

Student Center: Service Requests Guide

For Graduate Students

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Student Center: Service Requests

1. Purpose and Audience

This guide is intended for graduate students. It explains how to create, view and manage **service requests**.

2. About Service Requests

Service requests are electronic requests submitted by graduate students to their supervisors or faculty.

There are currently nineteen (19) types of service requests. See **Appendix A** for the complete list and descriptions of **service requests**.

Note: Before you start, enable your browser pop-ups.

3. Access your service requests

- a. From the **uoZone Applications** tab, click **Service Requests**.
- b. The **My Service Requests** screen is displayed. If you have not yet created a service request, the service request table will be empty.

My Service Requests

Personalize Find View All [grid icon] First [1-3 of 3] Last					
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
266	Progress Report		08/04/2016	Approved by supervisor	08/05/2016

[CREATE NEW REQUEST](#)



4. Create a Service Request

Note: The steps below apply to all **Service Requests** except service requests that are reserved for graduate students with a thesis: **Add a thesis title**, **Modify a thesis title**, and **Add a new supervisor** (please refer to the **Candidate Center** application and tutorial in the **uoZone Applications** tab).

- a. From the **uoZone Applications** tab, select **Service Requests**.
- b. Form the **My Service Requests** screen, click **Create New Request**.

My Service Requests

Personalize Find View All [grid icon] First [1-3 of 3] Last					
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
266	Progress Report		08/04/2016	Approved by supervisor	08/05/2016

[CREATE NEW REQUEST](#)



- c. Under **Select a Request Category**, click on **Research related** or **General** and click **Next**.

Select a Request Category 1 2 3

Personalize Find View All [?] [grid] First 1-2 of 2 Last	
Request Category	
<input checked="" type="radio"/>	Research related
<input type="radio"/>	General

CANCEL NEXT > C

- d. Select the service request you would like to create and click **Next**.
Note: Click **Cancel** to cancel the request; click **Previous** or **Next** to access other types of service requests.

Select a Request Type 1 2 3

Personalize Find View All [?] [grid] First 1-7 of 13 Last	
Request Type	
<input checked="" type="radio"/>	Progress Report
<input type="radio"/>	List of examiners for evaluation of the thesis
<input type="radio"/>	Approval of the final version of the thesis
<input type="radio"/>	Oral Defence
<input type="radio"/>	Request supervisor approval for supervision
<input type="radio"/>	Add a supervisor
<input type="radio"/>	Modify a supervisor

CANCEL < PREVIOUS NEXT > d

- e. Under **File Attachments**, click **add attachment** (if you need to add one), select the attachment to add and click **upload**.

5. Access uOttawa Service Requests Forms

- From <https://www.uottawa.ca/en>, under **Faculties**, select [Graduate and Postdoctoral Studies](http://www.uottawa.ca/graduate-studies/) (<http://www.uottawa.ca/graduate-studies/>).
- Under **Students**, select [Forms](http://www.uottawa.ca/graduate-studies/students/forms) (<http://www.uottawa.ca/graduate-studies/students/forms>) to display the list of forms available.
- Click a form title to open it, then complete and save the form. Once you have completed the form you can attach it to a service request, if necessary.

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ANNUAL RESEARCH PROGRESS REPORT
DO NOT WRITE IN SHADED AREAS.

SECTION A STUDENT INFORMATION

SURNAME: _____ GIVEN NAMES: _____ STUDENT NO.: _____

E-MAIL: _____ ACADEMIC UNIT/DISCIPLINE: _____

MASTERS FALL WINTER PH.D. SPRING / SUMMER

FIRST SESSION OF REGISTRATION: _____ YEAR: _____ MONTH: _____ DAY: _____

TIME LIMIT: _____ YEAR: _____ MONTH: _____ DAY: _____

NAME OF THESIS SUPERVISOR: _____

IF YOU HOLD ONE OR MORE SCHOLARSHIPS (INTERNAL AND EXTERNAL), PLEASE DESCRIBE BELOW.

