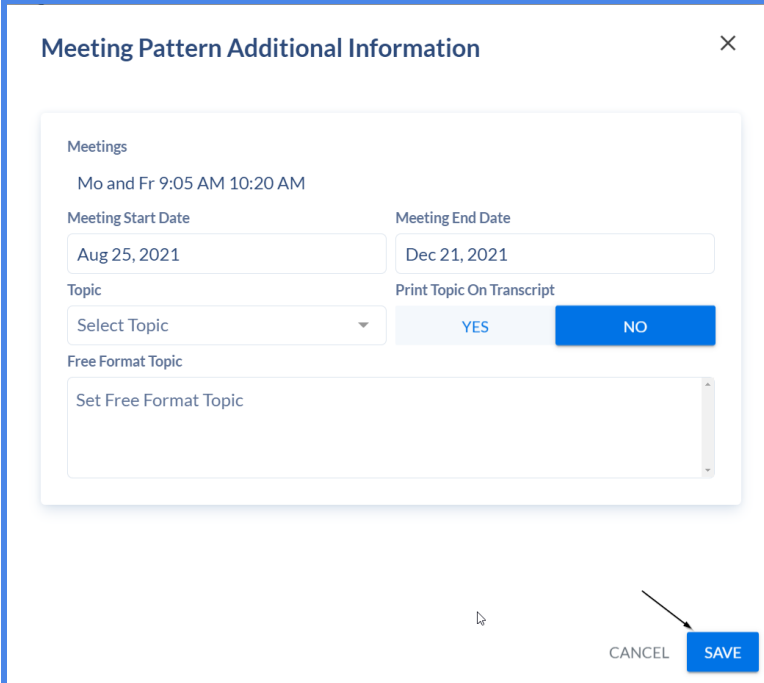
Topic: Select Topic    Print Topic On Transcript: YES NO

Free Format Topic: Set Free Format Topic

If your meeting patterns have specific topics on different days, you may either select the topic under the “*Topic Field*” or you can type in the topic in the “*Free Format Topic*” field.

**Note:** *These dates take precedence over all dates associated with the ‘Term’ and ‘Part of Term’ they are being scheduled for, so note that if they are scheduled outside of the ‘Term’ or ‘Part of Term’ they are associated with, this could potentially cause issues.*

- 3) Afterwards go to the bottom of the window and click the “**SAVE**” button and then click on the “**SAVE SECTION**” button (or “**ADD SECTION**” button if this is a new section you are creating) on the Section Editor.



**Meeting Pattern Additional Information** [X]

Meetings  
Mo and Fr 9:05 AM 10:20 AM

Meeting Start Date: Aug 25, 2021      Meeting End Date: Dec 21, 2021

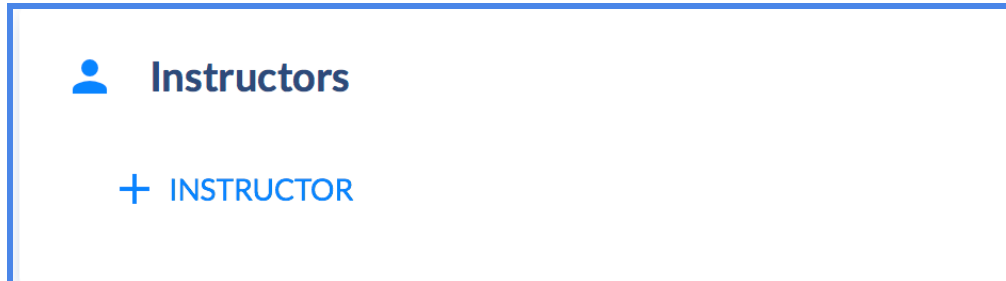
Topic: Select Topic      Print Topic On Transcript: YES NO

Free Format Topic: Set Free Format Topic

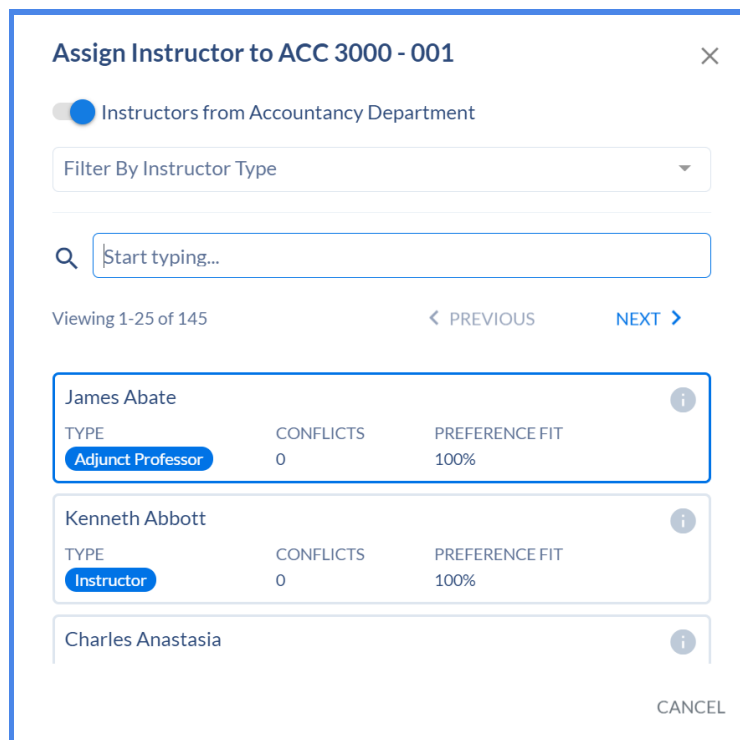
CANCEL SAVE

## Assigning an Instructor

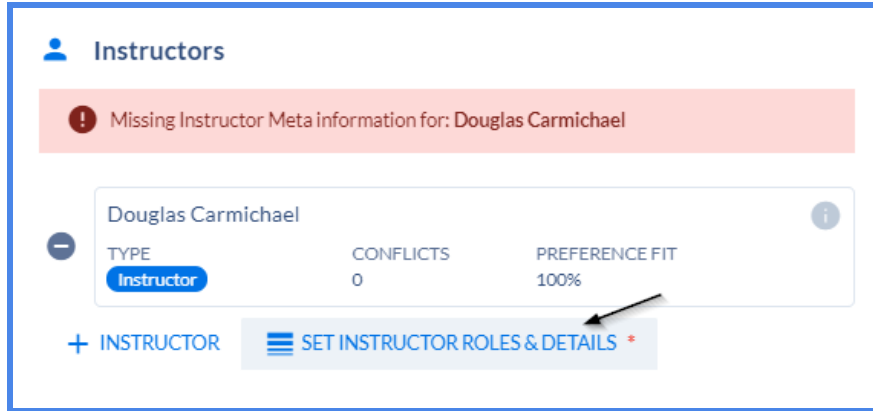
- 1) Within the Section Editor, scroll down until you find the instructor card.



- 2) If you click the “+ INSTRUCTOR” button, you will see a list of all of the instructors that are in your department that you can assign to the section. Users can select the drop down and “Filter by Instructor Type” (e.g. Part Time, Full Time, Adjunct) or by searching the Instructors name.



- 3) Once you have selected the Instructor(s), it is required for you to fill out the Meta Information for the Instructor. Select the **“SET INSTRUCTOR ROLES & DETAILS”** button and fill out the necessary fields (i.e. Select *“Meeting”, “Employee Record”* etc...).



**Set Instructor Roles & Details** ×

Douglas Carmichael ^

Role Required

Meeting

Print  
 YES  NO

Grade Roster Access

Contact

Employee Record

Assign Type

Load Factor

Workload

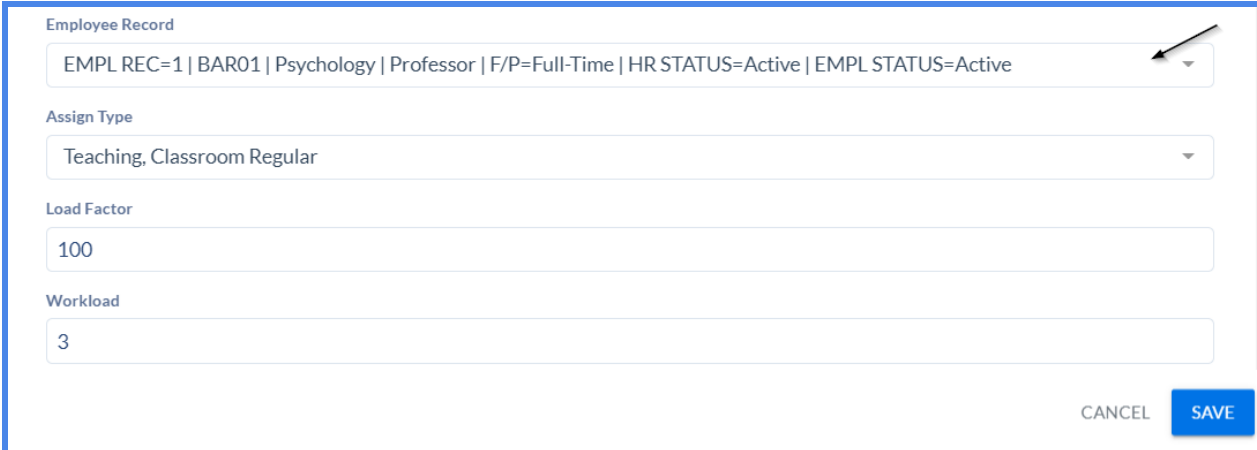
CANCEL

The following fields (e.g. *“Grade Roster Access”, “Print”, “Workload”*) are pre populated from Peoplesoft and are found in the mapping document ([See here](#) for a mapping of all Coursedog fields to PeopleSoft fields).

- 4) After completing the “Set Instructor Roles & Details” Card, Click the save button “**SAVE**” button and click the “**SAVE SECTION**” button (or “**ADD SECTION**” button if this is a new section you are creating) on the Section Editor.



