



ADRIANA
Applied Dissertation and Research
Information System
Committee Training Workbook

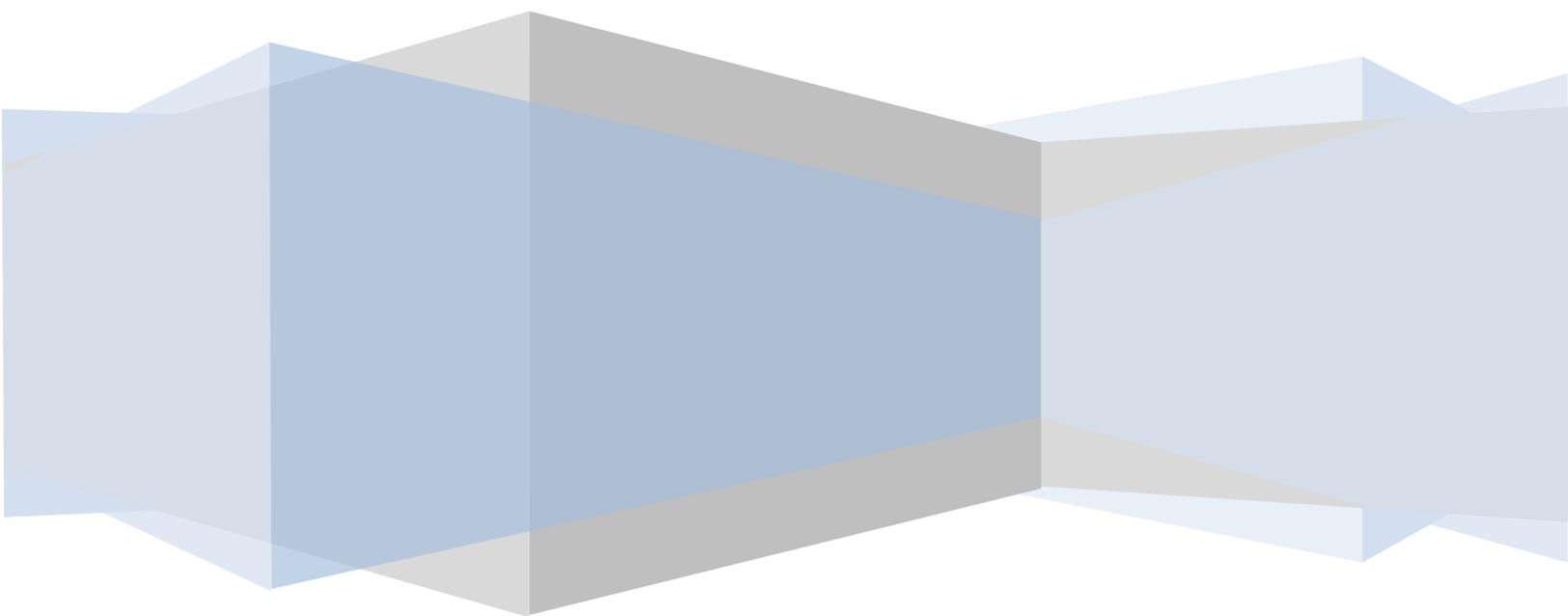


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Welcome to ADRIANA!

ADRIANA is an all-encompassing, web-based software application that records all the activities related to the completion of the doctoral dissertation. ADRIANA is used to track doctoral students' progress through the dissertation process, to provide students with a dissertation support link, and to work as a depository for uploaded documents. Dissertation committees are required to use ADRIANA for all communications with doctoral students. ADRIANA is designed for access through the ARC website or through a direct link at <https://adriana.nova.edu>. This training workbook is designed to familiarize NSU faculty with the knowledge to navigate through ADRIANA and should be used in conjunction with the Applied Dissertation Procedures Manual.

Log in to ADRIANA

In order to log into ADRIANA navigate to <https://adriana.nova.edu> . Select the Log in at to the top right corner of the page. Enter your SharkLink username and password and select “Sign In”.

Fig 1: Log in

NSU NOVA SOUTHEASTERN UNIVERSITY

ADRIANA 3.0 Log in

Attention Committee Chairs and Members:
Your NSU email account has been migrated; please go to the NSU Exchange PIN lookup page <https://www.nova.edu/sbin/exchange/unique.cgi> to retrieve access your new NSU Exchange mailbox.

Please visit <http://www.nova.edu/help/email/nsuexchange/> for information and instructions on the following NSU Exchange features:

- Outlook Web Access (OWA)
- Outlook Client (PC and Mac)
- Mobile Devices

Welcome
ADRIANA is a web-based application that tracks all aspects of the doctoral student's dissertation from the concept paper stage to the final report.

PLEASE NOTE: If you just registered for one or more doctoral courses it may take up to 24 hours before the ADRIANA lets you log in. If you are unable to log in after 24 hours, please contact your academic advisor.

Login Information
You must use your SharkLink username and password to log in to ADRIANA. Your SharkLink username can be found in your SharkLink email address.
Make sure that you are entering your SharkLink username and password correctly. Email names and passwords are case sensitive. "JOHN" is different from "John", which is different from "john".

- [Lost SharkLink Email Password](#)

email address
password
Sign In

Active Workflow in ADRIANA

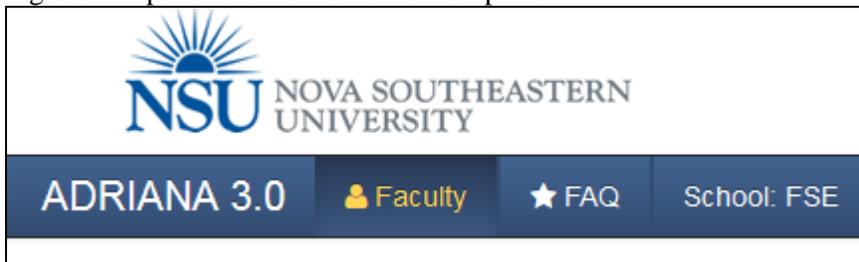
The following list outlines benchmarks and stages in ADRIANA that each student and dissertation committee must follow in order to successfully complete the dissertation process:

- Concept Paper (Benchmark)
 - Concept Paper Member Approval (Stage)
 - Committee Chair Approval (Stage)
- Proposal (Benchmark)
 - Committee Member Pre-Approval (Stage)
 - Committee Chair Pre-Approval (Stage)
 - ARC Proposal Review (Stage)
 - Committee Member Approval (Stage)
 - Committee Chair Approval (Stage)
 - IRB Protocol Approval (Stage)
- Applied Dissertation (Benchmark)
 - AD Report Committee Member Approval (Stage)
 - AD Report Committee Chair Approval (Stage)
 - ARC Administrative Check (Stage)
 - ARC Content Review (Stage)
 - Format Review Approval (Stage)
 - Final AD Products Received (Stage)
 - ARC Exec Dean Approval (Stage)

Select School

Committee members may work for multiple schools or schools at NSU. In order to proceed select the desired school or school requiring access from the drop-down menu. From the top navigation select [School] and select a different School.

