

User's
Manual

Quest

User's Manual for Quest Student Information System

CS445/CS645/ECE451 Group Project

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Table of Contents

List of Figures.....	iii
Preface	v
Conventions.....	vi
Formatting	vi
Abbreviations	vi
Error Messages.....	vi
1 Getting Started	1
1.1 System Requirements	1
1.2 Log on to Quest	1
1.3 General Navigation.....	2
1.4 The Home Page	3
1.5 Prospective Students.....	3
1.5.1 Manage Application	4
1.5.2 Admission Information Form.....	6
1.5.3 New Student Information	6
1.6 News Feeds.....	7
1.6.1 View News Feeds.....	7
1.6.2 Managing News Feeds	8
1.7 Take Quest Quiz.....	9
1.8 Log Out of Quest	10
1.9 Get Additional Help.....	10
2 Academics	11
2.1 Courses	11
2.1.1 View Course Calendar	11
2.1.2 Search for a Course	11
2.1.3 Add or Drop a Course	13
2.1.4 Course Textbooks	16

2.2	Schedule	17
2.2.1	View Weekly Schedule	17
2.2.2	View Exam Schedule	18
2.2.3	View Registration Appointments	18
2.3	Degree	19
2.3.1	Degree Progress	19
2.3.2	Transcripts	20
2.3.3	Minors.....	20
2.4	Advisors	22
3	Personal Profile	23
3.1	View Personal Information.....	23
3.2	Edit Personal Information	24
3.3	View and Change DE Exam Center Preference	26
4	Finance.....	28
4.1	View Account Balance.....	28
4.2	Search for Student Awards	28
4.3	Apply for Student Awards.....	30
4.4	View and Print Tax Receipts	30
5	Customer Service.....	31
5.1	Intent to Graduate	31
5.2	Request Official Transcripts.....	32
5.3	Request Course Override	33
5.4	Request Pre-Enrollment Course Override.....	34
5.5	Request Exam Relief.....	35
5.6	Request Plan Modification or Department Transfer.....	37
	Appendix A: Glossary	39
	Appendix B: List of Error Codes	41
	Appendix C: UML Class Diagram	43
	Appendix D: UML Use Case Model	44

List of Figures

Figure 1 : Quest log in screen	1
Figure 2 : Quest navigation layout	2
Figure 3 : Prospective student view	4
Figure 4 : Application documents list.....	5
Figure 5 : Self report grades	5
Figure 6 : Admission Information Form.....	6
Figure 7 : Become a Student	7
Figure 8 : View news feeds on Quest home page	8
Figure 9 : Manage news feeds	8
Figure 10 : Subscribe to external news feeds	9
Figure 11 : Quest Quiz	9
Figure 12 : Undergraduate Studies Academic Calendar	11
Figure 13 : Searching for courses	12
Figure 14 : Advanced course search	12
Figure 15 : Displaying course information.....	13
Figure 16 : Adding course to schedule.....	14
Figure 17 : Pre-enroll in a course	15
Figure 18 : Drop a course from schedule	15
Figure 19 : Viewing course textbook list.....	16
Figure 20 : Search for course textbooks.....	17
Figure 21 : View weekly schedule.....	17

Figure 22 : View exam schedule.....	18
Figure 23 : View registration appointments	18
Figure 24 : View degree progress	19
Figure 25 : View unofficial transcript.....	20
Figure 26 : View available minors.....	21
Figure 27 : Minor degree information.....	21
Figure 28 : Add a minor degree.....	22
Figure 29 : View academic advisors.....	22
Figure 30 : View personal profile	24
Figure 31 : Update home address	25
Figure 32 : Update phone numbers.....	25
Figure 33 : Update emergency contacts	26
Figure 34 : View distance education exam center preferences	27
Figure 35 : Update distance education center preferences	27
Figure 36 : Finance view	28
Figure 37 : Search for scholarships, awards, and bursaries.....	29
Figure 38 : Awards search results.....	29
Figure 39 : Requesting T2022A receipt for personal income tax	30
Figure 40 : Intent to Graduate form	32
Figure 41 : Request official transcript.....	33
Figure 42 : Request course override.....	34
Figure 43 : Request pre-enrollment course override.....	35
Figure 44 : Request exam relief.....	36
Figure 45 : Request plan modification/department transfer	38

