CIT Courses InTouch
User Guide

- Class Lists
- Course Problem Notice
University of Pennsylvania
Courses InTouch: Class Lists & Course Problem Notices

A new online system will be launched in February 2006 that will provide instructors with the ability to access their Class Lists and generate email notices to any student having difficulty in a course or courses.

The CIT Class List function will replace the IRQDB Class List and will be presented in similar format. All teaching faculty in the University will have access to the Class List function. Any user who previously used IRQDB will be transitioned to the new facility to ensure just one point of entry for both course and student information. For users of other systems, the CIT class list function is another option and provides the point of entry to the Course Problem Notice function.

The CIT Course Problem Notices (CPN) function will provide instructors with an easy mechanism to alert students to potential problems in a course, in time for the student to take steps to correct the problem and obtain the appropriate support. Based on each school’s configuration, the system can also inform the student’s academic advisor(s) to ensure follow-up as needed. This new online system will replace the paper forms currently used in some schools.

In addition to creating and sending notices, the system will also store a history of CPNs that can be accessed by instructors and other administrative staff with a “need-to-know.” Notation will also be added to the Notes section of the student’s advising record, for easy reference when advising students.

CIT School Administrators will be designated to maintain and/or establish security access for individuals in their school and advising offices. In addition to teaching faculty, other individuals can be assigned access to the system. It is recommend that:

- Course Proxies --Teaching Assistants and Course Coordinators be added as instructors on the appropriate Course Section in the Student Record System (SRS), with a 0% teaching load and an appropriate CIT-Code on Screen 132.
- Subject Proxies – Departments and Programs designate administrative staff with a “need-to-know.”

The greatest use of this system is expected to be at the undergraduate level, although the system is available to any instructor and any school at Penn. A pre-requisite for effective use of this process is a valid Email address for every student.

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NOTES:
- Instructors and Course Proxies are only able to access Class Lists and send or view Course Problem Notices for the course section/s where they have been entered into the student record system as participating either with 100, partial or zero percent load.
- As of April 3, 2007, the CPN system was revised to enable utilization of the system for courses with special sessions, where the beginning or end dates fall outside of the traditional Fall, Spring or Summer timeframes.
The following will provide a step-by-step guide to using the application.

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Access
You may access the application on the U@Penn Portal, in the section labeled “Student Advising & Administrative Resources.”
http://www.upenn.edu/isc/apps/CoursesInTouch/

Authentication
You will be required to enter your PennKey and password to log into the system.

Read the Usage Statement and Agree.

If you have problems trying to authenticate yourself, please see the PennKey website for help.

Tips
DO NOT use your browser's "BACK" button, as this will disrupt your session!
Select the Class list function from the menu. Note that the Default Term is always the current term. Select the desired class from the drop down box. Select the preferred picture option and continue.

Tips

Class list will generally take longer to display if you select the option to show all pictures.

The same menu structure is displayed for a Course Proxy. Course Proxies are typically Teaching Assistants and Course Coordinators, entered in the SRS ‘Section Faculty Assignments’ screen with a 0% teaching load.
Class List Menu for a Subject Proxy

Subject Proxies can view Class Lists information for all courses in the subject area(s) to which they have been given proxy access.

Note that the Default Term is always the current term.

Enter the desired course number. Only the Section number may be wildcarded. Note: wild cards take longer to display.

Select the preferred picture option and Continue.

Tips

Security access for a Subject Proxy is set up by the CIT School Administrator.
Class List View
(without pictures)

Class List displays for the selected course, with the name of the course and instructor(s).

Students in cross-listed courses are included in the list, with an indication of their specific “Registered Section.”

Tips

Use the ▲ and ▼ icons in the report header to sort the list in ascending or descending order by the selected element.

