



# CUNYfirst Campus Solutions

## A Guide to Requesting Academic Roles and Permissions

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## Campus Solutions User Role Instructions

### Campus Solutions User Role Request Process

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The **FIRST** in **CUNYfirst** stands for "Fully Integrated Resources and Services Tool." As such, it is a comprehensive online tool designed to integrate the digital storage and processing of CUNY records—including student, employee and financial records.

Campus Solutions is the environment within CUNYfirst in which academic records and processes are administered. To modify CUNYfirst Campus Solutions security roles, faculty and staff must complete a **Campus Solutions User Access Request Form** and submit it through the approval process described below.



#### 1. Employee Information, Confidentiality Signature, Roles and Data Permissions

*Employee signature required*

- ◆ Fills in applicable fields in the Employee Information section and sign Confidentiality Statement
- ◆ Selects roles
- ◆ Selects data permissions
- ◆ Templates of role bundles are available for [CCNY CUNYfirst website](#).

#### 2. Obtain Manager Approval Signature

*Divisional Liaison, Dean or Chair signature required*

The manager is responsible for validating the roles and permissions being requested and ensuring the form is complete, and attesting to that with his/her signature.

#### 3. Obtain Business Owner Approval Signature

*Mary Ruth Strzeszewski, Associate Provost or Daniel Matos, Registrar signature required*

Once the employee and manager have signed the form, they must submit the printed paper form to the Office of Registrar or Associate Provost who will approve or deny any Student Records requests and determine if other business owner approvals are needed, e.g., Admissions, Bursar, or Financial Aid.

#### 4. Submit to CRM / CCNY Service Desk / ASL

Once the business owners have signed the form it will be input into the **Customer Relations Management (CRM)** ticketing system which is used to report CUNYfirst issues and manage and control workflow. CCNY's Application Security Liaisons (ASLs) will apply the approved roles and data access privileges.

All role and permission changes are required to undergo this process. Failure to acquire the appropriate signatures will result in an automatic rejection of the form.

## Campus Solutions User Role Instructions

### **CUNYfirst Security and Confidentially Advisory**

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Student records are confidential and protected by the Family Educational Rights and Privacy Act (FERPA) as well as state and university policies. To help understand the rights, responsibilities and security risks associated with student records, employees who access student records are strongly advised to take the online **CCNY FERPA training module** and the **CUNY Security Awareness Program**.

Your CUNYfirst account is individually tailored for you. In addition to granting access that allows you to perform your job, it contains personal information, such as your social security number, wage/salary, home address, emergency contacts, etc. Never share your CUNYfirst login information - not even with people you trust. Because CUNYfirst is a "*fully integrated* system," security within CUNYfirst is very strict and what each user is able to view is determined on a "need to know" basis. Sharing your account information undermines this strict security and could expose you and other members of our college community to identity theft and other security breaches.

As an employee entrusted with the responsibility of supporting our students, faculty and staff, maintaining these records in a way that preserves their security and confidentiality is of paramount importance.

### **Requesting Campus Solutions Roles and Permissions**

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Faculty and staff accounts are provisioned with security roles that determine which screens they can access and data permissions that determine what data they can access.

As a user's duties or CUNYfirst functionality changes, roles and permissions may need to be modified. In order to maintain compliance with federal, state and university regulations, such role modifications require users to submit a **Campus Solutions User Access Request Form**.

The following guidelines are designed to help employees compete the form; page numbers refer to the Campus Solutions User Access Request Form.

## Campus Solutions User Role Instructions

### Section 1: Employee Information and Confidentiality Statement (page 1)

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The employee should complete all applicable fields in the Employee Information Section. When provisioning accounts each item of information is useful in validating the identity of the individual. Providing incomplete information can delay the process, especially in cases in which information is entered erroneously, illegibly or missing information is required before the requested access is approved.