Fig 2: Multiple NSU School or School Option



Faculty Dashboard

Once sign-in is complete, the dashboard will load and will display several sections.

Fig 3: Dashboard

The screenshot shows the Faculty Dashboard for ADRIANA 3.0. The user is logged in as 'ARC1 Admin1' with the email 'arc1@nova.edu'. The dashboard includes a navigation bar with links for Faculty, DSRS, Admin, FAQ, and School: FSE. The main content area is titled 'ARC1 Admin1' and features a 'My Profile' dropdown. Below this is the 'My Students' section, which includes a search bar, a dropdown for 'records per page' (set to 50), and an 'Export' button. A table with columns for Action, Committee, First Name, Last Name, Email, NSU ID, Start Date, End Date, and Active is shown, but it contains no data. Below the table, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' navigation buttons. The 'Recent Messages' section is also visible, with a 'View Inbox' button and a table with columns for Action, From, Subject, Message, and Date.

View Profile

The View Profile is located in the upper right corner of the dashboard. Verify that the information is accurate. If any of the information is in error, it will require an update through Banner, NSU's primary employee and student database. To update Banner, log in to <https://sharklink.nova.edu/cp/home/displaylogin> or to <http://webstar.nova.edu/>. Either link will connect to the WebSTAR portal. Modify is offered as a selection to make changes to a variety of fields including the mobile telephone number, among others.

Fig 4: View Profile

The screenshot shows the 'View Profile' page for 'Committee2 Chair2' with the email 'Committee2@nova.edu'. The profile information is as follows:

- Salutation: Dr.
- First Name: Committee2
- Last Name: Chair2
- Email: Committee2@nova.edu
- NSU ID: N00000015
- Street: 2 Committee Chair Street
- City: Davie
- Zip: 00002
- State:
- Nation: US
- Primary Phone: 111-111-1112
- Mobile Phone: 222-222-2222
- CITI Date:
- Degree: EdD

A 'Modify' button is located in the upper right corner of the profile information area.

Assignments

Assignment buttons are located under the “Profile” section. The two assignment buttons allow users to toggle between currently assigned students and the students who have been reassigned to another committee member.

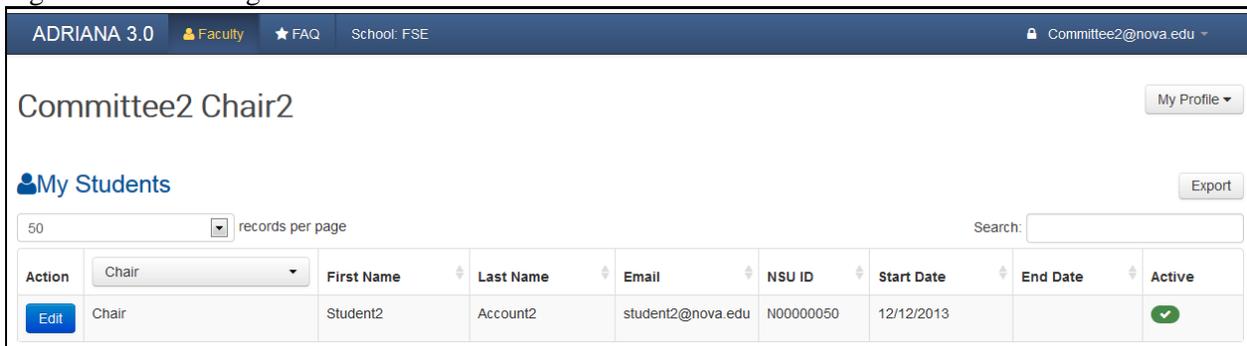
Fig 5: Student Assignments



My Students

The next section is My Students, which displays student assignments.

Fig 6: Student Listing



The screenshot shows a web interface for "Committee2 Chair2". At the top, there is a navigation bar with "ADRIANA 3.0", "Faculty", "FAQ", "School: FSE", and a user profile "Committee2@nova.edu". Below the navigation bar, the page title "Committee2 Chair2" is displayed. A "My Profile" dropdown menu is visible. The main section is titled "My Students" and includes a "50 records per page" dropdown and a "Search:" input field. Below this is a table with the following columns: Action, Chair, First Name, Last Name, Email, NSU ID, Start Date, End Date, and Active. The table contains one row of data.

Action	Chair	First Name	Last Name	Email	NSU ID	Start Date	End Date	Active
Edit	Chair	Student2	Account2	student2@nova.edu	N00000050	12/12/2013		✓

Row Layout

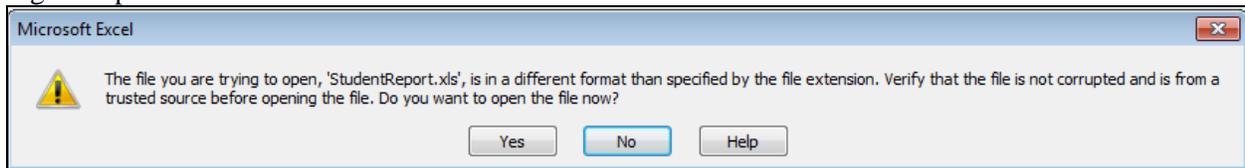
Each row contains the following fields: Action, Relationship, First Name, Last Name, Email, NSU ID, Start Date, End Date and Active. The Action column contains the Edit button. Edit will allow access to the student’s account and lists the student’s progress, captures a record of all student messages, details students’ assignment histories, and catalogs students’ registration history. To access a student file in order to approve documents, submit Grade Recommendation Forms, upload checklists, and view assignment and registration histories. Next is the Relationship to the student (Chair, Member, Program Professor, Format Reviewer, etc.) followed by the student’s name and NSU ID. Next are the Start Date that the student entered the dissertation process and the End Date that the student completed the dissertation. Last is the Active column. Active alerts you to the student’s status. If the student is currently registered, the status will reflect as Active or if the student is not registered, the status will reflect as Inactive.

Export

The Export button will send the student list to Microsoft Excel for review. Microsoft Excel may provide prompts regarding the document. To view, click “yes” to open the file.



