Training Guide: Study Abroad Department Credit Portal

Purpose: This document provides instructions for departmental reviewers to evaluate course requests and determine the appropriate UNC credit using the new Study Abroad Department Credit Portal.

Context: Beginning in September 2019, the Study Abroad Office partnered with Registrar's Office, Enrollment Systems, and departments to develop a technology solution that increases transparency and consistency while reducing the processing time for awarding study abroad credit to students. We are excited to launch this new process for students studying abroad in spring 2021 and future terms.

<div style="border:1px solid">

Quick Links for Departmental Reviewers

1. [Overview of student process for requesting study abroad course credit](#)
2. [Overview of Department Credit Portal](#)
3. [Review A New Course (student submission)](#)
   a. [Approve a course](#)
   b. [Route a course to a different department](#)
   c. [Award No Credit for a course](#)
4. [Submit a New Pre-Approved Course (no student submission)](#)
5. [Review or update previous course decisions](#)

</div>

Overview of changes to the Study Abroad Credit Process:

- Students participating in study abroad programs **beginning in spring 2021** will use this new portal and process. (*Fall 2020 and terms prior will continue to be handled via Formstack.)*
- Courses requested for review are **evaluated by department reviewers for course credit that will be awarded to all students**.
  - In the prior process, courses were evaluated on a case-by-case basis for each student. This resulted in the same courses being evaluated multiple times in a term with possible different course credit decisions and required Tar Heel Tracker adjustments for most courses.
  - Moving forward, courses will be **evaluated ONCE for course credit**, regardless of the specific student(s) academic credit needs, and once approved it will be added to a pre-approved course list.
    - **Courses on the pre-approved course list will remain valid for 3 years**, though departments will have the ability to update course credit decisions at any point.
- In consultation with department reviewers and the Admissions Office, the Study Abroad Office has **configured over 330 pre-approved courses with UNC credit**, viewable through the public-facing [Study Abroad Pre-Approved Courses](#) portal. As of September 10, 2020:
  - 18 departments have courses articulated; the top three departments are: Biology (106 courses), Psychology (67 courses) and Economics (62 courses).
  - 71 programs have at least one course articulated; the top three programs are: National University of Singapore (25 courses), University of New South Wales (19 courses), and Instituto Lorenzo de' Medici (LdM – formerly UNC in Firenze) (17 courses).
  - Summary of pre-approved courses by catalog level:

Course catalog (level)	#	%
100 level	26	8%
200 level	104	31%

300 level	27	8%
400 level	148	44%
500 level	27	8%
600 level	7	2%
Grand Total	*339*	*100%*

*Note the number of pre-approved courses will grow over time as new course credit approvals are awarded and posted.

- Types of credit that may be assigned for each course
    - UNC equivalent course
    - Departmental elective credit *new* includes levels
    - General Education
    - General Elective / hours towards graduation
    - No Credit

    See Appendix 1 for more information about credit types

- Departmental reviewers will login to their Study Abroad Department Credit Portal within Slate using their ONYEN and password to review requested courses and make credit decisions.
    - Click here to access the Study Abroad Department Credit Portal
- Updates to the following Policies have approved and are available on the Office of the University Registrar's website:
    - UPM 04: Standard Course and Section Numbering System – outlines the newly added course sections to accommodate study abroad courses (a pre-requisite for posting enrollment credit on the student's record for UNC equivalent courses)
    - UPM 14: Administration of International and Domestic Study Abroad and Exchange Programs – outlines the scope & process for UNC students studying in abroad locations – and which includes two updates per the committee's feedback last week related to eligibility (Undergraduate and graduate) and grades (clarified the wording that failing grades will be posted to students' records where appropriate)
    - UPM 15: Administration of International Exchange and Visiting Student Programs – outlines the scope and process for international students studying at UNC.

Please contact our Credit Team at
credit_abroad@unc.edu with any questions!

