



Office of the Registrar

Online Graduation Application Workflow

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Graduation Application Overview

Summary of the Graduation Application Process

Graduation applications are processed through electronic workflows using a software called, Perceptive Content. A workflow is simply an organized collection of processes (or steps) that need to be completed in order to accomplish some given task. An electronic workflow allows this to happen through using software and leveraging workflow queues instead of shuffling papers around from one office to the next. For instance, graduation applications ready for your reviewing will be available to you in a workflow “queue” (e.g. a “folder”) that you can access from your computer. Once you complete your work (in other words, your review), you will now “route” this document to the next predetermined workflow queue as opposed to physically walking it over to the next office. The application will continue a *pre-determined* path until it is fully approved by the Academic Adviser, Department Chair, and Dean. Next, the application is routed to the Office of the Registrar for final auditing. There are many benefits to this system including increased efficiency and accountability. We can also see where a graduation application is located at throughout the entire process.

How does the approval process start?

Graduation application starts with communication between the student and the Professional Academic Adviser. The student’s Program Evaluation should be reviewed and additional requirements not listed on the Program Evaluation should be discussed. Students should register for their remaining classes to ensure their Program Evaluation has a status of ‘Pending Anticipated Complete’.



Tip: Students transferring in remaining coursework will not have a ‘Pending Anticipated Complete Status’. Please continue to process these applications forward with appropriate documentation.

After this advisement session is completed, the student is ready to apply online through [Self Service](https://sservice.coastal.edu/Student/Student/Graduation) <https://sservice.coastal.edu/Student/Student/Graduation> . Students will see an **Apply** link.

Graduation Application

Please click on one of the apply links below to apply for graduation. For more information about our graduation and commencement process please visit [Commencement Information](#)

[Review My Academic Progress](#)

Program of Study	Major	Application Status
		Apply

Students will complete the form.

Graduation Application
[Back to Programs of Study](#)

Name and Hometown

Full Name

Graduation Term *

Phonetic Spelling [More Info](#)

Commencement Details

Will you attend commencement?

Diploma Mailing Address
 Ship to preferred mailing address
193 Barons Bluff Drive
Conway, SC 29526
 Ship to a new address

What is your military status? *

Program of Study

Applied Mathematics II

Diploma
Bachelor's Degree

Major
Applied Mathematics

Cap and Gown

To order your cap and gown go to: [Cap And Gown Orders](#)

Once a student completes their application, the student will be able to confirm their application is submitted:

Graduation Application

Please click on one of the apply links below to apply for graduation. For more information about our graduation and commencement process please visit [Commencement Information](#)

[Review My Academic Progress](#)

Program of Study	Major	Application Status
Applied Mathematics II	Applied Mathematics	✓ Application submitted on 10/10/2023

Students that are **reapplying for the same program** (e.g. from previous denial or any other reason) will not be required to repay the application fee (the payment section of the online application will be bypassed). However, students will need to pay and apply for each separate degree.

Students will receive a confirmation email to their Coastal email address after successful submission. **All active advisers** will be CC'd on this email.

Dear <<Student Legal Name>>,

This email serves as confirmation that the following **Application for Graduation** has been submitted for processing:

Submission Details

Reference Number: <<Unique Identifier>>

Academic Program: <<Program Description>>

<<Additional Majors, Minors, Certs, Spec if available>>

Graduation Term: <<Grad Term>>

Your application will move through departmental and college level reviews and end up with the Registrar's Office. Your application will then remain at that status until after final grades have been received for the semester, at which time a final audit will be conducted by the Registrar's Office to ensure you have met all of your degree requirements. Depending on the number of graduation candidates, the final audit process can take up to six to eight weeks to be completed.

<<Conditional Text – if a student needs to pay their graduation application, the following will be added:

Important: [Please pay your graduation application fee at the Student Account Center.](#) >>

Additional commencement information can be found by visiting
<https://www.coastal.edu/commencement/>

Should you have any questions concerning your application, please contact your academic adviser.

Sincerely,
Office of the Registrar
Baxley Hall, Room 222
843-349-2019
graduation@coastal.edu

Next, the application routes through [Perceptive Content](#) for the necessary approvals.

Roles for Approving Graduation Applications

There are three main roles as it relates to approvals. It is important to understand each of them.