Preface

In our new version of Quest, our suggested changes are primarily focused on two areas, interface/interaction, and new services for the student. The first area involves the interface and interactions of Quest. We found that a major frustration with Quest was not the system's functionality but the flow of the interaction. Many functions within Quest take three, four or even five links and Web pages to get to the desired information; our aim was to improve the usability. To tackle this usability issue, we divided the content and functions of Quest initially into three workspaces: Home, Academic and Finance. These three workspaces are provided as the tabbed layout of our pages, each workspace with its own tab. The three workspaces provide the initial subdivision of functionality for the student and the tabs to the workspaces are always visible and easily accessible. On each of the workspaces you will find constant sub-menus of links on the left hand side. The links, when selected, provide the requested functionality or information in the content area of the workspace.

In addition to improving on the flow of the interface, improving the flow of the interactions was a major focus of our design for the new version of Quest. In particular, we spent a lot of energy improving the add/drop course functionality. The course lookup was improved and the number of steps involved in adding a course was decreased. Additionally, we made it easier for the student to pre-enroll in course for future semesters. Lastly, we made a general effort to reduce the depth-of-links in Quest. For example, when a student selects the Finance tab, they are presented with their account balance immediately, with no need to navigate further through Quest.

The second area of improvement we focused on includes new services for the student. The two most significant additions we have proposed are the Degree Progress functionality and the Service Request functionality. The Degree Progress functionality allows the student to see where they stand toward earning their degree based on the Academic Calendar information. The Service Request functionality aims to reduce the number of paper forms and legwork required for the student. To accomplish the reduction in paper forms we created six online forms that are outlined in the Customer Service section of this user's manual.

Other new functionality includes: allowing the student to view his or her individual exam schedule, the ability to search for awards and scholarships, and the new, customizable Home page. The new Home page includes three important features to improve the sense of community feeling on Quest. These features are the important messages, the news feeds and the Quest Quiz. These three features are outlined in more detail in the Getting Started section of this user's manual. Interestingly, the Quest Quiz is also a way for the Registrar's Office administrators to survey the student population.

In summary, our new version of Quest aims to improve on its predecessor's functionality and flow, by being easier to navigate, easier to understand and showing the student the information they really want, in as few steps as possible. We have added new services that we feel will help the student with their university life. Also, we feel that our new version of Quest allows students to start building a sense of community within Quest. Our hope is that this sense of community will encourage students to use Quest more often.

Conventions

Formatting

The following typographical conventions are used in this user's manual:

Italic

Indicates emphasis by the author, new terms, and URLs

Underline

Refers to a Web page or a link on a Web page

Constant width bold

Refers to a form button on a Web page

Abbreviations

The following abbreviations are used in this user's manual:

Term	Definition
AIF	Admission Information Form
CCRA	Canada Customs and Revenue Agency
DE	Distance Education
GSAC	Graduate Studies Academic Calendar
OSAP	Ontario Student Assistance Program
OUAC	Ontario Universities' Application Centre
PDF	Portable Document Format
RSS	Really Simple Syndication
SIN	Social Insurance Number
URL	Uniform Resource Locator
USAC	Undergraduate Studies Academic Calendar
UW	University of Waterloo

Error Messages

All error messages referenced in this User's Manual can be found in *Appendix B: List of Error Codes* on page 41.

1 Getting Started

1.1 System Requirements

You can access Quest using a computer with an internet connection. The *Web browser* that you use should be one of the following:

- Microsoft Internet Explorer 7 or above
- Mozilla Firefox 2 or above
- Opera 9.6 or above
- Safari 3.1 or above
- Google Chrome

1.2 Log on to Quest

You enter the Quest system via the URLs, <http://quest.uwaterloo.ca/> or <https://quest.uwaterloo.ca>.

Upon entering the web page (shown in Figure 1), you are prompted to enter your assigned *UWDir* user ID and password (shown in Figure 1-#1). Then, you log into the system by selecting **Log in** (shown in Figure 1-#2).