Training Guide: Study Abroad Department Credit Portal

Overview of student process for requesting study abroad course credit

1. Students receive study abroad program application approval
   - o As students receive notification that their study abroad program application is approved, they receive instructions on how to begin the student credit and course approval process.
   - o Prior to receiving program application approval, a publicly viewable table of Study Abroad Pre-Approved Courses will be available to browse.

2. Students specify course enrollments for their program abroad within 30 days of program start date
   - o Students may specify their course enrollments before or after the program start date but must do so within 30 days of the program start date.
   - o Specifying course enrollments within 30 days of the program start date will allow sufficient time for department reviewers to review course syllabi and determine UNC credit in order reduce delays of assigning credit to students at the completion of their study abroad program.
   - o Students will be able to adjust their course selections to add/delete courses once their final schedule is confirmed. We will email students reminders along the way.

3. In order to select courses, students log into their Study Abroad Student Credit portal and land on the **Request Pre-Approved Courses** tab. A list of pre-approved courses is shown.
   - o Students may filter the list by country, program, and department as well as use the search box to search by keyword.
   - o To select courses with existing pre-approvals, the student clicks the "Add to My Course List" button. The student will receive an email confirmation of this action.
   - o If all the student's courses have an existing pre-approval, then no further action is required once the student adds them to **My Course List.**
   - o If one or more of the student's courses does not have an existing pre-approval, the student must request the course to be reviewed (step 4).

4. Student requests course review (for courses which have not been pre-approved)
   - o From the **Request New Course Review** tab in the student credit portal, students may initiate a course review request.
   - o Once submitted, the request is displayed on the **My Course List** tab with a Pending status and is routed to the Study Abroad office for assignment to the appropriate department for review and approval. The student will also receive an email confirming their request.

See Appendix 2 for additional information and screenshots of Student portal

Training Guide: Study Abroad Department Credit Portal

Overview of Department Credit Portal

- **Review My Course Requests** tab: displays courses which are awaiting your review and credit decision. You'll receive an email reminder for courses that have been waiting for more than 3 days.
- **Submit new Pre-Approved Course** tab: provides a way for you to submit a UNC credit decision for a course which has not yet been requested by a student.
- **Pre-Approved Course List** tab: shows the list of all pre-approved courses and related UNC credit; this is the same list that students may view.
- **All Dept Decisions** tab: lists all credit decisions that have been submitted for your department.

Review A New Course (student submission)

1. From the **Review My Course Requests** tab in the department reviewer's portal, reviewers can view a list of course requests that are pending review and require action.

   - Clicking on a course displays a course request details popup with more information about that course, including the study abroad term, request date, and the syllabus.
     - There may also be notes provided by the student and/or Study Abroad staff.
     - If the student provides optional supporting documents or weblink to more course information, those materials will also be displayed.
     - *(Note: if more than one student submits the same course for approval, only one request is visible in the **Review My Course Requests** list)*
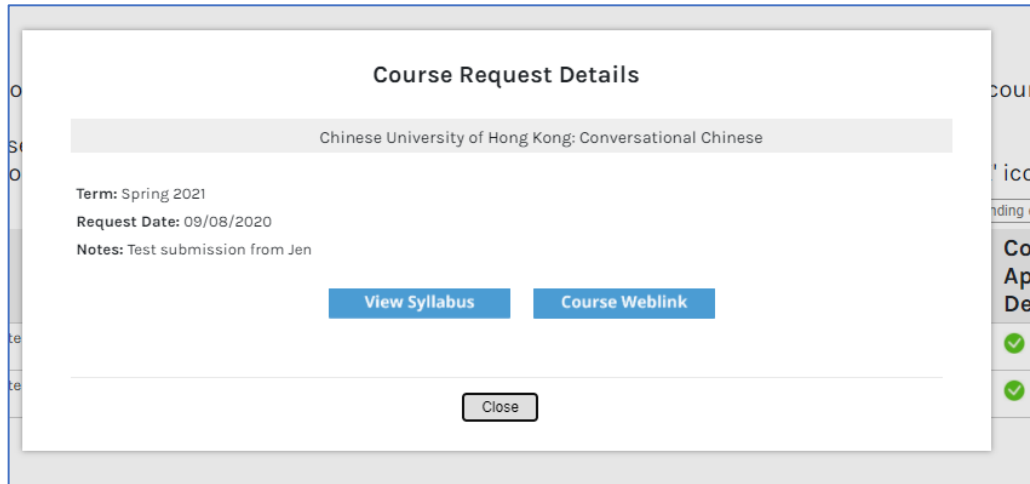
2. Click View Syllabus to read the syllabus provided by a student requesting this course review.
   o If a student provides a website link with more course information, the Course Weblink button will also appear. Clicking the button will open a browser window to that link.
3. Determine the appropriate credit decision:
   a. approve a course and assign UNC equivalent or departmental elective credit,
   b. assign to another department for review,
   c. or award no credit.