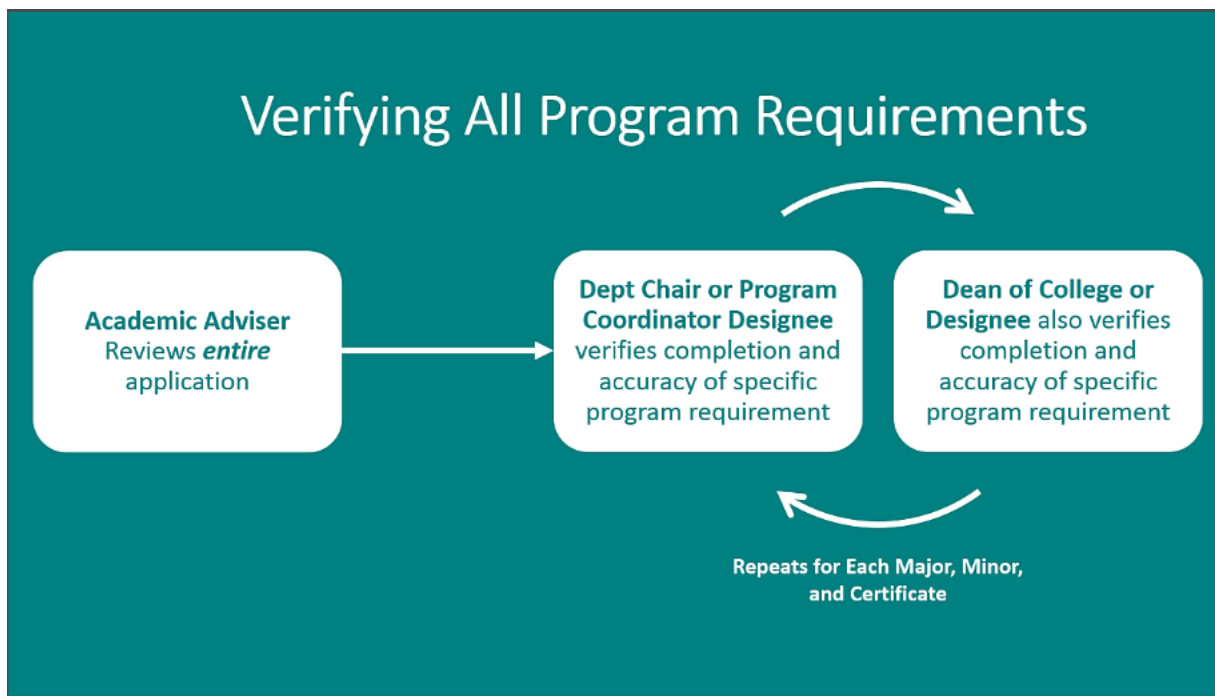
- **Professional Academic Adviser** – The first “stop” for the graduation application is with the Professional Academic Adviser. The academic adviser should review entire the program evaluation, including all majors, minors, and certifications. The academic adviser will choose to approve or deny the application and route forward based on the decision (to be discussed later).
 - **Tip:** Students transferring in remaining coursework will not have a ‘Pending Anticipated Complete Status’. Please continue to process these forward with appropriate documentation.
 - **Tip:** Academic Advisers should review the entire program evaluation, including additional majors and minors. The specific requirements will be checked by the Department Chair and Dean of the appropriate program.

- **Department Chair or Program Coordinator Designee Role** - Once the academic adviser approves the application to go forward, it will be routed the Department Chair of the student’s first major for additional review. The Department Chair is responsible for verifying that the program requirements in Program Evaluation are accurate and pending complete for the student’s first major, in addition to any other requirements not listed on the Program Evaluation. The Department Chair or Program Coordinator Designee will choose to approve or deny the application and route forward based on the decision (to be discussed later).

- **Dean of College or Designee Role** – Once the Department Chair or Program Coordinator designee approves the application to go forward, it will be routed the Dean of the College for an additional review of the student’s first major requirements. The Dean’s Office is also responsible for verifying that the program requirements in Program Evaluation are accurate and pending complete for any requirements within in the college, in addition to any other requirements not listed on the Program Evaluation. The Dean of the College or Designee will choose to approve or deny the application and route forward based on the decision (to be discussed later).

Verifying Additional Program Requirements

The process from Department Chair to the Dean of the College will repeat for each additional program requirement until all program requirements have been reviewed. For further clarification, think of a student that has 3 majors, 3 minors, 3 certifications, and University Honors Program. The routing process start with the Academic Adviser of Major 1, then goes to the Department Chair of Major 1, Dean of Major 1, Department Chair of Major 2, Dean of Major 2, Department Chair of Major 3, Dean of Major 3, and then it will cycle through the minors; Department Chair of Minor 1, Dean of Minor 1, Department Chair of Minor 2, Dean of Minor 2, and so forth. Then the workflow will cycle through the certificates by starting with the Department Chair of Certificate 1, Dean of Certificate 1, Department Chair of Certificate 2, Dean of Certificate 2, and so on. University Honors Program requirements are checked last if the student is flagged as a University Honors Program participant. There is some intelligent scripting in place such that if a student does not have, let's say, a second minor, it will pass and go directly on to the next item the student does need approval. The newest version of the Graduation Application can also read all decisions on the form at once and bypass sections when multiple decisions are made on the form at one time. See [versions of Graduation Application](#) for more information.