<table>
<thead>
<tr>
<th>Name</th>
<th>Penn Id</th>
<th>Classification</th>
<th>Email Address</th>
<th>Primary Major</th>
<th>Primary Division</th>
<th>Registered Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams, John</td>
<td>12345678</td>
<td>SR</td>
<td><a href="mailto:jadams@sas.upenn.edu">jadams@sas.upenn.edu</a></td>
<td>ARTH</td>
<td>COL</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Adams, Abigail</td>
<td>23456789</td>
<td>SA</td>
<td><a href="mailto:aadams@sas.upenn.edu">aadams@sas.upenn.edu</a></td>
<td>CSA</td>
<td>CGS</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Corbin, Margaret</td>
<td>34567891</td>
<td>SR</td>
<td><a href="mailto:mcorbin@sas.upenn.edu">mcorbin@sas.upenn.edu</a></td>
<td>BIBB</td>
<td>COL</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Franklin, Benjamin</td>
<td>45678913</td>
<td>SR</td>
<td><a href="mailto:bfranklin@sas.upenn.edu">bfranklin@sas.upenn.edu</a></td>
<td>CLST</td>
<td>COL</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Franklin, Elizabeth</td>
<td>56789123</td>
<td>JR</td>
<td><a href="mailto:ofranklin@sas.upenn.edu">ofranklin@sas.upenn.edu</a></td>
<td>ARTH</td>
<td>COL</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Hancock, John</td>
<td>67891234</td>
<td>JR</td>
<td><a href="mailto:jhandcock@sas.upenn.edu">jhandcock@sas.upenn.edu</a></td>
<td>CLST</td>
<td>CGS</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Ross, Betsy</td>
<td>78912345</td>
<td>SR</td>
<td><a href="mailto:bross@sas.upenn.edu">bross@sas.upenn.edu</a></td>
<td>ARTH</td>
<td>CGS</td>
<td>ARTH+420-401</td>
</tr>
<tr>
<td>Rush, Benjamin</td>
<td>89123456</td>
<td>SR</td>
<td><a href="mailto:brush@sas.upenn.edu">brush@sas.upenn.edu</a></td>
<td>UNDC</td>
<td>COL</td>
<td>ARTH+420-401</td>
</tr>
</tbody>
</table>
Download the Class List

You can Download the class list file to your computer and open it with Excel.

Tips

You will be prompted to Open or Save the file (and asked where to save it). You should always choose the “Save” option. Opening the file while you are still in CIT may disrupt your session.
Create Notice – Instructor or Course Proxy

Select the Create Notices function from the menu.

Select the desired course.

Select the preferred picture option and Continue.

Note that you can only create CPNs for the current academic term.

Tips

When you select a picture option, the system will also display dates for other notices already sent to the student for this particular class. These dates are listed directly under the image.
Create Notice – Subject
Proxy

Select the Create Notices function from the menu.

Select the desired course. No wildcarding can be used; course and section number must be entered.

Select the preferred picture option and Continue.

Note that you can only create CPNs for the current academic term.

Tips

When you select a picture option, the system will also display dates for other notices already sent to the student for this particular class. These dates are listed directly under the image.
Create Notice

Select student(s) to receive a problem notice.

You may select one or more students to notify before beginning to create the notices. You will be presented with a separate “creation” screen for each student you selected from the class list. The system keeps track of the student you are on, i.e., 1 of 3, 2 of 3, etc.

Tips

No Email address for the student? You will NOT be able to create a CPN for students who do not have email addresses. Please notify by other means, such as contacting the student directly or following up with the school office.
Create Notice

Select at least one item from each of the two columns: indicate the problem and the person(s) the student should contact.

If additional comments are needed, use the text box below. If you select “Other,” use the Comments box for further details. Please keep in mind the need for objective communication: all “comments” will be included in the email to the student.

Once you have completed your entries, you can do one of the following:

- Cancel this notification
- Cancel remaining students
- Continue

If you “Cancel remaining students” at this point, you will also cancel the note to this student.
Review Notice to Be Sent

A final review screen presented in the format of the email that will be sent to the student.

You will have the option to:
- Cancel remaining students
- Revise the Notice
- Send Now

If you choose Send Now, you will be presented with an “are you sure” message. Confirmation of the action sends the email immediately.

Depending on the specific setup for the school, aCc: of the notice may also be sent to the student’s advisor(s).

Note the message at the bottom, reassuring the student of their privacy.

Tips

If you wish to send a notice to this student but change your mind about notifying any “remaining” students you selected, send this notice first, and then cancel the others after the confirmation screen.

Once a CPN email has been sent to a student, it cannot be recalled or cancelled.
Confirmation of Notice Sent

You will receive a confirmation of the sent email.

If you have selected more than one student to notify, the system will move on to the next student as soon as you click on “Continue.”