Please be aware that the rest of this User's Manual assumes that you have logged into Quest, as it is necessary to view any of the internal pages.

The screenshot shows the Quest Student Information System login page. At the top left is the University of Waterloo logo. At the top right are links for 'Help' and 'Log out'. The main heading is 'Quest - Student Information System'. Below this is a 'Log in' section with two input fields: 'User ID' (marked with a yellow circle 1) and 'Password' (marked with a yellow circle 2), and a 'Log in' button. Below the login form are three informational boxes: 'First Time Users' (marked with a yellow circle 3) containing instructions for new users and a link to 'Continue to account activation'; 'System Lock-Outs' explaining the consequences of multiple incorrect password attempts; and 'Your Password' (marked with a yellow circle 4) providing links for 'Lost Password' and 'Change Password'.

Figure 1 : Quest log in screen

If you do not have an UWDir user ID and password assigned, you may obtain one by selecting the link to UWDir, [Continue to account activation](#) (shown in Figure 1-#3), which is provided beneath the login form.

If you have forgotten your password, your password can be retrieved by selecting the [Lost Password](#) link (shown in Figure 1-#4).

If you fail to enter a valid user ID and password combination, you are returned to the log-in screen and an error message (QE1.2-1) is displayed above the input fields. You have 5 attempts within a 30 minutes period to enter the correct user ID and password combination. When you enter the incorrect password for a user ID 5 times in succession in a 30 minute period, the user ID is automatically disabled for 24 hours, and an error message (QE1.2-2) is displayed.

Once you are logged in, you are automatically taken to *Home*.

1.3 General Navigation

A Web page within Quest has the following features (shown and labelled in Figure 2):

1. *Tabbed navigation*
2. *Sub-menu*
3. *Links to help and log out*
4. *Title*
5. *Content area*
6. *Link to University of Waterloo home page*

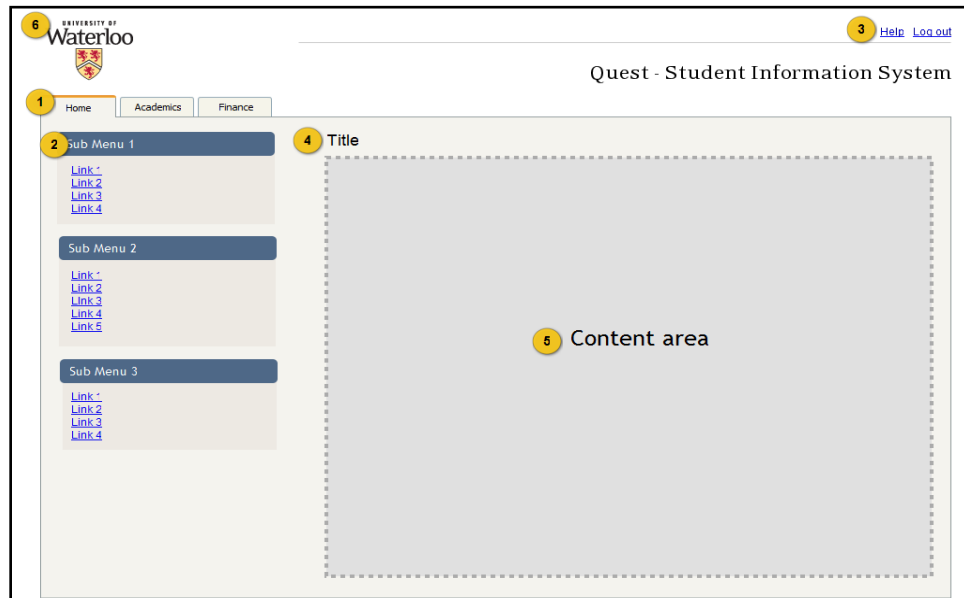


Figure 2 : Quest navigation layout

The *tabbed navigation* contains three workspaces displayed in tabs, *Home*, *Academics*, and *Finance*, which are grouped by the types of features of Quest that you could access. The tabs allow you to easily identify the context of the displayed workspace. You select a tab to switch to another workspace. If you are a prospective student, the *Academics* section is not displayed. Please see *Section 1.5 –Prospective Students* for more information on what Quest offers students who are in the process of applying to Waterloo.