Also see the [Graduation Workflow for additional explanation](#).

Once the application has completed all necessary approvals, the application will be routed to the Office of the Registrar, where it will be reviewed again. The Office of the Registrar may route items back for additional clarification as needed. The application will then wait in the Office of the Registrar's workflow queue until after final grades have been received for the semester, at which time a final audit will be conducted by the Registrar's Office to ensure all of your degree requirements are complete. Depending on the number of graduation candidates, the final audit process can take up to six to eight weeks. The student will receive a final determination via email.

Versions of Graduation Application

There are currently two versions of the Graduation Applications. These forms look different but behave similar. Degree requirements are verified the same regardless of the form utilized.

WebAdvisor Graduation Application (2015- 2022):

This graduation application is the first version of CCU's online graduation application. It utilized WebAdvisor for creating the application and accepting payment. **Students will no longer submit forms using WebAdvisor effective October 2022.** However, there will remain versions of this graduation application as we transition to the new Self Service Graduation Application form.

The screenshot shows the 'Modifications' section of the WebAdvisor application. It includes a note: 'Note: When modifying any graduation requirement(s), the individual making the modification(s) must notify the student.' Below this is a text input field and an 'Add Requirer' button. A message states 'There are no requirement modifications currently.' The 'Comments' section has a text input field and an 'Add Commer' button, with a message 'There are no comments currently.' The 'Approve/Deny' section contains three rows for signatures: 'Signature of Adviser', 'Signature of Department Chair/Program Coordinator/Designee', and 'Signature of Dean of College or Designee'. Each row has fields for 'Date' and 'Decision' (with a 'Please Select' dropdown), and buttons for 'Add Signatur' and 'Clear Signatu'. At the bottom, a disclaimer reads: 'By adding my electronic signature to this application, I acknowledge that I have reviewed the candidate's program evaluation and certify one of the following:'

Self Service Graduation Application (2022- current):

This graduation application version supports the use of Self Service. Students will apply for graduation in Self Service and make their payment using the Student Account Center. Beginning Spring 2023 graduation term, all applications will utilize this form.

The screenshot shows the 'Academic Advisor' section of the Self Service application. It features a text input field for 'Type Internal Comment Here' and an 'Add Comment' button. Below is a large text area. The 'Advisor Decision:' section includes a 'Select ...' dropdown menu and two 'No Decision' buttons. The 'MAJOR Self-Prod - Applied Mathematics' section has a similar text input and 'Add Comment' button. Below this, the 'Chair Decision for Applied Mathematics' section includes a dropdown menu and two buttons. The 'Dean Decision for Applied Mathematics' section also includes a dropdown menu and two buttons.

Key Differences:

<u>WebAdvisor Graduation Application</u>	<u>Self Service Graduation Application</u>
Academic Adviser signs in multiple places	Academic Adviser signs in one single spot
<p>Form routes linear without reading any possibility of multiple decisions</p> <p>Example: If an approver should approve as the Chair of Major 1 AND Chair of Major 2, the form will still route twice to the Chair (once for each approval needed).</p>	<p>Once the form is routed forward, the form will read all decisions on the form and route appropriately.</p> <p>Example: If an approver should approve as the Chair of Major 1 and Chair of Major 2, <u>and</u> the Chair signs in both places at the same time, the form will bypass sending the form to the Chair another time. This should increase the efficiency and reduce the time it takes for applications to route through the approval process.</p>
Only a generic email can be sent to the student if questions arise	This form can email the student if questions arise with a comment provided in the form. The form can still send a generic email if no comment is provided.
There are two places for each major/minor/cert To enter "Modifications" and "Comments". This often-caused confusion as to where to enter details.	There is now just one comment area for each major/minor/cert.
The initial Program Evaluation that is automatically generated with the submission has a small timing delay (about 30 minutes). This means that the application does not enter the adviser queue until the program evaluation is complete.	<p>Program Evaluation is now automatically uploaded at the time of submission in real-time.</p> <p>This means that we are able to get the application in the queue quicker.</p>
<p>Student program data that displayed on the graduation application is cached for 24 hours.</p> <p>Example: If a student needed to add a minor, change a major, or make any other modification to their program, this action would need to take place in Colleague and then the student would need to wait 24 hours to apply.</p>	The new process only caches student program data for up 15 minutes
Once the form has been submitted, student data is static. This means that if we need to add a major/minor/etc, the entire form needs to be denied and the student needs to reapply	Majors/Minors/Certs can be dynamically added on the new form.
Historical comments are only updated manually	This form will update historical comments when emails are generated out to the student as well any exception routing.

