

CUNYfirst for Academic Administrators and Advisors Frequently Asked Questions

General, Support, and Training:

**Q: I have questions about CUNYfirst features that could not be answered at my training session.
With whom should I follow up?**

The CUNYfirst primary support contacts are:

Email: cunyfirst@brooklyn.cuny.edu

Phone: 718-951-4200

In addition, feel free to contact (or CC):

Mark Gold – AVP for ITS - 718-951-5861

Anna Rahkmanchik – ITS CUNYfirst Project Manager – 718-951-5861

Please do not hesitate to ask questions or make suggestions. We are all getting ready for CF together on a very tight CUNY-imposed schedule. Your questions and comments are crucial to ensuring that we are as ready as can be for the migration. We'd rather hear a comment or question multiple times, than find out something is not working when we all need to use it in April.

Q: I saw a feature or screen in my training that I think I am supposed to be using, but when I sign in, it does not appear in my views. I am supposed to see information about my department or program, but my data views seem to include too much or too few information.

What functions and data you see when accessing CUNYfirst is determined by a complex matrix of roles that get assigned to each user. CUNY assigned most roles based on their impression of what you do. Those roles will need to be fine tuned by ITS on a rolling basis as disparities are brought to our attention. If you feel your roles are not appropriate, please report that fact to ITS ASAP, so we can start the process with CUNY of having them corrected: (CUNYfirst@brooklyn.cuny.edu 718-951-4200).

Q: I would like additional or refresher training. How do I request that?

If you feel that taking the class a second time would be helpful, feel free to enroll in additional classes using the online scheduling tool. If you want specific questions answered or would like to schedule special sessions with some of your peers, please contact Anna Rahkmanchik or Mark Gold.

Q: Is CUNYfirst compatible with MAC computers?

CUNYfirst is a web application. Therefore you can access it from a PC, a MAC, and even from handheld devices.

**Q: CUNYfirst transactions sometimes seem much slower than comparable SIMS transactions.
Will that be the case ongoing?**

CUNYfirst is hosted at a commercial data center and is supposed to meet specific required maximum response times for CUNY users. CUNY feels that the vendor has largely been meeting their required metrics, but CUNYfirst users overall agree that CF can be slower than legacy systems. Part of the issue may be the result of peaks in usage at the various campuses, or Internet communications delays between us and the hosting data center. CUNY continues to monitor the user experience and has expanded the system's capacity several times to meet increasing demand.

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Q: Why can't I access the CUNYfirst Training/Simulation instance that I used in the workshop from home?

CUNY only allows users to access the CUNYfirst simulation environment from on campus.

Q: Will SIMS be accessible after we migrate to CUNYfirst?

SIMS can be available, but only for inquiries and reports.

Scope of CUNYfirst:

Q: Will e-permit still remain a separate system from CUNYfirst?

Yes. CUNY will continue to maintain separate identity/logins for their CUNY Portal and for CUNYfirst for the time being. They plan on merging both at some time in the future.

Q: What current systems will CUNYfirst replace?

CUNYfirst will NOT affect Blackboard, BC WebCentral, Sakai and scores of other BC online services. However, the following systems are expected to be retired: WebGrading, Attendance Online, probably Course Scheduling System, and possibly SALI.

A full listing of services impacts is being posted online in the college's CUNYfirst web site

Q: How do I do more sophisticated queries of students and courses based on various criteria – as was done in SALI?

ITS is working to determine if SALI can be kept active ongoing. CF is supposed to come with other queries accessible on the menus that were developed for prior wave campuses and BC can request others that we feel are necessary. In addition, ITS hopes to build new reporting capabilities from daily extracts provided by CUNY of CF data.

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Features:

Q: Will advisors and faculty be able to view the unofficial transcripts of all students and will those transcripts have transcript comments?

Yes

Q: What transcript information can advisors see that is not viewable by students?

The Advisor will see comments such as Repeat Course list, Exceptions and free text comments.

Q: Will every faculty member be able to view student transcripts?

That depends on the roles assigned to each faculty member.

Q: Who can add transcript comments to a student's record?

There is a role (3C Comments), which can be added to anyone that the Registrar authorizes.

Q: Will students and faculty be able to see the final exam schedule for the courses they enroll in?

There is a final exam view available to students and faculty, but that view is very preliminary and general.

Q: How will chairs see views/reports of course enrollment tallies to help them make decisions about whether courses should be cancelled or kept?

CUNYfirst has various enrollment status and tally reports. Additional queries and reports can be created to try to recreate the very rich reporting environment we have now.

Q: How will Immunization indicators be handled?

Students who require proof of immunization will have an "NC" negative indicator (a/k/a "stop") on their records until proof is supplied. This will prevent them from enrolling in courses. Once proof has been supplied, the student will be categorized by a Student Group Code of "IMMN" ongoing.

Q: How will the waitlist function work at BC?

The Registrar has decided that Brooklyn College will NOT be implementing the CF wait list functionality at this time. Unfortunately, students will still see that option in their enrollment screens and this may cause some confusion. Students should be advised to ignore those prompts.

Q: Can an advisor email a student directly from the relevant CF screens?

Any page that has the "Notify" button can be used to email an individual.

Q: Will the students who are majoring in our program (Plan/Sub-Plan) be automatically linked to The "my advisee" feature in Advisor self-service?

CUNY has not yet implemented that feature.

Q: Can a record be searched by student's Social Security number?

No, the SSN will no longer be used for student identification. The student's name and EMPL ID may be used for record search.

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Enrollment, Permissions and Stops:

Q: How will faculty advisors and chairs enter or request overtaillies, permissions, pre/co-requisite overrides and schedule conflict overrides?

Advisors will have access to a permissions screen that allows various types of permissions to be granted. However CUNYfirst sets each permission to have all of the above characteristics by default and the advisor MUST access the second screen to ensure that only the appropriate permissions are granted.

Q: How will courses be coded for departments whose courses are available to students by permission only (Psych, Speech...)?

Permission-only characteristics will continue to be set by the Registrar as part of the entry of course and schedule information into CUNYfirst.

Q: Will there still be two enrollment limits for each section?

No

Q: Who can clear negative service indicators (a/k/a “stops”) to allow students to enroll?

The person or office that put the service indicator on the student’s record can remove it, or adjust its effective date range. Alternately, the Registrar can adjust or remove all SI’s.

Q: CUNYfirst does not seem to have all of the SIMS “stop codes” and “Program Codes”.

How can more of the new “service indicators” and “student groups” be added?

Will these CF codes have space for comments?

During migration CUNY encouraged the campuses to abandon unneeded codes, and is encouraging all campuses to develop a common inventory of codes across CUNY. If you feel a new code is required, that request must be discussed with the Registrar, who can authorize new codes. Indicators and groups do have associated comments. A detailed list of the stops->SI’s and codes will be posted on the web site.

Q: Can advisors tell who placed a service indicator, or enrolled a student?

YES – however most people can only see the Empl ID of the person who did the update. Only the Registrar can determine the corresponding name.

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Frequently Asked Questions

Q: CUNYfirst uses lots of terms that I am not familiar with – help!

CUNYfirst is a slight adaptation of a commercial system installed all over the world and it has its own terms for things. Some examples:

CUNYfirst Term	SIMS Term
Academic Career	Track (UG, Grad, non-degree)
Program	Degree (BA, BS...)
Academic Plan	Major/Minor
Academic Sub-Plan	Concentration
Subject	Discipline
Class	Section
Class Number	Bell Code
Enroll in classes	Register for classes
Negative service indicators	Stops/holds
Positive service indicators	Program Codes
Semester	Term
Units	Credits