The *sub-menu* further organizes the features offered in Quest. Each workspace has a different sub-menu displayed.

The *links to help and log out* are displayed on the top-right corner of all web pages. The [log out](#) link terminates your current session and returns you to the log in screen. Selecting the [help](#) link displays relevant help information for the Web page that you are currently viewing.

The *title* describes the feature of the current Web page. The *content area* contains the information that you are accessing.

All Web pages within Quest display the *University of Waterloo logo* on the top left hand corner. When you select the University of Waterloo logo, a new window is opened with the University of Waterloo home page.

1.4 The Home Page

Home contains important messages from the *Registrar's Office*, news feeds, your personal profile, and your account holds. The important messages are displayed at the top of *Home*. The messages are posted by the Registrar's Office. You can select the [hide](#) link beside each item to remove it from *Home*. To view a history of important messages, you can select [Message History](#) under the *Personal* sub-menu. The news feed is used by you to view news headline, information, and alerts from RSS/Atom feed sources predetermined by Quest system administrators or feed sources added by you. Your account holds are displayed in the *Personal* sub-menu with the number of account holds displayed. To view details of your account holds, select [Holds](#).

1.5 Prospective Students

Anyone who has completed an application through the Ontario Universities' Application Centre (OUAC) to become a student of the University of Waterloo is considered a prospective student and, as such, has a user account with Quest. Prospective students have their own unique view of Quest (shown in Figure 3). The *Academics* tab which is displayed for students who have been accepted by UW is not displayed to prospective students. Instead, prospective students have an additional sub-menu on their *Home* page. This additional sub-menu is the *Applicant* sub-menu.

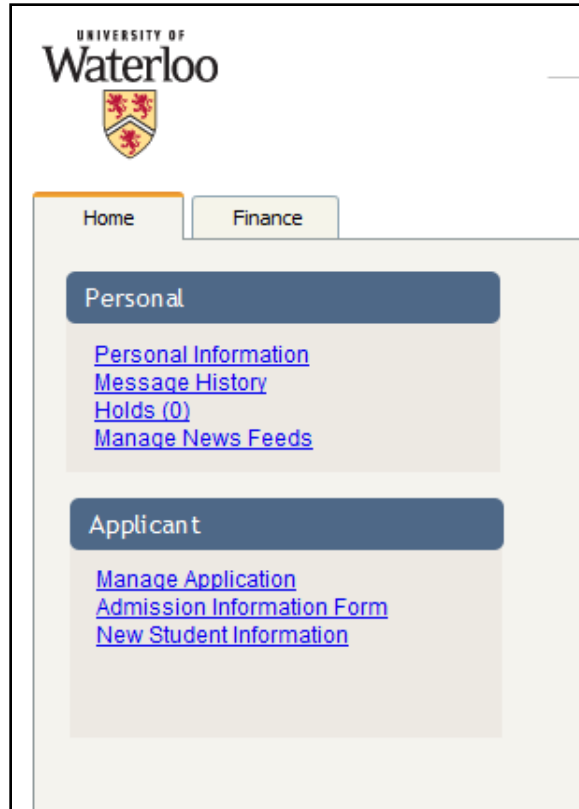


Figure 3 : Prospective student view

The *Applicant* sub-menu has three links: *Manage Application*, *Admission Information Form*, and *New Student Information*.

1.5.1 Manage Application

Select *Manage Application* from the *Applicant* sub-menu. Quest displays information regarding the current state of your application in the content area. At the top of the content area, the name of the page, *Manage Application*, is displayed.

Underneath the page title, the *Application Documents* list is displayed (shown in Figure 4). This list details all of the documents necessary for completion of your application, as well as the due date for each document. Application documents may be mailed into the Registrar's Office or, in the case of the *Admission Information Form (AIF)*, uploaded directly to Quest in electronic format. To upload your AIF document, select the **Browse** button displayed in the Application Documents area. Once you have uploaded your AIF document, Quest displays the date your document was received to the right of the document name under the *Date Received* column.