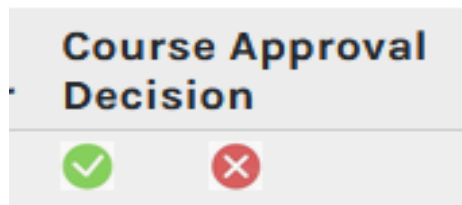| Department ▲	Program	Course Name	Course Number	Course Approval Decision	
Asian and Middle Eastern Studies	Chinese University of Hong Kong	Conversational Chinese	CHIN 0110	✅	❌
Asian and Middle Eastern Studies	SIT: Jordan (Geopolitics, International Relations and the Future of the Middle East)	Middle Eastern Studies	MES 00012	✅	❌

Training Guide: Study Abroad Department Credit Portal

a. **Approve a course:** When the course should receive <u>UNC equivalent credit</u> or <u>departmental elective credit</u>, click the approve (green check mark) icon.
- The Study Abroad Department Course Review form appears; the program, course name, and course external credits are displayed (read-only, non-editable) and the reviewer enters the desired credit (i.e. UNC course number or departmental elective) and how many UNC credit hours to award along with optional notes.
- When the submit button is clicked, the decision is routed to the Study Abroad Office for processing.

Study Abroad Department Course Review

* Denotes required

Note: Program and course details have been pre-populated for your convenience. Please confirm all pre-populated fields are correct before submitting your review form.

Program or Institution

Program or Institution

Study Abroad Chinese University of Hong Kong

Course Review

Course Name

Conversational Chinese

Course Credit Hours

3

UNC Course/Credit *

CHIN 101

UNC Credit Hours *

3

Notes

Department Reviewer

Department Representative Full Name

Jennifer Drake

UNC Department

Asian and Middle Eastern Studies

Submit

b. **Assign a course to another department for review:** When the course should be <u>reviewed by a different department</u>, the decline (red x) button is clicked. The Study Abroad Department Course Review form appears; the reviewer may specify the department who should receive this request, along with notes about why the course is being re-routed. When the submit button is clicked, the decision is routed to the Study Abroad Office, to be re-routed to the newly designated department.

Study Abroad Department Course Review

* Denotes required

Note: Program and course details have been pre-populated for your convenience. Please confirm all pre-populated fields are correct before submitting your review form.

Program or Institution

Program or Institution

Study Abroad Chinese University of Hong Kong

Course Review

Course Name

Conversational Chinese

Course Credit Hours

3

Do you want to route this request to a different department? *

- ● Yes
- ○ No

Please specify the department you would like to route this request to.

⌄

Notes

Department Reviewer

Department Representative Full Name

Jennifer Drake

UNC Department

Asian and Middle Eastern Studies

Submit

---

c. **Award No Credit**: When the course should <u>not receive any credit from the reviewer's department and no other department can be identified</u>, the deny (red x) button is clicked. The Study Abroad Department Course Review form appears; the program, course name, course external credits are displayed (read-only). When the reviewer indicates the request should not route to another department, the UNC Course/Credit displays as "No Credit" and "0" UNC credit hours (read-only) and a reason for not awarding credit is required. When the submit button is clicked, the request is moved to the Study Abroad Office for processing.

