

# GRADUATE SUPPORT STAFF HANDBOOK

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## **About this document**

Dear Colleague:

This manual provides basic information about the operations of Graduate Studies. This includes general information, procedures, and the systems that are used in our office. You'll also find information about the staff and contact persons.

Please refer to this handbook when questions about procedure arise. This is by no means a comprehensive look at everything that Graduate Studies handles. If you can't find the answer to your question, feel free to call us.

Version 6. September 2015.  
Prepared by Angela Bryan and Casey Coleman

## Meet the Graduate Studies staff

### Administration

Lance Perez, Ph.D., Associate Vice Chancellor and Dean of Graduate Studies

Laurie Bellows, Ph.D., Associate Dean of Graduate Studies

Alisha Hanshaw, Director of Graduate Enrollment

### Admissions

Mary Ashbury, Domestic Admissions Evaluator

Casey Coleman, Domestic Admissions Evaluator

Jason Cruise, Associate Director, Admissions Operations & Technology

Gail Hackwith, Student Services Specialist

Patricia Shrader, Senior International Admissions Evaluator

Bethany Smith, International Admissions Evaluator

Sherryl "Curly" Wallman, Project Technician

### Recruitment

Stacy Dam, Assistant Director of Graduate Recruitment

Jemalyn Griffin, Assistant Director of Graduate Recruitment, Online and Distance Programs

Maggie Jobes, Assistant Director of Graduate Recruitment

Steve Soper, Assistant Director of Recruitment Technology

### Student Services and Development

Eva Bachman, Ph.D., Doctoral Programs Specialist

Carol Boehler, Program Coordinator, McNair Scholars Program and Graduate Student Development

Angela Bryan, International Graduate Student Support Specialist

Neal Bryan, Associate Director, Graduate Student and Postdoctoral Development

Terri Eastin, Master's Program Specialist

Elizabeth Edwards, Ph.D., Assistant Director of Graduate Student Development

Richard Lombardo, Ph.D., Director of Postdoctoral Studies and Graduate Student Development

Robert Mathiasen, Ph.D., Online and Distance Education Specialist

Jane Schneider, Fellowship and Assistantship Specialist and Graduate Registrar

Hollie Swanson, Program Coordinator, Graduate Student Development, Postdoc Studies, and UCARE

### Departmental Services

Terry Hiatt, Accounting Technician

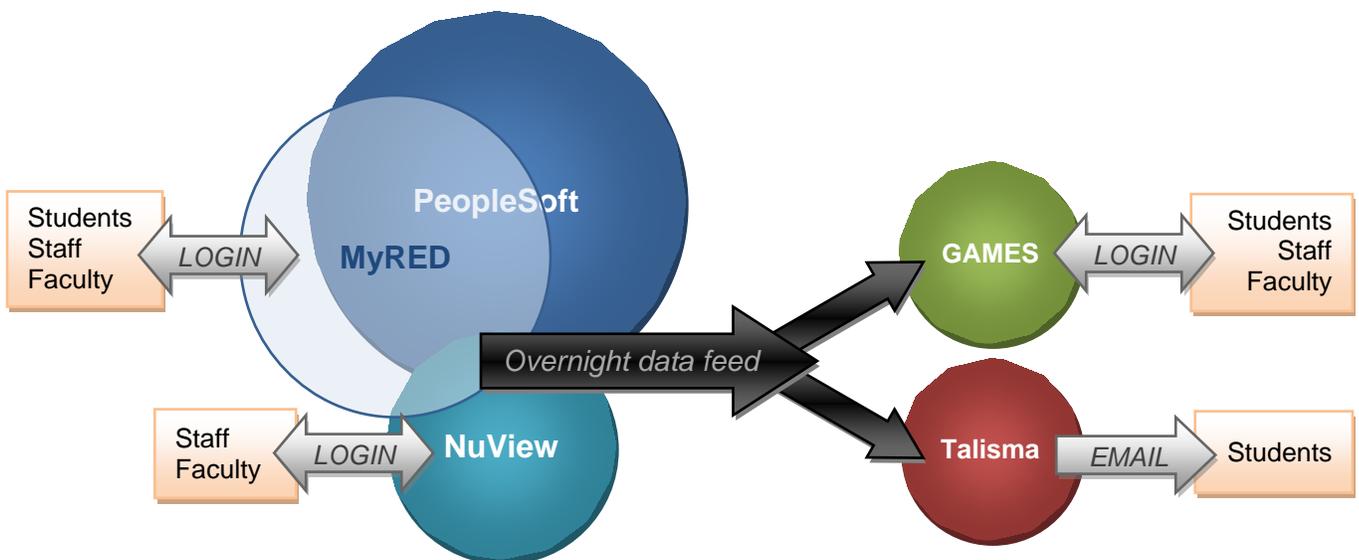
Erin Paseka, Graduate Data Systems Specialist

## Systems

On the following pages are instructions and processes involving the numerous systems used by Graduate Admissions.

- **NuView** (<https://admin.unl.edu/AdminNuView/login.jsp>) is the system that Graduate Studies uses to maintain applications and admissions.
- **PeopleSoft** is the student information system used by the NU and State College systems.
- **GAMES** (<https://games.unl.edu/GAMES/login.jsp>) is used by graduate departments to track application materials. It is not an archival system for student records.
- **Talisma** is an automated email system used to communicate with prospective students, applicants, and recently admitted students.
- **MyRED** (<https://myred.nebraska.edu>) is the PeopleSoft portal used by the student to track their self-services. MyRED is also used by staff and faculty to access student records in PeopleSoft.
- **TrueYou** (<https://trueyou.nebraska.edu/idm/user/login.jsp>) is a password management system used by the NU and State College systems.

### How the systems work with each other



\*There's some overlap in what's displayed and maintained in MyRED, PeopleSoft, and NuView.