Fig 7: Export



Student Dashboard

To obtain access to the Student Dashboard click Edit in the Action column. The dashboard will display several sections. The first section is the Messenger. The ADRIANA system has a built in Messenger that allows communication between the student and the dissertation committee. From this screen, all messages that have transpired regarding student records will be visible, however, from the student’s dashboard view Dissertation Chairs will not be able to respond to any messages. In order to respond to a student message Dissertation Chairs must access the Messenger function from the authenticated dashboard view. The Progress section is displayed below the Messenger function and outlines the student’s progress through the dissertation benchmarks. Under the Progress section entries for the concept paper, proposal, and applied dissertation (final manuscripts) benchmarks are listed. Additionally, the Assignment History record is listed below the Progress section and lists the members of the dissertation committee who have been assigned to the student by the Applied Research Office (ARC). Next, you will see the Registration History. The Registration History lists the benchmarks and the Applied Dissertation Services (ADS) courses that the student has registered for by term.

Fig 8: Student Dashboard

ADRIANA 3.0 Student DSRS FAQ School: FSE student1@nova.edu

Student1 Account1

Status: Active View Profile

Recent Messages View Inbox

Action	From	Subject	Message	Date
View	Committee1 Chair1	test	test	12/17/2013 3:07:18 PM

Progress

- I. [Concept Paper](#)
- II. [Proposal - Pending](#)
- III. [Applied Dissertation](#)

[Assignment History](#)

[Registration History](#)

View Student Profile

The View Profile is available for viewing in the upper right corner of the dashboard. Of particular note is the student status displayed next to View Profile. If the student has registered for the present term, the status will reflect as “Active”. If a student fails to register for the present term, the status will display as “Inactive”. To view, select View Profile. The information in the student profile is pulled from Banner, the University student information system, and should contain the most recent information available on the student.

Fig 9: View Student Profile

ADRIANA 3.0 Student DSRS FAQ School: FSE student1@nova.edu

Student1 Account1

Status: Active View Profile

Email	student1@nova.edu	Street	1 Student Street	City:	Davie
Zip:	00001	State:		Nation:	US
Home Phone	111-111-1111	Mobile Phone	222-222-2221	Fax	333-333-3331
Pref Ind:		Status		Level Code	
Deg Start Date		Degree Code		Concentration	
Major Code	F837	Program		Dept Code	
Start Date	07/01/2008	Grad Date		Cohort	F7DXXVIR01
Inactive	<input type="checkbox"/>	Not Reg:	<input type="checkbox"/>	Deg Ext:	<input type="checkbox"/>

View Student Progress

The Progress section displays the benchmarks and stages that the student will need to complete in order to satisfy the dissertation requirements. As the student progresses through the dissertation ADRIANA will highlight a student's current benchmark. As a student completes the required stages, the benchmark will collapse and will no longer appear highlighted. Some benchmarks have stages with additional features or requirements such as checklists or file uploads. Once a specific stage in a benchmark is complete, a Dissertation Chair will be able to enter the approval, download material that was uploaded to that stage and/or upload the checklist that is required for that stage. Once a benchmark has been completely approved, the Grade Recommendation Form will display so Dissertation Chairs are able to submit a grade.

Fig 10: View Student Progress

The screenshot displays the 'Progress' section for a 'Concept Paper' benchmark. It shows two approval stages: 'Concept Paper Member Approval' and 'Committee Chair Approval', both marked as 'approved' on 11/14/2013. Below these are two summary rows for forms, each listing student information, program details, and approval dates.

Form	Student	Program/Concentration	Approval Date
Grade Recommendation Form: Concept Paper Benchmark	Student5 Account5 student5@nova.edu	Prog1	11/14/2013 2:49:31 PM
Committee Member Action Form: Concept Paper Benchmark	Student5 Account5 student5@nova.edu	Prog1	11/14/2013 2:48:26 PM

Additional details from the form rows:

- ARC: Chair: Committee1 Chair1 Approval Date: 11/14/2013
- Grade: Course#: course Grade recommendation: Pass
- ARC: Member: Sergiy Shevchenko Approval Date: 11/14/2013
- Grade: I, Sergiy Shevchenko, certify that i have read and approved the document noted above for this student

Benchmarks and Stages

Stages are the “itemization” for a benchmark and each stage has its own set of requirements. Until a benchmark or a stage is approved, the status will reflect as “pending”. Once a stage has been approved, an approval date will be posted and the status will reflect as “Approved”. For the current stage that needs approval the stage will be marked as Pending with the Start Date and the next stages will be marked as “unassigned”. Designated approvers for each stage will see a checklist or a document that a student has uploaded in addition to an approval button. If a stage or benchmark is collapsed, it must be selected and re-opened. Opening completed benchmarks will grant access to the Grade Recommendation Form and the Committee Action Form. Note that the grade recommendation Form and the Committee Action Form will only display once the entire benchmark has been completed.

Fig 11: Stages and Itemization

Concept Paper - Pending

Concept Paper Member Approval - Pending

pending Committee2 Chair2 (Member) Start Date: 7/30/2013 12:49:39 PM

Approval Form - 1 files

Approval Form: Autosave enabled

approve

Checklist Item Description	Evaluation	Comment
Name is required	1	
Item is required	2	