- Note: Any courses submitted as "No Credit" by an academic department will be reviewed for possible general elective or other credit by the Study Abroad Office.

Study Abroad Department Course Review

* Denotes required

Note: Program and course details have been pre-populated for your convenience. Please confirm all pre-populated fields are correct before submitting your review form.

Program or Institution

Program or Institution

Study Abroad Chinese University of Hong Kong

Course Review

Course Name

Conversational Chinese

Course Credit Hours

3

Do you want to route this request to a different department? *
○ Yes
● No

UNC Course/Credit

No Credit

UNC Credit Hours

0

Please state the reason for not approving department credit for this course.
The Study Abroad Office will then evaluate this course for general elective or other credit. *

Department Reviewer

Department Representative Full Name

Jennifer Drake

UNC Department

Asian and Middle Eastern Studies

Submit

Training Guide: Study Abroad Department Credit Portal

Submit a Course as Pre-Approved, without student request

1. Department Reviewers may initiate a request to assign UNC credit to a new course from the **Submit New Pre-Approved Course** tab by request by clicking the Submit New Pre-Approved Course button.

Ashley Szulak Logout

Review My Course Requests	Submit New Pre-Approved Course	Pre-Approved Course List
All Dept Decisions		

Study Abroad New Pre-Approved Course

Important Note
Please use this form to submit new courses to be added to the pre-approved course listing for all students. Please allow some time for the submission to be processed and for the update to be reflected in the list of Pre-Approved Courses.

Submit New Pre-Approved Course

- o A Study Abroad Department Course Review form appears.
- o Enter Program or Institution name (starting with "Study Abroad"), External Course Name, External Course Number, External Course Credits, UNC Course/Credit and UNC Credit Hours along with (optional) notes.
- o Your name and UNC Department information will be automatically populated.
- o Click the submit button to confirm the course approval request.
- o Your request will be sent to the Study Abroad Office for processing and addition to the Pre-Approved Course list.

Ashley Szulak Logout

Study Abroad Department Course Review
* Denotes required

Program or Institution

Important Note: Please select only programs that start with a 'Study Abroad' prefix. Selecting a program that does not start with 'Study Abroad' will delay credit update processing.

Program or Institution *
Study Abroad King's College London

Course Review

Course Name *	Course Number	Course Credit Hours *
Roman History	HIST 1000	3

UNC Course/Credit *	UNC Credit Hours *
HIST 226	3

Notes

Department Reviewer

Department Representative Full Name	UNC Department
Ashley Szulak	Study Abroad

Submit

Training Guide: Study Abroad Department Credit Portal

2. Once reviewed and processed by the Study Abroad Office, the request is displayed on the **All Dept Decisions** tab in the portal.

Updating Course Decisions and Reviewing Course/Department Decision Information

1. Reviewers may view all Pre-Approved Courses on the **Pre-Approved Course List** tab, similar to the view that is available to students.
   o A list of pre-approved courses is shown, including the country, program, course number, course name, UNC department, UNC course or credit, UNC Credit hours, and expiration date.
   o Reviewers have the ability to submit a departmental course credit update from this page, such as for courses which have expiration dates in the upcoming semester.
     ▪ An icon will appear in the Sub… Dept Credit Upd… column for courses within your purview to update.
     ▪ The Study Abroad Office will notify you of upcoming course expiration dates.

3. From the **All Dept Decisions** tab in the portal, reviewers may view a list of course decisions for their department.
   o Courses requested to be routed to a different department will indicate the requested department within the 'routed to diff dept' column.
   o The 'dept review date' indicates the date the departmental reviewer rendered a decision on the course.
   o The "Processed by SAO" column indicates the status of the course decision:
     ▪ Courses with a status of 'pending' have been submitted by the reviewer and are awaiting system updates from the Study Abroad Office; these decisions are not visible to students yet.
     ▪ Courses with a status of 'Processed' have been entered into the pre-approved course list and are visible to students. Students with outstanding requests for these courses should also be updated.