# NuView

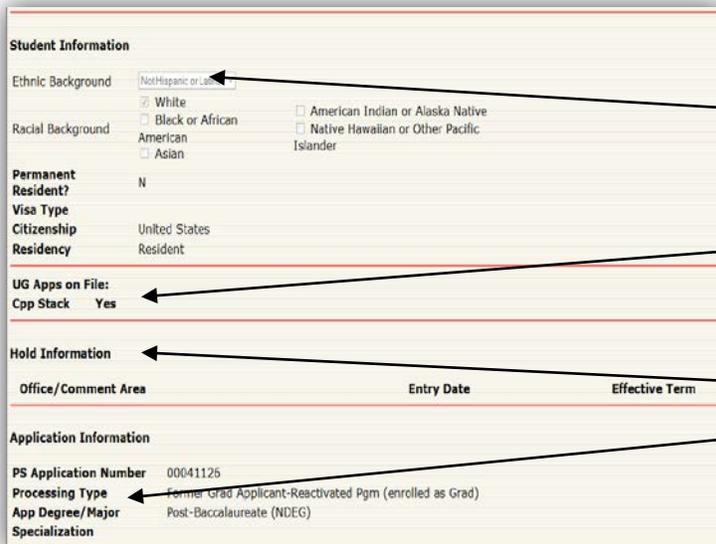
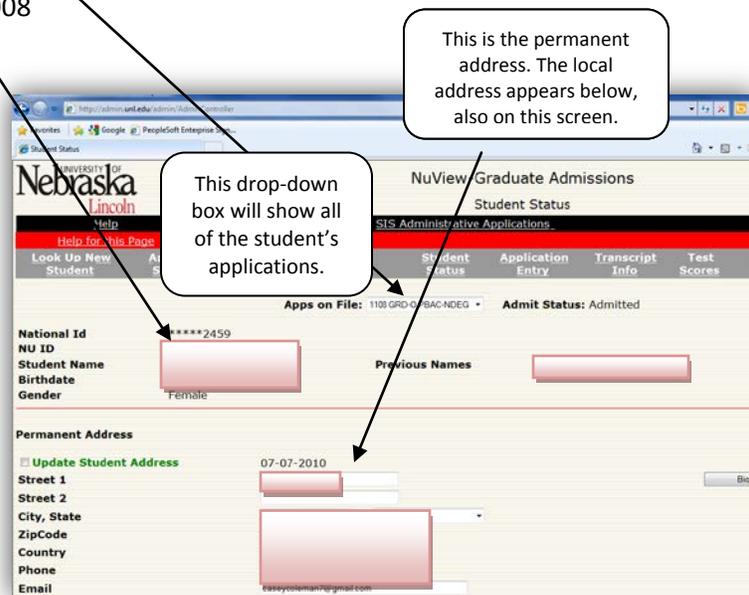
(<https://admin.unl.edu/AdminNuView/login.jsp>)

NuView is a database used for tracking application and admission information. Information is loaded directly from the online application and then updated and maintained by Graduate Studies staff. NuView feeds into both PeopleSoft and GAMES. Once a student is admitted, however, NuView no longer feeds in GAMES.

Here is some of the information you'll find in NuView:

## General Information

- Applications on file - applications attached as PDFs since late 2008
- NUID, gender, date of birth
- Addresses



## Student Information

- Ethnicity
- Citizenship
- Residency

## Matriculation information

- CPP stack 'Yes' means that they have a previous active enrollment

## Hold information

## Application Information

- Degree/major/spec sought
- Admission status

**F2 Sent to Dept**  
**F2 Returned From Dept**  
**F2 Returned To Dept**  
**F2 Returned From Dept**  
**Admission Status** Admitted  
**Adm Decision Date** 07-07-2010  
**Admitted Term** 1108-Fall Semester 2010  
**Intent to Enroll**  
**Partner Codes**

**Comments on File?** No

**Test Scores Received**

**GRE: GRE Subject: TOEFL: EPE: ELT: IELTS:**

Correspondence	Image	Status	Sent By	Date Sent	Comments
1-Ltr for Returning NonD	<a href="#">View</a>	Complete	SY	07-08-2010	20111 NDEG PBAC
1-Label-File		Complete	SY	07-07-2010	20111
1-Web Application Profile		Complete	SY	07-07-2010	20111 NDEG PBAC

Document	Image	Status	Date Received	Comments
Application Fee		Not Required	07-07-2010	20111 NDEG PBAC FeeNotRequired
UNL Application-Web	<a href="#">View</a>	Complete	07-07-2010	20111 NDEG PBAC
College Transcript	<a href="#">View</a>	Complete	07-07-2010	Univ of Nebraska-Lincoln
*No Paper File*			07-07-2010	

Current Admission Status, date and term of admission

Test scores (GRE, TOEFL and IELTS)

Correspondence: sometimes attached as PDF files \*

Transcripts – attached as PDF files

\*Correspondence cannot be viewed by departments at this time.

\*\* If you need to set up your login and password or would like a tutorial, contact Jason Cruise at 2-2845 or [jcruise2@unl.edu](mailto:jcruise2@unl.edu).

## PeopleSoft

PeopleSoft is the student information system used by all four University of Nebraska campuses, as well as the Nebraska State College System, which includes Wayne State, Peru State, and Chadron State Colleges. The system manages student records relating to:

- Applications for admission
- Registration
- Tuition and billing
- Scholarships and financial aid
- Course selections, completions, and grades