EMPLOYEE INFORMATION SECTION (Please Print) :		
Last Name:	First Name:	MI:
CUNYfirst (Empl ID)*: _____	Job Title: _____	
<input type="checkbox"/> Full time <input type="checkbox"/> Part time		
If you are a student, please specify college: _____		
<input type="checkbox"/> * Check here if you do NOT have a CUNYfirst User ID & if this is a NEW request for a CUNYfirst User ID (leave CUNYfirst User ID blank)		
Business Unit / Campus: <b>CTY01/ City College</b>	Dept / Office:	
Work Phone:	Ext:	CUNY email address:
CONFIDENTIALITY STATEMENT (must be signed by the Employee):		
I understand that the data obtained from any CUNYfirst system is considered confidential and NOT to be shared with anyone who is not authorized to receive such data.		
I understand that I am individually accountable for the use of my User ID in the CUNYfirst system. Improper use of my User ID could lead to revocation of access rights and further disciplinary proceedings in accordance with CUNY policies, rules and regulations, and applicable collective bargaining agreements.		
Employee's Signature:	Date:	

### FERPA Restrictions

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By signing the Confidentiality Agreement the user acknowledges his/her understanding that educational records are confidential and that any breach of that confidentiality is subject to disciplinary action.

A federal law, the Family Educational Rights And Privacy Act of 1974 (also known as FERPA, or the Buckley Amendment) affords students certain rights concerning their student educational records. Students have the right to some control over the disclosure of information from the records. Educational institutions have the responsibility to prevent improper disclosure of personally identifiable information from the records.

Educational records are kept by University offices to facilitate the educational development of students. Faculty and staff members may also keep informal records relating to their functional responsibilities with individual students.

WHEN IN DOUBT, err on the side of caution and do not release student educational information. Contact the Office of the Registrar for guidance.

U.S. Department of Education Family Educational Rights and Privacy Act (FERPA)  
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

## Campus Solutions User Role Instructions

### **Section 2: Campus Solutions Templates and Roles (pages 1-4)**

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Campus Solutions roles determine which screens a user's account can access. Some roles provide view-only access to records; others allow records or information to be modified. All of these roles should be provisioned with discretion, determined by the specific needs of the user's official duties.

Subject Matter Experts (SMEs) have been designated for each functional area (e.g. student records, student financials, financial aid) who can provide guidance in the understanding and selecting appropriate roles and permissions. Also, each academic division has designated CUNYfirst liaisons that can also provide basic guidance [\(see list below.\)](#)

For guidance in selecting roles, the following Campus Solutions PDF templates are available:

- ◆ Dean and Chairs
- ◆ Divisional Liaison
- ◆ Full-time Faculty
- ◆ Full-time Faculty Advisor
- ◆ Part-time Instructor
- ◆ Professional Advisor

A matrix outline the roles assigned for each template are provided in the table below, followed by a glossary explaining those roles.

The user's manager, divisional liaison and the business owner(s) of the data that will be accessed (e.g. Registrar, Bursar, Financial Aid director) must approve role revisions (see authorization signatures on page 6 of form and instructions below).

## Campus Solutions User Role Instructions

Academic Role Assignment Templates								
Role Screen	Dean and Chairs	Divisional Liaison	Full-time Faculty	Full-time Faculty Advisor	Part-time Instructor	Professional Advisor	Department Point Person	
CU CS SS Instructor <i>Faculty Center</i>	x	x	x	x	x			
CU CS SS Advisor <i>Advisor Center</i>	x	x	x	x		x	x	
CU_CSCS_Common	x	x		x		x		
CU_CSSS_Student_Srvcs_Center <i>Student Center</i>	x	x	x	x		x		
CU_CSSR_CommonStudRecPagesView <i>Access to common student record pages</i>	x	x		x		x		
CU_CSCS_Student_Inquiry <i>CUNY Student Summary View</i>	x	x	x			x		
CU_CSCS_Student_Inq_Cur_Term <i>Inquiry access to current term</i>				x		x		
CU CS Query Run * <i>Query Viewer</i>	x	x				x	x	
CU_CSSR_Faculty_Workload_Rpts <i>View Faculty Workload Reports</i>		x						
CU_CSSR_View_Faculty_Workload <i>View Faculty Workload</i>								
CU_CSSR_Admin_Crse_Catalg_VIEW <i>Course Catalog</i>	x	x	x	x		x		
CU_CSAD_PreReq_View <i>Prerequisite View</i>	x	x	x	x		x		
CU_CSSR_Enroll_Appt_Maintainer * <i>Schedule registration appointments</i>		x				x		
CU_CSSR_Enroll_Stdnt_Maintain * <i>Quick Enroll</i>		x						
CU_CSSR_Enrollmnt_Reqst_Viewer * <i>Run and Print Enrollment Verifications</i>	x	x						
CU_CSSR_Acad_Advisor_Maintain * <i>Assign Students to Advisors</i>	x					x	x	
CU_CSSR_Class_Permission * <i>Class Permission</i>	x	x		x		x		
CU_CSSR_Dept_Class_Roster <i>Department-wide Class Roster</i>	x	x		x		x	x	
CU_CSSR_Dept_Grade_Roster * <i>Department-wide Grade Roster</i>	x	x						
CU_CSSR_Grade_Roster_View <i>Student Milestones</i>	x	x						
CU_CSSR_ProgPlan_Maintainer_VW	x	x	x	x		x		
CU_CSSR_Textbook_Data_Entry <i>Order textbooks department-wide</i>	x	x					x	