Similarities:

- Potential decisions for approvers are the same on both forms:
 - Approve
 - Deny
- Approvers will still simply route the application forward in their workflow to move it along
- When routing forward, the options will remain the same:

Adviser Options:

RO – Create Eval
RO – Deny Application
RO – Email Student
RO – Route to Chair

Chair Options:

RO – Create Eval
RO – Deny Application
RO – Email Student
RO – Route Back to Registrar
RO – Route to Adviser
RO – Route to Dean

Dean Options:

RO – Create Eval
RO – Email Student
RO – Route Back to Registrar
RO – Route to Adviser
RO – Route to Chair
RO – Update Level and Route

- Both forms now have a new status, called **RO – Grad Current Approval Level**. This will facilitate in allowing approvers to know exactly what the current approval level is without having to open the document to see. The status is updated every time that routing occurs. The options are (in order):

Waiting on Student
Advisor
Major 1 – Chair
Major 1 – Dean
Major 2 – Chair
Major 2 – Dean
Major 3 – Chair
Major 3 – Dean
Minor 1 – Chair

Minor 1 – Dean
Minor 2 – Chair
Minor 2 – Dean
Minor 3 – Chair
Minor 3 – Dean
Cert 1 – Chair
Cert 1 – Dean
Cert 2 – Chair
Cert 2 – Dean

Cert 3 – Chair
Cert 3 – Dean
University Honors
Office of the Registrar
Approved
Denied
Withdrawn

Perceptive Content Overview

What is Perceptive Content?

Perceptive Content (formerly called ImageNow) is a dynamic content management system. In a nutshell, it is software that allows us to manage documents electronically throughout our campus. We can store and retrieve documents, send documents to other users, complete tasks like approving invoice, and sign and approve forms like graduation and graduate admission applications - all electronically.

This documentation guide will focus on the **Graduation Application** process within Perceptive Content.

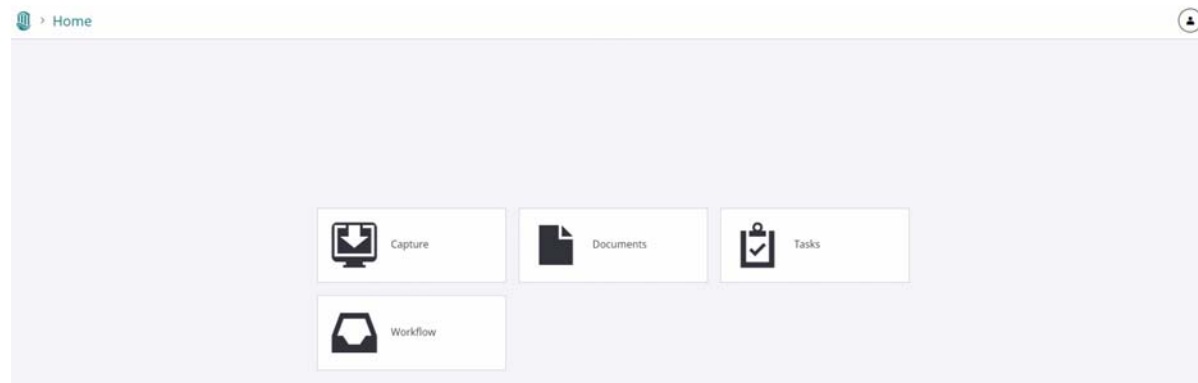
Logging into Perceptive Content

Access is currently limited to the campus administrative network or off campus via a VPN connection. Use **Google Chrome or Safari** to access Perceptive Content. Internet Explorer and older browsers are not supported.

- Access the Perceptive Content web client called Perceptive Experience by navigating to <https://img.coastal.edu:8443/experience/#login>
- This is set up as a **Single Sign On** experience, so you should use your CCU credentials to log in.

Apps in Perceptive

Once you successfully log into the system, Perceptive Content will display available **apps** on the **Home** screen:



Think of these as single **apps** within a larger structure that work independently of each other. Based on your permissions, you may or may not see all of the **apps** listed above.

Tip: You can view current and historical graduation applications using the [Documents app](#).