Checklist status: pending

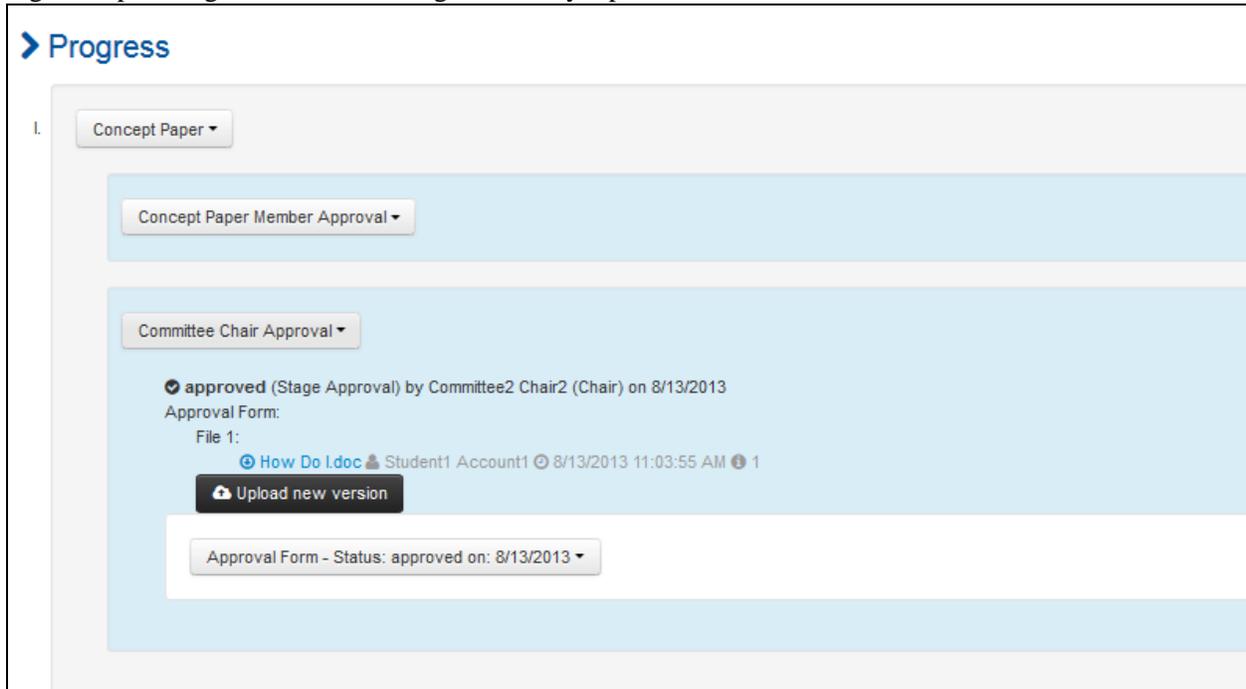
Final Comment

Save

View a Stage that Requires a File Upload

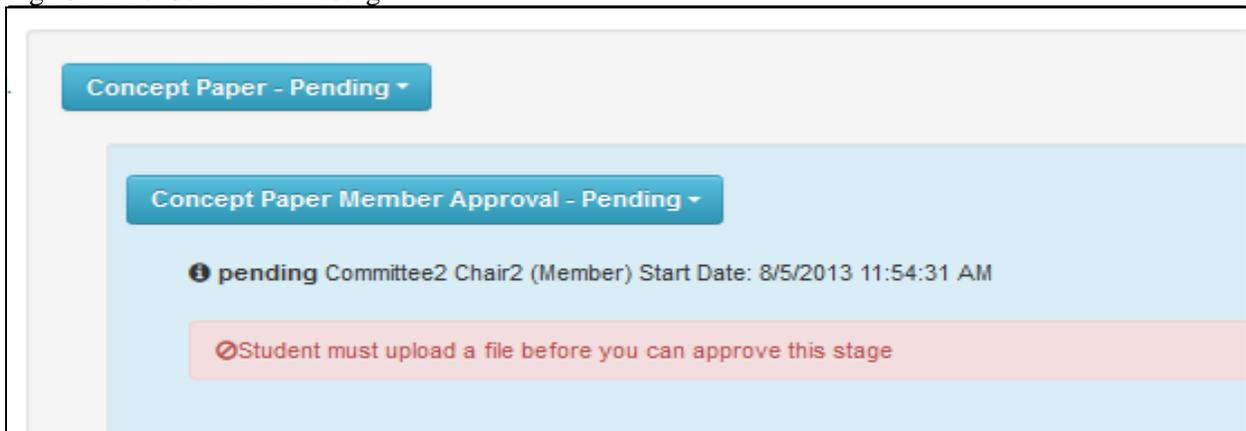
Some stages require uploaded files. To upload files, select the Upload button to attach a file to a stage. To open a file which has already been uploaded select the file and follow the prompts.

Fig 12: Uploading Files or Reviewing Previously Uploaded Files



If a stage requires a file upload, an auto-generated message will provide notification. This is important, as it precedes the approval form or checklist. Dissertation Chairs should contact the student using the internal messenger to begin the process.

Fig 13: Auto-Generated Message



Upload a File to a Student Stage

To upload a file to a stage follow these steps

- Go to student row [Edit]>
- Scroll down to pending stages
- Click blue [+FileCategory]
- Select your file [Open]
- When the blue upload button turns green with a check mark the file has successfully uploaded.

Fig 14: Upload a File to a Student Stage

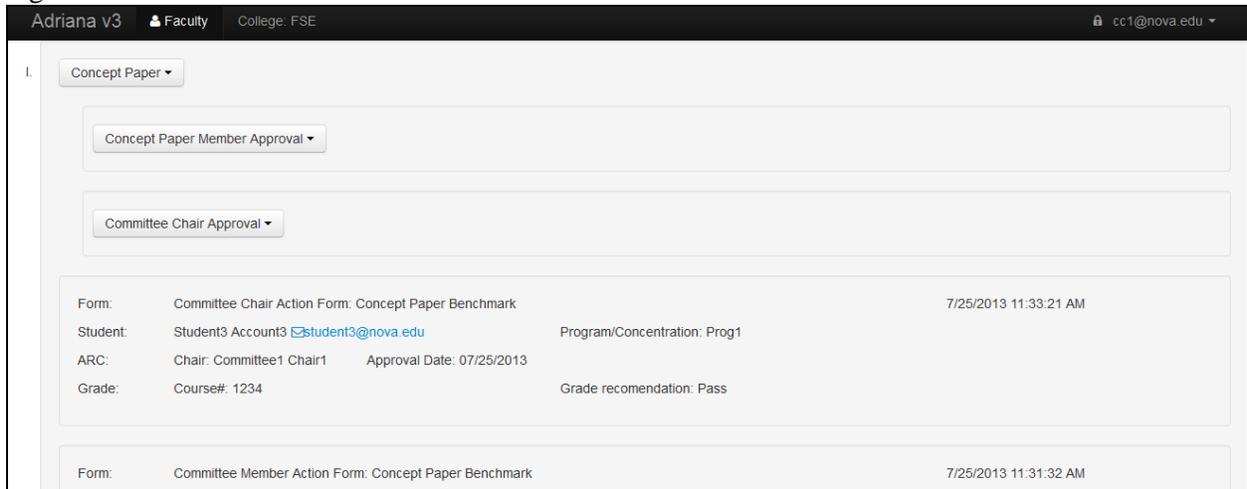


Grade Recommendation Form

Once all stages are complete a grade recommendation form will display at the bottom of the benchmark. The grade form represents the final stage in the benchmark. Once a benchmark has been completed, the student will be able progress to the next benchmark. The submission of the grade form is not required for the student to progress to the next benchmark. To submit the grade form follows these steps

- Scroll down to student row
- [Edit]>
- Select a completed benchmark
- Fill out the form
- [Save]>