## Campus Solutions User Role Instructions

### Glossary of Academic Campus Solutions Roles

Below is a list of commonly assigned roles with descriptions of the access they provide that are assigned to academic administrative and instructional staff. Those identified as **restricted roles** provide elevated privileges to sensitive information or functionality and should be assigned accordingly.

Role Screen	Description	Data Permissions/ Comments
<b>CU CS SS Instructor</b> <i>Faculty Center</i>	<ul style="list-style-type: none"> <li>• View and update assigned class and grade rosters</li> <li>• Verify attendance roster, order textbooks, and assign student grades</li> <li>• Advisor View of Student Data: To Do List, Enrollment Appointments, service indicators, weekly schedule, demographic information, My Advisees, My Advisors</li> <li>• Update Self Service Certification Roster</li> <li>• View Service Indicator summary</li> </ul>	<p>No data permissions required. However, to access classes an entry is required for each semester and for each class in the <b>Instructor/Advisor Table</b> provisioned by the <b>Scheduling Office</b>.</p> <p>The <b>CU CS SS Instructor</b> role grants roster access to individually assigned rosters within the Faculty Center.</p> <p>For access to division- or department-wide class rosters see <b>CU_CSSR_Dept_Class_Roster</b>.</p>
<b>CU CS SS Advisor</b> <i>Advisor Center</i>	<ul style="list-style-type: none"> <li>• Advisor View of Student Data: Advisee's student center, view transfer credit report, course history, exam schedule, transfer credit summary, enrollment appointments, service indicators, emergency contacts, to do lists.</li> <li>• View and modify Service Indicator Summary,</li> <li>• View schedule of classes, browse catalog and course details</li> <li>• Ability to update Student Groups that have been assigned to the user's account.</li> </ul>	<p>To place or remove Service Indicators the <b>CU_CSCS_Common</b> roles is also required.</p> <p>Any user who needs to remove the Admissions hold on incoming students must be assigned the <b>Service Indicator</b>: 'ADV ADV release'</p> <p>To place or release specific <b>Service Indicators</b> they must be listed in the Service Indicator section of the data permission section (see Data Permissions and Service Indicators table).</p> <p>The combination of <b>Institution/Career, Academic Program</b> and <b>Academic Plan</b> data permissions determine which details in each student's transcript history are accessible.</p>

## Campus Solutions User Role Instructions

Role Screen	Description	Data Permissions/ Comments
<b>CU_CSSS_Student_Srvcs_Center</b> <i>Student Center</i>	<ul style="list-style-type: none"> <li>Display student's admissions summary, transfer credit report, enrollment appointment, current class schedule, course and class history, transcript, grades, exam schedule, and financial aid and financials summary.</li> <li>Allows view and update student emergency contact information and demographic data.</li> </ul>	
<b>CU_CSCS_Common</b>	Required to apply and remove Service Indicators, view Service Indicator summary, update user defaults, test results. View and maintain Orgs.	
<b>CU_CSSF_CommonSFPagesView</b> <b>CU_CSSS_StudCenter_FinPages</b> <i>Student Financial Records in Advisor Center Student Center</i>	Access Student Services Center financial information, including: account summary, charges due, payments, student permissions view, pending financial aid (limited until financial aid module fully implemented), account financial activity.	<b>Business Unit: CTY01</b>
<b>CU_CSSR_Admin_Crse_Catalg_VIEW</b> <i>Course Catalog</i>	View-only access to view the course catalog.	
<b>CU_CSAD_PreReq_View</b> <i>Prerequisite View</i>	Access to view configured course prerequisite rules.	
<b>CU_CSSR_ProgPlan_Maintainer_VW</b>	View students' academic careers, program, plan and subplan information, student degrees, and student attributes.	
<b>CU_CSCS_Student_Inquiry</b> <i>CUNY Student Summary View</i>	Single page display student's current class schedule, grades, account summary, admissions summary, transfer credit report, course and class history. (CCNY students only.)	
<b>CU CS Query Run</b> <i>Query Viewer</i> <b>Restricted role</b>	Access to Query Viewer enabling users to run queries against student records.	
<b>CU CS Common</b>	Enables access to update user defaults, process monitor and report manager.	
<b>CU_CSSR_Textbook_Data_Entry</b> <i>Order textbooks department-wide</i>	Access department/division-wide textbook ordering.	<b>Academic Org</b> determines scope.