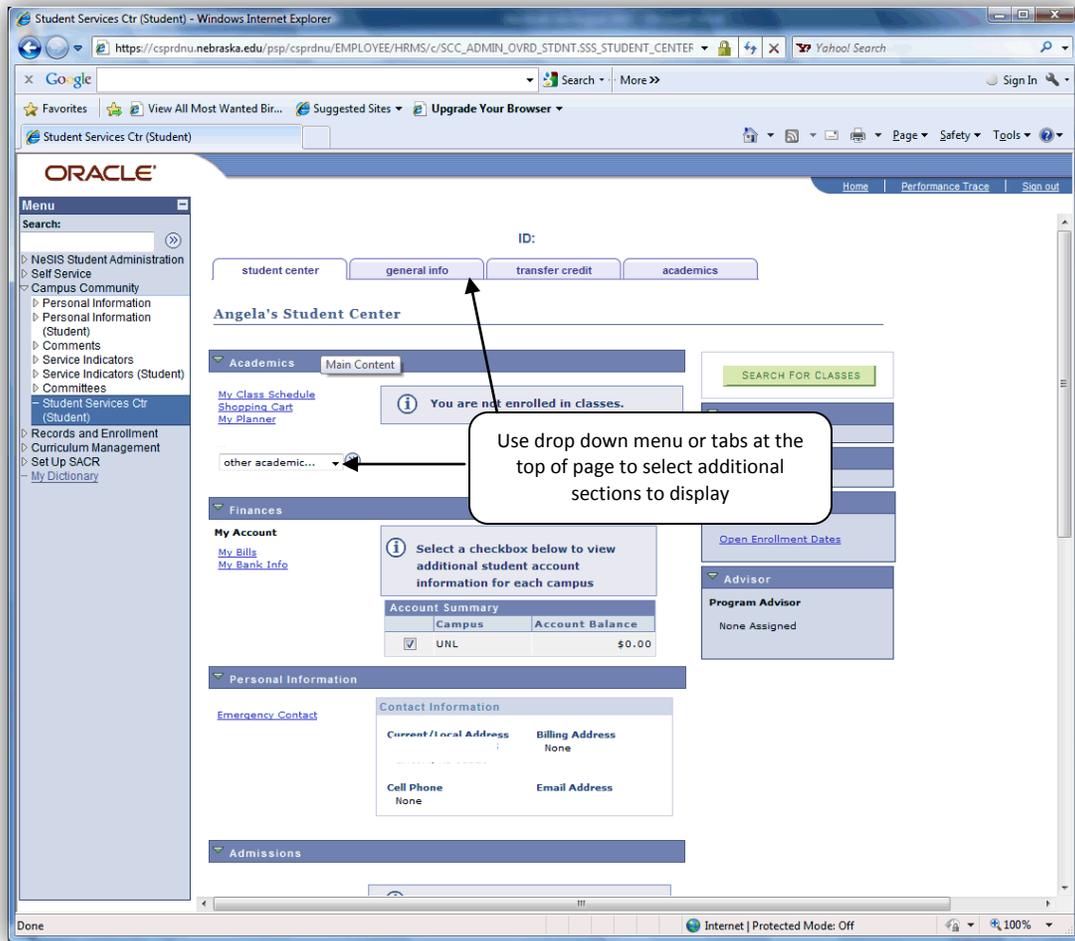
PeopleSoft supports the MyRED portal and is used to maintain students' academic records. Faculty and staff can access PeopleSoft by signing into MyRED and using the *Employee* tab. (Note: You'll use the same credentials to login to PeopleSoft as you do to access Firefly/ESS.)

*\*Faculty and Staff may request access to PeopleSoft with approval from their Academic Dean or Director. If you need to request access to PeopleSoft, see the instructions listed on the Registration & Records website at <http://registrar.unl.edu/myred-portal-information>.*

Most faculty and staff have access to the following parts of the PeopleSoft system:

- Campus Community
- Records and Enrollment
- Curriculum Management

One particularly useful screen is the **Student Services Center**, which is accessed from the *Campus Community* menu. In the Student Services Center, you'll be able to see if a student is registered, the student's current program/plan, course enrollment history, grades, advisors and advisor committees, and more.



The Registration and Records website offers a variety of orientation documents that give both a general overview for using MyRED to access PeopleSoft information, as well as detailed instructions for performing tasks that may be useful for faculty and staff. You may view those materials online at [http://www.unl.edu/about\\_myred/facultystaffadvisor-information](http://www.unl.edu/about_myred/facultystaffadvisor-information).

If you don't have access to parts of PeopleSoft that you need, please contact Melissa Clanton at [mclanton2@unl.edu](mailto:mclanton2@unl.edu) or fill out the request form found here: [http://www.unl.edu/about\\_myred/myred-portal-information](http://www.unl.edu/about_myred/myred-portal-information).

# Graduate Application Management and Evaluation System (GAMES)

(<https://games.unl.edu/GAMES/login.jsp>)

The [Graduate Admission Management and Evaluation System \(GAMES\)](https://games.unl.edu/GAMES/login.jsp) system is a secure, web-based system designed to facilitate the graduate admissions process for Colleges and Departments at the University of Nebraska–Lincoln. GAMES simplifies the graduate application process for both graduate applicants and University faculty and staff involved in the admissions process. Applicants are able to complete and submit an online application (including supporting documents) that is customized for the department to which they are applying. Once applications are submitted, the department is able to evaluate the applicant, formulate their graduate program offer, and make final decisions on admission. GAMES provides a paperless, streamlined process that is organized and concise. **Applicants in programs that use GAMES will receive an email explaining how to log in and use the system within 24 hours after the application has been loaded into NuView.**

\*\* GAMES is used for application management at the departmental level and is not a dependable archive system. Applications for students that have had an admission decision made and processed in Graduate Studies no longer update in GAMES. It is not recommended that you rely on GAMES for retaining student information after a decision has been made on a student's application.

## A typical timeline for an application is as follows:

1. A **prospective student applies online** to Graduate Studies (<http://gradapp.unl.edu>).
2. Graduate Studies **loads the application into NuView** and the student is issued an NU ID number (if they do not already have one).
3. The **applicant's information is imported into GAMES**, a process which happens twice each day (at 2:30pm and 8:30pm). Once the applicant's record is imported into GAMES, the **applicant is sent a welcome email message** (which the Graduate Secretary is copied on) informing them that they need to login to GAMES to provide department-level application materials.
4. The **applicant fills out the department GAMES application** and uploads supporting documents (resume/CV, personal statement, letter of intent, portfolio, etc.).