**Note:** Employee Record Number must be selected for the Instructor assigned to the class section.

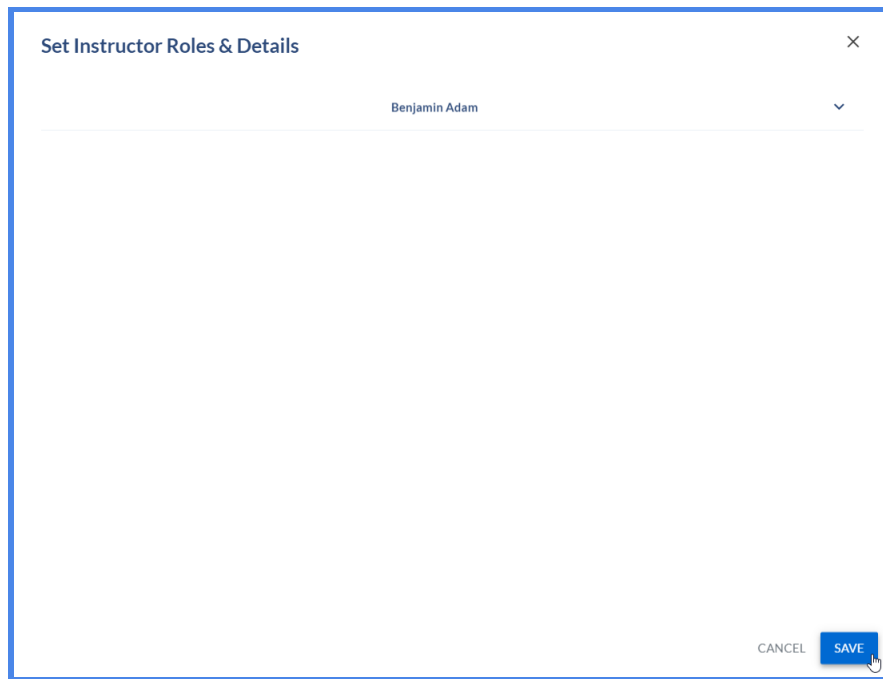


**Meta information** is required for the user to fill out in the “**Set Instructor Roles & Details**” button (i.e. Meeting Pattern they are assigned to, EMPLOYEE Record Number etc...).

However, if an Instructor is added but there is nothing to fill out at the moment inside the “**Set Instructor Roles & Details**” button (e.g. The instructor is assigned but there are no meeting patterns and rooms attached yet to the class section), then the user would need to select the

*“Set Instructor Roles & Details” button and save the window so that the required meta information tagged on the Instructors card will disappear.*

**Note:** *In Peoplesoft, all instructors must be associated with a meeting time. If an instructor is added to Coursedog with no meeting that instructor will not carry over.*



***Instructors that are inactive for the term will not be available for assignment to sections. An inactive instructor is one who has an "Inactive" status, or whose effective dates do not cover the date range of the section.***

*Instructors are the individuals who can be associated with teaching a particular section. Each instructor has an ‘**Instructor Type**’, which is used to differentiate between Faculty, Lecturers, Adjuncts, Teaching Assistants or other institution-defined criteria. If ‘**Instructor Type**’ is not set, this field will default to 'Not Set.' Instructors are intended to have associations with specific departments and can be associated with multiple departments at once.*

*Faculty members may be assigned to the same section twice when needed so that they may be assigned two different EMPLRCD#s.*



## Creating/Adding Relationships (Linked Sections)

In Coursedog, you can share a Relationship between two or more separate class sections from a course within the same Academic Organization or from another Academic Organization as one class offering. When these class sections are linked together, they will share the Same Time, Same Day, Same Room and Same Instructor information.

For example, a course from the Criminal Justice Department (ECO 360) is identical to a course that is offered from the Economics Department (SOC 360). Both courses teach the same subject (White Collar Crime) and are offered every semester, however only a maximum of 40 students is allowed in total. To offer both courses in the Schedule each semester but must be taught as a single class where there is only one instructor, one meeting pattern, and one room, these must share a Relationship (i.e. Linked Sections).

Each class section that belongs to a Relationship will always have different Class Numbers but will always have the same Event ID Numbers generated from CUNYfirst.

**Note:** *This is the same as Combined Sections in PeopleSoft.*

### Creating a Relationship via Section Editor

Relationships can be created between two or more class sections through the Section Editor.

1. Create new class sections or use pre-existing class sections that **do not have any** Meeting Pattern (Days and Times), Room(s) and Instructor(s) attached that will belong to the Relationship.

**If Real-Time Integration is On:** CUNYfirst will then generate a CLASS NBR for the section which will populate in Coursedog. When real-time integration is enabled you *must* first ensure that CLASS NBRs have been created for the sections to be used in the Relationship.

^ ANT 3020 - Anthropology of Business (Undergraduate)

Course Description  
This course is a cross-cultural and historical survey of contemporary global capitalism from an anthropological perspective. Specifi...

COURSE INFO  
COURSE ANALYTICS

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
1929 - 001	Christopher Baum	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1000H
1931 - 002	Not set	Not set			Not set

^ SOC 1005 - Introductory Sociology (Undergraduate)

^ SOC 3020 - Anthropol Of Business (Undergraduate)

Course Description  
Anthropol Of Business

COURSE INFO  
COURSE ANALYTICS

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
1930 - 001	Not set	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1000H
1932 - 002	Not set	Not set			Not set

Help

**If Real-Time Integration is Off:** When real-time integration is not enabled you do *not* first have to confirm CLASS NBRs have been created. Just validate that the class sections have been created and saved in Coursedog.

**Note:** *If Real-Time Integration is Off but Nightly Integration sync is turned On, the CLASS NBR will generate for the Class Sections with CUNYfirst (est. 2:00 a.m. to 3:00 a.m.).*

^ SOC 1005 - Introductory Sociology (Undergraduate) ⚠

Course Description  
This course is a survey of sociological perspectives-particularly social interactionism, functionalism, and conflict L...

COURSE INFO  
COURSE ANALYTICS

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
⚠ 001	Carla Bellamy	Mo and Fr	4:10 PM	5:25 PM	BAR01 - A-1303
⚠ 002	Not set	Not set			Not set

^ SOC 3030 - Changing Demographic (Undergraduate) ⚠

Course Description  
This course focuses on the meaning, causes, and impacts of demographic transforms on socially and spatially defi...

COURSE INFO  
COURSE ANALYTICS

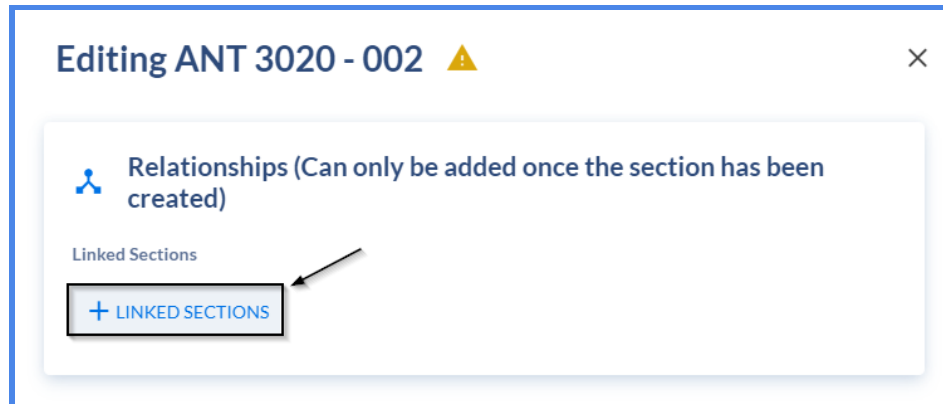
+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
⚠ 001	Not set	Not set			Not set
⚠ 002	Not set	Not set			Not set

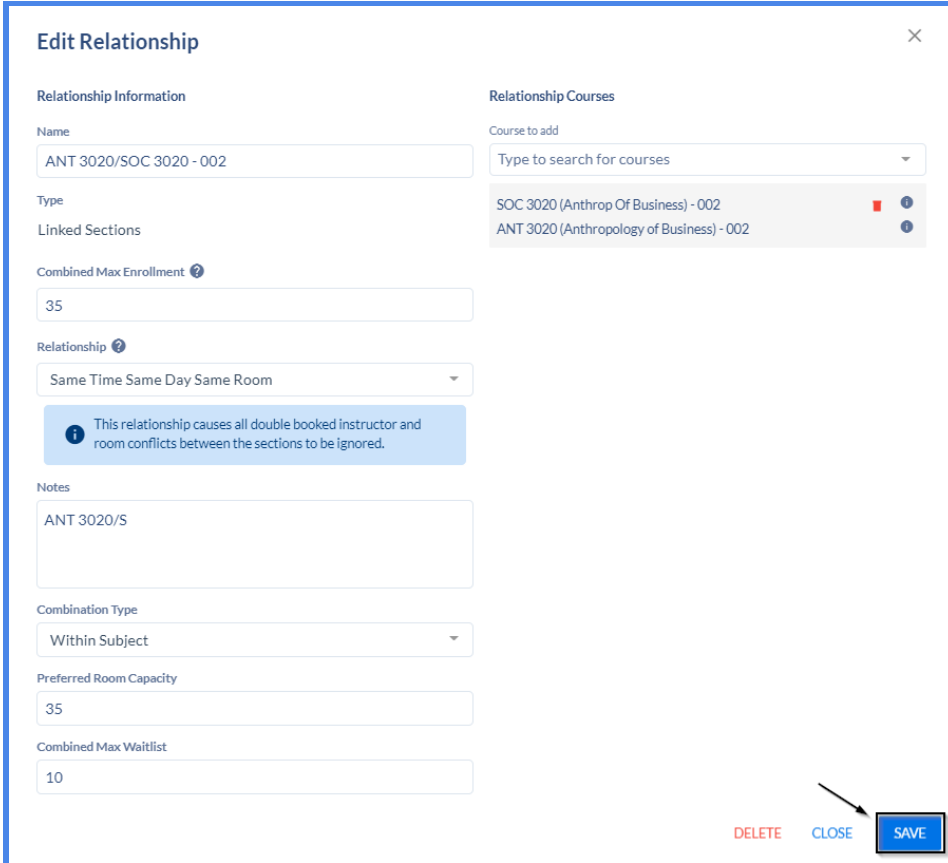
Help

**Note:** *All class sections that will share a Relationship must have the same Enrollment Capacity at the class section level (i.e. **Enrollment Settings** card).*

- After you have created the class sections, open one of the class sections that was created or pre-existing class sections and go to the “**Relationships**” card. From there, click on the “**+ LINKED SECTIONS**” button.



- A window will pop up, complete all relevant fields to create the Relationship (see below for each field and its definition). Afterwards, click the “**Save**” button and it will create the relationship between the class sections you have linked.