Training Guide: Study Abroad Department Credit Portal

Review My Course Requests	Submit New Pre-Approved Course	Pre-Approved Course List
All Dept Decisions		

Study Abroad Department Course Decisions

Optional Search Filters

Program   [dropdown ▾]

[Search]   [Clear Filters]

Instructions

Click on each row for Department decision details.

[Search course decisions...]

UNC Department	Program	Course Name	Course Number	UNC Course / Credit	UNC Credit Hours	Rout... to Diff Dept	Dept Review Date	Proces... by SAO
Asian and Middle Eastern Studies	Chinese University of Hong Kong	Conversational Chinese	CHIN 0110			Yes	09/10/2020	Pending
Asian and Middle Eastern Studies	National Taiwan University (International Chinese Language Program)	Elementary Chinese	CHN 0001	CHIN 101	3		09/09/2020	Processed
Asian and Middle Eastern Studies	SIT: Jordan (Geopolitics, International Relations and the Future of the Middle East)	Middle Eastern Studies	MES 00012	ANTH 259	3		09/10/2020	Processed

Appendix 1: Types of study abroad credit

- UNC Equivalency:
    - Example: *HIST 226 History of Rome*
    - Assigned for courses that have an exact match in the UNC curriculum
    - Will appear as equivalency on transcripts and in Connect Carolina (Course History, Tarheel Tracker, etc) with study abroad grading basis
    - Satisfies any associated general education and major/minor requirements (of the assigned UNC course)
    - Functions as prerequisite if needed
    - Awarded by Departmental Reviewer
- Departmental Elective:
    - Examples: *HIST ---- History Elective* or *HIST 2--- History 200-level Elective*
    - Assigned for courses that do not have an exact match in the UNC curriculum, but do fit within a UNC department
    - Will appear as departmental elective on transcripts and in Connect Carolina (Course History, Tarheel Tracker, etc) with study abroad grading basis
    - If assigned with a level, will satisfy any associated major/minor/supplemental education requirements (when possible)
    - May need additional discussion and/or adjustment with your major/minor department to fulfill additional requirements
    - Awarded by Departmental Reviewer
- General Education:
    - Example: *GENR 180 Visual or Performing Art*
    - Assigned for courses that do not fit within a specific department at UNC, but do satisfy "Making Connections Curriculum" general education requirements
    - Will appear as assigned GENR for associated general education requirement on transcripts and in Connect Carolina (Course History, Tarheel Tracker, etc) with study abroad grading basis
    - Satisfies any associated general education requirement(s)
    - Awarded by Study Abroad Office
- General Elective:
    - Example: *GENR ---- General Elective*
    - Assigned for courses that do not fit within a specific department at UNC and do not fulfill any general education requirements
    - Will appear as GENR ---- on transcripts and in Connect Carolina (Course History, Tarheel Tracker, etc) with study abroad grading basis
    - Satisfies general elective hour requirements
    - Awarded by Study Abroad Office
- No Credit:
    - Course will be posted as GENR ---- with a study abroad grading basis of 'SN' indicating no credit is being awarded
    - Credit cannot be awarded for courses focused on alcohol (i.e. wine tasting)
    - No credit hours or requirements can be fulfilled with courses designated as no credit
    - Awarded by SAO

Training Guide: Study Abroad Department Credit Portal

Appendix 2: Student Portal screen shots

1. **Student Portal: Request Pre-Approved Courses tab**
   - This screen lists pre-approved courses, with the ability to filter by program, UNC department, or country, as well as search by keyword.

The UNC Study Abroad Office strives to provide the best experience for all students applying for course credit. If you are unable to access any part of this portal, please contact the **Study Abroad Office** for more options.