Tip: You will need to use the [Workflow app](#) to make your decision and route the graduation application.

Tip: You can always click the  icon to be directed back to the **Home** screen to select a different **app**.

Using the Documents App

Users can search and view historical graduation applications using the [Documents App](#). Think of this **app** as viewing documents in a ‘filing cabinet’. You use this app to look into the filing cabinet, search through it, select a file, and view the contents of the file.

Use the [Documents App](#) in the following scenarios:

- If you want to search or view historical graduation applications
- If you want to find where a given graduation application is at during any part of the approval process when it is not in your workflow queue
- If you are an Academic Adviser **and** you want to view a list of graduation applications waiting for your review

Using the Workflow App

Users will actually process the graduation application using the [Workflow App](#). Think of this **app** doing actual work on the application.

Use the [Workflow App](#) in the following scenarios:

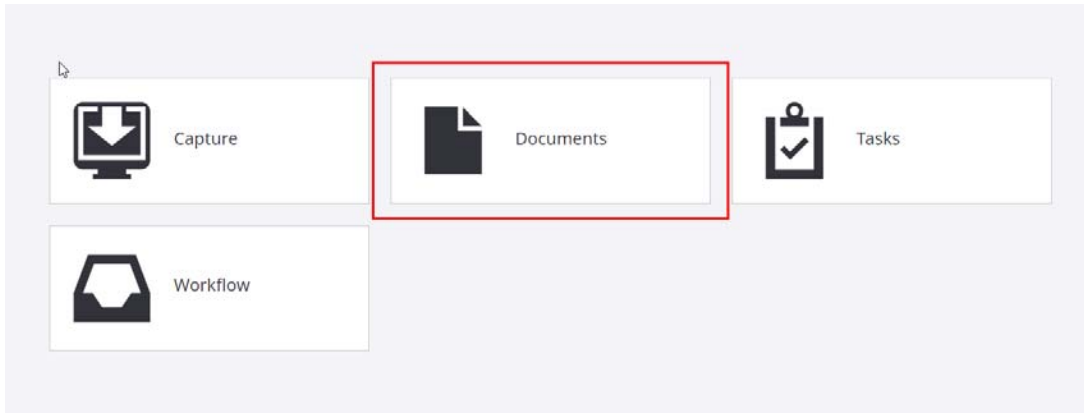
- If you want to approve or deny a graduation application
- If you need to route any of your work out of your workflow queue

Tip for Academic Advisers: Graduation applications are initially routed to a queue based on the college of the student’s major, regardless of adviser. Multiple Academic Advisers will be assigned to the same workflow queue. Therefore, Academic Advisers may see applications using the [Workflow App](#) that are not necessarily their work. This allows areas to cover for their coworkers in the case of an absence.

Tip: Once you complete work in the [Workflow App](#), the document will no longer be in your workflow queue since it has been routed elsewhere and you would need to use the [Documents App](#) if you needed to locate the application for any reason.

How to Search/Find Graduation Applications using Predefined Filters

1. Click the [Documents App](#) from the **Home Screen**:

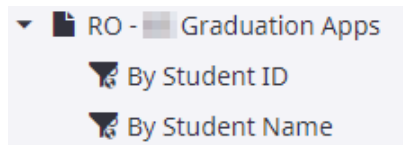


2. Click and expand the appropriate **Document View** on the left-hand side of the screen.



TIP: The name of the *Document Views* will start with the college code.

3. Select the desired filter (filter options will be based on permissions granted)



Tip: Views are typically limited to 500 results

Tip: Student IDs must be entered as 7 digits (include any necessary leading 0)

Tip: Student Name should be entered in the following format:


Last name, First name, Middle Name

4. Click OK to the prompt.

How to Create a New Search

If a pre-defined filter does not satisfy the request, users can build their own searches. To create a new search, complete the steps below:

1. Click anywhere in the “**Search in [View Name]:**” window located to the left of the Search button. You should see the following:



Add Constraint: Name starts with


2. From the left drop-down, select one of the available field parameters.
Tip: The NAME constraint is not the student's name. It is the student's confirmation number from the email notification generated after the student applied for graduation.
3. From the second drop-down, select an operator.
4. Depending on your previous selections, type or select a search parameter in the third field.
5. Select **Add** to complete the constraint. ***Do not forget this step.*** Your search will not work without *adding* the constraint.
6. Select **Search**.