**Field Names:**

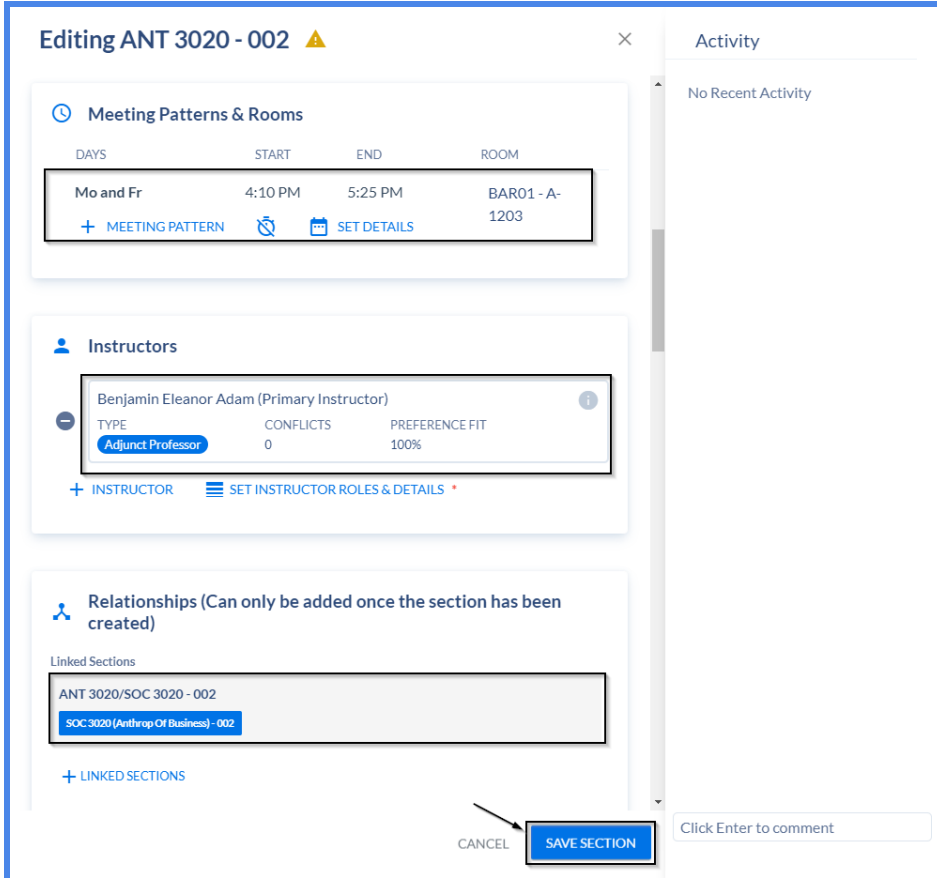
- **“Name”**: Name of the Relationship
- **“Combined Max enrollment”**: The overall max enrollment for all the class sections you will link (i.e. If SOC 100 and ANT 100 are linked and they have a Combined Max enrollment of 30, the max number of students that can be enrolled to these linked sections is 30).
  - If the Combined Max Enrollment sum is not set, the value will be defined as the sum of the max enrollments of all sections in the relationship.
- **“Combination Type”**: Select ‘Within Subject’, ‘Cross Subject’, or ‘Both’
- **“Combined Max Waitlist”**: The max number of students to be placed on the waitlist for the linked sections once the class is fully enrolled.
- **“Preferred Room Capacity”**: The desired facility with the specific room capacity you want the linked sections to be assigned to.
- **“Notes”**: For Linked Sections only
- **“Courses to add”**: Type in the Course(s) (Subject + Code) you want to link and select it
- **“Sections to add”**: Once a Course has been selected, click on the dropdown and select the Class Section number(s) you would like to link
  - When adding sections to the relationship be sure to select the '+' button. Otherwise, the relationship will not be built.

**Relationship Options:**

<p><b>Same Time, Same Day, And Same Room</b></p>	<p>This is also known as a Shared Space or taught together relationship. These sections are supposed to be taught at the same time and day, and in the same room.</p> <p>With this relationship all Double Booked Instructor and Double Booked Room conflicts will be ignored.</p>
<p><b>No Relationship</b></p>	<p>If a user wants to combine two sections that have different meeting patterns, they must set the "Relationship Type" to "No Relationship," which is the same as setting the "Skip Meeting Pattern Edit Flag" to "Y" in Peoplesoft.</p> <p>If this is not done, the relationship will not be able to be created in Peoplesoft.</p>

**Note:** See [Section Editor Field Mappings](#) for a mapping of Coursedog Relationship fields to the CUNYfirst Combined Sections table to aid in completion.

- Once the Relationship has been created between the class sections, the user may now go to the “**Meeting Patterns & Rooms**” card to add in Days/Times and Room and go to the “**Instructors**” card to add the Instructor(s) who will be teaching both of the linked sections. Afterwards click on the “**SAVE SECTION**” button.



The screenshot shows a web interface for editing a section titled "Editing ANT 3020 - 002". The interface is divided into three main sections:

- Meeting Patterns & Rooms:** A table with columns for DAYS, START, END, and ROOM. One entry is shown: "Mo and Fr" with a start time of "4:10 PM", an end time of "5:25 PM", and a room of "BAR01 - A-1203". Below the table are buttons for "+ MEETING PATTERN", a calendar icon, and "SET DETAILS".
- Instructors:** A section showing "Benjamin Eleanor Adam (Primary Instructor)". Below the name is a table with columns for TYPE, CONFLICTS, and PREFERENCE FIT. The TYPE is "Adjunct Professor", CONFLICTS is "0", and PREFERENCE FIT is "100%". Below the table are buttons for "+ INSTRUCTOR" and "SET INSTRUCTOR ROLES & DETAILS".
- Relationships (Can only be added once the section has been created):** A section titled "Linked Sections" showing two linked sections: "ANT 3020/SOC 3020 - 002" and "SOC 3020 (Anthrop Of Business) - 002". Below the list is a button for "+ LINKED SECTIONS".

At the bottom of the interface, there are three buttons: "CANCEL", "SAVE SECTION", and "Click Enter to comment". An arrow points to the "SAVE SECTION" button.

- A window will pop up and tell the users that there is a Relationship Conflict. This is the normal behavior as you are linking this section to another section that does not have the same Times/Days and/or Room attached. Click the “**SAVE SECTION**” button to continue.

### Section Conflicts ×

 Relationship Conflict (1)

This section is violating the **Same Time Same Day Same Room** relationship it has with SOC 3020 - 002.

---

SAVE SECTION

*If Real-Time Integration is On: The Class Section and its Relationship with its linked section will sync into CUNYfirst and the rule violation will disappear.*

### Editing ANT 3020 - 002 ×

#### General Information

<p><b>Class Section</b> <span style="color: red; font-weight: bold;">required</span></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="002"/> <p style="font-size: small; color: green; text-align: right;">3 characters (4 allowed)</p>	<p><b>Component</b> <span style="color: red; font-weight: bold;">required</span></p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> <span>Lecture</span> <span>▼</span> </div>
<p><b>Event Id</b> <span style="font-size: x-small; color: blue;">?</span></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="001180607"/>	<p><b>Class Number</b> <span style="font-size: x-small; color: blue;">?</span></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="1931"/>

**Note:** In Coursedog User Interface, if the user added the Instructor, Times/Days and Room, only the Times/Days and Room will carry over. However, the instructor is still carried over to the other linked section and is shown through CUNYfirst. After nightly sync, the Coursedog User Interface will show the Instructor automatically carried over to the other class section that it is linked to.

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
1929 - 001	Christopher Baum	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1000H
1931 - 002	Benjamin Eleanor Adam	Mo and Fr	4:10 PM	5:25 PM	BAR01 - A-1203

▼ COM 1013 - Public Speaking (Undergraduate) ⚠️ -  
 ▼ ENG 100 - Basic Writing I (Undergraduate) ⚠️  
 ▼ HIS 1000 - Themes in American History (Undergraduate)  
 ▼ HIS 2022 - Europe In 18th Cent (Undergraduate) ⚠️  
 ▼ SOC 1005 - Introductory Sociology (Undergraduate)  
 ▲ SOC 3020 - Anthrop Of Business (Undergraduate)

Course Description  
 Anthrop Of Business

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
1930 - 001	Not set	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1000H
1932 - 002	Not set	Mo and Fr	4:10 PM	5:25 PM	BAR01 - A-1203

ⓘ Help

Course Description  
 This course is a cross-cultural and historical survey of contemporary global capitalism from an anthropological pe...

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
1929 - 001	Christopher Baum	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1000H
1931 - 002	Benjamin Eleanor Adam	Mo and Fr	4:10 PM	5:25 PM	BAR01 - A-1203

▼ SOC 1005 - Introductory Sociology (Undergraduate)  
 ▲ SOC 3020 - Anthrop Of Business (Undergraduate)

Course Description  
 Anthrop Of Business

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
1930 - 001	Christopher Baum	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1000H
1932 - 002	Benjamin Eleanor Adam	Mo and Fr	4:10 PM	5:25 PM	BAR01 - A-1203

ⓘ Help

**If Real-Time Integration is Off:** Confirm that the class section was saved and it has the Days/Time and Instructor added. The Rule Violation of **'Same Time Same Day Same Room relationship'** will still appear, however, after the nightly sync the Class Number and Event ID number will generate for the class section and the Days/Times and Instructor will carry over to its linked section and the rule violation will disappear and this will generate the Class Number and the Event ID Number via CUNYfirst.

## Editing SOC 1005 - 002 ✕

⚠ This section is violating the **Same Time Same Day Same Room** relationship it has with SOC 3030 - 002.

### ☰ General Information

**Class Section** required

3 characters (4 allowed)

**Component** required

Lecture
▼

**Event Id** ?

—

**Class Number** ?

—

^ SOC 1005 - Introductory Sociology (Undergraduate) ⚠

Course Description: This course is a survey of sociological perspectives-particularly social interactionism, functionalism, and conflict t...

[⚙ COURSE INFO](#)  
[i COURSE ANALYTICS](#)

+ SECTION

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
<span style="color: orange;">⚠</span> 001	Carla Bellamy	Mo and Fr	4:10 PM	5:25 PM	BAR01 - A-1303
<span style="color: orange;">⚠</span> 002	Christopher Baum	Tu and Th	7:30 PM	8:45 PM	BAR01 - A-1303

^ SOC 3030 - Changing Demographic (Undergraduate) ⚠

Course Description: This course focuses on the meaning, causes, and impacts of demographic transforms on socially and spatially defi...