Request Pre-Approved Courses	Request New Course Review	My Course List

Study Abroad Pre-Approved Course Requests

Optional Search Filters

Program
UNC Department
Country

Search   Clear Filters

Instructions
Click on each row for pre-approved course details.

Select courses from the list below by clicking the Add to My Course List (+) button. If your course is not listed, please submit a New Course Review Request Form found under the **Request New Course Review** tab at the top of the page.

All selected pre-approved courses and/or requested new courses will be reflected on the My Course List tab.

For more information on the different credit types, please visit our website. If you have any questions, please contact **credit_abroad@unc.edu**.

Search UNC Credit (e.g. PSYC 2·

Country	Program	Course Name	Course Number	UNC Department	UNC Course / Credit	UNC Credit Hours	Addl Reqs	Expiration Date	Add to My Course List
Australia	Boston University: Sydney (Internship)	Brand Advertising and Promotion	COM 406	Media and Journalism	MEJO 390, GENR ----	4		08/10/2023	⊕
Australia	Monash University	Animal Structure and Function	BIO2242	Biology	BIOL 290, BIOL 290L	4		08/10/2023	⊕
Australia	Monash University	Conservation Biology	BIO2040	Biology	BIOL 565, GENR ----	4		08/10/2023	⊕

   - Clicking on a specific course will open a popup box with additional pre-approved course details

Pre-approved Course Details

Monash University

BIO2040 Conservation Biology

UNC Credit

BIOL 565 Conservation Biology
UNC Credit Hours: 3

GENR ---- GENR General Elective 1 credit hour
UNC Credit Hours: 1

Close

   - To add a pre-approved course to **My Course List,** the student completes and submits the Study Abroad Student Course Request form.

Training Guide: Study Abroad Department Credit Portal

Study Abroad Student Course Request

* Denotes required

Ashley Szulak (asteed@email.unc.edu)

Note: Program and course details have been pre-populated for your convenience.

Study Abroad Program

Program or Institution
Study Abroad DIS: Copenhagen

Course Information

Course Name
Immunology

Course Credit Hours
3

Term Abroad *
Spring 2021

Semester Start (Month/Year) *

Add to My Course List Confirmation

Confirmation Statement *
☐ By submitting this form, I am requesting to add this course to My Course List. I understand I must earn the UNC grade equivalent of a "C" or better in order to earn credit for this course.

Submit

---

2. **Student Portal: My Course List tab**
   - This screen lists the courses that students have selected from the pre-approved courses list and/or courses for which they have requested course review. They can also request for a course to be removed from **My Course List** in order to match their final enrollment and, ideally, their international transcript at the conclusion of their program.
     - Courses with a status of 'pending' in the Approved UNC Credit column are new course requests under review by a department and/or the Study Abroad Office.
     - Courses with a status of 'pre-approved' in the Approved UNC Credit column are selections from the pre-approved list that will be processed by the Study Abroad Office.

The UNC Study Abroad Office strives to provide the best experience for all students applying for course credit. If you are unable to access any part of this portal, please contact the **Study Abroad Office** for more options.

Request Pre-Approved Courses	Request New Course Review	My Course List

My Course List

Instructions
Please review your list of courses below.

Courses with a status of 'Pre-Approved' in the Approved UNC Credit column will be processed by the Study Abroad Office within two business days to reflect the posted pre-approved UNC credit (prior to processing, please reference the course on the Search Pre-Approved Courses tab). Courses with a status of 'Pending' in the Approved UNC Credit column are under review by a department and may require additional time.

The Approved UNC Credit column will update as course decisions are reached and processed by the Study Abroad Office.

You can request to have a course removed from this list by clicking Remove From Course List (-) next to the course. Please allow time for the Study Abroad Office to process your removal request(s).

For more information on the different credit types, please visit our website. If you have any questions, please contact **credit_abroad@unc.edu**.