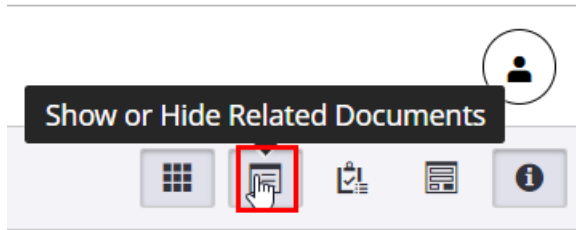
Tip: To utilize multiple constraints in a single search, select **Add** and repeat **steps 2 through 6**.

Tip: To change from an AND to an OR constraint statement, click the word “**AND**”.

How to View Related Documents

It is important to know how to view Related Documents **as this is how you will view any automated Program Evaluation for the student.**


1. In the viewer, click the **Show or Hide Related Documents**  icon. The **Related Documents** pane should now appear. You may drag a pane's perimeter to resize accordingly.



2. In the **Relationship** list, select one of the following options:

RO - View Other Grad Apps

RO - View Program Eval(s)

Double click on any document listed to open the document in a new viewer window. Simply close the new window when you wish to return to the main application view. You may also wish to close the related documents pane to save space. Remember that you can always recall it by selecting **Show or Hide Related Documents**  .

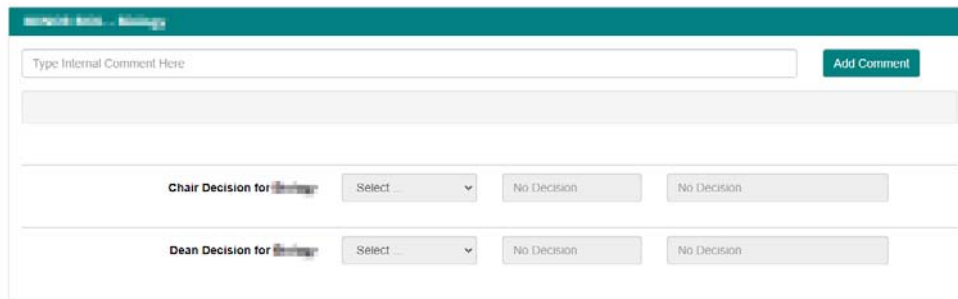
Graduation Application Workflow

You will receive email reminders when you have work to do.

Review the Application

In the WebAdvisor Graduation Application, Academic Advisers sign under each academic requirement. The Self Service Graduation Application has a single designated spot for advisers including a comment area.

There will be a unique box for every academic requirement for Chairs and Deans to sign.



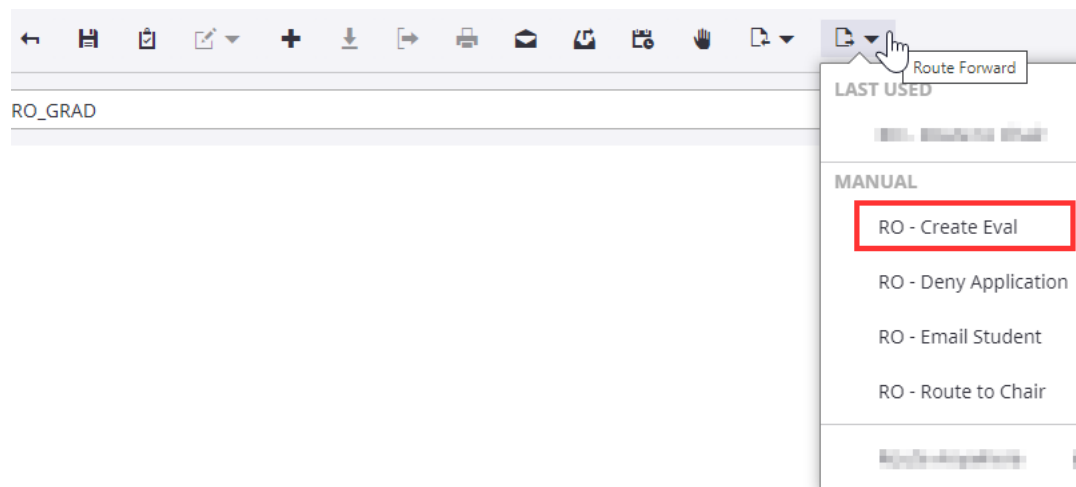
The screenshot shows a web interface for reviewing a graduation application. At the top, there is a teal header with the text "Internal Comment Here" and an "Add Comment" button. Below this is a large text area for comments. Underneath, there are two rows of decision buttons. The first row is labeled "Chair Decision for [Requirement]" and the second row is labeled "Dean Decision for [Requirement]". Each row contains a "Select" dropdown menu and two "No Decision" buttons.

Use [Related Documents](#) to view automated Program Evaluations and/or other submitted graduation applications.

