uSis

FAQ
for Students

Version 1.0

Contents

Frequently Asked Questions uSis

This document provides a summary of the most frequently asked questions concerning uSis. Alongside answers to these questions instruction films have been made to illustrate some of the functions for which uSis will be used.

General Information about uSis

What is uSis?

uSis is the student information system of Leiden University for both staff and students. All data related to the registration of students, their enrollments and their results is maintained in uSis. A self-service module is available for students. This provides students with the functionality to access their own personal data and to enroll themselves for student activities such as exams and tutorials. uSis is based on the ERP system Oracle PeopleSoft Enterprises Campus Solutions that is used by many educational institutions.

Where are the uSis Video Tutorials films?
The instruction video's can be accessed through uStream via the following webpage:
http://students.leiden.edu/student-life/student-facilities/video-tutorials-usis.html.

I can't find the answer to my question in the FAQ, instruction films or the manuals, what now?

A helpdesk has been set up to answer questions from students and staff. Access to the helpdesk is via:
- **E-mail:** uSis-helpdesk@ics.leidenuniv.nl or via MS Outlook "ICS - USIS-Helpdesk"
- **Telephone:** 071-527 8800 (available work days from 09:00 until 17:30)

LUMC, Humanities, FSW and Law also provide opportunities for student questions.

Students from ICLON and Archeology can use the faculty administration to answer their questions. Students from the Mathematics and Natural Sciences Faculties can use the primary helpdesk or the Plexus counter. Of course, the counter in the Plexus building may also be used for questions about uSis for other students.

How do I log in?
uSis (Student Information System) can be accessed via an internet browser.

uSis may be accessed via the university website. From the home page select ICT, uMail, Blackboard, uSis and you will be connected to one of the following sites:
http://www.voorzieningen.leidenuniv.nl/ulcn/
http://services-facilities.leiden.edu/

It is also possible to log in directly via http://usis.leidenuniv.nl.
You can choose English or Dutch as uSis presentation language in the log in screen.

Whilst logging in to uSis both the user name and the password are case sensitive. The user name may only contain small letters whilst the password must contain at least one capital letter.
The user name and password used for uSis is identical to those used for uMail en uPrefs.

What is the Student Center
The Student Center is the best place to start in uSis. The Student Center can be accessed by clicking on "Self Service". Many components come together in the Student Center which simplifies access to required information and the processing of tasks. Data relating to your registration, your enrollment for classes, your week rooster, your study points and your study progress can all be accessed via the Student Center. Just about everything that can be accessed via the Student Center can also be accessed via other menu options.

Note that the most common functions can also be accessed via the 'Quick to'link in your menubar.

Which e-mail address does uSis use?

All e-mails that are automatically sent from uSis will be sent to your uMail address.

What is the relationship between the e-Studiegids and uSis?

Both uSis and the e-Studiegids contain course data covering both the structure and the subjects. The e-Studiegids often provides more detailed course content information than available in uSis. For information concerning registration and enrollment uSis is the system to choose. Although both systems complement each other there is currently no physical interface between them.

Where can I find my last examination results?

Examination results could not be registered in the weeks prior to the implementation of uSis (from the beginning of March 2010). The staff are currently working hard to catch up with this backlog. Your results should be visible very shortly.

Personalization

Can I change my address, e-mail address or telephone number via uSis?

You can change this data yourself via uSis. You can do this via the following navigation path:
Self Service > Campus Personal Information > Addresses
Self Service > Campus Personal Information > Phone Numbers
Self Service > Campus Personal Information > Email Addresses

Where do I register the language in which I would like to receive my communication?

It is possible to control the form and language the system uses when sending messages to you. Via Self Service > Campus Personal Information > Communication Preferences. You can choose from:
- Preferred Language: Dutch or English
- Preferred Communication Method: Letter (L) or E-mail (E)

This does not guarantee that the preferences will always be used. The University may choose to send certain formal messages by letter or e-mail.

uSis synopsis and information retrieval

What is a To Do List?

The to do list displays actions mainly related to the application and enrollment processes for your study. When enrolling by the university it is, for instance, compulsory to provide a copy of the diploma from your previous education and a copy of your identity card. If that hasn't yet happened then you will see the actions that are applicable for you. The to do list is directly visible via the Student Center or via Self Service > Campus Personal Information > To Do List. If it is not clear why an action point is open in your list then please contact the central student administration or your faculty administration.

What is the difference between a program and a plan?

