

Working with Requests

- When a counselor initiates a new request, its status is **“Request.”**

Request Status Summary:

- In regard to request status, **counselors can**:
 1. **Cancel** requests where the status is **“Request.”**
 2. **Cancel** requests where the status is **“Accept.”**
 3. **Accept** requests where the status is **“Offer.”**
 4. **Reject** requests where the status is **“Offer.”**
 5. **Drop w/Grades** or **Drop w/o Grades** where the status is **“Enroll.”**

Please see below which is an example for changing the status of a request:

Example: Search for requests by entering the appropriate information in the **Search Criteria** screen. For example, to search for requests that have received offers from the support center, select **“Offer”** in the **Statuses** criteria box. (Or, you can search for all requests by leaving all checkboxes blank in the **Statuses** criteria box.)

Then click **Search**.

The screenshot shows the InformationLIVE Search Criteria interface. The left sidebar has a menu with 'Requests' circled in red. The main area is titled 'Search Criteria' and contains several sections:

- Student Last Name** and **Student First Name** (text input fields)
- Counselor Last Name** and **Course Title** (text input fields)
- Statuses** (checkboxes for Cancel, Unavailable, Offer (checked), and Accept)
- Instructional Methods** (checkboxes for All, Video Conference, and Web Based)
- Schools** (checkboxes for Madison City, Madison City, and Bob Jones High School)
- Course Types** (checkboxes for All, Art Education, Electives, English, Foreign Languages, and Mathematics)
- Terms** (checkboxes for All, Traditional - all year, Traditional - 1st Semester Only, and Traditional - 2nd Semester Only)
- Origin From** and **Origin To** (calendar pickers)
- Active Only** (checkbox)

 The 'Search' button at the bottom right is circled in red.

The requests with a status of **“Offer”** are returned in the Search Results screen. Select the offer(s) to be changed, and then choose the appropriate status from the **Status** drop-down list. Next, choose the appropriate reason from the **Reason** drop-down list and then click **Apply**.

InformationLIVE: Working With Requests/Drops for Counselors

InformationLIVE - Training

09-10 > Scheduling > Requests User: Jones, Andrea W Logout

Search Criteria

Search Results

Status: Accept Reason: Accept Apply

Request	Term	Inst	Status	Course	Ptn	Cr	Section	RS	SC	School	Student	Counselor	Teacher	Origin
<input checked="" type="checkbox"/>	Fall Block Term	WBI	Offer	Physics	F	1.0	080.005		MC	Bob Jones High School	Fellows, Alyssa Kay	Piro, Patricia Nora	Hoffmaster, John Edmund	Fri 07/31/21
<input checked="" type="checkbox"/>	Fall Block Term	WBI	Offer	Physics	F	1.0	080.005		MC	Bob Jones High School	Mcrae, Alicia Shelene	Piro, Patricia Nora	Hoffmaster, John Edmund	Fri 07/31/21
<input type="checkbox"/>	Fall Block	VCI	Offer	AP English Lit &	F	1.0	019.002		MC	Bob Jones High	Mcrae, Alicia	Piro, Patricia	Sewell, Belinda S	Fri 07/31/21

*****Note:** Multiple offers in the same term can be accepted simultaneously if the Facilitator is the same for each student request selected.

Upon clicking Apply, you will be prompted to enter the **Facilitator** using the drop-down list. Click **Save**.

InformationLIVE - Training

09-10 > Scheduling > Requests User: Jones, Andrea W Logout

Search Criteria

Search Results

Status: Accept Reason: Enter a Facilitator:

Save Close

Request	Term	Inst	Status	Course	Ptn	Cr	Section	RS	SC	School	Student	Counselor	Teacher	Origin
<input checked="" type="checkbox"/>	Fall Block Term	WBI	Offer	Physics	F	1.0	080.005		MC	Bob Jones High School	Fellows, Alyssa Kay	Piro, Patricia Nora	Hoffmaster, John Edmund	Fri 07/31/21
<input checked="" type="checkbox"/>	Fall Block Term	WBI	Offer	Physics	F	1.0	080.005		MC	Bob Jones High School	Mcrae, Alicia Shelene	Piro, Patricia Nora	Hoffmaster, John Edmund	Fri 07/31/21
<input type="checkbox"/>	Fall Block	VCI	Offer	AP English Lit &	F	1.0	019.002		MC	Bob Jones High	Mcrae, Alicia	Piro, Patricia	Sewell, Belinda S	Fri 07/31/21