Requesting a Program Evaluation (Optional)


Perceptive Content can automatically run and upload a program evaluation, **effective March 2019**. All new graduation applications will have a program evaluation loaded under [Related Documents](#) prior to being routed to the Adviser queue.

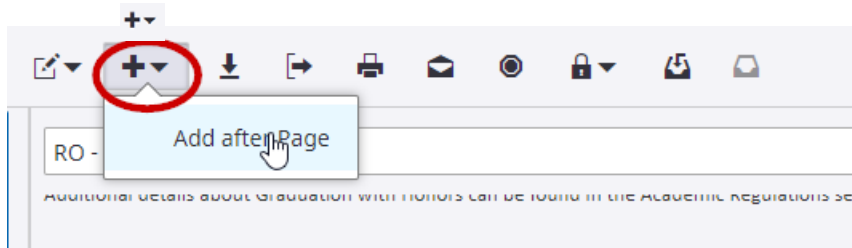
If you wish to request a new program evaluation (perhaps a student has registered for new coursework), then you simply need to route the document forward:



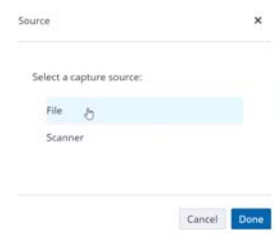
The graduation application will return to your queue once a new program evaluation has been generated. This process can take from 10 – 30 minutes, depending on volume.

Manually Upload Other Supporting Documentation (Optional)

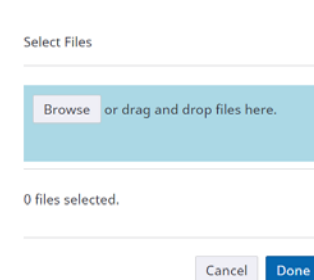
1. Open the graduation application using the [Workflow App](#)
Click the  icon on the top toolbar to add a file



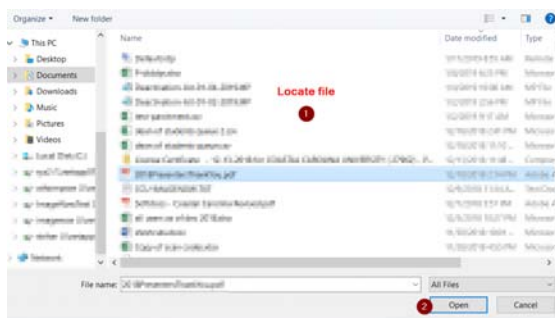
2. *Double-click File* as your capture source (or *single-click File* and click **Done**)



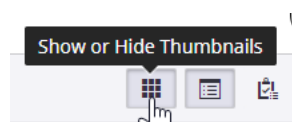
3. Click **Browse**:



4. Navigate to where you saved the file:

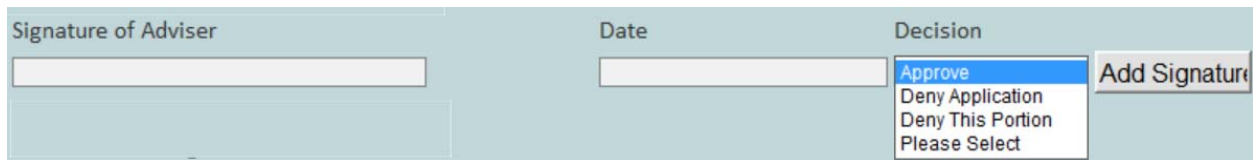


5. You should be able to see the document you uploaded through viewing **Thumbnails**, which can be toggled on/off on the right-hand side of the screen.



Making a Decision

On the WebAdvisor Graduation Application, users must make their decision and then click the **Add Signature** button to add the system generated stamp containing the user/date.



The Self-Service Graduation Application automatically updates a timestamp when making the decision.

One of the following decisions must be made at each level for each program requirement:

- **Approve** – This is the happy path that means this graduation application is ready for the next step in the process.
- **Deny**– This option could mean a “soft” deny or a “hard” deny. A “soft” deny may indicate that this application is missing something to make it acceptable, like a course substitution. A “hard” deny is an application that does not have any hope of being approved. An example of this may be that a student needs to apply for a different term.

Routing a Document Forward

No matter the decision that you make, you will need to always “Route Forward”. This is because predetermined routing paths have already been confirmed. Even if an application is denied, you will always choose “Route Forward” so that the document can go on its predetermined path.

After a decision has been made, route the document forward using the following steps.