Program	Course Name	Course Number	Term	Approved UNC Credit	Approved UNC Credit Hours	Remove from Course List
DIS: Copenhagen	Biology of the Artic	BIOL 2000	Spring 2021	Pending		⊖
DIS: Copenhagen	Immunology		Spring 2021	Pre-Approved		⊖

3. **Student Portal: Request New Course Review**
   - This screen enables students to request course review for a course that has not been pre-approved.

The UNC Study Abroad Office strives to provide the best experience for all students applying for course credit. If you are unable to access any part of this portal, please contact the **Study Abroad Office** for more options.

Request Pre-Approved Courses	Request New Course Review	My Course List

Course Review Requests

Important Note
Please use this form to submit course review requests for courses not included in the pre-approved course list found under the **Search Pre-Approved Courses** tab.

If a course is already listed on the Search Pre-Approved Courses tab, please do not use this form to request a different type of credit for that course. Instead, please contact **credit_abroad@unc.edu** for further assistance.

There is no guarantee that credit will be approved as requested.

Request Course Review

- To request a course review, a student completes and submits a Study Abroad Course Request form.
   - A link to the Pre-Approved course list is displayed, encouraging students to select pre-approved courses if applicable and to minimize the request of courses that have already been approved.

Study Abroad Program

Important Note: Please select only programs that start with a 'Study Abroad' prefix. Selecting a program that does not start with 'Study Abroad' will delay course processing. If you are unable to access the program options or any part of this form, please contact the **Study Abroad Office**.

Program or Institution
Please select **only** programs that start with a '**Study Abroad**' prefix. *
Study Abroad DIS: Copenhagen

Course Review Request

Important Note: If a course is already listed on the **Search Pre-Approved Courses** tab, please do not use this form to request a different type of credit for that course. Instead, please contact **credit_abroad@unc.edu** for further assistance.

There is no guarantee that credit will be approved as requested. *
☑ I would like to request review of a course that is not included in the list on the Search Pre-Approved Courses tab.

Course Information

Please refer to the **Credit and Grade Conversion Guide** to complete the UNC Credit Hours box below.

Course Name *   Course Number   UNC Credit Hours *
e.g. History of Ancient Rome   e.g. HIST 1000

Term Abroad *   Semester Start (Month/Year) *
Spring 2021

Syllabus Upload *
Syllabus must be translated to English.
Browse... No file selected.

Supporting Document Upload
Include course schedule, reading lists, or relevant course documents other than the syllabus.
Browse... No file selected.

Course Request Notes
Include information about how you think the course may transfer (i.e. course is similar to HIST 106). The Study Abroad Office and/or the Academic Department will use this information when reviewing your request.

If available, please provide a website link for more course information.

Training Guide: Study Abroad Department Credit Portal

- o Once a student confirms they want to request a course review for a course that isn't included on the existing pre-approved course list, and certifies they understand approval as requested is not guaranteed, a student inputs the external course name, external course number, external course credit hours, course term, semester start date, additional notes, and they attach a (required) course syllabus and optionally include a weblink and/or upload a supporting document – students can certify and date their request.
- o Once the student clicks submit, the request is routed to the Study Abroad office to identify the appropriate department to review the course request, and the course appears on the student's **My Course List** as a Pending request.
  - ▪ When a decision is provided by a department, this will update to reflect the course decision *(Note: This update occurs for any students with outstanding requests for the course as well as the pre-approved course list)*

Program	Course Name	Course Number	Term	Approved UNC Course/Cr...	Approved UNC Credit Hours	Remove from Course List
Cambridge University	Architecture in Cambridgeshire from the 19th Century to Today		Fall 2020	No Credit	0	⊖
Cambridge University	Chemistry II	CHEM 2	Fall 2020	CHEM 102, CHEM 102L	4	⊖
Cambridge University	Gender and Performance	5AAEB070	Fall 2020	Pending		⊖
Cambridge University	Jane Austen's England		Fall 2020	Pending		⊖
Cambridge University	Rome as a Living Museum		Fall 2020	Pending		⊖