Note that application documents received by the Registrar's Office through the mail, such as your official transcript, are also displayed in the *Application Documents* list along with the date the document is due, and, if applicable, the date the document was received; this allows you to quickly view which documents you have successfully submitted and which documents you have not submitted. Note that you may upload your AIF in electronic format as many times as you wish up until the date your AIF is due. Quest saves only the newly uploaded AIF; previous submissions are

discarded. Note that if an error occurs during the file upload process, an error message is displayed (QE 1.5.1-1).

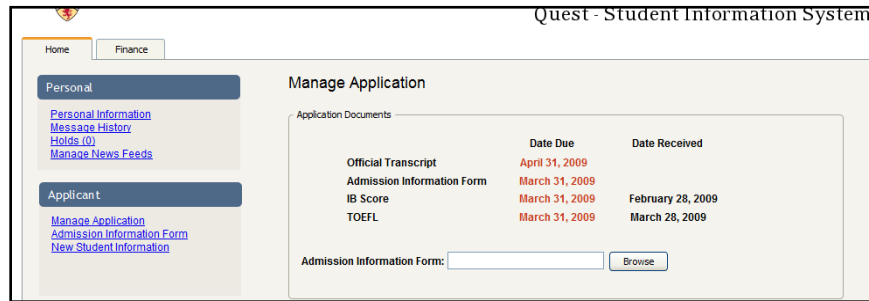


Figure 4 : Application documents list

Underneath the *Application Documents* list, the *Self Report Grades* tool is displayed (shown in Figure 5). The *Self Report Grades* tool allows you to report your unofficial grades. The Registrar’s Office understands that you may not have your official transcripts from your current institution until late in the application period. In such a case, the Registrar’s Office may extend an admission offer to you based on your unofficial, self reported, or interim grades. Note that discrepancies between your self reported grades and the grades reported on your official transcript once it is received constitute a serious breach of academic integrity and any extended admission offer would be revoked. The *Self Report Grades* tool consists of a table with three columns and ten rows. You can report your unofficial grade for classes you are taking, or have recently completed, with your current institution by filling in a row of the table. To complete a row of the *Self Report Grades* table, select the institution from the drop-down selection field in the first column. Quest populates this drop-down selection field of your academic institutions from your OUAC application. Next, in the second column, enter the name, and course number if applicable, for the course you are self reporting on. In column three, enter the grade you have achieved to date in the course. Lastly, select the **Save** button. If you do not select the **Save** button, the self reported grades you have supplied in the table are not sent to Quest. If an error occurs in updating your self reported classes, an error message is displayed (QE1.5.1-2 to QE1.5.1-4).

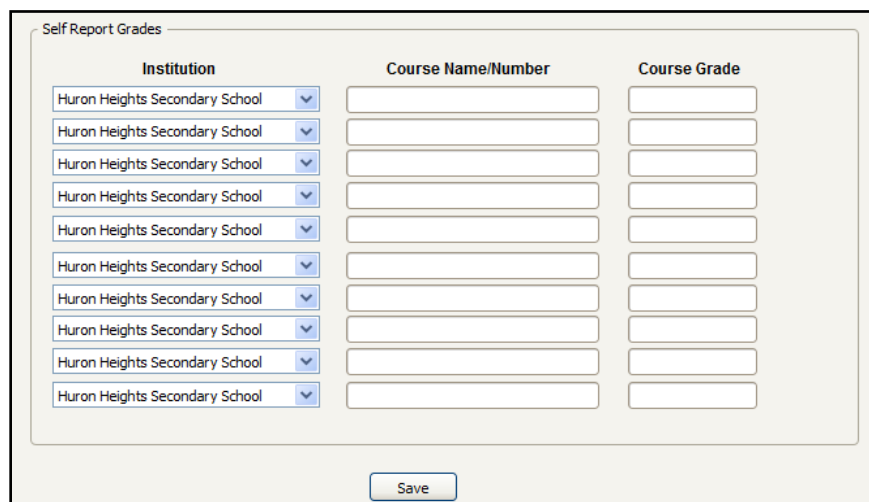


Figure 5 : Self report grades

1.5.2 Admission Information Form

The *Admission Information Form (AIF)* is used by you to tell UW's Admissions team more about yourself. The AIF is hosted on a system external to Quest. To obtain a copy of the AIF, select [Admission Information Form](#) from the *Applicant* sub-menu and a new browser window opens which takes you to the Web page that instructs you on the completion of your AIF (shown in Figure 6). Once you have completed your AIF, you may submit an electronic version of it to the Registrar's Office through Quest by selecting [Manage Application](#) from the *Applicant* sub-menu and selecting **Browse** in the *Application Documents* list.

