How to Submit a Course Substitution Request

Prerequisite: All Advisors/Department Chairs/Requesters will need to submit a Course Substitution Request Access Form to obtain approval from the Registrar’s office prior to accessing the portal. Once the Registrar has approved your access, you will receive an email confirming your user account along with a link to the user guide.

Note: This guide is intended for Advisors and Departments.
Note: You must be connected to Global Protect vpn-groups to access the portal. Click for Global Protect/KSU VPN instructions.

1. Log in to owlexpress.kennesaw.edu.

2. Click the Advisor Services tab.

3. Click the Course Substitution Portal link.

4. Log in with Duo Authentication.

5. The course substitution portal will launch.
   Click to learn how to navigate the course substitution portal.

Note: You can work with multiple Course Substitution browser tabs open at once.
6. On the left menu, click Advisor Dashboard or Department Dashboard.
7. On your dashboard, click Submit New Request.

8. The Course Substitution Form will load. Enter the student’s KSU ID number and click Search.

Note: If you enter the wrong student ID number, you can re-enter the number and click Search. The system will take a moment to refresh with the new student data.

Note: Click the information symbol for guidelines.

9. The form will load the student information.

   a. After entering the KSU ID number, the Major/Certificate field will populate. If the student has multiple Majors/Certificates, please select the one which applies to the request.
b. Displays the Student Name, KSUID, Major and Petition to Graduate for the KSUID entered.

c. Displays a detailed list of Transferred In Courses by Institution including the Subject, Course#, Course Title, Credit, Grade, and corresponding KSU course(s).

d. Displays a detailed list of completed or registered for KSU courses including Term, CRN#, Subject, Course, Course Title, Credit and Grade received.

10. Validate the Major/Certificate field. If the student has multiple majors/certificates, use the dropdown menu to select the one that applies to the request.

11. Scroll down and click Add to add a new course to substitute (transaction). After clicking Add, the course transaction fields will load. You can add multiple transactions.

12. Complete the fields for the course request.

Note: Substitutions requiring approval on an individual basis will display course to course. Other options allow multiple approvals into a specified degree area; e.g. Related Studies option will allow up to 7 entries toward that area.
a. **Option:** From the Options dropdown, select the appropriate Option. The Option is used to identify the specific degree area of the proposed substitution or to request a review of the transfer equivalency for a course.

**Note:** Always use the Transfer Equivalency Review option to recommend to the Department Chair and Registrar a change of the Banner transfer database. Changes to the transfer database will update the articulation of credit on a permanent basis.

**Note:** If you choose **Minor** from the Option drop down list, a new field will appear to select the Minor for the course substitution request.

![Courses to Substitute](image)

**Note:** If you choose **Double Owl** from the Option dropdown list, a new field will appear to describe the Pathway.

![Courses to Substitute](image)

b. **Substitute:** Provides a list of courses from the student’s academic history and/or transfer courses. From the dropdown menu, select the course you are substituting.

**Note:** For 2-for-1 substitution, select the two courses from the substitute dropdown menu, and select one course for the KSU requirement/course dropdown menu.

**Note:** In the rare instance a 1-for-2 substitution is needed, submit two separate requests, and add comments referencing both.
c. **KSU Requirement/Course**: This field provides a list of KSU courses to which the substitution could be applied. In the dropdown menu, select a KSU course.

d. **Course description**: The description is generally optional, but it is **required** if you are submitting a *Transfer Equivalency Review* request. Use the [Link to Course Description Search](#) (Transfer Evaluation System - TES) to copy and paste the course description. TES requires a sign-in for usage. To request TES access, email registrar@kennesaw.edu and include your first and last name, KSU email address, title and department.

e. **Rationale/Comments (required)**: Write a rationale for the substitution request.

f. **Attachments**: Add attachments (i.e., syllabus) to the request.

g. **Remove**: Click into the course substitution request you want to remove and click Remove.

h. **Add**: Click to add another course substitution request.

13. Click the **Submit** button to continue.

14. The Course Substitution Request Summary page appears. For each request, the *Substitute This Course* information will be displayed first, and directly below it, the *For Kennesaw State University Course* information will be displayed. Review the information and any attachments and click **Confirm** to continue processing; click **Back** to make changes before submitting; click **Cancel** to exit the screen.
15. Click **Confirm**.

16. A confirmation message will display. Click **OK**.

17. Once your request has been submitted, a Transaction# will be assigned, and you will be returned to the dashboard. Refresh the page, and you will see your submitted request(s) listed in **My Pending Requests** with a Transaction# (############). The student will receive a confirmation email stating the course substitution request has been submitted.

**Note:** If you realize you just submitted a request with errors, you can cancel or correct the request if the department has not approved the request (see How to Edit or Cancel a Request section below).

**Note:** There will be two rows with the same transaction number for a 2 for 1 request:
How to Edit or Cancel a Request

Edit a request:
1. Right click the request transaction number located on your dashboard and select Edit Request.

2. Once the Request displays, make the necessary edits.

3. In the Comments/Reason for editing your request field, enter the reason for the edit.

4. Click Submit.

5. Click Confirm.
Cancel a request:
1. Right click the Transaction# located on your dashboard and select **Cancel Request**.

![Image of Cancel Request option]

2. In **Comments**, enter the reason for the cancellation.
3. Click **Confirm Cancellation**. This will change the status to Cancelled and remove the request from the My Pending Requests view.
How to Track a Course Substitution Request

The Course Substitution portal allows you to view your pending requests, approved/denied requests, and all student requests.

Course Substitution Request Statues:

1. On the left menu in the course substitution portal, click Advisor Dashboard or Department Dashboard.
2. Locate your request and review:
   - For a quick view of the request approval status, find your request within the applicable view tab and locate the status columns (Department Status: Subject Approver/Major Approver and Registrar Status) to see the approval decision.

   ![Course Substitution Portal Screenshot]

   - For a detailed view of the request, find your request and click the Transaction# to view request details and review a request record.
3. After clicking the Transaction#, the Course Substitution Request details page will open:

- **Status bar**: View the status of the request as indicated by the circles on the status bar. You may have vacillating statuses if a request is sent back to the department, submitter, or registrar, as the statuses are relative to the request.
- **Substitution request Transaction# details**: This area displays the request information entered by the Requester. View the course substitution(s), submission details, Course Description, Rationale/Comments, Status, and Attachments.
- **Approver Status**: Shows the Subject, Major, Ad Hoc, and Registrar statuses.
- **Request Activity**: View the status, relative comments, and future stages of the request.
Email Notifications

Advisor
You will receive email notifications during the Course Substitution Request in the following scenarios:

- Department sends the request back.
- Registrar approves a request.
- Registrar denies a request.
- Registrar sends the request back.
- Request is automatically denied after 14 days of inactivity.

Department
You will receive email notifications during the Course Substitution Request in the following scenarios:

- Registrar sends the request back to department.
- Registrar overrules department decision.
- Warning about pending status being over 10 days.
- Request is automatically denied after 14 days of inactivity.
- Weekly summary of pending requests (sent on Friday).

Student
The student will receive email notifications during the Course Substitution Request in the following scenarios:

- A new request is submitted.
- Registrar approves the request.
- Registrar denies the request.
- Advisor cancels the request.
- Request is automatically denied after 14 days of inactivity.

Support
For assistance with course substitution related questions, please contact the Registrar’s Office by email at registrar@kennesaw.edu.

For help with the course substitution portal, please contact the KSU Service Desk at service.kennesaw.edu.