## Campus Solutions User Role Instructions

Role Screen	Description	Data Permissions/ Comments
<b>CU_CSSR_Class_Permission</b> <i>Class Permission</i> <b>Restricted role</b>	Class permissions are used when registering students to override closed classes (“overtally”), prerequisites not met, consent required and academic career/program restrictions. Should be used in conjunction with class schedule or department class rosters.	<b>Academic Org</b> determines scope.  Should also be assigned <b>CU_CSSR_Dept_Class_Roster</b>
<b>CU_CSSR_Dept_Class_Roster</b> <i>Department-wide Class Roster</i>	“Real-time” access to department/division-wide class rosters.	<b>Academic Org</b> determines scope.  Typically complements <b>Class Permission</b> ; this role grants access to multiple classes determined by <b>Academic Org</b> .  The <b>CU CS SS Instructor</b> role grants roster access to individually assigned courses/classes within the Faculty Center.
<b>CU_CSSR_Dept_Grade_Roster</b> <i>Department-wide Grade Roster</i> <b>Restricted role</b>	Access department/ division-wide grade rosters. The Instructor role provides faculty with roster access to courses/classes to which they have been assigned in the Faculty Center; this role grants access to multiple classes.	<b>Academic Org</b> determines scope.
<b>CU_CSSR_Enroll_Appt_Maintainer</b> <i>Schedule student registration appointments</i> <b>Restricted role</b>	Schedule student enrollment appointments.	
<b>CU_CSSR_Enroll_Stdnt_Maintain</b> <i>Quick Enroll</i> <b>Restricted role</b>	Ability to ‘Quick Enroll’ students.	<b>Enrollment Access ID: REG1</b>  Outside the Registrar’s Office, this role is authorized for emergency use only.

## Campus Solutions User Role Instructions

Role Screen	Description	Data Permissions/ Comments
<b>CU_CSSR_Enrollmnt_Reqst_Viewer</b> <b>Restricted role</b>	Display enrollment requests (update access if granted data permissions SACR), run and print enrollment verifications.	<b>Enrollment Access ID required</b> <a href="#">ADV1</a> Advisor <a href="#">ADV2</a> Advisor With Override <a href="#">FAC</a> Faculty <a href="#">FAC1</a> Faculty Register Only <a href="#">FAC2</a> Faculty Only w/Override <a href="#">FAC3</a> Faculty3 w/ OVRD <a href="#">FAC4</a> FAC4
<b>CU_CSSR_Acad_Advisor_Maintain</b> <b>Restricted role</b>	Update and correction access to Student Advisor where advisor(s) are assigned to a student.	
<b>CU_CSSR_Class_Schedule</b> <i>Administer class schedule</i> <b>Restricted role</b>	Schedule new courses, add and update class sections, combined sections, print class schedule, raise class size limits.	Requires permission of the <b>Scheduling Office.</b>
<b>CU_CSSR_View_Course_Cls_Setup</b>	<ul style="list-style-type: none"> <li>◆ View/Inquire Academic Requirements, Browse Catalog, Course Details, Catalog Search, Class Search, Course Catalog Summary</li> <li>◆ Display Only Global Notes Table, Class Notes Table, Adjust Class Associations, Combined Sections Table, Update Sections of a Class, Maintain Schedule of Classes, Enrollment Requisite Summary, Course Catalog, Class Event Table, Identify Combined Sections</li> </ul>	
<b>CU_CSSR_Grade_Roster_View</b> <i>Student Milestones</i>	Display only access to view department grade rosters for prior semesters	
<b>CU_CSSR_Term_Withdrawal</b> <i>Term Withdrawal</i>	Add and run the Term withdrawal/Cancellation process; update (view) the Term Withdrawal run status. update and correction (by student) of student term and cumulative statistics, term withdrawal (allows student to be withdrawn when the process is run), student academic standing, student special GPA, and term activation	
<b>CU_CSSR_CommonStudRecPagesView</b> <i>Access to common student record pages</i>	<ul style="list-style-type: none"> <li>- additional test information (Display Only)</li> <li>- Test Results view (Display Only)</li> <li>- class search</li> <li>- view service indicator summary</li> <li>- view enrollment summary</li> </ul>	