Admission Information Form (AIF) and Pharmacy Admissions Profile (AP)

[About the AIF](#)
[AIF deadlines](#)
[Select your AIF](#)
[Instructions for paper AIFs](#)

About the AIF

When we make our admissions decisions, we look at other factors in addition to grades. You can use the Admission Information Form (AIF) to

- tell us more about yourself.
- tell us about your extra-curricular activities.
- brag a little!
- explain any special circumstances that may have affected your grades and/or which you would like taken into consideration during the admissions process.

Tip: Prepare a draft copy of your AIF on paper or in a Word document, so you can check for proper spelling, punctuation, and grammar. The Admissions team will be reviewing your AIF to learn more about you *and* to see how well you write, so be sure to put your best foot forward!

[Back to top](#)

AIF and AP deadlines

For applicants to the following terms:

Spring 2009 – March 31, 2009

Figure 6 : Admission Information Form¹

1.5.3 New Student Information

Becoming a new student at UW can be an exciting but overwhelming experience. As such, UW has put together a service which gives prospective students all the information they need to make the transition into university life in one convenient location—the *Become a Student* website. For convenience, Quest provides a link to the *Become a Student* website. Selecting *New Student Information* from the *Applicant* sub-menu opens the *Become a Student* website in a new browser window (shown in Figure 7). It is recommended that prospective students spend some time

¹ <http://www.findoutmore.uwaterloo.ca/thenextstep/applicants/aif.php#about>, Nov. 26, 2008.

exploring the *Become a Student* website and take advantage of this rich repository of useful information.



Figure 7 : Become a Student²

1.6 News Feeds

A *news feed* is a RSS or Atom feed, which allows you to view syndicated content from a web site supporting the feature.

1.6.1 View News Feeds

You can view your news feed under *Home* (shown in Figure 8). Each news feed is displayed with the news feed title and the title of the first 5 items in the feed. You can select the news feed item title to open the link (when provided by the feed source) to the news feed item in a new browser window.

² *Become a Student*, <http://www.findoutmore.uwaterloo.ca/>, University of Waterloo, Retrieved Nov. 26, 2008