Every student is firstly enrolled for a career (Bachelor, Master or doctoral for instance). The enrollment program/plan combination follows. The academic program and the academic plan are usually the same (there is a one-on-one relation). The reason for this double enrollment is related to the way uSis has been designed. Academic programs are usually used for the communication with the Dienst Uitvoering Onderwijs (DUO) in Groningen (externally oriented) and the acadmic plans provide most of the information for diplomas and their supplements. These are more internally oriented.

How can I see which specialization I am following?

If a specialization has been registered then this will be shown in 'My Academics'. The easiest way to access this page is via the 'Student Center'.

What is the Course Catalog and what are Courses?
All the courses from the past, current or the future that have been given, are being given or will be given by the university can be found in the Course Catalog. The fact that a subject is contained in the Course Catalog does not mean that you can enroll for that subject as it may not be offered as a class. Enrollment is only possible when the course has been made into a class, included in the roster and has been offered for enrollment. You can make a note of courses in your planner so that, later in time, when the course is offered, as a class, you can then enroll.

What is a Class?

Enrollment in uSis is based on classes. Classes are in fact rostered courses. An examination can be found in the Course Catalog and when offered it becomes a class. When an examination is offered three times in a term there is therefore one course and three classes. Examples of classes are examinations, workgroups and practicals.

What is the relationship between courses, classes, grades and enrollments?

This relationship can be represented in schema form as follows:
Course → Rosters -→ Class → Enrollment in Class → result

Before a result can be entered into uSis an existing connection between the student and the class is mandatory. The faculty administration staff can create this connection whilst inputting the results.

How can I see my grades?
There are different ways to access grades in uSis. There are two reports that show you this information: Grades and Course History. You can acces them via the Student Center to choose for 'Other Academic…' and then click on 'Course History' or choose the 'Quick to' entry in your menu and select 'Course History' from there.

Results are entered per term. If you wish to see your examination results, choose the term (term) in which the examination was taken. A result is shown in this list as soon as the definitive input of the result has been completed.

Calculated results can also been seen next to each term. These are the final results for your courses. See below for more information.

What are compositions and calculated results?

The results that are important for your study progress can be accessed via Self Service > Enrollment > Show my Results > Calculated Result. A calculated result is the final result for a subject. The EC's are assigned based on this end result.

An example:
The subject Ancient Egyptian Law consists of a paper and an examination. We call this the composition:

Ancient Egyptian Law
> Ancient Egyptian Law Paper
> Ancient Egyptian Law Examination

You can only enroll for the components of the composition. Whether or not a calculated result is made depends on the results of the components.

After achievement of the results it is possible that the situation is as follows:
Ancient Egyptian Law
> Ancient Egyptian Law Paper   7
> Ancient Egyptian Law Examination 4

A calculated result could not be made because the examination result is below the pass grade.

After retaking the examination and scoring a 7 for the exam, the calculated results can be generated. Now the situation is as follows:

Ancient Egyptian Law   *7*   *5 EC's*
> Ancient Egyptian Law Paper   7
> Ancient Egyptian Law Examination 7

Usually the requirement for generating a calculated result is that all components of the composition are passed. There are however compositions where internal compensation is allowed.

Generally many courses are made up of a main subject and an examination as shown in the following summary. When the examination has been passed then the end pass has also been achieved. :

BSKE 6454EDMY - European Decision-making

Course Detail

Career	Bachelor
Units	7.00
Grading Basis	Whole/half Scale
Component	Independent Study

Enrollment Information

Course Attribute	Dutch spoken Level 500

Description

European Decision-making

Check the courses you want to add to the planner

Underlying Parts

		Subject Area	Description	Mandatory	Units
☐	6454EDMY	BSKE	European Decision-making		7.00
☐	6454EDMT	BSKE	European Decision-making TEN	Yes	0.00

How can I get a summary of my enrollments and my past results?

Self Service > Academic Records > My course history
The result summary only shows results where a pass has been achieved. You can get a summary of all your study activities in which you are enrolled (have been enrolled) or in which you have received points via 'My course history'. Classes that you would like to follow can, if desired, be added to this list (via Class search: see below at 'how do I enroll for a class'). The classes in which points have already been scored are also shown in this list.

If I see an incorrect result in uSis then how can I arrange to have this adjusted?

All the results were transferred from uTwist / ISIS to uSis during the conversion. Even though this conversion was comprehensively controlled the possibility remains that some results are missing or incorrect. If this has happened in your case please report this to the faculty or program administration.