*Note: GAMES allows the applicant's recommenders to submit their recommendations electronically. Once the applicant completes and saves the reference information on the References page, the student clicks the 'Send Request' button under each recommender to send email notifications to the applicant's references asking them to submit their letter of reference. The recommender is sent a secure link to follow to upload the letter of reference (and/or to provide the letter in a text box).*

5. The **applicant submits the GAMES application**. The secretary will then review the application to make sure it is complete; if it is not, the secretary can complete the application for the student, or move the application status back to 'Incomplete' and notify the student that additional information is necessary to complete the application in GAMES.

*Note: Certain applicant information is updated automatically. In particular, GRE, TOEFL, and IELTS scores are updated as they become available. Transcripts that have been received in Graduate Studies and logged into NuView are also imported automatically.*

6. After review of the application, the **graduate committee will make an admission decision.**
7. After an admission decision is made, the **secretary generates and submits an electronic F2 form**, which will notify Graduate Studies of the department's decision.

#### Frequently asked questions regarding GAMES:

- **How does GAMES handle multiple applications?**

As a general rule, GAMES applications are “one to one” with NuView – there is one application in GAMES for every application that exists in NuView. For example, if an applicant applies to a program and is denied, but the applicant wishes to apply again, a new application would be created in GAMES, since the applicant would need to submit another graduate application at the Graduate Studies website in order to re-apply. Additionally, if an applicant applies to programs that are handled by different departments, they will have an application for each GAMES department. When they login, they are presented with a drop down menu to choose which application to work on.

- **When is the F2 available?**

If Graduate Studies has not received the student's transcripts and/or application fee, there will be no option for “Send PDF to Graduate Studies” on the *Generate F2* page of a student's GAMES application. The materials that are still required by Graduate Studies will be listed in NuView. Once the required materials are received, the “Send PDF to Graduate Studies” option on the *Generate F2* page will become available in GAMES. The application status will also appear on the Application Summary Screen.

- **What if a student wants to withdraw their application?**

If a student notifies you that they want to withdraw their application, select “Withdrawn” on the *Generate F2* page in GAMES and click save. If the application has been F2'd, you'll also need to generate a PDF to send to Graduate Studies. (If the file has not been F2'd and the student's application is withdrawn, GAMES will send an email to [graduate@unl.edu](mailto:graduate@unl.edu) letting us know that the application was withdrawn in the system.) If you received an email from the student indicating that the student wishes to withdraw their application, forward the email to Graduate Studies to attach to the student's file.

- **What if the student wants to change their application to a different term before an admission decision has been made?**

If a student notifies you that they would like to change their application entry term before an admission decision has been made, forward the email to Graduate Studies ([graduate@unl.edu](mailto:graduate@unl.edu)). We'll change the applicant's entry term in NuView, which will then update GAMES.

- **What if a student wants to change their application to a different program or degree objective?**

When a student notifies you that they would like to change their application to a different program, the email should be forwarded to Graduate Studies. We will then make the change in NuView and

notify the applicant. The application in the original unit will be deleted, and the student will need to complete a new application in the new unit. In this case, the student can request that the department secretary forward the application materials that were received in the original unit to the new department. It's up to each individual department to decide whether they are willing to provide this service.

If the student wishes to change their application *degree objective* (ex: MS/MA to PHD), Graduate Studies will update NuView to reflect the new degree objective. This change will update GAMES if both units (MS/MA and PHD) are in the same GAMES unit; if not, a new application will appear or the original application will disappear, depending on if the new application objective is a separate GAMES unit or not.

*Example: If the student requests to change their degree objective from MA in English to PhD in English (which are both in the same GAMES unit), the existing application will update in GAMES. However, if the student requests to change their degree objective from MS in Electrical Engineering to PhD in Electrical Engineering (which are separate GAMES units), then a new application will be created in the PhD unit and the MS application will disappear from the MS unit.*

\*If the department wishes to recommend admission to a different degree objective or entry term at the time of admission, you may do so; refer to the instructions below.

- **How does the department recommend admission to different degree objective/term?**  
Select the second option on the F2 screen, "Admit to the department for the [blank] degree program, to begin [blank] term," and fill in new objective and term information. If a student is recommended for admission using this option, the student's status in GAMES will display as "Admitted different Degree/Term."
- **What if a student notifies the department that he/she has no role in GAMES?**  
The most common reason for a student having no role in GAMES is that the student's application information has not yet been transferred into GAMES. This often happens when students login to GAMES prematurely, before the transfer process has occurred (the transfer process happens at both 2:30pm and 8:30pm, after an application has been loaded or changed in NuView). Another reason a student might not have a role is if they are using their Blackboard username and password to log in instead of their NU ID and MyRED password. If the student notifies you that he/she has no role in GAMES but you believe that the student should have an active GAMES application, notify Graduate Studies so that we can further assist the student.

# Talisma

Talisma is an automated email system used to communicate with prospective students, applicants, and recently admitted students. It transforms our automatic emails into an eye-catching, professional format.