1. Using the [Workflow App](#), open the application.

2. Click the  **Route Forward** icon from the toolbar



3. Choose the **appropriate route** based on your role.

Adviser Options:

RO – Create Eval
RO – Deny Application
RO – Email Student
RO – Route to Chair

Chair Options:

RO – Create Eval
RO – Deny Application
RO – Email Student
RO – Route Back to Registrar
RO – Route to Adviser
RO – Route to Dean

Dean Options:

RO – Create Eval
RO – Email Student
RO – Route Back to Registrar
RO – Route to Adviser
RO – Route to Chair
RO – Update Level and Route

- **RO – Create Eval** – This option is will route the application to a holding queue until the system is able to generate a new program evaluation. Once the program evaluation is ready, the graduation application will route back to your workflow queue for processing. No emails are generated. The status of the application is not updated.
- **RO – Deny Application** - This option is will generate an automated email to the student and the user that routed the document to this queue. The email will include comments from the **Optional Comments to Student** field, if populated. [NOTE: this is only available on the Self Service Graduation Application version]. The status of the application will be updated to **Denied**, and the application will be removed from workflow. Sample Email:

From: noreply@coastal.edu <noreply@coastal.edu>
To: <<Student Email>>
Cc: <<Person that routed app to queue>>
Subject: Important: Graduation Application Information

Dear <<Student Legal Name>>,
 Your graduation application cannot be processed at this time. Please contact your Academic Adviser (or your Department Chair if the Adviser is unavailable) as soon as possible to discuss the status of your graduation application.

Submission Details
Reference Number: <<UNIQUE ID>>
 <<Comments if exist>>

Sincerely,
 Office of the Registrar
 Baxley Hall 222
 843-349-2019
registrar@coastal.edu

- **RO – Email Student** – this option will generate an email to the student and the user that is routed the document to this queue. The email will include comments from the **Optional Comments to Student** field, if populated. [NOTE: this is only available on the Self Service Graduation Application version]. The status of the application will be updated to **Waiting on Student**, and the application will be returned to your workflow. Sample Email:

From: noreply@coastal.edu <noreply@coastal.edu>
To: <<Student Email>>
Cc: <<Person that routed app to queue>>
Subject: Important: Graduation Application Information

Dear <<Student Legal Name>>,

There may be potential questions regarding your graduation application. Please contact your Academic Adviser (or your Department Chair if the Adviser is unavailable) as soon as possible to discuss the status of your graduation application.

Submission Details

Reference Number: <<UNIQUE ID>>

<<Comments if exist>>

Sincerely,

Office of the Registrar

Baxley Hall 222

843-349-2019

registrar@coastal.edu

- **Route to Adviser** – [*This option is only available at the Chair and Dean Level*] This will route the application back to the initial adviser college-specific queue. No emails are generated. The status of the application is updated to waiting on **Advisor**.
- **Route to Chair** – If routing from an Adviser queue, this is the highlighted default happy path. Advisers should choose this path if the application is approved and should go to the Department Chair or Program Coordinator Designee for an additional review. No emails are generated. The status of the application will be updated to reflect the chair of the current academic requirement being evaluated (Chair of Major/Minor/Cert/1/2/3).
- **Route to Back to Registrar** – Only use this path if the Office of the Registrar has returned an application to you for additional information. Be sure you have updated the comments field with your response before sending this back. No emails are generated. The status of the application is set to **Office of the Registrar**.
- **Route to Dean** [*Only Available at the Chair Level*]– This is the highlighted default happy path. Choose this path if the application is approved and should go to the Dean of College Designee for an additional review. **Deny decisions can still route by this path, pending that the piece that is being denied should not hold up the application from moving forward.** No emails are generated. The status of the application will be updated to reflect the dean of the current academic requirement being evaluated (Dean of Major/Minor/Cert/1/2/3).
- **Update Level and Route** – [*Only Available at the Dean Level*] This is the highlighted default happy path. Choose this path if the application is approved and should go to the next program requirement (if any) for review. **Deny decisions can still route by this path, pending that the piece that is being denied should not hold up the application from moving forward.** No emails are generated.
 - If the application is fully approved, the status of the application will be updated to Office of the Registrar
 - If there is still other requirements to review, the status of the application will be updated to reflect the chair of the next academic requirement being evaluated (Chair of Major/Minor/Cert/1/2/3).

Additional Support

If you need additional support, please contact:

Office of the Registrar

Baxley Hall, Room 222

843-349-2019

graduation@coastal.edu

You may also visit the following websites:

<https://www.coastal.edu/info/facstaff/perceptivecontent/>

<https://www.coastal.edu/commencement/>

Appendix A: Graduation Flowchart