[⚙ COURSE INFO](#)  
[i COURSE ANALYTICS](#)

+ SECTION

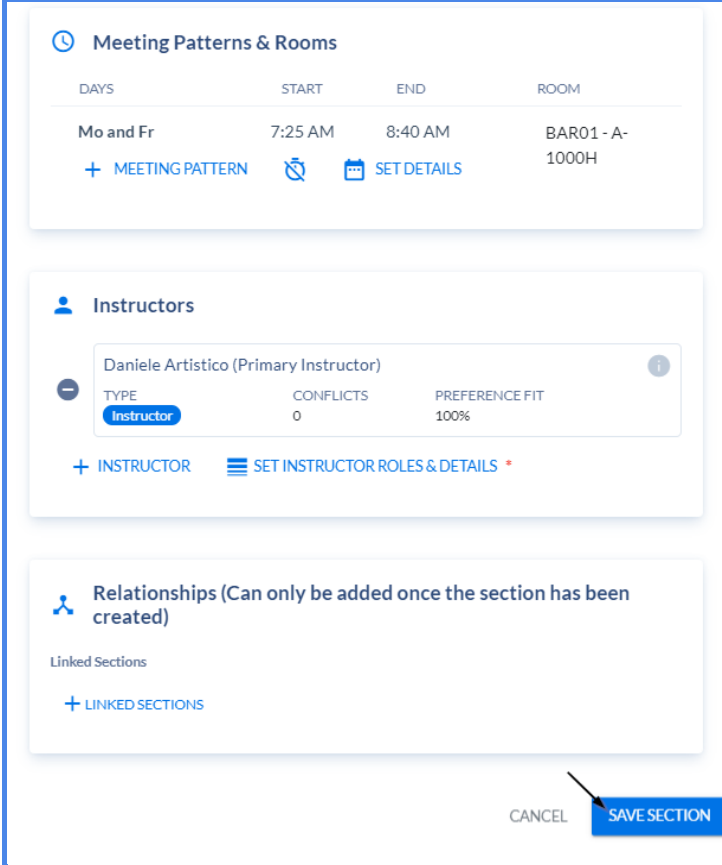
SECTION	INSTRUCTORS	DAYS	START	END	ROOM
<span style="color: orange;">⚠</span> 001	Not set	Not set			Not set
<span style="color: orange;">⚠</span> 002	Not set	Not set			Not set

Help





## Deleting a Linked Section Relationship

1. Open an existing class section and go to the Relationship card and select the Relationship that is attached to the section. Once you land on the Edit Relationship window, click on the red delete button within the relationship. Afterwards click on the **“SAVE”** button.
2. Once you click on Save, click on the **“SAVE SECTION”** button.




**Meeting Patterns & Rooms**


DAYS	START	END	ROOM
Mo and Fr	7:25 AM	8:40 AM	BAR01 - A-1000H

+ MEETING PATTERN   SET DETAILS

**Instructors**

Daniele Artistico (Primary Instructor) 


TYPE	CONFLICTS	PREFERENCE FIT
Instructor	0	100%

+ INSTRUCTOR  SET INSTRUCTOR ROLES & DETAILS \*

**Relationships (Can only be added once the section has been created)**

Linked Sections


+ LINKED SECTIONS

CANCEL  **SAVE SECTION**

**Note:** If you delete a linked section, the relationship will be deleted for the section and the sibling automatically. For example, if BIO1300 - 001 and BIO2200 - 001 are linked, and you delete the relationship from the BIO1300 - 001 Section Editor - it will automatically be deleted for BIO2200 - 001.

## Configuring Enrollment Settings

Enrollment settings can be found on this card in the section editor:

 **Enrollment Settings**


<p><b>Enrollment Capacity</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="35"/>	<p><b>Wait list Capacity</b></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="Set Waitlist Capacity"/>
<p><b>Minimum Enrollment</b></p> <p>—</p>	
<p><b>Enrollment Total</b> <span style="font-size: small;">?</span></p> <p>—</p>	<p><b>Waitlist Total</b> <span style="font-size: small;">?</span></p> <input style="width: 90%; border: 1px solid #ccc; padding: 5px;" type="text" value="Not Set"/>
<p><b>Auto Enroll from Wait List</b></p> <div style="display: flex; gap: 10px;"> <input checked="" type="button" value="YES"/> <input type="button" value="NO"/> </div>	<p><b>Cancel if Student Enrolled</b></p> <div style="display: flex; gap: 10px;"> <input type="button" value="YES"/> <input type="button" value="NO"/> </div>


Here you can set an enrollment capacity, a waitlist capacity, and a minimum enrollment for the section. Please note that if there is not a custom rule to have preferred room capacity always be greater than enrollment capacity, then the system will not enforce it. In order to inform these decisions, it may be helpful to look at historical demand data.

Historical course demand can be found in the dropdown menu of each course:

^ TAX9930 **Real Estate Taxation** ⚠

**Course Description**  
The course will begin with an introduction to selected basic federal income tax topics. It will t...

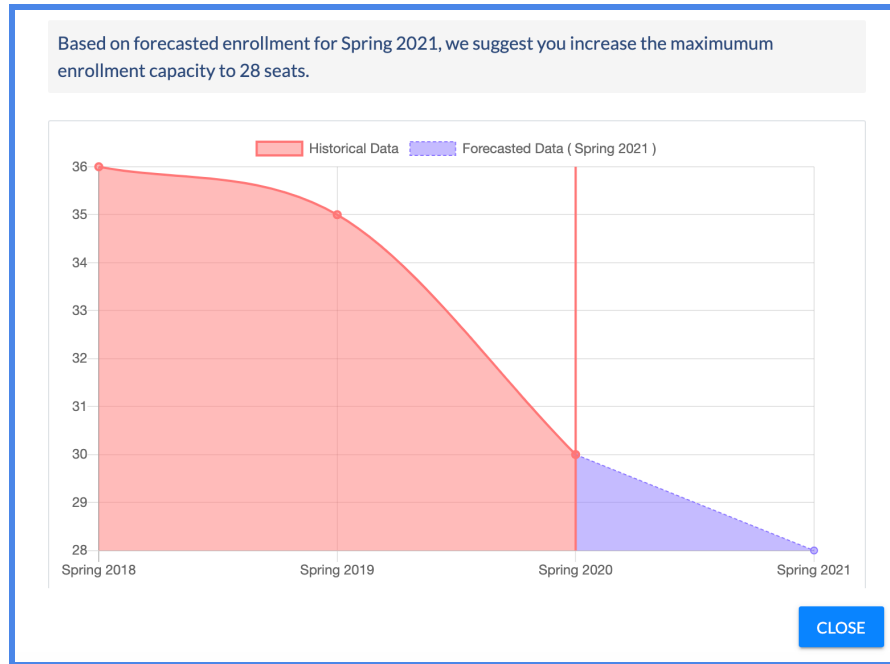
 [COURSE INFO](#)

 [COURSE ANALYTICS](#)

+ SECTION

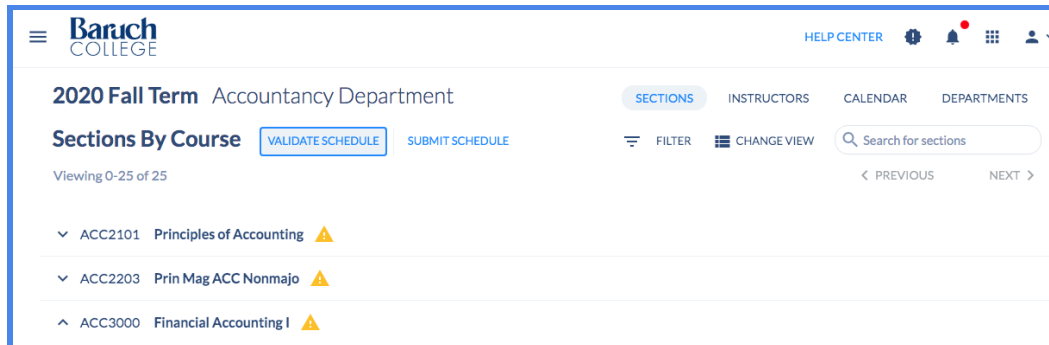
SECTION	INSTRUCTORS	DAYS	START	END	ROOM
43070 - FTRA	Steven Goldberg	Tu and Th	4:10 PM	5:25 PM	Not set
36479 - NTA	Not set	Tu	2:30 PM	5:25 PM	Not set

And historical section demand can be viewed by hovering over the section and clicking “View Section Demand Analytics”. Each will cause a modal with historical and forecasted data to display:



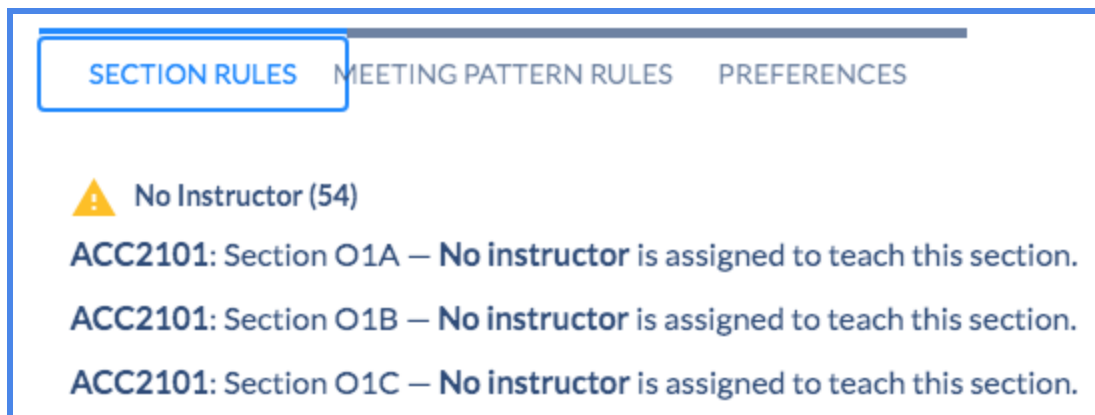
## Validating the Schedule

To validate that the schedule you have created is not in violation of any rules being imposed by the Coursedog system, click on the “**Validate Schedule**” button at the top of the “Section Editor” tab:



This action will cause a modal to display which will show three types of conflicts. Please note that unless there is a rule to ignore cancelled sections, cancelled sections will be assessed for conflicts:

- 1) **Section Rules** are conflicts that violate hard rules in the system such as “no instructor assigned” or “double booked room.” These violations must be resolved before you submit your schedule.