Talisma messages can:

- Provide consistent follow-up with all prospective students
- Answer basic questions
- Highlight selling points of departments to students
- Allow the department to interact with top prospects
- Track students from prospect to enrolled



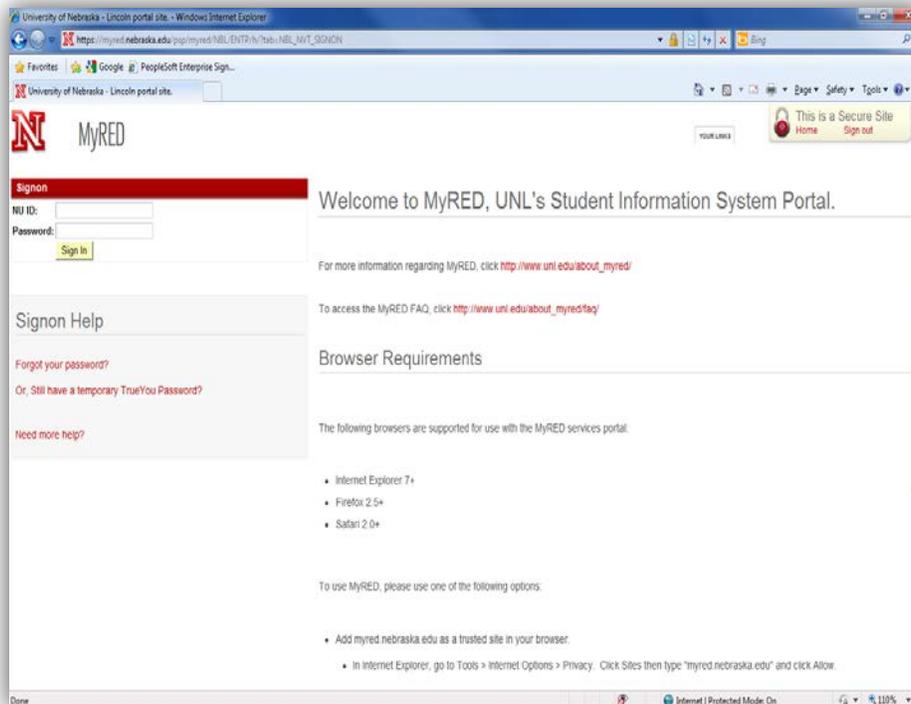
\*\* If you're interested in forming a Talisma campaign, contact our Recruitment Office at 2-0073.

# MyRED

(<https://myred.nebraska.edu>)

MyRED is a student webservices portal that is powered by PeopleSoft, UNL's student information system. Through MyRED, prospective and current students are able to:

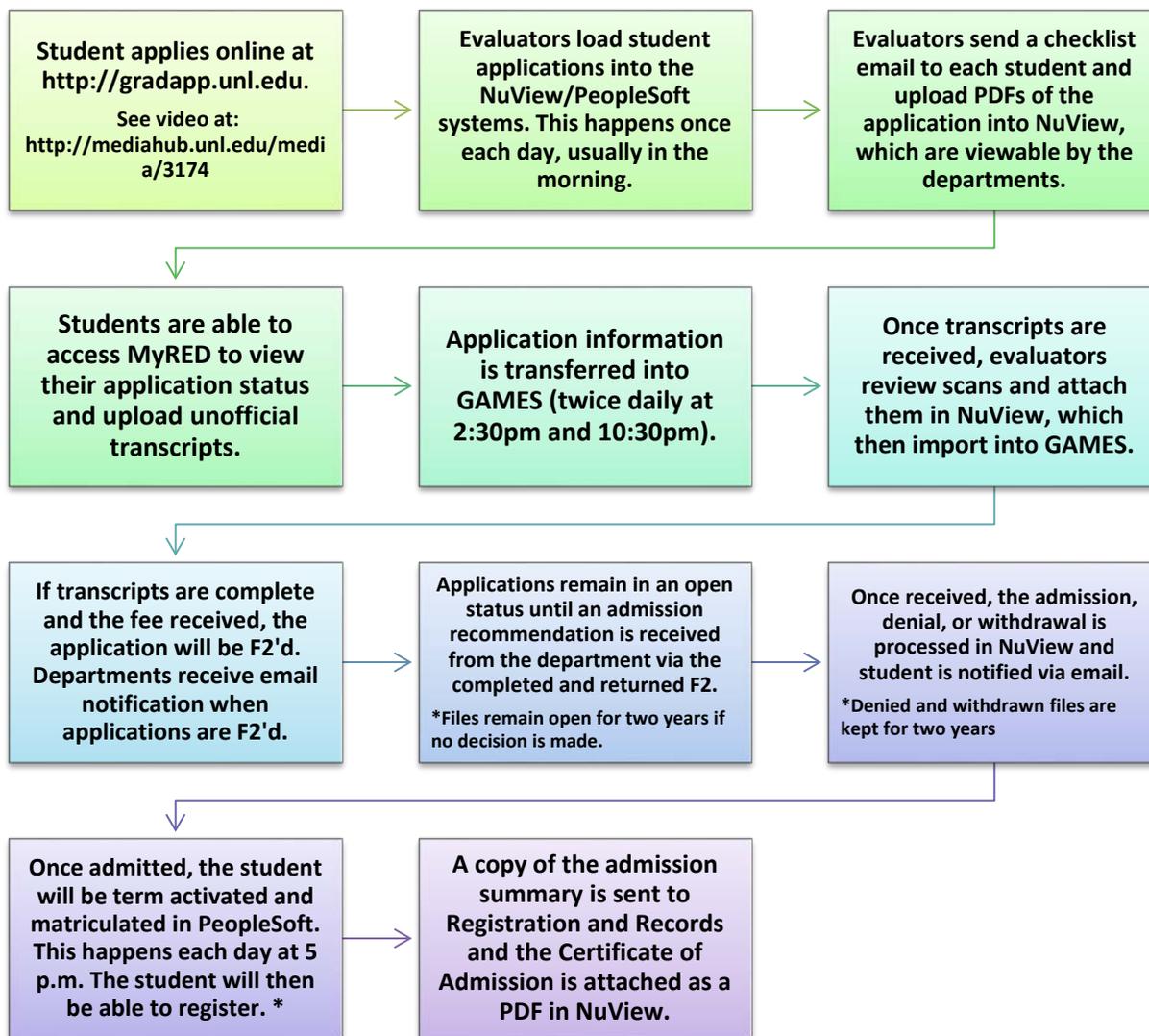
- View the status of their application(s) for admission and see what application materials have been received in Graduate Studies
- Upload unofficial transcripts for application review (See video at: <http://mediahub.unl.edu/media/3078>)
- Search and register for courses after they have been admitted
- Pay their bills through Student Accounts and view financial aid
- Change their contact information (including e-mail address)
- Sign up for a Huskers.unl.edu email address
- View their unofficial UNL transcript
- View their Blackboard ID



**\*\*MyRED also is used by faculty and staff to access the student information system (PeopleSoft). For more information on using MyRED to access the student information system, refer to the PeopleSoft section of this handbook.**

For help with MyRED, students and staff can contact the Computer Help Center at 2-3970 or [mysupport@unl.edu](mailto:mysupport@unl.edu).