Fig 15: Grade Recommendation Form



Adriana v3 Faculty College: FSE cc1@nova.edu

Concept Paper

Concept Paper Member Approval

Committee Chair Approval

Form: Committee Chair Action Form: Concept Paper Benchmark 7/25/2013 11:33:21 AM

Student: Student3 Account3 Student3@nova.edu Program/Concentration: Prog1

ARC: Chair: Committee1 Chair1 Approval Date: 07/25/2013

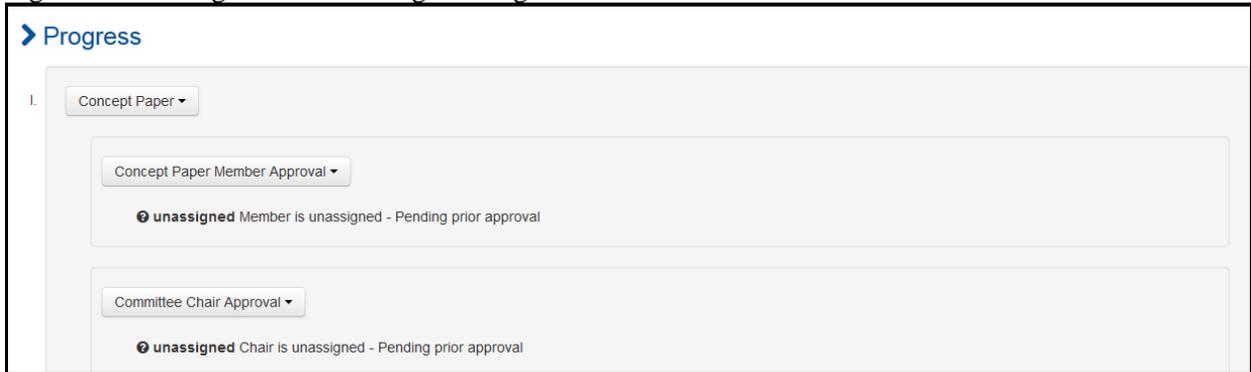
Grade: Course#: 1234 Grade recommendation: Pass

Form: Committee Member Action Form: Concept Paper Benchmark 7/25/2013 11:31:32 AM

Cannot Sign Off on Unassigned Stage

Stages must be assigned in order to be approved. If a stage, such as the concept paper has not been assigned, it cannot be approved until the Dissertation Chair and the Member have been assigned to the benchmark.

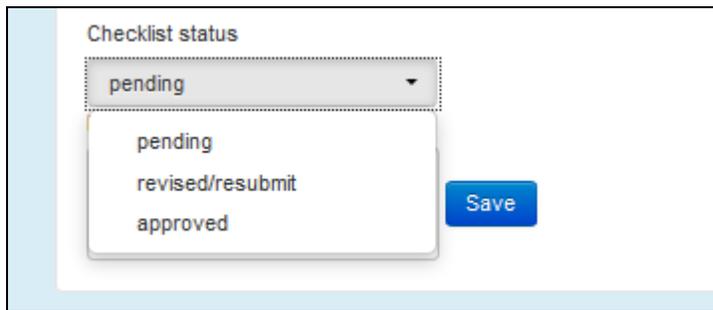
Fig 16: Cannot Sign Off on Unassigned Stage



Checklist

A checklist is an electronic assessment form used to assess a dissertation document. The checklist will not appear to the student until the ARC faculty or staff has completed it. Checklists may have one of three statuses: Pending, Revised/Resubmit, and Approved. The list will auto save as the system moves to the next topic in the list.

Fig 17: Checklist Status



Approve a Stage That Requires a Checklist

A checklist will need to be completed by ARC faculty or staff at the Proposal benchmark (ARC proposal Review stage) and the Applied Dissertation benchmark (ARC Content Review stage). To approve a stage that requires a checklist follow these steps

- Go to student row [Edit]>
- Scroll down to pending stage
- Fill out Checklist form
- [Checklist Status]>
- Choose Approved from dropdown menu
- [Save]

Fig 18: Approve a Stage That Requires a Checklist

Proposal: **Autosave enabled**

Checklist Item Description	Evaluation	Comment
Is the Problem Statement clear and representative of the proposed study?	YES	
Does the Literature Review reflect the Problem Statement?	YES	
Is the Literature Review Exhaustive?	YES	
Are the Research Questions adequate (clear, feasible, and measurable)?	YES	
Does the Methodology accurately reflect the proposed Research Questions?	YES	
Does the Methodology include an appropriate research approach and design?	YES	
Are the general steps in the Scientific Method to be employed (i.e., identify a problem, review the related literature, specify the purpose, collect data, analyze and interpret the data, and evaluate and report the findings).	YES	
Is the proposal a doctoral-level study?	YES	
Is the proposed study feasible (e.g., access to participants)?	YES	

Checklist status

pending

pending
revised/resubmit
approved

Save

Edit a Checklist

To edit a checklist follow these steps

- Got to row of student [Edit]>
- Scroll down until you see where your approval is required
- Change the status for [Checklist Status]
 - pending
 - rejected
 - approved
- Add comments where needed
- [Save]

Fig 19: Edit a Checklist

Proposal: Autosave enabled

Checklist Item Description	Evaluation	Comment
Is the Problem Statement clear and representative of the proposed study?	YES ▾	<input type="text"/>
Does the Literature Review reflect the Problem Statement?	YES ▾	<input type="text"/>
Is the Literature Review Exhaustive?	YES ▾	<input type="text"/>
Are the Research Questions adequate (clear, feasible, and measurable)?	YES ▾	<input type="text"/>
Does the Methodology accurately reflect the proposed Research Questions?	YES ▾	<input type="text"/>
Does the Methodology include an appropriate research approach and design?	YES ▾	<input type="text"/>
Are the general steps in the Scientific Method to be employed (i.e., identify a problem, review the related literature, specify the purpose, collect data, analyze and interpret the data, and evaluate and report the findings).	YES ▾	<input type="text"/>
Is the proposal a doctoral-level study?	YES ▾	<input type="text"/>
Is the proposed study feasible (e.g., access to participants)?	YES ▾	<input type="text"/>

Checklist status

Final Comment

View Assignment History

The assignment history displays the present dissertation committee as well as any prior dissertation committee that were previously assigned to the student. The Start Date and End Date reflect the duration of each committee assignment.

Fig 20: View Assignment History

 **Assignments History** ▾

Type	Name	Email	Start Date	End Date	Assigned By
Proposal	Michelle Krantz	gwira@nova.edu	11/13/2013 1:38:18 PM		adriana@nova.edu
Program Professor	Nydia Cummings	cnydia@nova.edu	7/15/2009 2:31:00 PM		adriana@nova.edu
Member	Silvia Orta	ortas@nova.edu	1/11/2011 8:28:38 PM		daweint@nova.edu
Member	Joal Read	joal@nova.edu	8/23/2006 12:00:00 AM	1/11/2011 8:28:38 PM	adriana@nova.edu
IRB	Ashley Russom	russom@nova.edu	11/13/2013 1:38:18 PM		adriana@nova.edu
Dissertation Services Associate	Katrina Pann	kpann@nova.edu	7/15/2009 2:31:00 PM		adriana@nova.edu
Chair	Barbara Packer-Muti	packerb@nova.edu	1/10/2013 12:36:33 PM		russom@nova.edu
Chair	Marianne Riddle	mriddle@nova.edu	3/7/2007 9:19:43 AM	1/10/2013 12:36:33 PM	adriana@nova.edu
ARC	Trenicia Brown	trenicia@nova.edu	11/13/2013 1:38:18 PM		adriana@nova.edu

View Registration History

The Registration History displays the benchmarks and ADS courses that the student has registered for by term.