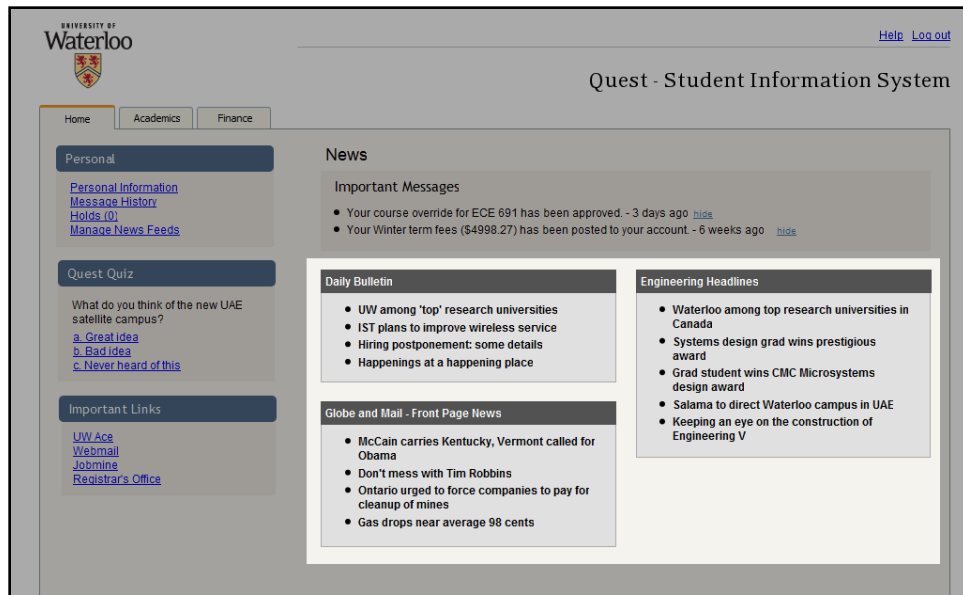


Figure 8 : View news feeds on Quest home page

1.6.2 Managing News Feeds

You can manage the news feed content by selecting [Manage News Feeds](#) under *Home*. Upon entering the page, you are able to see a list of news feeds available from the university and subscribe to a news feed on the list.

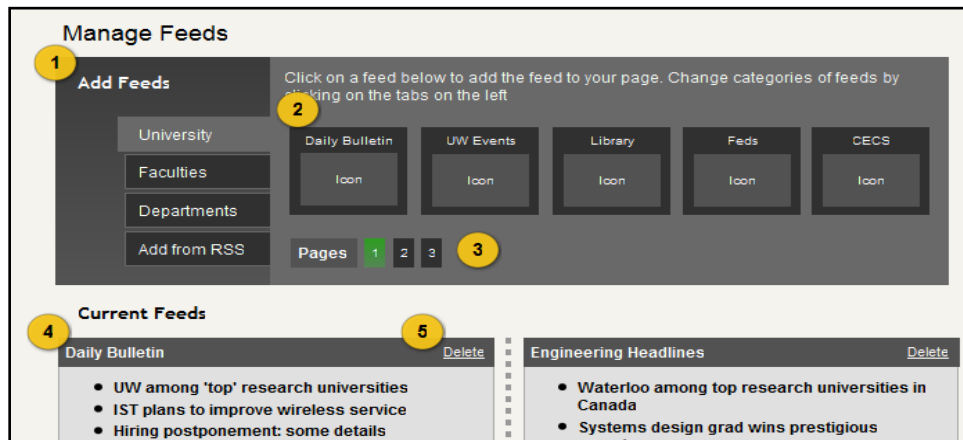


Figure 9 : Manage news feeds

1.6.2.1 View Available News Feeds

You can view a list of news feeds by choosing from the list of feed categories (shown in Figure 9-#1). To switch to a different category of feeds, you select one of the tabs with the category label to change that list of feeds.

You can view a list of news feeds within the category in the news feed selection section (shown in Figure 9-#2) with 5 news feeds displayed at a time with the news feed title and icon. If there are more than 5 news feeds within the category, you can select a pagination link (shown in Figure 9-#3) to view additional news feeds.

1.6.2.2 Subscribe to News Feeds

You can add a news feed by selecting the feed that you would like to subscribe to when viewing available news feeds.

If you wish to subscribe to a news feed external to University of Waterloo, select the [Add from RSS](#) tab in the news feed categories. To add an external news feed, enter the URL of the RSS/Atom feed and select **Add** to subscribe to the news feed (shown in Figure 10). If the URL is invalid, an error message is played (QE1.6-1 to QE1.6-4).

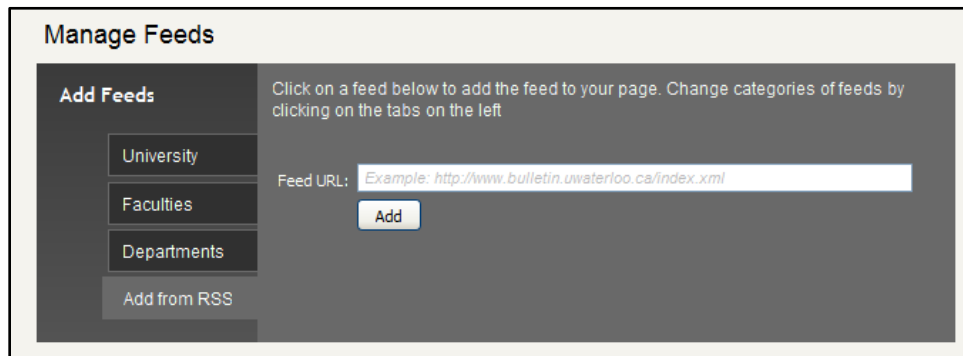


Figure 10 : Subscribe to external news feeds

1.6.2.3 Unsubscribe from News Feeds

If you no longer wish to subscribe to a news feed, select the [unsubscribe](#) link (shown in Figure 9-#5) located next to the news feed to unsubscribe to the news feed.