## Admissions Application process in Graduate Studies



\*This process doesn't happen until before that particular term starts, once registration opens. Students are then assigned an appointment time to register.

\*\*The above process is for Domestic students. The process for International students differs slightly.

If you have any questions about the admission process, please call Graduate Studies at 2-2875.

Current admission information and access to UNL's online graduate application is available at: (<http://www.unl.edu/gradstudies>).

## **International student admission**

In addition to submitting standard application materials (transcripts/marks sheets and degree certificates/diplomas with English translations; payment of the application fee), international students have additional requirements to meet in order to be admitted to a graduate program at UNL.

### **Funding**

For students who expect to hold F-1 or J-1 visas, evidence of adequate funding for the nine-month academic year must be shown prior to admission to the University. If a student is recommended for admission and does not receive departmental funding, they will be required to complete the [Financial Resource Certification form](#) and submit the form and current proof of financial resources to our office before the admission can be completed.

### **English proficiency**

Applicants who have not previously earned a degree from an institution where English is the language of instruction are required to show proof of English proficiency. Graduate Studies accepts results from the Test of English as a Foreign Language (TOEFL) or International English Language Testing System (IELTS) to prove English proficiency. Either a minimum score of 79 on the Internet-based TOEFL (550 on the paper-based test) or a 6.5 overall band score on the IELTS is required for admission to the Graduate School. Departments sometimes have higher score requirements.

*Note: TOEFL and IELTS scores are valid for two years. If a student's scores are more than two years old, they will be required to re-take the exam.*

Based on the scores received, the student may need to take the English Language Test (ELT) to determine whether they need to enroll in any English as a Second Language (ESL) courses. Students who receive a score of 100 or higher with a writing score of 25 or higher on the TOEFL iBT are exempt from the ELT and will not need to enroll in ESL courses.

The English proficiency requirement is waived if the student received a bachelor's or more advanced degree from a U.S. institution or an institution outside the U.S. in which the medium of instruction is English.

### **Expediting admission of international students**

Many of our international students have to go through lengthy visa processes, involving traveling to distant areas of their countries or to different countries altogether, as well as arranging for travel to the U.S. and lodging when they arrive. It's important to give them enough notice of admission to ensure that they arrive in time to attend orientation, complete necessary paperwork, and enroll for courses before the start of their admitted term.

## A paperless office

Graduate Studies is working towards becoming a paperless office. We've taken many steps towards making that happen, from scanning transcripts to eliminating the extra copies we make. This not only saves time, but also money.

The following materials are stored electronically right now:

- F2s (Both the original and the one returned by the department\*\*)
- Applications
- Certificates of Admission\*\*
- Transcripts
- Correspondence Received and Sent\*\*
- Financial Resource Certification forms

\*\* These materials are not viewable by departments. In most cases, we can email you something if you do not have access to it.

## Unofficial transcripts

In January 2012, Graduate Studies started accepting unofficial transcripts uploaded in MyRED. This was a move towards a paperless system, saving time for Graduate Studies in scanning, and both time and expense for students. Although unofficial transcripts uploaded in MyRED are the preferred method of receiving transcripts, official paper copies are still accepted.

### Basic requirements:

- File must be PDF, JPG, or PNG format, under 2 MB and black and white (preferably).
- Student name and school name must appear on transcripts.
- MyRED accepts only one upload per school, so all records (Bachelor, Master, marks sheets, translations, and degree certificates) from that school should be in a single file.
- Each file should contain only one school's records. If there are two schools, they must be uploaded separately.
- MyRED does not enable a student to modify an uploaded file. Graduate Studies must be contacted to enable changes or re-uploads.

Students can see an instructional video at the following link: <http://mediahub.unl.edu/media/3078>

Unofficial transcripts are denoted by a blue "Unofficial" Graduate Studies stamp. Once admitted, a registration hold will be placed on the student's account until official documents are received. Admission may be rescinded if discrepancies exist between uploaded transcripts and official documents.

## Busy seasons

Our peak admissions season hits by mid-January. During this period, we can receive over 2,000 applications in a month. Evaluators contact each of those students individually to let them know what application items are still required. Following the applications are stacks of mail, with each package needing to be opened, logged in, stamped, scanned, and given to the appropriate evaluator. In addition, hundreds of transcripts are uploaded via MyRED. Each of these documents need to be logged in, reviewed, stamped, and attached to the applicant's file. During this busy period, other members of the Graduate Studies team pitch in to assist the regular admissions staff. However, there are also some things that you can do to help us expedite processing of applications and admissions.

- **Be patient:** Given the amount of applications and materials that Graduate Studies receives during peak periods, the processing time may be a bit longer than usual. Rest assured that evaluators are working as quickly as they can to get materials to departments. It's our first priority to allow you access to the materials that you need to evaluate applications for admission.
- **Let us know if something has fallen through the cracks:** If there is an F2 or transcript that you think your department should have by now, let us know. Most of the application materials are available to print off from NuView, and it may save time going straight there if they aren't available in GAMES yet.

We know that departments, some with looming deadlines, are also extremely busy this time of year. Let us know if there's anything that we can do to help you or if you think something is amiss.