NAME OF SCHOLARSHIP / SPONSORING AGENCY: _____ AMOUNT PER YEAR: _____ START: _____ END: _____

NAME OF SCHOLARSHIP / SPONSORING AGENCY: _____ AMOUNT PER YEAR: _____ START: _____ END: _____

SECTION B STUDENT'S REPORT

B.1 - ACADEMIC PROGRESS

1. HOW MANY COURSES HAVE YOU SUCCESSFULLY COMPLETED TO DATE? HOW MANY DO YOU NEED TO COMPLETE? SUCCESSFULLY COMPLETED OUTSTANDING

LIST OF COURSES TO BE COMPLETED (IF THEY ARE OPTIONAL, PLEASE INDICATE "OPTIONAL"): _____

2. WHICH OTHER PROGRAM REQUIREMENTS HAVE YOU COMPLETED?

COMPREHENSIVE EXAM: YES NO N/A RESEARCH PROPOSAL: YES NO N/A

3. ARE THERE ANY OTHER OUTSTANDING PROGRAM REQUIREMENTS TO BE COMPLETED? _____

6. View/Update your Service Requests

- From the **Applications** tab in **uoZone**, click **Service Requests**.
- Your **Service Requests** are displayed in a table with the following columns: **Request Number**, **Request Type**, **Request Subtype**, **Request Date**, **Status** and **Status Date**.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
266	Progress Report		08/04/2016	Submitted	08/04/2016
255	Submission of the thesis for written evaluation		07/06/2016	Approved by supervisor	07/06/2016
253	Progress Report		06/29/2016	Approved by administrator	06/29/2016

CREATE NEW REQUEST

b

- c. The following navigation options are available at the top of the service request table:
- **Personalize:** choose how your **Service Requests** are displayed
 - **Find:** access specific requests you have created (when many are displayed)
 - **View All:** display all your **Service Requests**



- d. To view more information about a service request or to update it, click the desired request in the **Request Type** column.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
266	Progress Report		08/04/2016	Submitted	08/04/2016
255	Submission of the thesis for written evaluation		07/06/2016	Approved by supervisor	07/06/2016
253	Progress Report		06/29/2016	Approved by administrator	06/29/2016

[CREATE NEW REQUEST](#)

- e. **My Request Detail** displays your service request. From this screen, you can view, add or update comments and view attachments submitted with the request.
- f. To add a comment, click **add comment**; to update a previous comment, click **update last comment**.
- g. To view the content of an attachment submitted with a request, click **View** next to the desired attachment.
- h. To save your modifications, click **Save** or click **Cancel** to return to the **My Service Requests** screen.

My Request Detail

University of Ottawa

Category: Research related

Request Number: 253

Type: Progress Report

Request Date: 06/29/2016

Subtype: None

Status: Approved by administrator

Status Date	Comment	By
06/29/2016	Here is my progress report. Thank you.	

[add comment](#)

[update last comment](#)

File Attachments

Personalize | Find | First 1-2 of 2 Last

Attached File	Description	View
Progress_Report.docx	Progress_Report.docx	View
Progress_Report_Revision.docx	Progress_Report_Revision.docx	View

[SAVE](#)

[CANCEL](#)

e

f

g

h

APPENDIX A – Service Request types

The following table displays the 19 different types of service requests, their purposes, when they are submitted and what form needs to be added as an attachment as part of the process.

Service Request types
<p>1. Add a new supervisor*</p> <p>Purpose: Add a new supervisor to oversee the thesis and research.</p> <p>When to submit:</p> <ul style="list-style-type: none">• Master's: At the end of the second term• PhD: At the end of the third term <p>Form to attach: N/A</p> <p>Important: This Service Request should be the first that the student completes. It is important to select the Primary checkbox when adding the primary supervisor in order for him or her to receive future service requests, and to complete the Reg. supervisor confirmation Service Request after completing this request.</p> <p>* This Service Request must be submitted through the Candidate Center. See the Candidate Center application and tutorial on the uoZone Application tab.</p>
<p>2. Reg. supervisor confirmation</p> <p>Purpose: Confirm the supervisor who will oversee the thesis and research.</p> <p>When to submit: After the <u>Add a new supervisor</u> Service Request.</p> <p>Form to attach: N/A</p> <p>Important: This Service Request must be completed after the Add a new supervisor service request in order for the supervisor to confirm.</p>
<p>3. Modify or delete a supervisor</p> <p>Purpose: Remove a supervisor or modify information for an existing one.</p> <p>When to submit: N/A</p> <p>Form to attach: N/A</p> <p>Important: Use the Comment box of the Service Request to specify what modification you would like to make.</p>
<p>4. Progress report</p> <p>Purpose: Update progress on the thesis/research.</p> <p>When to submit: Once per year or as per milestone.</p> <p>Form to attach: Annual Research Progress Report (PDF)</p>