How do I read 'My study requirements'?

The advisement report can be obtained via Self Service > Student Center > My Academics > view my advisement report. This summary shows the status of your study.

Whether or not you have achieved your requirements is controlled by several requirements (per term component, per term or per courselist). Examples of requirements are: compulsory courses, at least 2 courses completed from a list of optional subjects, etc.

In the example above the student has not yet obtained any passes thus everything has the status "fail". As soon as a student receives a pass for one or more requirement then this will be shown. Usually you will obtain an increasing number of passes until, eventually, by receipt of the last pass, you will also receive a pass for the course requirement.

If you are following multiple programs then these will be shown underneath each other. If the programs are split over different careers (for instance Bachelor and Master) then the system will first ask for the career. After this the courses for that career will be shown.

The study requirements that are initially shown are the 'standard' requirements related to the course. If you wish to change these or to obtain an exemption then a 'petition requests' must be used.

Where can I check my BSA status?

The BSA ("Bindend Studie Advies") requirements are assessed at various times in the year. The result of the assessment (the advice/advies) is communicated via a letter but can also be seen in uSis. The menu choice "Study Advice/Certification' can be chosen directly via the Student Center page.

Petition requests

What are petition requests?

The initial study requirements shown are based upon defaults for your specific academic program and plan combination. By using 'petition requests" it is possible to adjust these to your specific situation.
Your requirements may only be changed by the board of examiners (examen commisie). They need a petition request to analyze the situation. The board of examiners can accept or reject a petition request. If the petition request is accepted then your study requirements will be adjusted. You may submit a petition request for the following reasons:

- Request exemption for a particular subject
- Request a deviation in the number of study points required for a subject
- Request an extracurricular course
- Substitution of one course by another course that is offered by Leiden University
- Courses that have been studied in another university may be added via External Education

Petition requests can be found via Self Service > Student Center > My Academics > View my Advisement Report . Now click on the course of concern and choose the button "submit request" .

If necessary, it is important to adjust your study requirements with the use of petition requests. Your study requirements are used to determine whether you pass or fail your program. Be sure to both click on 'submit' and 'print'.

Please note: The board of examiners will only accept petition requests *on paper* that contain a signature and the necessary evidence.

How can I submit a petition requests?
A petition requests must be submitted via your advisement report. After selecting the course that you wish to change, a screen appears in which you can choose "Submit a petition request". After choosing this you can choose the relevant type of petition requests.

Note, in the case of *Extra curricular coourses* you must choose extra curricular course in the section Extra curricular and then choose to submit a petition requests of the type "extra curricular course". Extra curricular subjects do not count in the course requirements but will be shown separately on the result list and will be printed on the diploma supplements.

How can I see what the status is of my outstanding petition requests?
A summary of outstanding petition requests can be obtained via Self Service > Degree Progress/Graduation > My Petition Requests.

Why do petition requests have to be approved by the board of examiners?

Petition requests have to be dealt with according to the specific criteria attached to each program. A change or a request for change leads to a change in the requirements of your program. To ensure that the integrity of your program is not compromised, the approval of an authorized entity is a necessity. Every program has it's own Board of examiners and they have the necessary authority. The acceptance of a petition requests by the Board of examiners only happens once. This acceptance will be immediately applied to the Requirements Summary.

How can I object against a rejected petition requests?

If a petition requests is rejected by the Board of examinersthen it is possible to appeal this via a petition request type 'Objection'. Objections can be entered via Self Service > Degree process/Graduation > Petition Request. *Note, even though this menu has the name 'Petition requests', you can only submit objections here. The other petition requests must be submitted via 'My Study Requirements'.*

How do you add courses done on other universities to your requirements?

Courses studied at other universities can be added to your Requirement Summary. In order to do this a petition request type "External Education" will have to be submitted. Adding this to your requirements (after acceptance by the Examination Committee) will ensure that it also appears in your Requirements overview.

Enrollment and planning

Why do I have to enroll for a Class?

Enrolling for a class causes a relationship to be built between you, the student, and the class (examination, lecture, workgroup, etc.). The course administrators can create attendance reports and summaries based on these relationships. These enrollments can also be used to register results. There are various ways to enroll. Some course administrators have chosen to enroll the students themselves (for all or parts of the required study activities). Usually you will have to enroll yourself for a class. A summary of your enrollments is displayed in the Student Center. You can only enroll for examinations or workgroups and not for the main course upon which the final results are booked. These main courses will never be offered as classes. See also 'What are compositions and calculated results?'.