- 2) **Meeting pattern rules** are violated when your schedule is not distributed enough according to the guidelines set up by system administrators. In order to resolve these conflicts you may have to change time assignments for various sections:

SECTION RULES	MEETING PATTERN RULES	PREFERENCES
		RATIO
		CONTAINED
✓ Meeting Pattern Rule 1		0/ 108
A maximum of 2% of sections can be scheduled within the following time ranges: Su, Mo, Tu, We, Th, Fr, and Sa from 8:00 AM to 10:00 AM		
✓ Meeting Pattern Rule 2		1/ 108
A maximum of 2% of sections can be scheduled within the following time ranges: Su, Mo, Tu, We, Th, Fr, and Sa from 10:00 AM to 12:00 PM		

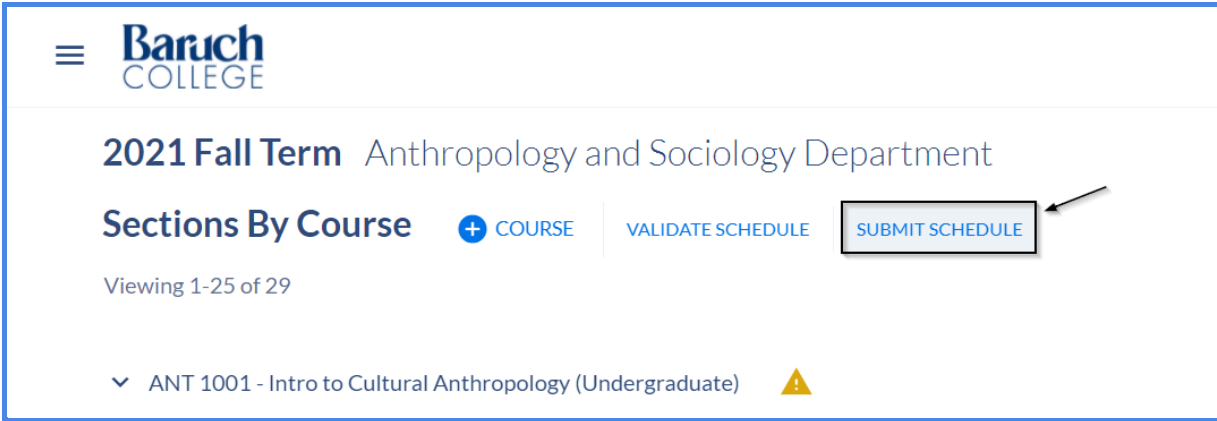
- 3) **Preferences** shows you a list of all section & instructor preferences that are being violated.

*Note: Instructor preferences are not relevant for this go-live, and thus there should be no instructor preference violations in the system.*

SECTION RULES	MEETING PATTERN RULES	PREFERENCES
 <b>Preferred Room Features Conflict (3)</b>		
ACC2101: Section OSA – BAR01 - A-1220 does not have this section's preferred room features.		
ACC2101: Section OWSS – BAR01 - A-1001 does not have this section's preferred room features.		
ACC3000: Section HTRA – BAR01 - A-1000E does not have this section's preferred room features.		

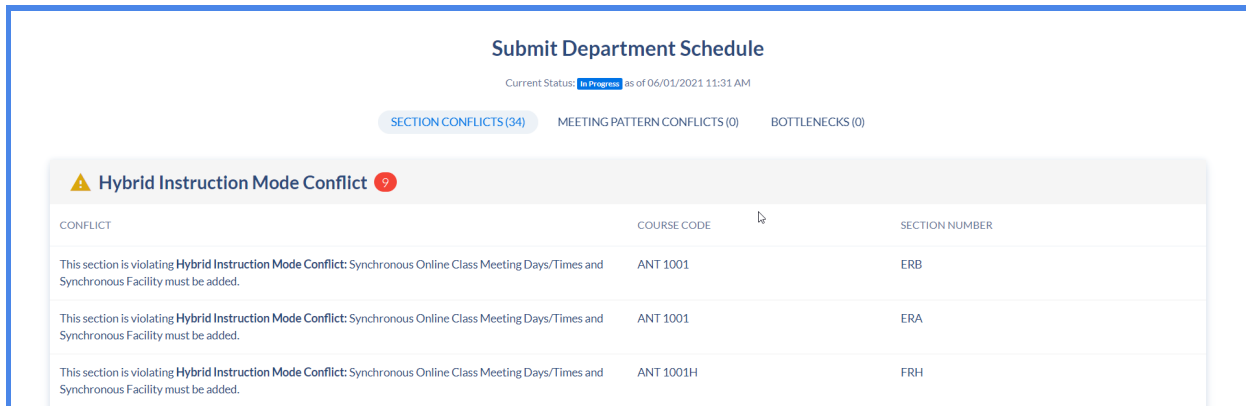
## Submitting the Schedule

Once you are ready to submit your schedule, click the **“SUBMIT SCHEDULE”** button at the top of the section editor:



The screenshot shows the Baruch College interface for the 2021 Fall Term Anthropology and Sociology Department. It features a navigation menu, a title bar, and a main content area with buttons for 'SECTIONS BY COURSE', '+ COURSE', 'VALIDATE SCHEDULE', and 'SUBMIT SCHEDULE'. The 'SUBMIT SCHEDULE' button is highlighted with a red box and an arrow. Below the buttons, it shows 'Viewing 1-25 of 29' and a dropdown menu for 'ANT 1001 - Intro to Cultural Anthropology (Undergraduate)' with a warning icon.

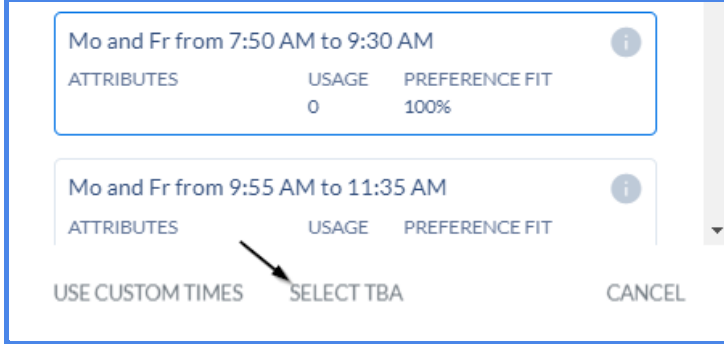
This will open a page that will show you all conflicts. If you cannot resolve a conflict, or feel it should be void, you can submit a “rule exception request” which will need to be approved by relevant system administrators. Schedules can only be submitted after all conflicts have been resolved and all rule exception requests have been approved.




The screenshot shows the 'Submit Department Schedule' page with a current status of 'In Progress' as of 06/01/2021 11:31 AM. It displays three categories: SECTION CONFLICTS (34), MEETING PATTERN CONFLICTS (0), and BOTTLENECKS (0). A table titled 'Hybrid Instruction Mode Conflict' shows three rows of conflicts for course ANT 1001.


CONFLICT	COURSE CODE	SECTION NUMBER
This section is violating Hybrid Instruction Mode Conflict: Synchronous Online Class Meeting Days/Times and Synchronous Facility must be added.	ANT 1001	ERB
This section is violating Hybrid Instruction Mode Conflict: Synchronous Online Class Meeting Days/Times and Synchronous Facility must be added.	ANT 1001	ERA
This section is violating Hybrid Instruction Mode Conflict: Synchronous Online Class Meeting Days/Times and Synchronous Facility must be added.	ANT 1001H	FRH

**Note:** If you are submitting class sections that do not have times or days associated with the class section yet, select TBA in order for the Rule Violation to disappear and to allow you to submit the schedule.



Mo and Fr from 7:50 AM to 9:30 AM			
ATTRIBUTES	USAGE	PREFERENCE FIT	
	0	100%	

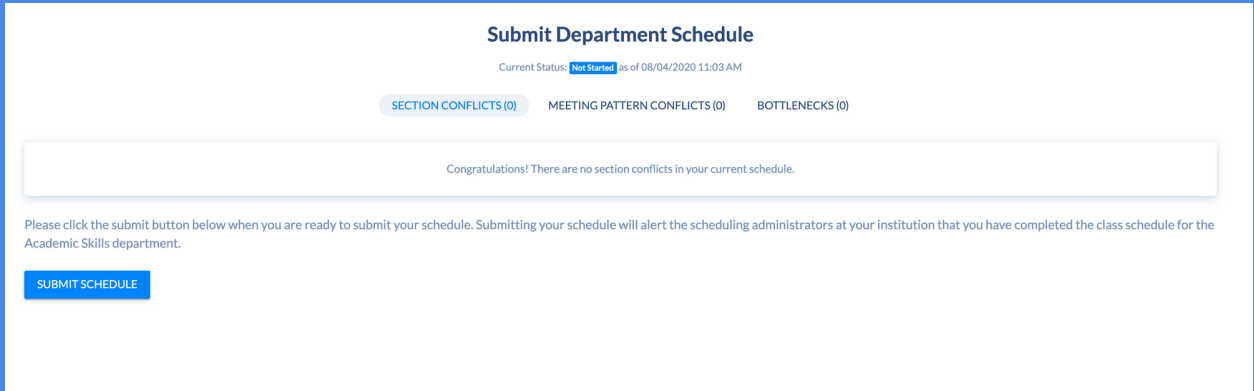
  

Mo and Fr from 9:55 AM to 11:35 AM			
ATTRIBUTES	USAGE	PREFERENCE FIT	
	0	100%	

USE CUSTOM TIMES    **SELECT TBA**    CANCEL

*You will be able to submit the schedule even if a course does not have an associated section. Be sure to confirm that all courses that should be scheduled have an associated section.*

*Submitting the department schedule in Coursedog does not send data to Peoplesoft. It is only used as a Coursedog flag to indicate to internal users if scheduling is complete:*



### Submit Department Schedule

Current Status: Not Started as of 08/04/2020 11:03 AM

SECTION CONFLICTS (0)
MEETING PATTERN CONFLICTS (0)
BOTTLENECKS (0)

Congratulations! There are no section conflicts in your current schedule.