### Campus Solutions User Role Instructions

<b>Role Screen</b>	<b>Description</b>	<b>Data Permissions/ Comments</b>
<b>CU_CSCS_Student_Inq_Cur_Term</b> <i>Inquiry access to current term</i>		
<b>CU_CSSR_Faculty_Workload_Rpts</b> <i>View Faculty Workload Reports</i>	Run Faculty Workload Report Run Workload Verification Reports	

## Campus Solutions User Role Instructions

### Section 3: Data Permissions SACRs (pages 5 and 6)

Data Permissions (SACR) determine what data can be accessed by a user's account. They complement roles, which by themselves only provide access to certain screens.

Before completing this section, if another user is known to have access to the data the applicant is seeking, you can submit that user's EMPLID in the Copy Data Permissions SACR from EMPLID field and those settings can be applied to the applicants' account.

Copy Data Permissions (SACR) from EMPLID:

For most users, only the first six data permission parameters are required:

Security Type	Value
<b>Academic Institution</b> <small>List the academic institution(s) that the user can access.</small>	CTY01
<b>Institution / Campus</b>	MAIN
<b>Institution / Career</b> <small>List the career(s) the user can access. (UGRD, GRAD, DOCT etc)</small>	UGRD
<b>Academic Program</b> <small>List the academic program(s) that the user can access Or assign ALL.</small>	<input checked="" type="checkbox"/> All or <input type="checkbox"/> Specific
<b>Academic Plan</b> <small>List the academic plan(s) that the user can access Or assign ALL.</small>	<input checked="" type="checkbox"/> All or <input type="checkbox"/> Specific
<b>Academic Org</b> <small>List the academic Organization(s) that the user can access.</small>	_____

**Academic Institution** is a college's code designation, City College is CTY01. Employees with affiliations at multiple colleges may have others and should note them on their form.

**Institution / Campus:** MAIN

**Institution / Career** determines whether the user can access undergraduate (UGRD), graduate (GRAD), or doctoral (DOCT) records.

**Academic Program** is the degree track in which a student is participating, such as "Undergrad." If a student is not seeking a degree, the Academic Program will be "Non Degree Undergrad."

**Academic Plan** is the area of study, such as a major, that exists within an academic program or academic career. Some examples would be "Philosophy (BA)" or "Mechanical Engr (Ph.D)." If Academic Program is Non-Degree Undergrad then the academic plan will be Non-Degree.

**Academic Org** limits the scope of student record data that an account can access by a division, a department or a program. Roles governing Class Permissions (used to override closed sessions, prerequisites, and required consent) and Department and Grade Rosters are delimited by the Academic Org. So, for example, an advisor who only needs access to Philosophy students' records should be assigned the Academic Org: **PHIL-CTY**.

## Campus Solutions User Role Instructions

An account can be assigned multiple Academic Orgs, so a faculty who needs access to math and biology rosters can request BIO-CTY and MATH-CTY. When requesting Academic Orgs for a user's account only assign those applicable to that user's official duties.

