

## Known Issues & Recent Improvements, early 2021

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### Overview & Purpose

This is a non-exhaustive list of the “known Issues” that may affect you using GSMS Awards from Fall 2020 onwards and the recent improvements completed during Fall 2020/Winter 2021. Planned solution dates are included (if known). Other production incidents have been solved as well, as part of the ticketing system. Please create IST tickets or contact us if something is not working in your Portals. Online training and updated memos and webpages are [always available](#).

The next planned upgrade in GSMS is tentatively scheduled for June/July 2021.

### Student Users

1. [Helpsheets](#) are available online & [training](#)! Contact us if you have issues/questions.
2. We can set up one-on-one email or remote help (contact us through the website or email).
3. **\*Renewal Notes\***
  - a. You must fill out the name, email and due date for your supervisor authorization and hit *Save*. Then, you must *Send* the request. *Close* the form after sending.
  - b. Do *\*not\** send multiple requests. The request status will update automatically when your supervisor has opened and completed your request.
  - c. Your application is *\*not\** complete until your authorization/reference is complete. You have to close the renewal page to allow them to complete the authorization.
  - d. Log back in to check on your authorization/reference and complete your document uploads and submission (you won't get a message when the form is complete, but we are looking into adding this feature).

4. **Interruptions/Leave of Absences/Deferrals:** If you are coming back (or wishing to extend) your interruption, leave or defer your offer, and hold an award, please reach out to our Team - we know that changes are possible due to current events. You can do this through GSMS ("Send a Message to FGSR") but please remember that:
  - a. Certain actions can be moved off GSMS, if required,
  - b. Assistance is always available if you are unsure of possible next steps.

## Nominators (Depts, Faculties)

### *Student Information Display*

1. **Buttons:** A recent set of browser updates has broken some GSMS buttons & navigation keys, i.e. "Close" and "Back" buttons. ISTEA is working on a solution for these breaks.
2. **Registration:** Registration before enrollment begins in the Fall Term may not be displaying correctly. A fix is on hold for this due to the Campus Solutions (CS) upgrade and other priorities. After enrollment dates begin, the registration information should be correct; let us know if it is not.
3. **Citizenship or updates:** These may take a day or more to update. Please remember, all changes must be made in CS - CS is the system of record.
4. **Accepted Status:** If a student has accepted to admission, there will be a program present in their personal information (i.e. "PhD", or "MSc"). If they have been admitted but have \*not\* accepted admission, you will not see a program next to their student information.
  - a. **Nominations/Recruitments:** Non-matriculated students who are \*entirely new to UA and have not accepted admission\* may not be able to be nominated through the system – contact Grad Awards if this occurs.
5. **Student Search vs Nomination Dashboard:** Entirely new students who have been offered admission can be searched through the "Student Search", but cannot be found through the "Nomination Dashboard" search function. There is no planned solution for this.
6. **Term Activation:** Until a term is activated in Campus Solutions, brand new students who are admitted into that term will not be present in the Student Search. Contact us if this occurs and you require a workaround to nominate a brand new student in a term that is not yet active in CS (we do not control the term activation schedule).

### *Nominator Dashboard*

1. **Buttons:** A recent set of browser updates has broken some GSMS buttons & navigation keys, i.e. "Close" and "Back" buttons. ISTEA is working on a solution for these breaks.
2. **Refresh:** An auto-refresh is being developed to allow you to not manually click "refresh".
3. **Internal (Department) Deadline:** The bug that kept Internal Deadlines for departments and faculties from working is now fixed. Reminder that all deadlines work "from the top down", i.e. if an award is departmental, the department controls all deadlines; if an award is a faculty award, the faculty imposes their deadline on the department (the department sees the deadline faculty sets. If there is none, the only available deadline is FGSR's deadline). Training is updated.

4. **No Nominee:** The option to quickly note that you have no nominee was released, and training is posted.
5. **Faculty awards where a department nominates directly to a Faculty:** This option is not being used at the moment, and will require quite a bit of consultation in future. When used, departments will nominate directly to a faculty (i.e. Drama to Fac of Arts) and the Faculty-level user will make the final decision to “sign off” a nominee to FGSR.

### *Department, Faculty Changes and Search Results*

1. **Changes to Program/Dept/Faculty Structure:** As changes to programs occur during restructuring, and due to some GSMS - CS integration challenges, we recommend to default searching for students by name or \*ID number\* only for best results.
2. **Restructuring** in GSMS must *follow* changes in CS - our information comes from CS. Please reach out if you have questions.
3. **Non-departmentalized faculties** which function more like “departments” in reality, and **programs listed as sub-groups or sub-plans** in CS are most affected in GSMS. Contact us if you have questions.

### *Renewal Authorizations & Reference Requests*

1. **Process Hints:** The authorization/reference process is simple but can be finicky.
  - a. Students must secure and manage their own supervisor authorizations (replacing supervisors “signing off” on a paper renewal form) or references (for direct-application awards).
  - b. Students must save then send the then must \*CLOSE\* the application in order to allow the authorization/reference to be completed (use the exit button).
  - c. The supervisor/reference must also \*CLOSE\* the form when complete (use the exit button).
  - d. We can work around this if it gets hung up - please contact <grad.awards@ualberta.ca>.
2. **Email subject line:** When you receive an email to fill out an authorization/reference, if there is an apostrophe, it may display as code in the subject line. This is only a styling issue, a change has been requested.
3. **Email bounce-backs:** These are received by [grad.awards@ualberta.ca](mailto:grad.awards@ualberta.ca) - please ensure that student users understand the faculty from whom they are requesting authorization & their presence/absence (an extended leave might prevent authorization being completed).
4. **Reminders:** Please be reminded that students control the request process, including \*reminders\*, in case you hear from academics who are being pestered by reminder or request emails. Grad Awards does not control those reminder emails.

### *Adjudicators*

1. **Adjudicator Portal:** For the moment, the portal is being updated & Google Drive is being used. Once it is back open, the following notes might be relevant to you:

2. **Delay Viewing Applications:** There is sometimes a delay of a few minutes before the “Competition Open” email being sent by Awards and the applications showing in your Adjudication Portal. If they are missing, please log back in after a few minutes to see if they appear.
3. **Downloads:** Code still appears on downloaded application names, but an EMPLID and student name is also present, to make things a bit simpler to organize.
4. **Email link to Portal:** Some links to GSMS in the Competition Open email are dead (please access GSMS through the FGSR website).

## Styling

Some styling items do not interfere with usability, but might be addressed after a review by Digital Strategies in 2021:

1. **Buttons:** A recent set of browser updates has broken some GSMS buttons & navigation keys, i.e. “Close” and “Back” buttons. ISTEA is working on a solution for these breaks.
2. **Fields:** Overlapping fields
3. **Coloring:** Unusual button alignment or colouring
4. **(Brackets)** around eligibility/selection criteria in Award Information

## Planned Training

1. Drop-In Training & Comprehensive Training in Cameron Library Room 130 (Lab) has been cancelled for the time being. Web-based training is regularly scheduled. Online training is always available & is updated often.
2. Student training is by drop-in request (at the same link, below).

## Online Training, Links & Help

<https://www.ualberta.ca/graduate-studies/awards-and-funding/award-resources>

**Contact us if you have questions!**