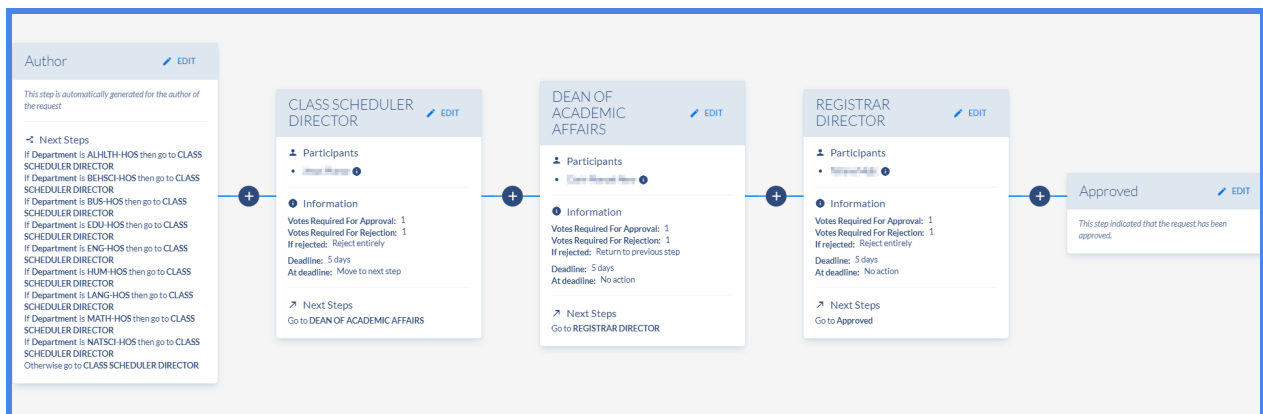
Please click the submit button below when you are ready to submit your schedule. Submitting your schedule will alert the scheduling administrators at your institution that you have completed the class schedule for the Academic Skills department.

SUBMIT SCHEDULE

## Submitting After the Fact Change Requests

Once Scheduling is finalized (about 95% complete and updated in CUNYfirst), **Department Schedulers** will then be permitted to submit requests for any additional changes to the schedule, including adding additional class sections for a course offered in the upcoming term.

Once a request (editing a class section/adding a new class section) is made, it will go through an approval workflow. The Author (Initiator/Department Scheduler) who had made the request will receive email notifications on the progress of their requests (i.e. Approved, Rejected, Suspended etc.).



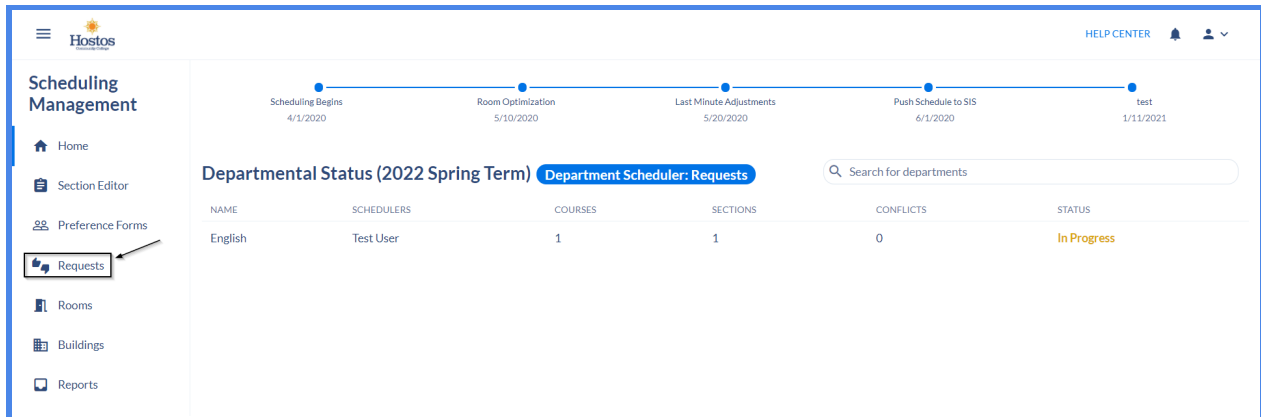
**Note:** All approval workflows are based on the business process that the institution utilizes during their Scheduling Cycle. Please consult with your local scheduling office (Registrar, Class Scheduling Office etc..) for more information. Any changes to an approval workflow must be addressed with the Office of University Registrar in consultation with the campus scheduling office to make those changes.

The examples shown below of “How to make Requests” are from a Department Scheduler view.

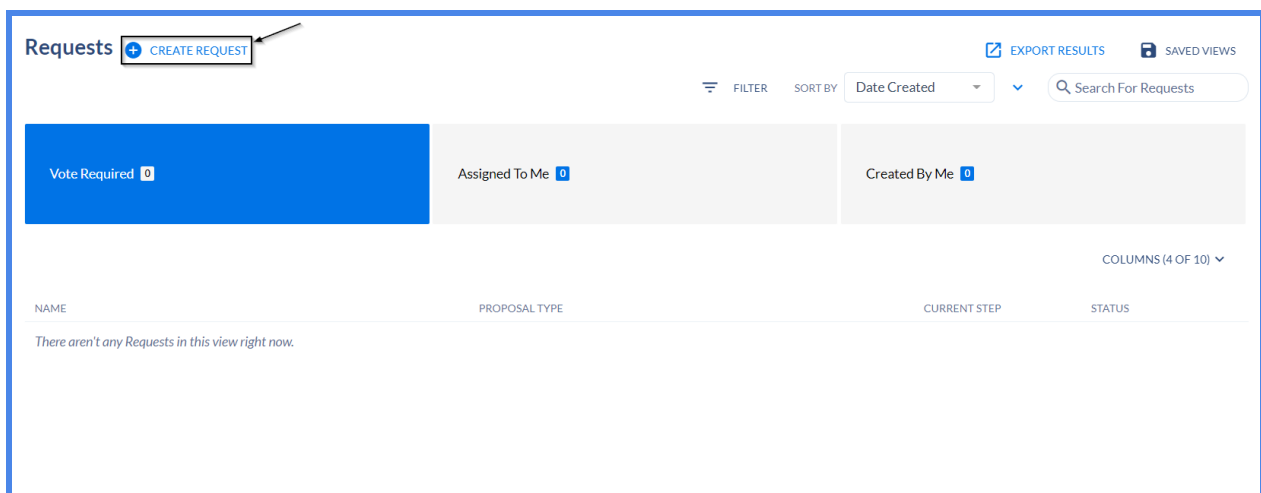


## How to make Requests

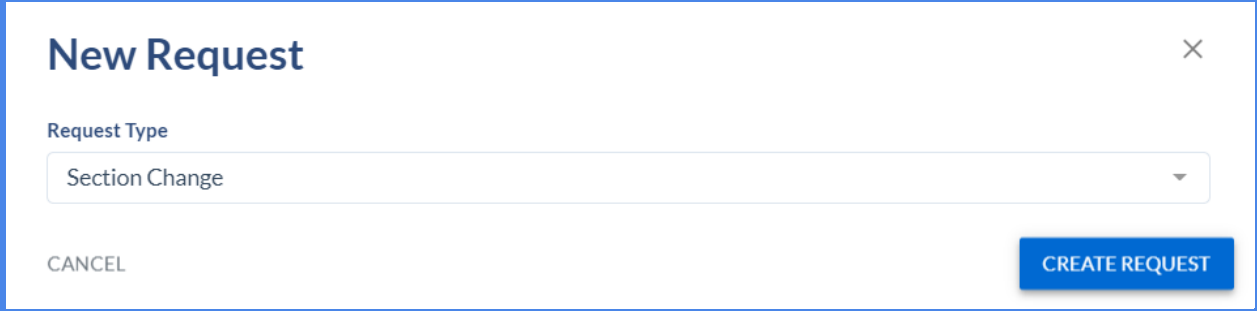
1. Click on Requests or Select Request from the home page located on the left-hand side of the screen.



2. On the Requests page, select the “+ CREATE REQUEST” button.
  - a. On this page you are able to view all your requests under “Created By Me”
  - b. “Vote Required” and “Assigned To Me” **only apply to those participants** in the Approval Workflow



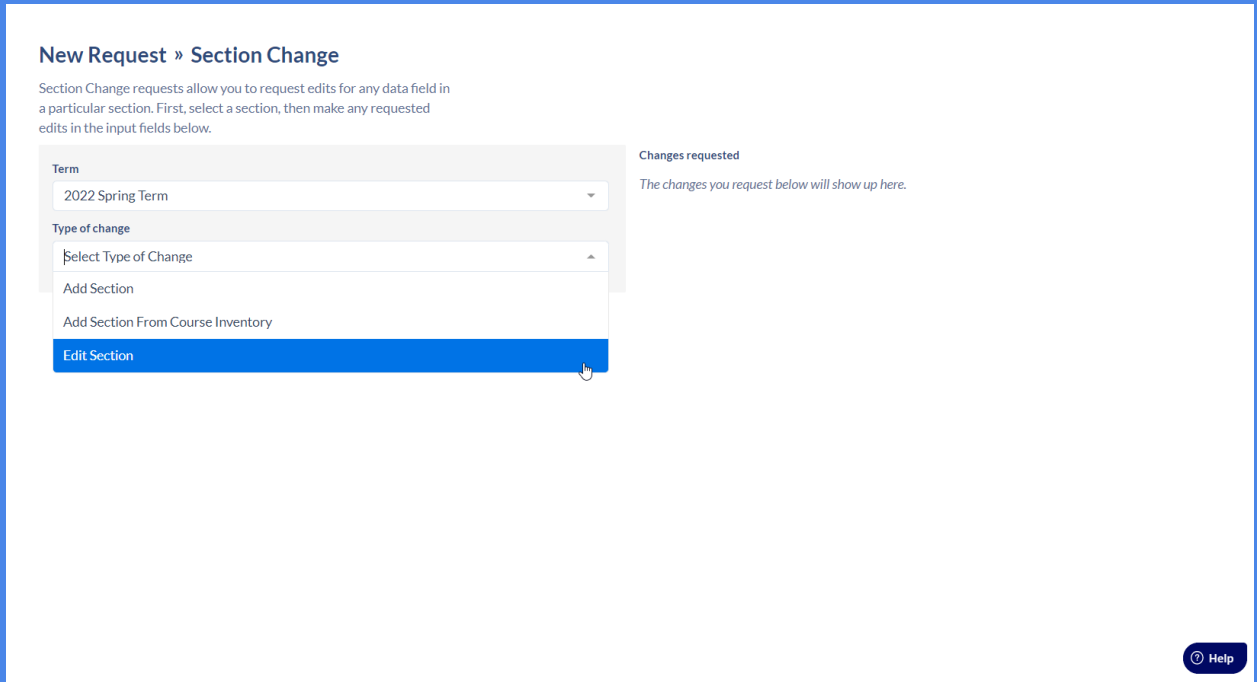
3. A window will open asking you to select a request type. Click on the dropdown menu and click on “*Section Change*” and click on the “**CREATE REQUEST**” button.



4. By default, the term that is displayed depends on which term the user is displaying. You may select a different term (if applicable).

Under the “Type of Change” field, select the dropdown and click on what change that is being requested;

- a. **Add Section** - Request to add a new class section from an existing course in the term that is selected.
- b. **Add Section from Course Inventory** - Request to add a new course and its class section in the term that is selected.
- c. **Edit Section** - Request to edit an existing class section in the term that is selected.