How do I enroll for an examination or a workgroup?

Examinations and workgroups are all defined as classes in uSis. You must always first choose the relevant term whilst enrolling for classes. There are different methods to choose the applicable classes:
1. Looking thru the Course Catalog;
2. By selecting a class via the Requirements Structure in My requirements;
3. Via My Planner

See also the instruction films that show how the enrollment process works. Use this link: http://students.leiden.edu/student-life/student-facilities/video-tutorials-usis.html. to activate the instruction film.

I wish to enroll for a class but I can't select the class

Whether or not you can select a class for enrollment depends on various situations:
1. The period in time: for every class there is an enrollment period, if this has not yet opened or has already been closed then enrollment for this class is not allowed.
2. The number of available places: there are classes where only a maximum number of enrollments are allowed. As soon as this maximum is reached the enrollment for the class is blocked.

The status of a class indicates the possibilities:

🟢 Open   🟦 Closed   🔺 Waiting List

What is a waiting list

For some classes a waiting list is available. Once the maximum number of enrollments has been reached then a set number of students are allowed to enroll themselves on the waiting list. When other students cancel their enrollment for the class their place is freed up and a student on the waiting list will get the opportunity to enroll. A first in first out system is used in this case. As soon as the waiting list is full then the possibility to enroll on the waiting list will be automatically closed.

How can I enroll for a minor?

A minor is also a class in uSis. Applying or enrolling for a minor works in the same way as applying or enrolling for any other class.

What does planning by my requirements mean?

Selecting Plan By My Requirements provides the opportunity, via your program requirements, to select the courses that you want to study in the coming period or periods. This method of planning uses the requirements that have been coded into uSis for your program. It can save you a lot of time searching for the correct classes and you can be sure that the classes that you have selected are applicable for you.
Once the courses have been inserted into the planning it is then possible to enroll in the applicable classes.

Why am I not allowed to enroll for a class?

During enrollment uSis carries out various automated checks. Enrollments can be blocked because of roster conflicts when there is already an enrollment for another class that takes place on the same day and at the same time. Another reason for blocking an enrollment can be caused by enrollment requirements for the class. Sometmes a class may only be chosen if you satisfy these requirements. Examples are that you must have completed your propedeutic exam or that you must first obtain a pass in another course.

How can I cancel an enrollment for a class?

Via Self service > Enrollment > Enrollment: Drop Classes you can select the class you wish to cancel.

Why can't I find certain classes in my weekly schedule?

Only classes that have scheduled days and time can been seen in the weekly schedule. Classes lacking this specific data are displayed but in the section "Meeting information not available'.

The class name is not printed in my weekly schedule ?

This can be changed by ticking "Show class title" in the 'Display options' section.

Can I select courses that I would like to do in the future?

Yes, courses can be inserted via 'My planner'. Later enrollment in these components can be quickly realized (if they are offered as classes) by selecting them via 'enrollment via my Planner'.

Request graduation

How can I request graduation (diploma)?

Select Self Service > Degree Progress/graduation > Apply for Certification. After receiving this request uSis checks to see if you have fulfilled the necessary requirements to allow graduation. If this is not the case then the request will be automatically cancelled. There is a tutorial video for this topic.

How can I check the status of my request for graduation (diploma)?

You can check the status via Self Service > Degree Progress/graduation > View Certification Status Data.

Various other questions

Can I register my absence via uSis?
No.

I don't see a study advisor, what do I have to do?
Nothing, this depends on your faculty or specific program. Some program administrators choose a fixed study advisor per student and others don't. More information about this can be obtained from your program administration.
Self Service > Academic Records > My Advisors.

In uTwist I was allowed to fill in and change my nickname. Isn't that allowed in uSis?
That is correct, it is no longer allowed due to the fact that StudieLink has not yet been implemented. We expect this function to be available again in mid 2011.

Strange things are happening on my screen, I can't see any data or menu, what to do?
The browser cache probably contains data that is causing the problem. The best solution is to clear your internet browser cache. How this is done depends on the browser and the version number of the browser. In the case of Internet Explorer 7, this can be achieved as follows:
In your explorer menu bar choose Tools > Internet options. Select Browsing History and the Delete button and delete at least the Temporary Internet Files and the cookies.