Fig 21: View Registration History

 **Registration History** ▾

Term	CRN	Subject Code	Course No	Desc	Start Date	End Date	Grade
201350	53088	ADS	8091	CONTINUING DISSERTATION SERVICES B	13-MAY-2013	13-MAY-2013	
201330	35588	ADS	8091	CONTINUING DISSERTATION SERVICES B	07-JAN-2013	07-JAN-2013	PR
201250	51592	ADS	8091	CONTINUING DISSERTATION SERVICES B	07-MAY-2012	07-MAY-2012	PR
201150	50240	ADS	8091	CONTINUING DISSERTATION SERVICES B	16-MAY-2011	16-MAY-2011	PR
201130	30633	ADS	8091	CONTINUING DISSERTATION SERVICES B	03-JAN-2011	03-JAN-2011	PR

View New Student Assignments

New student assignments can be viewed under My Students. An email message will be auto-generated and sent to your Messenger inbox for viewing with a message subject topic “You have just been assigned to “student8” as a Chair.

Fig 22: View New Student Assignments

My Students Export								
Action	Relationship	First Name	Last Name	Email	NSU ID	Start Date	End Date	Active
Edit	Chair	Student5	Account5	student5@nova.edu	N00000053	11/14/2013 2:35:24 PM		
Edit	Chair	Sergiy	Shevchenko	shevchen@nova.edu	N80000002	11/27/2013 2:22:50 PM		
Edit	Chair	student8	student8	student8@nova.edu	N00000008	12/2/2013 9:51:12 AM		

Recent Messages View Inbox				
Action	From	Subject	Message	Date
View	ARC1 Admin1	You have a new assignment	You have just been assigned to student8 student8 as a Chair	12/2/2013 9:51:12 AM
View	ARC1 Admin1	You have a new assignment	You have just been assigned to Sergiy Shevchenko as a Chair	11/27/2013 2:22:50 PM
View	Student5 Account5	RE: Nov 15	Reply	11/15/2013 11:00:35 AM
View	IRB1 Rep1	Nov 15	Nov 15	11/15/2013 10:59:14 AM
View	Sergiy Shevchenko	You have a new assignment	You have just been assigned to Student5 Account5 as a Chair	11/14/2013 2:35:24 PM

View Internal Messenger

The Messenger allows for communication between the dissertation committee and assigned students. Dissertation Chairs are required to use the ADRIANA Messenger for all communications with students. Select View Inbox to access the Inbox.

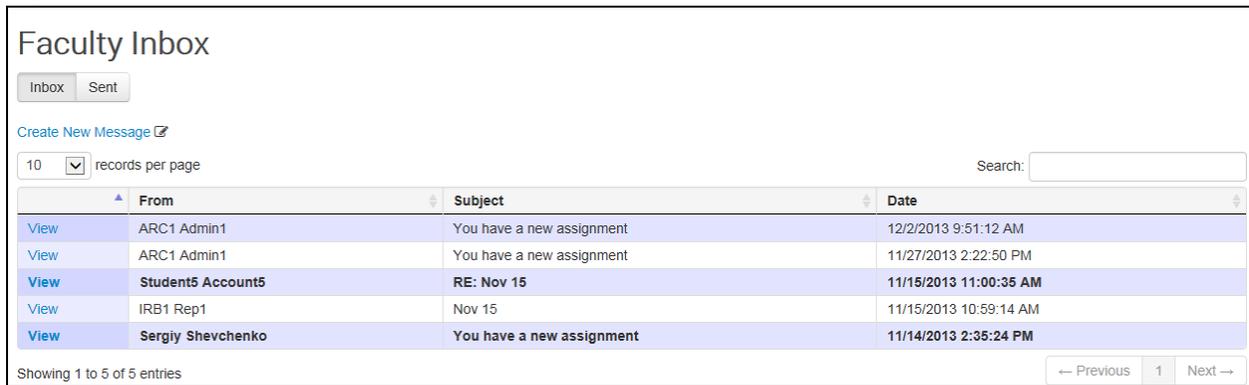
Fig 23: View Internal Messenger

Recent Messages View Inbox				
Action	From	Subject	Message	Date
View	ARC1 Admin1	You have a new assignment	You have just been assigned to student8 student8 as a Chair	12/2/2013 9:51:12 AM
View	ARC1 Admin1	You have a new assignment	You have just been assigned to Sergiy Shevchenko as a Chair	11/27/2013 2:22:50 PM
View	Student5 Account5	RE: Nov 15	Reply	11/15/2013 11:00:35 AM
View	IRB1 Rep1	Nov 15	Nov 15	11/15/2013 10:59:14 AM
View	Sergiy Shevchenko	You have a new assignment	You have just been assigned to Student5 Account5 as a Chair	11/14/2013 2:35:24 PM

View Inbox

From the inbox view, Dissertation Chairs will have the ability to send and view messages. The Sent button will display sent messages and the Inbox button will display received messages. The Create New Message allows for communication of new messages to be sent to assigned students. The ADRIANA also allows files to be attached to message. A confirmation announcement that users have received a new message in ADRIANA will be sent concurrently to your NSU email account, but the message itself will have to be viewed, read, and responded to through ADRIANA.

Fig 24: View Inbox



The screenshot shows the 'Faculty Inbox' interface. At the top, there are tabs for 'Inbox' and 'Sent'. Below the tabs is a 'Create New Message' link with an external icon. A dropdown menu is set to '10 records per page', and there is a search box. The main content is a table with columns for 'From', 'Subject', and 'Date'. Each row has a 'View' link on the left. The table contains five entries, with the first two showing 'ARC1 Admin1' and the last one showing 'Sergiy Shevchenko'. The status 'Showing 1 to 5 of 5 entries' is at the bottom left, and navigation buttons for 'Previous', '1', and 'Next' are at the bottom right.