- Once you select the type of change, select from the dropdown for the necessary fields (i.e. Course and Class Section etc...) and fill in the “Reason for Request” field to record why you are making the request.

### New Request » Section Change

Section Change requests allow you to request edits for any data field in a particular section. First, select a section, then make any requested edits in the input fields below.

**Term**

2022 Spring Term

**Type of change**

Edit Section

**Select a course**      **Which section?**

ENG 101 Writing Skills and Composition      001

**Reason for request \***

Why are you making this request?

START OVER      **SUBMIT REQUEST**

**Changes requested**

The changes you request below will show up here.

- Towards the bottom of the page displays the “*Current Section Information*” where you will specify any changes that you would like to make (if requesting to Edit a Section) or where you will create a new class section (‘*Add Section*’ or ‘*Add Section from Course Inventory*’).

### Current Section Information

This is the section information as it currently stands. Any changes you make will be incorporated into your section change request. After making your changes, you may submit the request for approval.

**General Information**

<b>Class Section</b> <span style="color: red;">required</span>	<b>Component</b> <span style="color: red;">required</span>
001 <small>3 characters (4 allowed)</small>	Lecture
<b>Event Id</b> ⓘ	<b>Class Number</b> ⓘ
001162873	1487
<b>Class Type</b>	<b>Grading Basis</b>
Enrollment Section	GRD - Undergraduate Letter Grades
<b>Class Status</b>	<b>Instruction Mode</b> <span style="color: red;">required</span>
Active	In Person
<b>Campus</b> <span style="color: red;">required</span>	<b>Location</b>
Hostos Community College	MAIN
<b>Academic Org (Scheduling)</b>	
English	
<b>Session</b> <span style="color: red;">required</span>	
Regular Academic Session	
<b>Class Start Date</b>	<b>Class End Date</b>
Jan 28, 2022	May 24, 2022

[Help](#)

**Note:** For making a request to edit existing class sections, the following fields ('Event ID' and 'Class Number') **should not be edited as this is automatically generated from CUNYfirst. Doing so will cause integration issues.**

- Once you make the changes, on the top right side of the screen will display all the changes you made. Select the **"SUBMIT REQUEST"** button and the request will go directly to the associated approval workflow.

### New Request » Section Change

Section Change requests allow you to request edits for any data field in a particular section. First, select a section, then make any requested edits in the input fields below.

**Term**  
2022 Spring Term

**Type of change**  
Edit Section

**Select a course**      **Which section?**  
ENG 101 Writing Skills and Composition      001

**Reason for request \***  
Change Rooms

START OVER      **SUBMIT REQUEST**

**Changes requested**

**Times & Room**  
+ Mo, Tu, We, Th 8:00 AM-9:15 AM Room: HOS01 - A-017G  
- Mo, Tu, We, Th 8:00 AM-9:15 AM Room: HOS01 - A-010

**Student Specific Permissions**  
+ No - Not set

**Cancel if Student Enrolled**  
+ No - Not set

**No textbooks assigned to class**  
+ No - Not set

- Return to the "Requests" page and select *"Created By Me"* to view all requests the user has made, including the Current Step where all the requests are at and as well their Status.

Requests EXPORT RESULTS    SAVED VIEWS

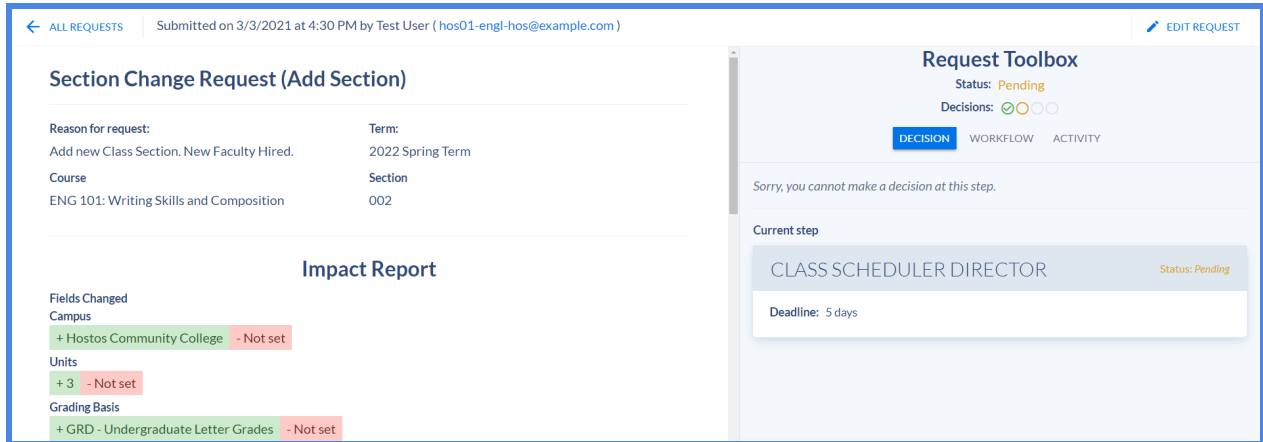
FILTER    SORT BY    Date Created    Search For Requests

Vote Required 0
Assigned To Me 0
Created By Me 3

NAME	PROPOSAL TYPE	CURRENT STEP	STATUS
ENG 101 - 002 Writing Skills and Composition <small>Added 2 minutes ago by Test User</small>	Writing Skills and Composition Section Change	CLASS SCHEDULER DIRECTOR – Pending	Pending
ENG 101 - 001 Writing Skills and Composition <small>Added 8 minutes ago by Test User</small>	Writing Skills and Composition Section Change		Pending
ENG 101 - 001 Writing Skills and Composition <small>Added an hour ago by Test User</small>	Writing Skills and Composition Section Change		Rejected

9. Select a request to view a summary of the request on the left as well as the approval progress of the request on the right under the 'Request Toolbox'.

- 1) **Decision** - Displays the current step where the request has landed, including the Status
- 2) **Workflow** - Displays all participants in the approval process
- 3) **Activity** - Displays the users request being admitted and including the fields that were added/edited. This also includes any comments being made by the user or participants, if typed into the Activity log.



The screenshot shows a web interface for a 'Section Change Request (Add Section)'. The main content area is divided into two sections: 'Reason for request' and 'Impact Report'. The 'Reason for request' section contains a table with the following data:

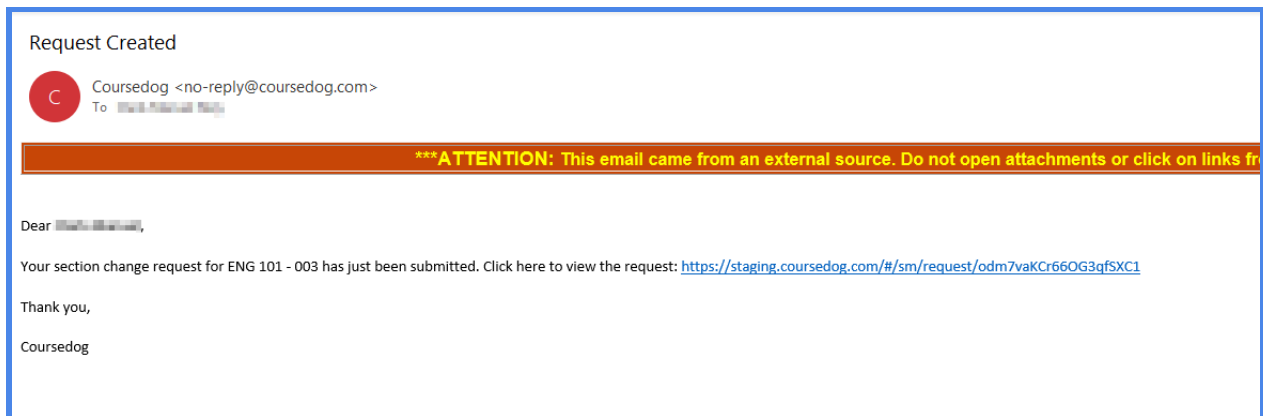
Reason for request:	Term:
Add new Class Section. New Faculty Hired.	2022 Spring Term
Course	Section
ENG 101: Writing Skills and Composition	002

The 'Impact Report' section lists 'Fields Changed' with the following items:

- Campus: + Hostos Community College - Not set
- Units: + 3 - Not set
- Grading Basis: + GRD - Undergraduate Letter Grades - Not set

The 'Request Toolbox' sidebar on the right shows the request status as 'Pending' and includes three tabs: 'DECISION', 'WORKFLOW', and 'ACTIVITY'. The 'DECISION' tab is active, displaying a message: 'Sorry, you cannot make a decision at this step.' Below this, the 'Current step' is identified as 'CLASS SCHEDULER DIRECTOR' with a status of 'Pending' and a 'Deadline: 5 days'.

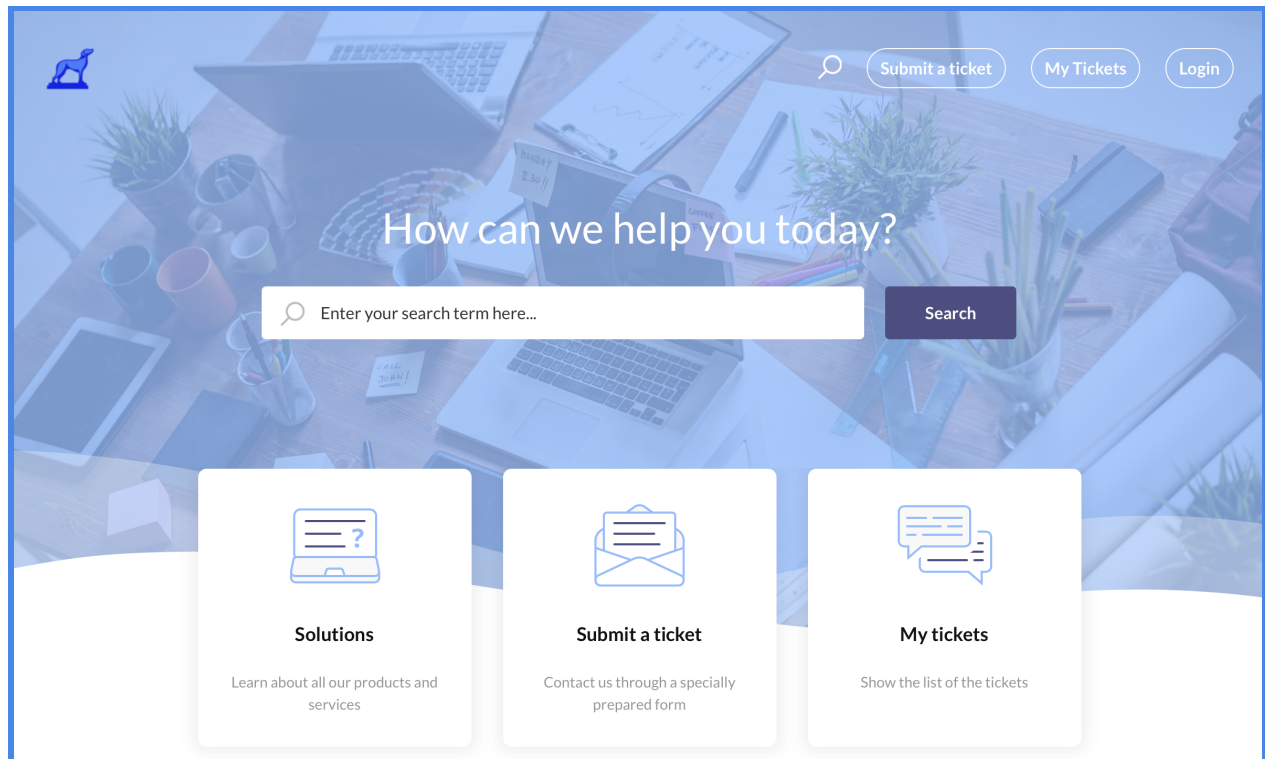
**Note:** Once a Request has been reviewed by all participants in the approval workflow, the user will receive a confirmation email that their request was created and as well another confirmation email to let them know the status of their requests. In order to be navigated to the correct request when you select the link you must be logged into the associated account.



