

Faculty/Advisor Self-Service Training (FAST) Frequently Asked Questions (FAQ)

Question	Answer
How do I get a copy of my roster into Excel or Word?	<ol style="list-style-type: none"> 1. Select "View Summary Class Roster" from the Faculty/Advisor Self-Service Quick Links on the Faculty tab. 2. Select Term. 3. Select the course. 4. Highlight the Summary Class Roster rows. 5. Select "Copy" from the Edit menu of the browser. 6. Access Word or Excel. 7. Select "Paste" from the Edit menu.
How do I communicate with students through e-mail?	<ul style="list-style-type: none"> • Single Student <ol style="list-style-type: none"> 1. Select "View e-mail addresses" from the Faculty/Advisor Self-Service Quick Links on the Faculty tab. 2. Select Term. 3. Select Student. 4. Student names are displayed in the drop down menu. 5. Copy the e-mail address into your e-mail client or use the MyWashburn e-mail button. • Roster of students (single student or whole class) <ol style="list-style-type: none"> 1. Select "View Summary Class Roster" from the Faculty/Advisor Self-Service Quick Links on the Faculty tab. 2. Select Term. 3. Select the course. 4. Select the envelope button at the end of each of the rows (for single student) or select the "Email class" link (for all students). 5. The e-mail opens in the personal e-mail client that is set up on your PC. • Roster of students (Using MyCourses) <ol style="list-style-type: none"> 1. Select the "My Courses" tab. 2. Select the course that you want to send e-mail to. 3. Select "E-mail" on the left. 4. Select the students you want to send e-mail to or "select all" to send e-mail to all students. 5. The e-mail opens in the MyWashburn e-mail client.

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Are there any guidelines to follow when communicating with students?	<ul style="list-style-type: none"> • Use Washburn e-mail accounts when communicating about official Washburn business. • Be careful responding when e-mail is sent to you from other accounts (such as hotmail.com accounts). These accounts are often transient. When e-mail comes to you from an @washburn.edu account, you can feel more confident that it is coming from the actual source. • Information sent through e-mail is sent in plain text, and as such can be intercepted and read by hackers. So think twice about sending confidential information via e-mail.
After selecting "Search for Student" and entering Smith for last name, John for first name, I find a long list of students available. How do I find the right John Smith?	<ul style="list-style-type: none"> • Take note of student's WIN, check General Student Information and if it matches, you've got the right person. Otherwise, re-search until you find matching General Student Information.
I'm advising a student who has returned to the university after a few years absence, and the student does not know his/her WIN. I need to look up his/her registration PIN/advise the student. What can I do?	<ul style="list-style-type: none"> • Search for the student using their SSN number instead of their WIN on the "Select Student" page.
How do I process an override for a student if he/she is trying to enroll and gets a "Closed Class", "Prerequisite or Test Score" or other registration error message?	<ul style="list-style-type: none"> • MyWashburn (via the Web) <ol style="list-style-type: none"> 1. Select "Process a Registration Override" from the Faculty/Advisor Self-Service Quick Links on the Faculty tab. Refer to the "Faculty/Advisor Self-Service Terminology" document for Registration Error Messages and the types of override required. • Other way Ask your departmental secretary chairperson to process the override using Banner Oracle Forms.
I'm a departmental secretary and have been asked to print class rosters by a faculty member. Is this possible?	<ul style="list-style-type: none"> • Select "View Summary Class Roster" from the Faculty/Advisor Self-Service Quick Links on the Faculty tab. • Select Term. • Select "Enter Section Identifier (CRN) Directly". • Enter the CRN for the class. • Follow the instructions to copy the rosters in one of the earlier FAQ's. • Class rosters are also available through Banner Oracle Forms and Crystal Reports