Academic Organization Codes		
Division	Academic Department/Division	Academic Organization Code
<b>Architecture</b>	<b>Architecture</b>	<b>ARCH-CTY*</b>
Architecture	Landscape Architecture	LAAR-CTY
<b>Architecture</b>	<b>School of Architecture</b>	<b>SOA-CTY*</b>
Architecture	Urban Design	UD-CTY
Architecture	Urban Landscape	UL-CTY
CCNY	City College of New York	CCNY-CTY
<b>CCNY</b>	<b>City College of New York</b>	<b>CTY01</b>
Colin Powell	American Studies	AMST-CTY
Colin Powell	Anthropology	ANTH-CTY
<b>Colin Powell</b>	<b>Division of Social Sciences</b>	<b>SSC-CTY*</b>
Colin Powell	Economics	ECO-CTY
Colin Powell	International Relations	IR-CTY
Colin Powell	Latin American & Latino Studies	LALS-CTY
Colin Powell	Psychology	PSY-CTY
Colin Powell	Public Services Management	PSM-CTY
<b>Colin Powell</b>	<b>Social Science</b>	<b>SOSC-CTY</b>
<b>Colin Powell</b>	<b>Social Science</b>	<b>SSCI-CTY*</b>
Colin Powell	Sociology	SOC-CTY
Colin Powell	Women Studies	WS-CTY
CWE	Center for Worker Education	CWE-CTY
CWE	Center for Worker Education	WRKED-CTY
<b>CWE</b>	<b>Interdisciplinary Arts and Sciences</b>	<b>IAS-CTY*</b>
Education	Childhood Education	EDCE-CTY
<b>Education</b>	<b>Education</b>	<b>EDUC-CTY</b>
Education	Leadership Education	EDLS-CTY
<b>Education</b>	<b>School of Education</b>	<b>SOE-CTY*</b>
Education	Secondary Education	SECED-CTY
Engineering	Biomedical Education	MED-CTY
Engineering	Biomedical Engineering	BME-CTY
Engineering	Chemical Engineering	CHE-CTY
Engineering	Civil Engineering	CE-CTY
Engineering	Computer Science	CSC-CTY
Engineering	Electrical Engineering	EE-CTY
<b>Engineering</b>	<b>Engineering</b>	<b>ENGR-CTY*</b>
<b>Engineering</b>	<b>Grove School of Engineering</b>	<b>GROVE-CTY</b>
Engineering	Mechanical Engineering	ME-CTY
Humanities	Art	ART-CTY
Humanities	English	ENGL-CTY

## Campus Solutions User Role Instructions

Academic Organization Codes		
Division	Academic Department/Division	Academic Organization Code
Humanities	Foreign Languages & Literature	LANG-CTY
Humanities	History	HIST-CTY
<b>Humanities</b>	<b>Humanities and the Arts</b>	<b>HART-CTY*</b>
Humanities	Media & Communication Arts	MCA-CTY
Humanities	Music	MUS-CTY
Humanities	Philosophy	PHIL-CTY
Humanities	Political Science	PSC-CTY
Humanities	Speech	SPCH-CTY
Humanities	Theatre and Speech	THSP-CTY
OTHER	Administrative	ADMIN-CTY
OTHER	CUNY Honors College	HONOR-CTY
OTHER	CUNYBacc & Interdisc.Stds	CBUIS-CTY
OTHER	Health & Physical Education	HEPE-CTY
OTHER	Program	PROG-CTY
OTHER	Registrar's Office	REG-CTY
OTHER	SEEK	SEEK-CTY
Science	American Museum Natural Hist	AMNH-CTY
Science	Biology	BIO-CTY
Science	Chemistry	CHEM-CTY
<b>Science</b>	<b>Division of Science</b>	<b>DIVSCI-CTY*</b>
Science	Earth and Atmospheric Science	EAS-CTY
Science	Mathematics	MATH-CTY
Science	Physics	PHY-CTY
<b>Science</b>	<b>Science</b>	<b>SCI-CTY*</b>
Sophie Davis	Physician's Assistant	PA-CTY
<b>Sophie Davis</b>	<b>School of Biomedical Education</b>	<b>BMED-CTY*</b>

**Student Groups** are grouping of students that share a common characteristic for various business processes, e.g., honors students, athletes, SEEK, veterans, etc. For example, the FRSH group can be used to require entering freshmen to consult with an advisor in order to grant students' access to enroll in classes. Most service indicators are applicable only to the administrative offices (i. e. Bursar, Registrar, Admissions, Financial Aid and Student Affairs).

**Service Indicators** are codes that can be placed on or released from a student's account to modify its functionality. A negative service indicator can prevent a transaction from occurring (e.g., registration block, or transcript block, graduation processing). A positive service indicator can grant special accommodations (e.g., veterans' services, early registration). Service indicators typically display a brief explanation and the office to contact within the Student Center portal of Campus

## Campus Solutions User Role Instructions

Solutions.

To assign service indicators to an employee's account there are four attributes to consider:

1. **Service Indicator Code**
2. **Reason Code(s)** associated with that service indicator code
3. **Placement** (apply) the service indicator (optional)
4. **Release** (remove) the service indicator (optional)

Administrators and advisors in academic divisions and special programs primarily use advisement (ADV), dismissal (DIS), and GPA hold (IVR) service indicators. Most other service indicators are applicable only to staff in the offices of the Bursar, Registrar, Admissions, Financial Aid and Student Affairs and special programs.