The screenshot shows an email notification titled 'Request Created' from Coursedog. The email header includes the sender's name 'Coursedog <no-reply@coursedog.com>' and a red circular logo. A prominent orange warning banner reads: '\*\*\*ATTENTION: This email came from an external source. Do not open attachments or click on links fr...'. The body of the email addresses the recipient as 'Dear [redacted],'. The main message states: 'Your section change request for ENG 101 - 003 has just been submitted. Click here to view the request: <https://staging.coursedog.com/#/sm/request/odm7vaKCr66OG3qfSXC1>'. The email concludes with 'Thank you, Coursedog'.

# Coursedog Support Model

The Coursedog support center is the best way to answer any questions you have about the Coursedog platform through Articles and Support Tickets.

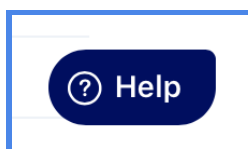


## Level 1 - Solution Articles

If any questions arise when using Coursedog, we recommend reviewing the Freshdesk library of solution articles. We have tons of articles about every topic and feature within Coursedog, so it is likely your question is answered in one of the articles. There are two ways to access these articles:

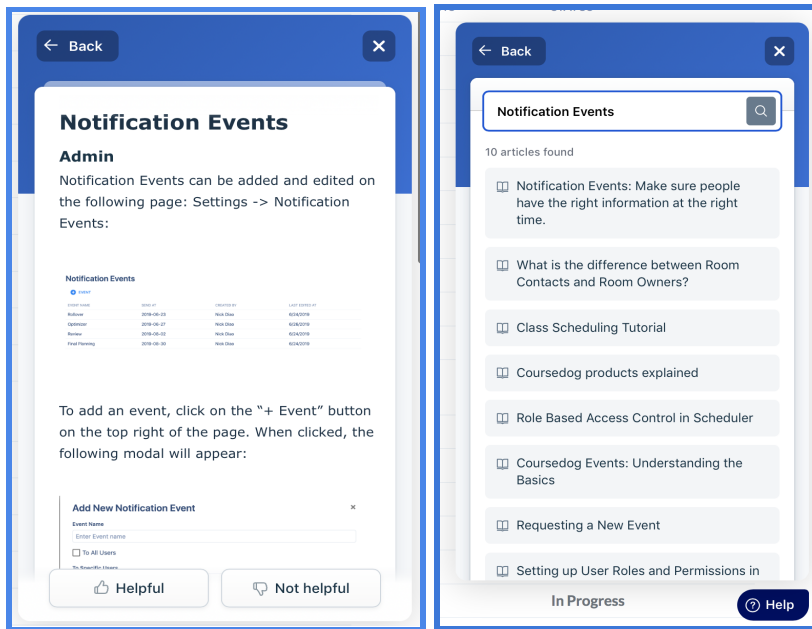
### 1. In Coursedog

No matter where you are within the platform, there is a help button in the bottom right corner that allows you to quickly access support articles while using Coursedog.



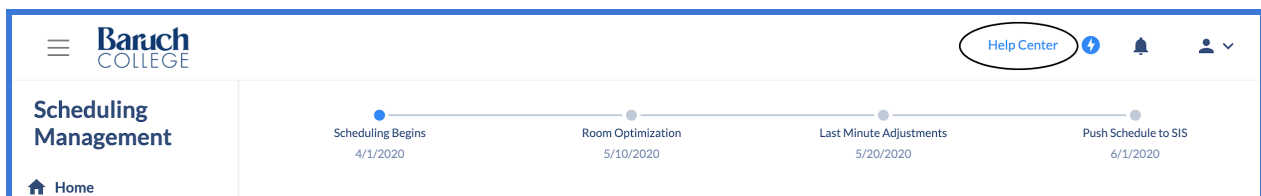
Clicking ‘*Help*’ in the lower right-hand corner will open the help center and allow you to enter the topic or question you are looking to have answered.

From here, you can seamlessly find solutions without ever leaving Coursedog.



## 2. Online Support Center

If you want to easily navigate the support articles by product and category, you can visit the online support center [here](#), or you can select ‘Help Center’ in the upper right corner of Coursedog to navigate to Freshdesk:



From the Freshdesk homepage you can quickly search for a topic or select the 'Solutions' button to access the Knowledge Base where you can see all available articles:

Coursedog > Solution home

### Knowledge base

**Introducing Coursedog**  
If you are a first time Coursedog user, this is the section for you.

**Class Schedule Planning**  
Pencil in some time to review the solutions for the Coursedog Class Scheduling Solution

**Event Schedule Planning**  
Everything you always wanted to know about Coursedog Event Planning but were afraid to ask.

**Curriculum Planning**  
Everything you need to know about Curriculum inside Coursedog is right here!

**Catalog**  
If you utilize the Coursedog solution for your catalog, all the articles you need are right here.

**Technical**  
From SIS to SSO, these articles will get you fully integrated with the Coursedog platform.

**Best Practices**  
Here are some articles that contain best practices for planning and using Coursedog.



## Level 2 - Submitting Support Tickets

If you run into a question that you cannot resolve with the above resources, please contact your Primary Scheduling Campus Admin to assist you with this. See below to view the list of your Scheduling Campus Admin who are the Primary Contact for your Campus.

CAMPUS	NAME	ROLE	EMAIL
BAR01	Deborah Mazzia	Scheduling Campus Admin	deborah.mazzia@baruch.cuny.edu
BCC01	Liyeira Lopez-Friedman	Scheduling Campus Admin	liyeira.lopez-friedman@bcc.cuny.edu
BKL01	Vanessa Ullo	Scheduling Campus Admin	vullo@brooklyn.cuny.edu
BMC01	Meghan Shukla	Scheduling Campus Admin	mcook@bmcc.cuny.edu
CSI01	Susan Massara	Scheduling Campus Admin	susan.massara@csi.cuny.edu
CTY01	Leon Tachauer	Scheduling Campus Admin	ltachauer@ccny.cuny.edu
GRD01	Cheuk Lee	Scheduling Campus Admin	clee2@gc.cuny.edu
GRD01	Paula Fleischer	Scheduling Campus Admin	pfleischer@gc.cuny.edu
HOS01	Sherin Mathew	Scheduling Campus Admin	smathew@hostos.cuny.edu
HTR01	Jennifer Dennington	Scheduling Campus Admin	jdenning@hunter.cuny.edu
JJC01	Brian Cortijo	Scheduling Campus Admin	bcortijo@jjay.cuny.edu
KCC01	Avery Mullen	Scheduling Campus Admin	avery.mullen@kbcc.cuny.edu
LAG01	Derwent Dawkins	Scheduling Campus Admin	ddawkins@lagcc.cuny.edu
LAW01	Sheeja Pillai	Scheduling Campus Admin	sheeja.pillai@mail.law.cuny.edu
LEH01	Milagros Gonzalez-Gallardo	Scheduling Campus Admin	milagros.gallardo@lehman.cuny.edu

MED01	Matthew Casanova	Scheduling Campus Admin	mcasanova@ccny.cuny.edu
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If the Scheduling Campus Admin cannot resolve the issue, they can submit a support ticket to the dedicated Coursedog support team through the Freshdesk Help Center Widget in the bottom right corner of Coursedog.

Once the support team responds to their inquiry they will receive an email with the response. If there is a need for additional clarification, or if the support team has any follow-up questions, the conversation can be continued over email.

Upon submission the CUNY Central Office Support Team is also notified of the CRM.

### Level 3 - CUNY Support

If the Coursedog team is not able to resolve the issue or requires assistance from CUNY OUR/CIS, OUR will open a CRM to triage the CUNYfirst/Coursedog integration issue and resolve the Freshdesk ticket.

**Note:** *Campus users who are live using the Scheduling Management Tool, should always use Freshdesk to open tickets and report issues that are in Production.*

# Appendix

## Daily Digest

In Coursedog, various events trigger email notifications, including notifications for requests awaiting the user's review. Users dealing with large volumes of requests may wish to receive a daily email digest rather than immediate notifications in order to minimize the number of emails received.

In Account settings, users can specify for each product, the desired request workflow notification setting. Navigate to Account Settings by clicking on the person icon on the top right of the application and select 'Account Settings.' Within Account Settings, specify whether you would like to receive immediate email notifications for Request notifications or a daily digest. Note that these settings only apply to email notifications that notify users that a request has reached their step in the workflow.

**Helpful Tip:** If you are a workflow participant, set your notification preferences to 'Daily Digest' to reduce notifications in your email inbox.

### Default Views

Events View App default view

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### Request Email Notification Preferences

PRODUCT	IMMEDIATE	DAILY DIGEST
Scheduling	<input type="radio"/>	<input checked="" type="radio"/>
Events	<input type="radio"/>	<input checked="" type="radio"/>
Curriculum	<input checked="" type="radio"/>	<input type="radio"/>
Catalog	<input checked="" type="radio"/>	<input type="radio"/>