FAQs

This is a living document, updated as we get feedback from you! Please see if some of these FAQ answers help you in using the new Portal. Thank you!

FOR THE TIME BEING:
- ★ Awards will be opened in stages throughout the year and announced via the FGSR newsletter.
- ★ References and Authorizations are requested by students through emailed requests sent from award applications.
- ★ Any Award which a student holds can be managed through the Portal (including Fall 2020, which should be complete, and Jan 2021 Renewals, available in late Fall)
- ★ Training is available https://www.ualberta.ca/graduate-studies/awards-and-funding/award-resources

Where is training material?

There is training material within the Portal and here on our website!

How do I login?

You'll need to log in to the GSMS Awards portal to nominate students for awards. You can always login in one of 3 ways:
- ★ Navigate to the FGSR homepage and click "About" and you will see the GSMS portal option.
- ★ Navigate to the FGSR "Awards" main page and click "Fund your Future", or click the link on the Resources page (there is also lots of training material there)
- ★ Click the link in the email. You can see that you are taken to a secure site for login.
- ★ Search for the IST Enterprise Applications page, and click the GSMS link there.

The URL is https://graduate-studies-apply.ualberta.ca/urd/sits.urd/run/siw-lgn

Supervisors/Authorizers

- ★ If you are a **supervisor/authorizer** for awards that need to be renewed, or you are named as a supervisor in an award application, **you might receive an emailed Request for Supervisor Authorization reference form** from a student applicant. Please follow the prompts in that email to provide your reference. You do not need to wait for Department or Faculty Portals to be launched to complete a reference form.

- ★ Ensure that you **CLOSE or LOGOUT** of the authorization/reference, once complete.

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How do I know which awards are <u>open</u>? How do I view <u>all</u> awards?

★ The current public FGSR awards search is available - you can always see all of the awards that FGSR manages by searching on our website. This will be updated as UA transitions to Cascade.

★ Awards are available in GSMS as soon as the funding becomes available. This means that you have access to awards sooner than in the past.

★ This process also means that you will slowly see more "Open Awards" appear on your homepage that are open to your department(s). You can filter and search these by FGSR deadline date, department(s) and other options.

★ To keep this from being confusing, we will also announce in FGSR's Graduate Staff News e-bulletin when new major awards are opened.

★ To view the details of an external award (Tri-Council, Vanier, Trudeau), please search for it by name (or partial name) or check the specialized page on our website.

How are awards working right now (Fall 2020)? What has changed from the past?

★ All awards in GSMS are Nominations or Direct Applications.

★ <u>Direct Application</u> workflow = Students apply directly to FGSR; departments are not involved until they are copied via intray message on the final decision of a successful result.

★ <u>Nomination</u> workflow = Departments (or Faculty nominators) decide on nominees in whichever way they currently use, and maintain a record of approval by a designated approver (i.e. Graduate Coordinator). Departments are responsible for adding the nomination to GSMS and signing off the nomination to FGSR before the FGSR Nomination Deadline. Students are not involved in the GSMS process until an offer of the award is sent to the student, if eligible.

★ Future state Application/Nomination workflow = After consultation with FGSR, awards can be adjusted to allow for direct application of students to departments, who are then responsible for nominating and signing off the nomination to FGSR by our deadline. **This had not been enabled yet.**

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Where are nomination resources?

★ There are resources available under Department & Faculty Resources (i.e. standard document and nomination questions; training; helpsheets…)
https://www.ualberta.ca/graduate-studies/awards-and-funding/award-resources

How do I set an internal deadline?

★ When you search for an award, you will see a deadline on front page/search page. This is the FGSR's deadline. If you select an *open* award which is specific to your department, you will see an "Action" button. When clicked, you can "Add (a) Deadline". You will see the current, final FGSR deadline, and can add in your own (earlier) date.

★ For now, **this is for your internal use only,** and is only visible to your department/faculty.

★ In future, if awards are opened to allow for direct student application to the department (called Application/Nomination workflow), you and students will see your department/faculty deadline. If a student chooses to apply to an award through your department, they would see this deadline at that point and be unable to apply after it.

★ Please note, this internal department deadline is editable - but it does *not* close the entire portal. The student cannot apply after your internal deadline passes, but you could still nominate a student until the FGSR deadline. If you wish to see who applied, please open the award and "Export" all applicants.

Are departments copied on offer letters? Do un/successful students get notified when I change their status?

There are no "offer letters" that are sent out via email, anymore. Students will receive an email prompting them to login to the portal to view their offer. You won't be copied on the offer.

You will be copied on an intray message when status letters are sent out for departmental and interdepartmental awards that will prompt you to search for the award or student (through the Award Tenure). The information in the tenure report is more complete & up to date than offer letters were.

★ If you search for a student in the portal, you will be able to see what the status of their accepted award is (along with start date, value, etc), updated in real-time.

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★ For nomination awards, you sign off and send nominees to the FGSR, and the students will not see any indication of this until an offer is made to them.

★ For direct applications, students are directly corresponded with.

★ In future, for application/nominations, the student will see their status change as it is updated by you, or by FGSR.

Does the Chair have to sign off on our nominations?