	From	Subject	Date
View	ARC1 Admin1	You have a new assignment	12/2/2013 9:51:12 AM
View	ARC1 Admin1	You have a new assignment	11/27/2013 2:22:50 PM
View	Student5 Account5	RE: Nov 15	11/15/2013 11:00:35 AM
View	IRB1 Rep1	Nov 15	11/15/2013 10:59:14 AM
View	Sergiy Shevchenko	You have a new assignment	11/14/2013 2:35:24 PM

Compose Message

Commensurate with most web-based applications, the procedure to compose a message is as follows. To send messages follow these steps

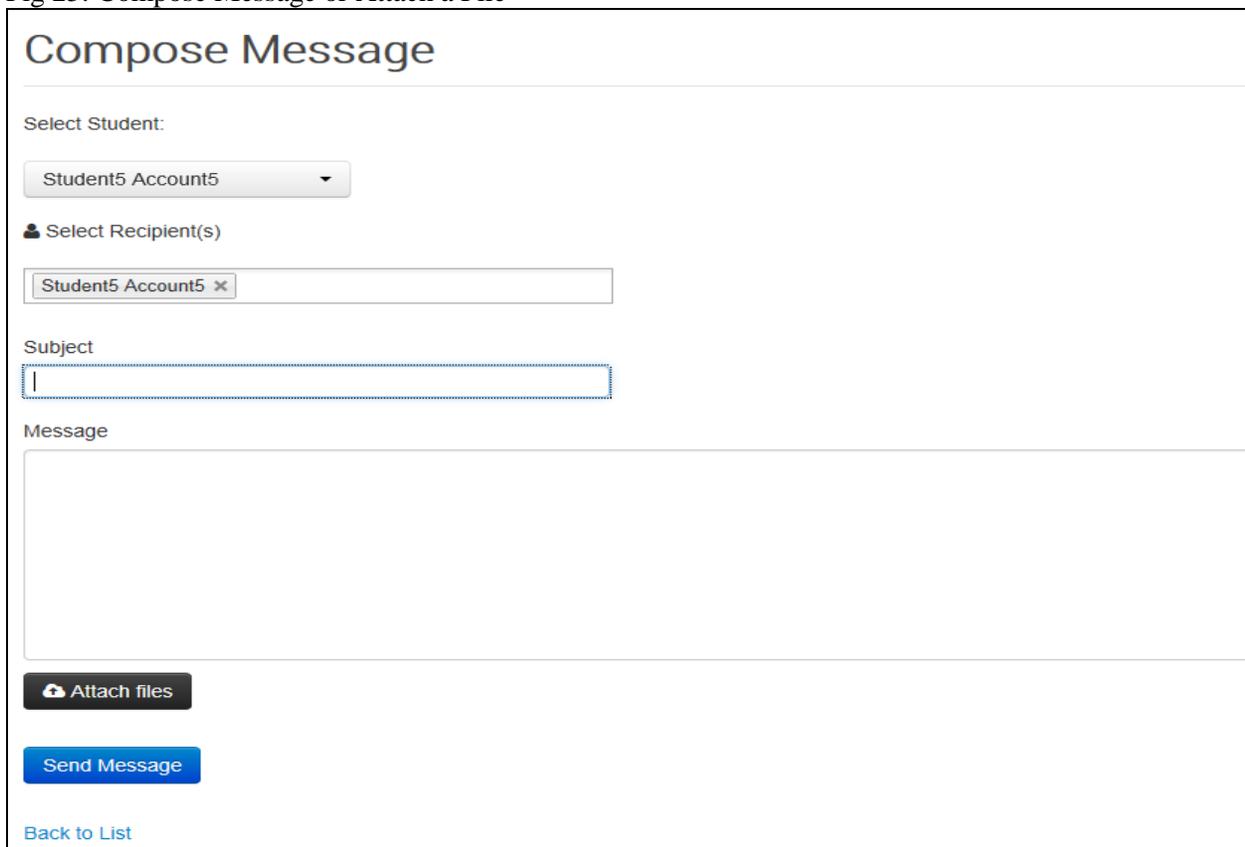
- [View Inbox]>[Create New Message]>[Select Recipients]>enter subject
- Enter message
- [Send Message]

Attach a File

Commensurate with most web-applications, the procedure to attach a file is as follows. To attach files

- [View Inbox]>[Create New Message]>[Select Recipients]>enter subject
- Enter message
- Select [Attach Files]
- Attach files
- [Send Message]

Fig 25: Compose Message or Attach a File



The screenshot displays a web interface for composing a message. At the top, the title "Compose Message" is shown in a large, bold font. Below the title, there are several input fields and buttons:

- Select Student:** A dropdown menu with "Student5 Account5" selected.
- Select Recipient(s):** A text input field containing "Student5 Account5" with a small 'x' icon to the right for removal.
- Subject:** An empty text input field.
- Message:** A large, empty text area for composing the message body.
- Buttons:** Two buttons are located at the bottom left: a dark grey button with a cloud icon labeled "Attach files" and a blue button labeled "Send Message".
- Link:** A blue link labeled "Back to List" is positioned at the bottom left of the form area.

Dissertation Support Request System (DSRS)

For Dissertation Services Associates and Program Professors Only

The Dissertation Support Request System (DSRS) is ADRIANA's internal request system. The purpose of the DSRS is to provide students with access to a portal where individual student problems and issues may be entered and addressed. The DSRS allows students to submit requests for assistance with matters such as a change of committee chair or other issues that students may experience while in the process of completing the dissertation. DSRS permits an asynchronous conversation between the student and the Dissertation Services Associate (DSA) or Program Professor who is servicing the request. Only the DSA or Program Professor assigned to the student have access to the DSRS and are able to respond to their students requests. The DSA has up to two weeks to respond to a request, thereafter it will be escalated to the assigned Program Professor.

Track Requests

To view a list of submitted requests you can search by Ticket Status, Types, Text, or Date. To search requests follow these steps

- [login]>
- Select the [DRSR] in the top navigation
- Select the criteria for a search: Ticket Status, Types, Text, or Date
- Select [Submit]
- View the support requests

Fig 26: Dissertation Support Request System (DSRS)

The screenshot shows the 'Track Requests' interface. It includes a search section with filters for Ticket Status (All, Open, Closed), Types (All), Text (input field), Date from (input field), and a 'Submit' button. Below the search section is a table titled 'Tickets to-date' with columns for Status, Ticket #, Request Date, First Name, Last Name, Email, Request Type, Days Open, Assigned On, Assigned To, and Due Date. A single ticket is listed with the following details:

Status	Ticket #	Request Date	First Name	Last Name	Email	Request Type	Days Open	Assigned On	Assigned To	Due Date	
Select	Open	2	12/2/2013 4:39:09 PM	Student1	Account1	student1@nova.edu	Other	0	12/2/2013 4:39:09 PM	David Weintraub	12/16/2013 4:39:09 PM

DSRS Comments

The DSRS allows students and the Dissertation Services Associate or Program Professor to post comments to a request.