*****Note:** It is very important to choose the correct Facilitator at the time an offer is accepted. If the Facilitator is not in InformationLIVE, please import the staff member from STIState prior to accepting the offer. If the staff member is not yet available to be imported from STIState, please do not accept the offer until the staff member who will be the Facilitator is available in STIState and has been imported into InformationLIVE.

- When a request status is **“Request,”** one of three actions can be performed:
 1. The **counselor** can set the status of the Request to **“Cancel.”** This status is terminal.

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2. The **support center** can make an offer for a request, changing the status of the request to **“Offer.”**
 3. The **support center** can change the status of a request to **“Unavailable.”** This status is terminal.
- When a request status is **“Offer,”** one of two actions can be performed:
1. The **counselor** can accept an offer, changing the status of the request to **“Accept.”**
*****Note:** *The correct facilitator must be selected at the time that the offer is accepted. A request with an **“Accept”** status can be cancelled by the counselor; otherwise, the status will remain as **“Accept”** until the enrollment start date for the term of the request occurs. When the enrollment start date occurs, the status of the accepted request will automatically change to **“Enroll”** and the student will be enrolled in the course (in InformationLIVE and D2L) through the automated integration process that evening.*
 2. The **counselor** can reject an offer, changing the status of the request to **“Reject.”** This status is terminal.

Withdrawal Process:

- When a request status is **“Enroll,”** one of two actions can be performed. The counselor can choose **“Drop w/Grades”** or **“Drop w/o Grades”**:
1. When a counselor chooses **“Drop w/Grades”** or **“Drop w/o Grades”** prior to the drop deadline date, the counselor will be prompted to enter the actual withdrawal date of the student and the reason that the student was withdrawn from the course. The status of **“Enroll”** will immediately change to a status of either **“Drop w/Grades”** or **“Drop w/o Grades.”** Support center staff will set the status to **“Drop w/Grades Pending”** or **“Drop w/o Grades Pending.”** Once this support center action occurs, the student will be automatically withdrawn from the section in InformationLIVE (and D2L) through the automated integration process that occurs each night and the request status will be automatically changed to **“Withdrawn w/ Grades”** or **“Withdrawn w/o Grades.”**
 2. When a counselor chooses **“Drop w/Grades”** or **“Drop w/o Grades”** after the drop deadline date has passed, the counselor will be prompted to enter the actual withdrawal date of the student and the reason that the student was withdrawn from the course. The status of **“Enroll”** will immediately change to a status of either **“Drop w/Grades - Late”** or **“Drop w/o Grades - Late.”** Support center staff will set the status to **“Drop w/Grades Pending - Late”** or **“Drop w/o Grades Pending - Late.”** Once this support center action occurs, the student will be automatically withdrawn from the section in InformationLIVE (and D2L) through the automated integration process that occurs each night and the request status will be automatically changed to **“Withdrawn w/ Grades - Late”** or **“Withdrawn w/o Grades - Late.”**

*****Note:** Support centers will not immediately act on student drops as it is necessary for support center staff to contact teachers so that grades are up-to-date as of the withdrawal date entered by the counselor, and to ensure that the withdrawal date entered coincides with the last date that the student completed work in D2L.

*****The student will not be withdrawn from the course in InformationLIVE (or D2L) until the support center changes the request status to **“Drop w/Grades Pending,”** **“Drop w/o Grades Pending,”** **“Drop w/Grades – Late,”** or **“Drop w/o Grades – Late,”** after which the student will be automatically withdrawn from the section in InformationLIVE (and D2L) through the automated integration process that occurs each night and the request status will be automatically changed to **“Withdrawn w/ Grades,”** **“Withdrawn w/o Grades,”** **“Withdrawn w/ Grades – Late,”** or **“Withdrawn w/o Grades - Late.”****