When considering service indicators, separately assess whether the business process being performed by the employee requires the ability to place and to release the indicator. For example, if a particular advisor should have the ability to place but not remove the GPA stop service indicator enter 'IVR IVR place'.

The table below contains service indicators in use by academic divisions. Those currently available were migrated from the legacy student information management system (SIMS). Particularly noteworthy is the ADV ADV service indicator, which is applied by the office of Admissions to all incoming students requiring them to seek advisement before they are allowed to register for classes. In order for students to proceed with many CUNYfirst transactions, this Service Indicator must be removed.

CUNYfirst Campus Solutions Academic Service Indicators				
Department/ Program	Service Indicator Code	Reason Code	Description	Message
ALL	ADV	ADV	Advisement Required (This service indicator is assigned to all entering students' accounts. This code should be assigned to all academic advisors)	Advisement Required
ALL	DIS	DIS	Academically Dismissed	
ALL	IVR	IVR	Academic Deans GPA STOP	An academic STOP has been placed on your record. You must go to your Dean's Office for assistance in completing your registration
Architecture	ADV	ARCH	Advisement Required	A STOP has been placed on your record by the School of Architecture. Please visit Room 002 in the Spitzer School of Architecture for further assistance
Education	ADV	EDUC	Advisement Required	See your Advisor in the Education Department
Engineering	ADV	DENGR	Advisement Required	A STOP has been placed on your record by the Office of the Graduate Dean of Engineering. Contact that

## Campus Solutions User Role Instructions

CUNYfirst Campus Solutions Academic Service Indicators				
Department/ Program	Service Indicator Code	Reason Code	Description	Message
				office for further assistance
Engineering	ADV	ENGMT	Advisement Required	Engineering Math STOP
Engineering	ADV	ENGR	Advisement Required	See your Advisor in Engineering for registration approval
Engineering	EXW	EXW	12 or More Credits of W Grades	A STOP has been placed on your records by the Office of Undergraduate Affairs in the School of Engineering. Please contact that office for further assistance
Gateway Academic Center	ADV	GAC	Advisement Required	A STOP has been placed on your records by the Gateway Academic Center. For further assistance, you must meet with your Academic Advisor
Humanities and Arts	ADV	ENGL	Advisement Required	No Web Registration is permitted in the MFA in Creative Writing or the MA in Literature. Please register in person in the Department of English
Humanities and Arts	ADV	GSPAN	Advisement Required	No Web Registration is permitted in the MA in Spanish program. Please contact the Director of the Program
Humanities and Arts	ADV	HUM	Advisement Required	A STOP has been placed on your record by the Division of Humanities and Arts. Please visit NAC 5/225 for further assistance
Humanities and Arts	ADV	MUSIC	Advisement Required	Please see your Music Advisor
Science	ADV	SCI	Advisement Required	A STOP has been placed on your record by the Division of Science. For further assistance, please visit that office
Sophie Davis	ADV	BIOMED	Advisement Required	A STOP has been placed on your record by the School of Biomedical Education. Please visit HR-102 for further assistance

## Campus Solutions User Role Instructions

### **Section 4: Authorization Signatures (Request Form Page 6)**

All role and permission changes are required to be approved and signed according to the following protocol. Failure to acquire the appropriate signatures will result in an automatic rejection of the form.

**1. Employee Information and Confidentiality Signature (Request Form Page 1)**

*Employee signature required*

Employees and their direct managers fill in application fields and must review and select the roles and data permissions necessary for their job duties.

**2. Manager Approval Signature (Request Form Page 6)**

*Divisional Liaison, Dean or Chair signature required*

The manager is responsible for validating the roles and permissions being requested and ensuring the form is complete, and attesting to that with his/her signature.

Managerial Request:	
Business Unit / Campus: CTY01/ City College	Department / Office:
Last Name, Requesting Supervisor:	First Name:
Signature, Requesting Supervisor:	Date:

**3. Business Owner Approval Signature (Request Form Page 6)**

*Mary Ruth Strzeszewski, Associate Provost or Daniel Matos, Registrar signature required*

Once the employee and manager have signed the form, they must submit the printed paper form to the Office of Registrar or Associate Provost who will approve or deny any Student Records requests and determine if other business owner approvals are needed, e.g., Admissions, Bursar, or Financial Aid.