Course Problem Notice email has been sent for Franklin, Benjamin

Problems or Questions: Please contact your CIT Divisional Administrator.
View Course Problem Notices

Select one of the options below:

<table>
<thead>
<tr>
<th>Option</th>
<th>Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name</td>
<td>Last name, First name</td>
</tr>
<tr>
<td>Penn Id</td>
<td></td>
</tr>
<tr>
<td>ARTH-420-401</td>
<td>From: 01/09/2008 To: 04/21/2008</td>
</tr>
<tr>
<td>Display all notices</td>
<td></td>
</tr>
</tbody>
</table>

View Notices – Instructor, Course Proxy and Subject Proxy

You can view CPN notices for students in the courses you are teaching in the current term.

By Student:
- Select a single student by entering all or part of name
- Select student by entering the Penn Id

By Course:
- Choose the course for which you would like view notices generated
- You may choose a specific range of dates within the current term MM/DD/YYYY

By all notices
- Display all notices issued in the current term for all classes in which you were an instructor. Notices sent by Course Proxies (TAs) or Subject Proxies for your class/es will also be displayed

NOTE: Subject Proxies may only view notices for the subject area/s to which they have been given proxy access.
View Course Problem Notices

Click the button next to the desired student:

<table>
<thead>
<tr>
<th>Select</th>
<th>Student Name</th>
<th>Penn Id</th>
<th>Div</th>
<th># of Notices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>Franklin, Ben</td>
<td>4567891</td>
<td>COL</td>
<td>2</td>
</tr>
<tr>
<td>Select</td>
<td>Hancock, John</td>
<td>6789123</td>
<td>COL</td>
<td>1</td>
</tr>
<tr>
<td>Select</td>
<td>Ross, Betsy</td>
<td>7891234</td>
<td>COL</td>
<td>1</td>
</tr>
</tbody>
</table>

New Search

Problems or Questions: Please contact your School Administrator.

View Notices by Student

Based on your search selection in the previous screen, you will see either some or all of the students in your courses with CPNs.

Use the ▲ and ▼ icons in the report header to sort the list in ascending or descending order by the selected element.

Select the student for whom you would like to see more details of the specific notices sent.
View Notices by Student Details

This option will provide you with a list of all notices sent to the student you selected—for the course/s for which you are listed as an instructor.

The list will include information on the course, sender and date of each CPN. Click View Details for more detailed information on the notice/s sent.

<table>
<thead>
<tr>
<th>Select</th>
<th>Course Section</th>
<th>Sender</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Details</td>
<td>ARTH-420-401</td>
<td>VANDERLYN, Pieter</td>
<td>01/11/2005</td>
</tr>
<tr>
<td>View Details</td>
<td>ARTH-420-401</td>
<td>VANDERLYN, Pieter</td>
<td>01/12/2005</td>
</tr>
</tbody>
</table>

View Course Problem Notices

Click on "View Details" to review the notice:

Student name: Ross, Betsy
View Course Problem Notices

Name: Franklin, Benjamin  
Penn Id: 4567891  
Classification: SP  
Primary Major: ARTH  
Primary Division: COL  
Registered Section: ARTH-420-401  

Notice Date: 01/11/2006  
Sent By: VANDERLYN, PIETER  
Course: ARTH-420-401: The American Limner  
Term: 2006A

Your work is unsatisfactory at this time due to:  
[ ] Poor test results  
[ ] Too many classes/labs missed  
[ ] Assignments(s) not well prepared  
[ ] Work far from commensurate with ability  
[ ] Unsatisfactory lab performance  
[ ] Unsatisfactory clinical performance  
[ ] Too often late in arriving  
[ ] Other (see Comments below)

We advise you to discuss this problem with your:  
[ ] Instructor  
[ ] T.A.  
[ ] Advisor  
[ ] Advising Office  
[ ] Tutor  
[ ] Weingarten Learning Resources Center  
[ ] Penn Writing Center

Comments:  
Your recent paper was not well crafted.
View Notices – ADVISORS

You can view CPN notices for your advisees in the current term.

By Student:
- Select a single student by entering all or part of name
- Select student by entering the Penn Id
- Select by students with multiple notices

By Course:
- The drop down box will display only the courses in which your advisees have received notices

By range of dates
- You may choose a specific range of dates within the current term MM/DD/YYYY

Tips
- If no course is listed in the drop down box, your advisees are doing well.