## General reference

### PeopleSoft term guide

<i>Term</i>	<i>Old UNL SIS code</i>	<i>Old UNO SIS code</i>	<i>PeopleSoft code</i>
Spring 2013	132	131	1131
Summer 2013	133	132	1135
Fall 2013	141	133	1138
Spring 2014	142	141	1141
Summer 2014	143	142	1145
Fall 2014	151	143	1148
Spring 2015	152	151	1151
Summer 2015	153	152	1155
Fall 2015	161	153	1158
Spring 2016	162	161	1161
Summer 2016	163	162	1165

First digit: 0=20<sup>th</sup> Century, 1=21<sup>st</sup> Century

Middle 2 digits: calendar year of term

Last digit: month in which term begins

### List of communications sent to students

**As a prospective student:**

- ✓ Intro to UNL video
  - ✓ Funding
  - ✓ Research & Innovation video
  - ✓ Your Belong Here video
- } Sent from Talisma

**As an applicant:**

- ✓ Application submission verification
  - ✓ NU ID and Application confirmation email
  - ✓ Application checklist
  - ✓ Missing information
  - ✓ NU ID update
  - ✓ How Graduate Admissions works
  - ✓ Denial/Withdrawal letter (If Denied or Withdrawn)
- } Sent from Talisma

**As an admitted student:**

- ✓ Admit email
  - ✓ Congratulations from the Dean
  - ✓ Invitation for campus visit
  - ✓ RSVP for events
- } Sent from Talisma

\*\* If you'd like to add any messages from your department, contact Maggie Jobses at 2-0073.

## F2s

Whether you return paper F2s to the Graduate Studies office or return an electronic version through GAMES, be sure the forms are completely filled out. This action saves time for both the Graduate Studies staff and the Department. Return them as soon as possible to ensure that the student has adequate time to accept your offer.

### Things that need to be filled out:

The form is titled 'GRADUATE ADMISSION REVIEW FORM (F-2 FORM)' and is from the Office of Graduate Studies. It contains several sections:
 

- Applicant Information:** Name, NU ID, Degree (Master of Arts), Major (Educational Administration), Specialization, and Entry Date (Fall 2011).
- Test Scores:** A field for scores in NuView.
- DEPARTMENTAL RECOMMENDATIONS:** A section for the department chair to provide recommendations, including options for admission (ADMIT to the department for the degree and term requested above, or ADMIT to the department for the degree program to begin in the next term) and stipulations (Full or provisional standing, Qualifying Examination, Specific courses to be included, With deficiency courses not to be included, Other).
- INFORMATION REQUIRED FOR ALL NON-U.S. CITIZENS:** A section for funding information, including whether department assistance is available, the amount and duration of awards, and TOEFL requirements.
- Denial/Withdrawal information:** A section for the chair to provide reasons for denial or withdrawal, with checkboxes for 'Scholastic record', 'Insufficient prerequisites', 'Space/Enrollment', 'Low English proficiency', 'No departmental funds', and 'Other'.
- Signature and Date:** A line for the Graduate Committee Chair to sign and date the form.

- Admission Recommendations
  - Any changes to the term or degree program should be noted in this area
- Home campus (Specific to ENGR students)
- Advisors, if known
- Full or provisional standing
  - Make sure that a stipulation is marked if the student is provisional
- Non-U.S. citizen funding information
  - If funding isn't certain, feel free to mark "No department assistance is available at this time." You can always change your mind later by submitting an assistantship offer.
- Denial/Withdrawal information
  - Reason
  - Whether or not Graduate Studies needs to send a denial letter
- Proper signature and date\*\*

\*\* GAMES F2s do not require a signature or date (they are time-stamped after they are submitted electronically).

### Other helpful hints:

- Double check the terms on both the F2 and offer letter to make sure they don't conflict.
- If you need to change the term or degree of a student, you can use the second line of the F2.
- If you don't have an F2, please double check that the Graduate Studies office has received all of the required materials. It's common for students to send all of their materials to the department, so it's possible that Graduate Studies doesn't have a record of the student's transcripts.

- If you withdraw an application in GAMES before the F2 has been generated, Graduate Studies will be notified. That allows Graduate Studies to update the application in NuView and to stop all recruitment communications. If the student requests to withdraw an application after you've submitted the F2 or if you're a non GAMES department, forward the student's email to [graduate@unl.edu](mailto:graduate@unl.edu).

## Frequently asked questions

As peak season approaches, more questions arise. It seems that one of the most common questions from students is, "What is the status of my application?" Here are a few tips to keep the application wheels moving when the applicant asks these questions.

- **What if the NuView status is "missing" something?**  
Inform the student that the Office of Graduate Studies is missing transcripts and/or fee, which is preventing their application from being reviewed by faculty. We send four different emails reminding students to submit missing materials.
- **What if the NuView status is "Decision Form to Graduate Committee" but we don't have an F2 yet?**  
If you don't have an F2 yet, the status in NuView is "Decision Form To Graduate Committee," and enough time has passed since the date issued that it should have gone through campus mail or appeared in GAMES, contact us so we can issue you a new F2. In most cases we can email or fax a copy to you. If you're a GAMES department, you can contact Jason Cruise to see why the "Send PDF to Graduate Studies" button isn't present.
- **We have recommended the student for admission but the admission hasn't been processed yet. Why?**  
Returned F2s that are recommending admission are our first priority. If you have sent one back but the status in NuView is still "Decision Form to Graduate Committee," contact us to see if something has happened on our end. If you're using GAMES, be sure that you've hit the submit button. It's a rare occurrence, but we might need you to send another copy if the original has been lost. If the status reads "Decision Form Back From Department," check with us, as some special situation may have prevented the admission from being processed.
- **We have denied the student but they haven't received the official word yet. What should we tell them?**  
The denial decision comes from the department, whether you tell the student or let us send an email to them. In cases where the student wants more information about why they were denied, Graduate Studies will direct the student to your department. In corresponding with students who are denied admission, you are welcome to keep it simple, for example: "We appreciate your interest in our graduate program. Unfortunately, we are only able to accept a small fraction of the students who apply to our program." However, you may also choose to include whatever level of details you feel is important. We simply ask that you be prompt and professional in your response.
- **What if the student hasn't received their NU ID or TrueYou/MyRED login information yet?**  
Immediately after the application is loaded into NuView, the student will receive an email with their NU ID. This is an automatic email from NuView, so if it appears that it was not received, the student might want to check their Spam folder. TrueYou emails also are sent after the application has been loaded and will be sent from [trueyou@nebraska.edu](mailto:trueyou@nebraska.edu). If the student cannot find their TrueYou email or is having trouble logging in, they can contact the Computer Help Center at [mysupport@unl.edu](mailto:mysupport@unl.edu) to have their password reset and resent by email.