★ This is an optional step. If you have been delegated as a nominator, then please feel free to nominate your designated winner(s) or forwarded candidates to FGSR. Maintain internal records of your approvals and approvers. **Please make *sure* that your role for "Award Nominations" is indicated on the DSA that we have here in the office**.

★ If you are a Faculty nominator, you never have to have a Chair sign off on nominations. If you wish to set up an approver, please contact the Awards Team!

Can I reject all/a lot of applications at once?

You can bulk reject multiple applications at once, by leaving them with a status of "Departmental Review" or "Rejected" at the time when you "Sign off" and Send (results) to FGSR.

Is a student going to see nomination awards in their portal?

Not unless they are offered the award. Otherwise the dept can still quietly nominate a student for an award and receive the rejection from FGSR without the student knowing they were considered.

Now that students can request a renewal, deferral or interruption on the portal, are they automatic?

★ Rest assured, all requests for renewals, interruptions, deferrals etcetera, are reviewed by Awards Team members for accuracy before being approved. They will work with Program or Admission Services (where applicable) and you or the student will be contacted with questions, if necessary. When these are processed, you can see the outcome of the renewal/deferral/interruption by searching for that student and viewing their awards (including dates of the Tri-Council awards!).

★ Students with active awards will manage these, from now on, within the portal. They will receive renewal reminders and can take actions within the portal, but will not be able to view past paper or external application materials.

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Can I run reports?

You have access to loads of reporting, including award tenures, history for students/awards/your department for the past 8 years, and exports of all applicants in your department.

What should I do after I have nominated a student for an award?

★ Please download your Application List within one month of the nomination if you require that record. When the award is no longer available on your dashboard (this is approximately one month after the closing date).

★ The successful nominees will be available through the Tenure Report search for 8 years, currently, but the full application list will *not* be available after the closing date passes.

Can I use the docs and application information for my internal adjudicators?

★ You can export a list of all applicants into Excel, as well as create merged PDF packages, that gather together all the information in the award application and nomination into one shareable PDF.

★ Department-level adjudication is not supported at this time.

What adjudications are part of GSMS?

Competitions will be able to be managed in the system *at the FGSR level for GSC adjudications*. Please note that department adjudications will not be able to be performed on the system, but that your ability to export applicant lists, documents and application packs should help simplify your internal adjudications.

Do I have to use the GPA/Ranking fields on my dashboard?

You are only required to rank if the FGSR's adjudication process explicitly requests this. Otherwise, it is optional! It might help you in internal adjudication (if you have it).

My changes aren't showing up!

★ Refresh! The first step is to click the green refresh button on your dashboard. The system will not automatically refresh your view, so after you have saved a change (the button is called "Update"), please click "Refresh".

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★ If that doesn;t work, please logout and clear your internet cache before trying again (in Chrome or Firefox - IE is not supported).

★ If you are having further issues, please contact IST and mention GSMS Awards in the ticket.

How do I manage reference letters and supervisor sign-off on renewals?

★ You do not manage these - the student must request, remind or cancel reference requests (these are accessed by reviewers via email and are completed in a form) in GSMS. They can track the status of these letters. If you need a workaround, contact Awards before the FGSR deadline, and they will help!

★ You do not have to track down those signatures, the supervisor/signatory simply indicates if progress has been satisfactory and clicks "Submit" (additional comments are optional). That respondent will receive a copy of their response. These are mandatory - students must be making sufficient progress to retain their award(s).

My department is interdisciplinary/I have students in dual degree programs, how do we handle this?

★ If you have an interdisciplinary student, they might be eligible for awards in two departments. They can search for all awards which are open on the portal, in any department, so they shouldn't miss out on any options. They will have to have their nomination or forwarded application sent by a single department, however.

★ This mimics the current restriction that students cannot be nominated/forwarded by two departments. A "home" department will need to take the lead on each nomination, and that GN will need to take the steps to nominate/forward to the FGSR. Contact us to talk about this!

Future state: I don't see an application I am expecting - why?

You won't be able to see in progress or incomplete applications. You can reach out to the student to see what the hold up is. Please note that applicants that require references but are missing them will not be able to submit their application.

What are My Messages?

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★ These are action-based notes that are sent from the FGSR to you, or can be sent from you to a student applicant. These are not emails and cannot be replied to.

★ Messages will contain information on your students' results (you will be copied on award offers and status changes that your students receive!).

★ You can hide the *Message Filter* at the bottom of the messages portal - that doesn't have any function for you.

I see something odd - how do I know if I should report it to IST?

Thank you for helping us improve the system! Not everything will always be 100%, so please log any technical issues with IST.

Known Issues

★ We do have a plan for all known issues regarding the Fall 2020 Upgrade. There is a document that we have **here**. If you see a defect there, we should have listed it on this (with a planned date for its repair). If you want, check the list to see if this is a known issue!

Do I have to use the system?

Yes, all awards managed through FGSR must be processed through this system, once they are opened. **Training is available**, how-to resources are available on most pages within the portal, and **Service Now** (IST) is trained to help with technical issues.

Please contact us at anytime for awards-related or odd questions!

How can I get help?

★ If you have technical, web, or glitchy issues, please contact IST's Service Now.
★ If you have step-by-step process questions, please check training materials and/or contact Service Now.
★ If you have terms of reference or complex questions about your award, please contact the FGSR Awards Team.
★ If you are unsure, please contact the FGSR Awards Team.