To add a comment to a request follow these steps

- [login]>
- Select the [DRSR] in the top navigation
- Select the criteria for a search: Ticket Status, Types, Text, or Date
- Select [Submit]
- View the support requests
- Select [select] for the ticket you wish to view
- Fill out the comment field
- [Post Comment]
- Comments will appear in the “Updates” section below the form

Fig 27: DSRS Comments

Disertation Ticket Tracking and History

Request Details

Ticket#: 2	Days Open: 0
Open Date: 12/2/2013 4:39:09 PM	Closed On:
Assigned To: David Weintraub	Assigned On: 12/2/2013 4:39:09 PM
Request Type: Other	
Description: Testing the system	

[Student Info](#)

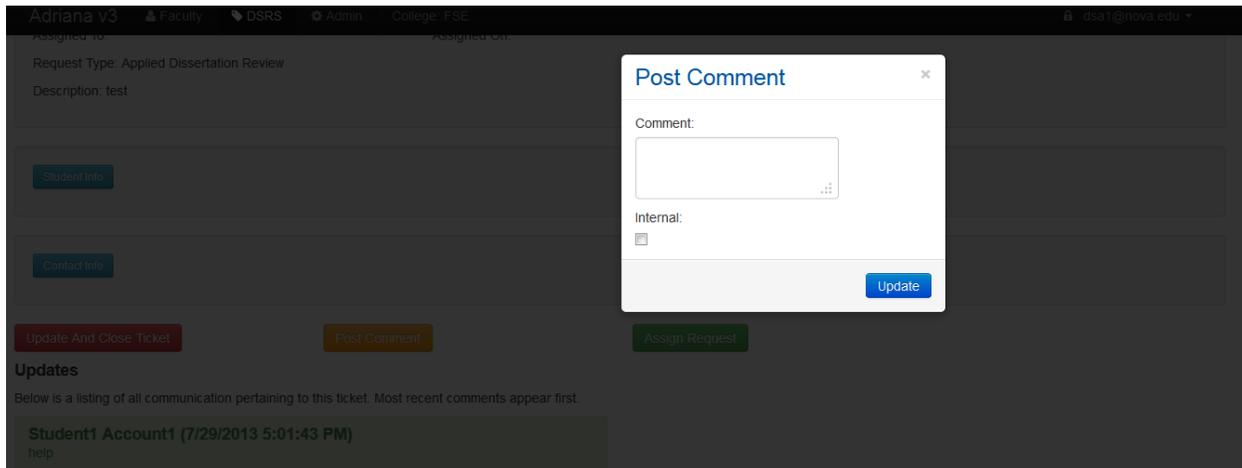
[Contact Info](#)

[Update And Close Ticket](#) [Post Comment](#) [Assign Request](#)

Updates

Below is a listing of all communication pertaining to this ticket. Most recent comments appear first.

Fig 28: Post Comment

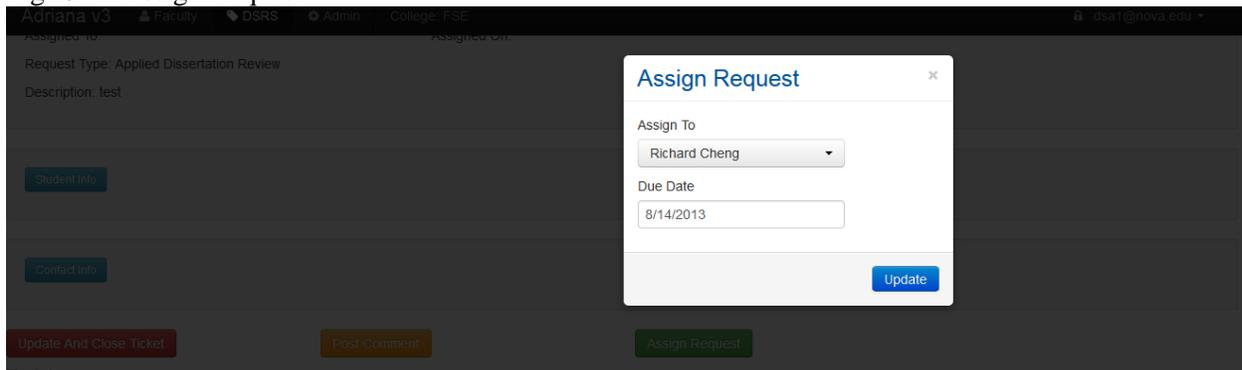


Reassign Request

If necessary, requests can be reassigned to different DSA or Program Professor. Note that requests will automatically be reassigned if the request is not answered within two weeks.

- [DSRS]>
- Go to ticket row [select]>
- [Reassign Ticket]
- Select committee from drop down>
- [Update]>

Fig 29: Reassign Request



Update and Close a Request

To update or close a request follow these steps

- [DSRS]>
- Go to request row [select]>
- [Update and Close Ticket]>
- Note that the action buttons will no longer be displayed

Fig 30: Update and Close a Request

Disertation Ticket Tracking and History

Request Details

Ticket#: 2	Days Open: 0
Open Date: 12/4/2013 2:46:25 PM	Closed On: 12/4/2013 2:48:43 PM
Assigned To: Dissertation1 Associate1	Assigned On: 12/4/2013 2:46:25 PM
Request Type: Proposal	
Description: Questions about the proposal	

[Student Info](#)

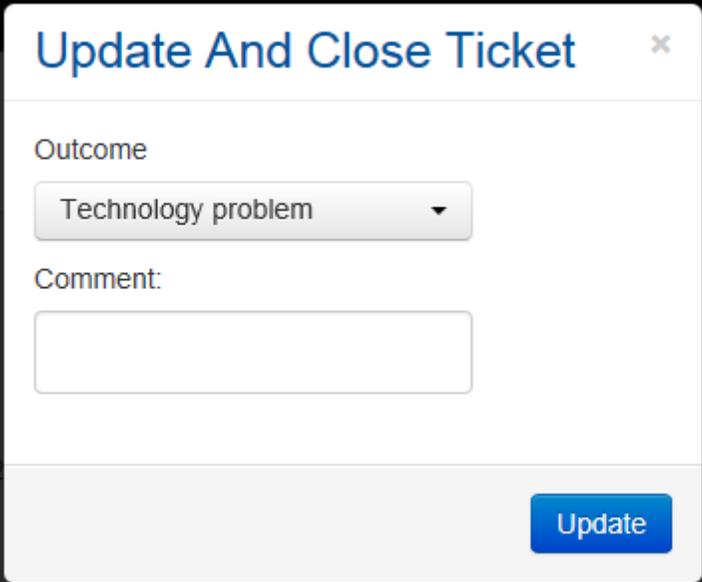
[Contact Info](#)

Updates

Below is a listing of all communication pertaining to this ticket. Most recent comments appear first.

Dissertation1 Associate1 (12/4/2013 2:48:43 PM)
Comment

Fig 30: Update and Close a Request



Update And Close Ticket ✕

Outcome

Technology problem ▾

Comment:

Update

Notes