FAQ – FOR STUDENTS

Description: This quick guide provides answers to frequently asked questions.

Applies to: Students

GENERAL

What is Workday Student?

Workday Student is Suffolk's new *Student Information System* for personal and contact information, financial aid, student account information, academic records, academic planning, and registration. Workday Student is replacing Colleague, WebAdvisor, and Self Service.

What are the benefits of Workday Student?

Workday Student provides a streamlined system for students as they engage with Suffolk throughout their academic careers, enabling them to:

- Update personal and contact information.
- Register for classes.
- Add or drop classes.
- View grades.
- View financial aid and financial information.
- Review academic progress toward their degree program.

Why is the university moving to Workday?

Workday is cloud-based system, which enables the university to keep up to date with new functionality more efficiently, offering the most modern student experience. In addition, the online system architecture allows us to run operations in a more secure environment using Workday's strict security protocols. The university has been on this journey for some time with the implementation of Workday for HR, Finance and Payroll, which established the foundation for Workday Student.

Will I need to be trained to use Workday Student?

Students will find that most Workday Student functions can be performed with little or no training. Links to quick reference guides, video tutorials, and self-directed eLearning modules are accessible from your Academics Hub.

When will I be able to start using Workday Student?

Workday Student will be available as of February 26, 2024. Students are encouraged to complete onboarding tasks and create schedules and academic plans. You can use Workday during the April 2024 registration period, to register for Summer 2024 and Fall 2024 classes.

Is there a Workday mobile app?

Yes! Every student should download the Workday mobile app. Sign in using 'suffolk' as the site name. From there, you will create a pin number and will have the option to use face recognition to sign in. See Installing Workday Mobile quick guide.

PROGRAMS OF STUDY, COURSES & COURSE SECTIONS

Can I change my program of study?

Yes, you may submit a request to change your program of study through Workday. By default, the primary program of study will be the first program of study (major or program) that was declared, provided you are still actively pursuing this program of study. See Change Program of Study quick guide.

If I have two majors in two different Suffolk schools (i.e., majoring in English and Business Administration), will administrators be able to see my full academic record?

Academic Support Groups with specific security access will be able to see all programs of study for their students.

Will there be links to course syllabi in each course listing?

You can access course syllabi directly in Canvas.

How can I view the details of a course such as number of credits, pre-requisites, and eligibility guidelines?

To find course sections for a specific academic period, go to the **Academics Hub** > **Planning and Registration** section and select the **Find Course Sections** report. Select the specific course section to view the details.

What does course eligibility mean?

Course eligibility includes prerequisites, co-requisites, and other requirements you need to meet to be eligible to register for a course. If you are ineligible for a course, you may request an eligibility override to obtain permission. See Request Eligibility Override quick guide.

ACADEMIC PLANS AND SCHEDULES

What is an Academic Plan?

The academic plan allows you and your advisor to plan your educational journey. You can select academic requirements and corresponding courses based on your program(s) of study. From your academic plan you can easily create a Saved Schedule. Create and Academic Plan quick guide.

Will declared minors also be eligible to create academic plans?

Yes! Plan templates are available for your major. You can then incorporate all your program of study requirements into a single plan, including minors as long as you have declared the Program of Study. You may also create multiple academic plans.

Should I create a saved schedule prior to registering for classes?

A saved schedule is a valuable tool for you and your advisor to plan out your academic period. You can add courses you would like to take, then register directly from the schedule during your registration appointment. Create a Saved Schedule quick guide.

Do I need to create a Saved Schedule for a change in my previously registered courses?

While a saved schedule is a great tool during your initial registration, it is more efficient to register for additional sections directly from the Find Course Section report found on the Academics Hub.

REGISTRATION

How long will the registration process take?

Workday is very user-friendly, and easy to navigate. Registering for classes using your saved schedule takes less than one minute.

How do I request a pre-requisite/eligibility override in Workday?

Go to your Academic Hub and select **Request Course Section Prerequisite Override** task under the suggested links section. Enter the course number and course section. Be sure to include your reason in the comments section. Once requested, the instructor or appropriate administrator will receive an inbox item to determine if you would be eligible for the waiver. Once the override is approved, you will still need to register for the course. See Request Eligibility Override quick guide

Why can't I register for a particular course section?

Utilize the **Find Course Section** report on the Academics Hub to select the course section. Once you have the section pulled up, a "Troubleshoot" button will display. This will bring you to the Troubleshooting Console which will summarize issues that may be causing you not to be able to

register such as a Hold, Pre-Req, Registration Appointment, Eligibility. See [Register from Course Section](#) quick guide.

How do I add myself to a waitlisted course?

When you register for a waitlisted course, you will automatically be added to the waitlist if there are spots available, and you are eligible to take the course.

How will I know when a space becomes available on a waitlisted course?

You will be notified via a Workday My Task item that a seat is available. You will have 48 hours to accept or decline the seat. If no action is taken during the allotted time Workday will move to the next student on the list and work down the waitlist order accordingly. See [Waitlist Management](#) quick guide.

How can I view my waitlisted courses?

From the **Academic Hub** > **Planning and Registration** section, select **View My Courses**. You will see the waitlist section below your enrolled classes.

How do I register for a course with co-requisites (two courses that must be registered together as a pair)?

When you register for the course, you will get an alert to also select a section of the co-requisite course. For example, when you register for a lecture, you will be asked to select a lab section as well.

Can I drop a co-requisite course?

Students must be registered and enrolled in both course sections if the sections have a determined co-requisite. If you try to drop one course, you will get a notification alerting you that both sections will be dropped.

How do I view my schedule and make changes after I have registered?

Navigate to **Academics Hub > Planning and Registration** and select **Current Classes**. This shows your registered courses. Scroll to the end of the row. If you are still within the registration period, you will see Drop and Swap buttons to make changes to your schedule. If the buttons are not there, contact your academic advisor. See [Register from a Saved Schedule](#) quick guide.

How can I get holds removed from my student record?

You can see your holds directly on your Academics Hub. You will see instructions as to how you can resolve the hold.

ACADEMIC PROGRESS

How can I track my degree progress on Workday Student?

In Workday this is called **Academic Progress**. From your student profile, select **Academics** > **Academic Progress** to view the status of requirements for each program of study. See Academics Tab Overview quick guide.

What courses are included in the Academic Progress Report?

The Academic Progress Report shows completed, in progress and enrolled courses.

TRANSCRIPTS

Where can I obtain my unofficial transcript?

You can generate an unofficial transcript directly from Workday. Navigate to the **Academics Hub** > **Suggested Links** and select **Generate Unofficial Transcript**. Click confirm and your transcript will be sent to your notifications (bell icon).

Where can I obtain my official transcript?

The Registrar's Office website provides instruction on **how to order an official transcript**. Suffolk University partners with a third party for security reasons in the ordering and dissemination of official transcripts.

FINANCIAL AID/STUDENT ACCOUNTS

Where can I view my Financial Aid?

You can view your Financial Aid under the Financials Hub. See View Financial Aid quick guide.

Where can I view my most updated student account and statement?

You can view your student account and statement under the Financials Hub. See View Statement and Charges quick guide.