Business Owner / Student Records:	
Last Name:	First Name:
Signature:	Date:

Business Owner / Student Financials Approval:	
Last Name:	First Name:
Signature:	Date:

Business Owner / Financial Aid Approval:	
Last Name:	First Name:
Signature:	Date:

Roles are grouped into clusters, most are under the auspices of the Registrar including Common, Self-Service, Student Records (SR). These roles require the signature of the Registrar or Associate Provost's approval.

Roles in the Financial Aid cluster require the signature of the Director of Financial Aid:

Add	Delete	<b>Financial Aid Roles</b>
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSFA_PELL_Campus_Coord     Assign to Campus Pell Coordinator
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSFA_PELL_PAYMENT_REPORTING     Access to PELL Payment Reporting pages
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSFA_Anticipated_Aid_Labeling     FA Anticipated Aid Labeling Interface

## Campus Solutions User Role Instructions

Student Financials roles require the signature of the Bursar:

Add Delete		<b><i>Student Financials (Bursar) Roles</i></b>
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSSF_Base_Student_Financial This role should be assigned to all Student Financials users.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSSF_Administer_Cashiering Assign to users who administer cashiering functions.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSSF_Cancellation Assign to SF Cancellation users.

Similarly, Admissions Office roles should be approved by the Director of Admissions (currently there is not a signature line for the Director of Admissions, whose signature is required nonetheless).

Add Delete		<b><i>Admissions Office Roles</i></b>
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSAD_Add_Applicant Assign to staff that are responsible for adding applications.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSAD_Administer_Admissions Assign to staff responsible for administering admissions and running admissions processes.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSAD_Update_Records Assign to staff responsible for adding, updating, and deleting records.

Once the business owners have signed the form it will be input into the **Customer Relations Management (CRM)** ticketing system which is used to report CUNYfirst issues and manage and control workflow. CCNY's Application Security Liaisons (ASLs) will apply the approved roles and data access privileges.

## Campus Solutions User Role Instructions

### Appendix A: Subject Matter Experts

CUNYfirst CAMPUS SOLUTIONS SUBJECT MATTER EXPERTS				
Area	Subject Matter Expert	E-mail	Phone (212) 650-	Location
Registrar/ Student Records	Daniel Matos	dmatos@ccny.cuny.edu	x8150	A 102
Registrar/ Student Records	Anna-Lize Harris	aharris@ccny.cuny.edu	x7855	A 102
Bursar/ Student Financials	Joseph Boselli	jboselli@ccny.cuny.edu	x8501	A 103
Bursar/ Student Financials	Anne-Marie Ebanks	aebanks@ccny.cuny.edu	x8578	A 103
Admissions	Joseph Fantozzi	jfantozzi@ccny.cuny.edu	x7865	A 101
Admissions	Alan Sabal	asabal@ccny.cuny.edu	x6444	A 101
Financial Aid	Arshaw Ramkaran	aramkaran@ccny.cuny.edu	x5824	A 104
Financial Aid	Lourdes La Cotera	llacotera@ccny.cuny.edu	x6354	A 104
Colin Powell School	Leslie Galman	lgalman@ccny.cuny.edu	x6412	NA 6/141
Division of Humanities and Arts	Raymond Strom	rstrom@ccny.cuny.edu	X7538	NA 5/225
Grove School of Engineering	Dean Ardie Walser	walser@ccny.cuny.edu	x8030	ST 152
Sophie Davis School of Biomedical Education	Maria Jimenez	mjimenez@ccny.cuny.edu	x7156 / x7160 / x8291	HR 102
Interdisciplinary Studies	Deborah Edwards- Anderson	edwa@ccny.cuny.edu	(212) 925- 6625 x235	25 Broadway - 7th Floor
Division of Science	Elizabeth Rudolph	erudolph@ccny.cuny.edu	x6474	MR 1320
Spitzer School of Architecture	Sara Morales	smorales@ccny.cuny.edu	x8748	SSA 133
Spitzer School of Architecture	Hannah Borgeson	hborgeson@ccny.cuny.edu	x5663	SSA 120
School of Education	Stacia Pusey	spusey@ccny.cuny.edu	x5354/ x6239 / x6296	NA 3/223A