- Does a student need to take the TOEFL?**  
 If NuView shows that English proficiency is needed, then yes, we will need TOEFL or IELTS scores. This applies to all International students, as well as permanent residents and some Domestic students that have received their degrees from institutions at which the medium of instruction is not English.
- One of our applicants has a question about the application process that isn't handled by our department? Who do I send them to?**  
 You can transfer or refer students to our main desk at 2-2875 or via email to [graduate@unl.edu](mailto:graduate@unl.edu).
- The student wants to change their admission term. What's the correct procedure?**  
 All term changes should be sent via email to Graduate Studies (either to the individual evaluator or to [graduate@unl.edu](mailto:graduate@unl.edu)). Please don't send a new F2 with an updated term if the student has already been admitted. If a student doesn't enroll, but wants to defer their admission term, they may defer by one or two terms, if the department consents to the change. An email from the Graduate Chair approving the deferral will be sufficient to process the term change.
- A student wants to continue in their program, but hasn't attended in a while. Can they still enroll?**  
 Please send them to Graduate Studies. If their registration eligibility has ended and they are still within the limit in finishing their degree, Grad Studies will send them a reactivation form. This updates their contact information and creates a record to be attached in NuView.
- A student in our program wants to switch to a different graduate major. Can they switch?**  
 If a student wants to pursue a different graduate program, the student will need to apply via the online application and submit new materials to the new department. If they've already started taking graduate courses, a new application fee won't be necessary.
- A student is coded as a non-resident, but thinks that they should be a Nebraska resident. What should they do?**  
 Residency is determined by evaluators at the time of admission, based primarily off of the student's application and previous enrollment, in accordance with regulations set by the Board of Regents. It's important to note that residing in Nebraska and qualifying as a resident for tuition purposes can mean different things. Students who are listed as non-residents but think they can qualify as Nebraska residents can fill out the application for Residency for Tuition Purposes application found on the Graduate Studies website: <http://go.unl.edu/residency>.
- A student would like to change something on their application. What should they do?**  
 The student should email Graduate Studies at [graduate@unl.edu](mailto:graduate@unl.edu) with the proposed changes. Graduate Studies will assess if the changes can be made and how to deal with those changes.
- What should a student do if they'd like to take classes before they're admitted to our program?**  
 The student should email Graduate Studies at [graduate@unl.edu](mailto:graduate@unl.edu) and ask to add a non-degree post-baccalaureate status to their application. A non-degree admission will allow the student to enroll and attend courses without being admitted to a department.

## Who to contact

Admissions Contacts List	Gail Hackwith	2-7643 <a href="mailto:gail.hackwith@unl.edu">gail.hackwith@unl.edu</a>
Admission Decisions	Jason Cruise	2-2845 <a href="mailto:jcruise2@unl.edu">jcruise2@unl.edu</a>
Assistantships/Fellowships	Jane Schneider	2-8670 <a href="mailto:jane.schneider@unl.edu">jane.schneider@unl.edu</a>
Campus Visits	Stacy Dam	2-5201 <a href="mailto:sdam2@unl.edu">sdam2@unl.edu</a>
GAMES	Jason Cruise	2-2845 <a href="mailto:jcruise2@unl.edu">jcruise2@unl.edu</a>
Graduate Bulletin	Jane Schneider	2-8670 <a href="mailto:jane.schneider@unl.edu">jane.schneider@unl.edu</a>
List of Deans, Directors, Department Administrators Graduate Committee Chairs	Gail Hackwith	2-7643 <a href="mailto:gail.hackwith@unl.edu">gail.hackwith@unl.edu</a>
List of Graduate Secretaries	Gail Hackwith	2-7643 <a href="mailto:gail.hackwith@unl.edu">gail.hackwith@unl.edu</a>
McNair	Carol Boehler	2-5062 <a href="mailto:cboehler2@unl.edu">cboehler2@unl.edu</a>
Postdoctoral Studies	Richard Lombardo	2-5334 <a href="mailto:rlombardo2@unl.edu">rlombardo2@unl.edu</a>
Registrar	Jane Schneider	2-8670 <a href="mailto:jane.schneider@unl.edu">jane.schneider@unl.edu</a>
Residency	Jason Cruise	2-2845 <a href="mailto:jcruise2@unl.edu">jcruise2@unl.edu</a>
Student Health Insurance	Jane Schneider	2-8670 <a href="mailto:jane.schneider@unl.edu">jane.schneider@unl.edu</a>
Summer Research Program	Maggie Jobs	2-0073 <a href="mailto:maggie.jobs@unl.edu">maggie.jobs@unl.edu</a>

Teach Nebraska	Jason Cruise	2-2845 <a href="mailto:jcruise2@unl.edu">jcruise2@unl.edu</a>
UCARE	Hollie Swanson	2-2876 <a href="mailto:hswanson5@unl.edu">hswanson5@unl.edu</a>
	Justina Clark	2-2869 <a href="mailto:Jclark17@unl.edu">Jclark17@unl.edu</a>
Website additions (departmental profiles)	Stacy Dam	2-5201 <a href="mailto:sdam2@unl.edu">sdam2@unl.edu</a>
Website technical issues	Erin Paseka	2-5550 <a href="mailto:epaseka2@unl.edu">epaseka2@unl.edu</a>