Service Request types

5. Plan of study

Purpose: Submit if required by your department or faculty.

When to submit: As required by milestone.

Form to attach: N/A

6. Milestones and objectives

Purpose: Monitor progress in between progress reports.

When to submit: As required by professor.

Form to attach: N/A

Important: Use the Comment box of the Service Request to specify the objective you are completing.

7. Exception 10-hour rule

Purpose: Request approval to work outside of the University for more than 10 hours a week.

When to submit: As required.

Form to attach: [Request for an Exception to the 10-Hour Rule](#) (PDF)

8. Add a thesis title*

Purpose: Add thesis title/research topic.

When to submit:

- **Master's:** At the end of the second term
- **PhD:** At the end of the third term

Form to attach: N/A

* This Service Request must be submitted through the **Candidate Center**. See the Candidate Center application and tutorial on the uoZone Application tab.

9. Modify a thesis title*

Purpose: Change thesis title/subject.

When to submit: As required.

Form to attach: N/A

* This service request must be submitted through the **Candidate Center**. See to the Candidate Center application and tutorial on the uoZone Application tab.

Service Request types
<p>10. List of exam. for thesis eval.</p> <p>Purpose: Submit list of examiners for thesis evaluation and defence.</p> <p>When to submit: One month prior to submitting thesis.</p> <p>Form to attach: List of Examiners for the Evaluation of the Thesis (PDF)</p>
<p>11. Submission of thesis for eval.</p> <p>Purpose: Submit the thesis for evaluation.</p> <p>When to submit: When thesis is ready to be submitted.</p> <p>Form to attach: N/A</p>
<p>12. Decision to proceed to defence</p> <p>Purpose: Confirms decision to proceed to defence.</p> <p>When to submit: Within five days of receipt of the evaluation report.</p> <p>Form to attach: N/A</p>
<p>13. Decision not to proceed to defence</p> <p>Purpose: Confirms decision to not proceed to defence.</p> <p>When to submit: Within five days of receipt of the evaluation report.</p> <p>Form to attach: N/A</p>
<p>14. Appr. final version of thesis</p> <p>Purpose: Confirm the corrections to the thesis have been made and that the thesis is ready to be submitted to the library.</p> <p>When to submit: After thesis defence, by the deadlines prescribed in the regulation.</p> <p>Form to attach: N/A</p>
<p>15. Submission of contract TTBE</p> <p>Purpose: When the thesis is considered confidential.</p> <p>When to submit: At the same time as Submission of thesis for eval.</p> <p>Form to attach: Visit research.uOttawa.ca.</p>
<p>16. Leave of absence</p> <p>Purpose: Request a leave of absence (LOA) from the program.</p> <p>When to submit: As required.</p> <p>Form to attach: Request for Leave of Absence (PDF)</p>

Service Request types

17. Deferred mark

Purpose: To obtain an extension for submission of a final grade.

When to submit: As required.

Form to attach: [Request for a Deferred Mark](#) (PDF)

18. Extension of the time limit

Purpose: Extend the time limit to complete the program.

When to submit: At least one month before the student's time limit.

Form to attach: [Request for Extension of the Time Limit to Complete the Requirements of a Graduate Degree](#) (PDF)

19. Modification or cancellation of registration

Purpose: Change the Academic Program/Plan, change the classification (part-time/full-time) or withdraw from the program.

When to submit: As required.

Form to attach: [Modification/Cancellation of Registration \(Graduate Studies\)](#)

For assistance, contact the Service Desk at 613-562-5800.