1.7 Take Quest Quiz

Under *Home*, you can participate in the Quest Quiz to provide your feedback on an issue concerning the UW community. A question is posted under *Home* (shown in Figure 11) with corresponding options. You can respond to an issue by selecting an option from the list. You are then taken back to the same page where the current results are displayed in a horizontal bar graph where each option is labelled with its label, number of votes, and percentage of votes.

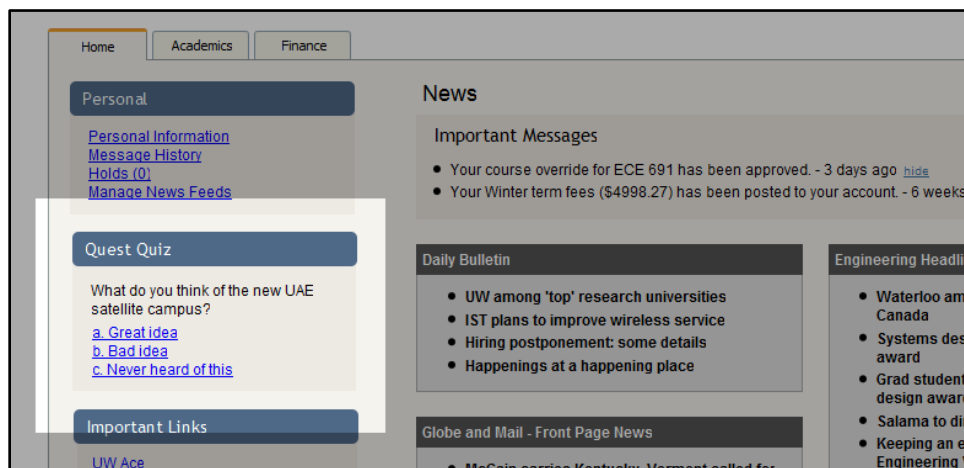


Figure 11 : Quest Quiz

1.8 Log Out of Quest

To log out of Quest, select the [Log out](#) link, which is displayed on the top-right corner of all web pages, to terminate your session. Your browser is then redirected to the Quest log in page.

When you close the tab or the Web browser window which is displaying Quest, your session is automatically terminated. To return to Quest, you must open Quest again in a Web browser and then log in.

If you have been inactive in Quest for more than 15 minutes, you are automatically logged out of the system and returned to the Quest log in page.

1.9 Get Additional Help

To get help with Quest, you can read online help content by selecting the [Help](#) link, which is displayed on the top right corner of all web pages within Quest. The online help content is opened in a new window. Based on which web page you are currently viewing, the online help content provides you with information on the feature of Quest which you are currently using.

Should you require additional help with Quest, the University of Waterloo Registrar's Office's mailing address and contact phone number are provided at the bottom of each Web page. The Registrar's Office can be reached via telephone during regular hours of operation as posted by the University of Waterloo.

2 Academics

2.1 Courses

To access the *Courses* area of Quest, select *Academics* at the top of the screen. The *Courses* sub-menu is displayed in the content area. The *Courses* sub-menu provides you with four options: Calendar, Search Courses, Add/Drop Courses, and Course Textbooks.

2.1.1 View Course Calendar

The *Undergraduate Studies Academic Calendar (USAC)* and *Graduate Studies Academic Calendar (GSAC)* are hosted on a website external to Quest, but for your convenience we have provided a link. The USAC's website notes that "*The course calendar provides official information about courses, programs, related policies, and regulations for both students and applicants, as well as general information about the University*".³ The information provided by the USAC and the GSAC may be very useful in deciding which courses you are interested in taking.

To view the USAC, select the [Calendar](#) link of the *Courses* sub-menu and the USAC website opens in a new tab of your browser (shown in Figure 12).

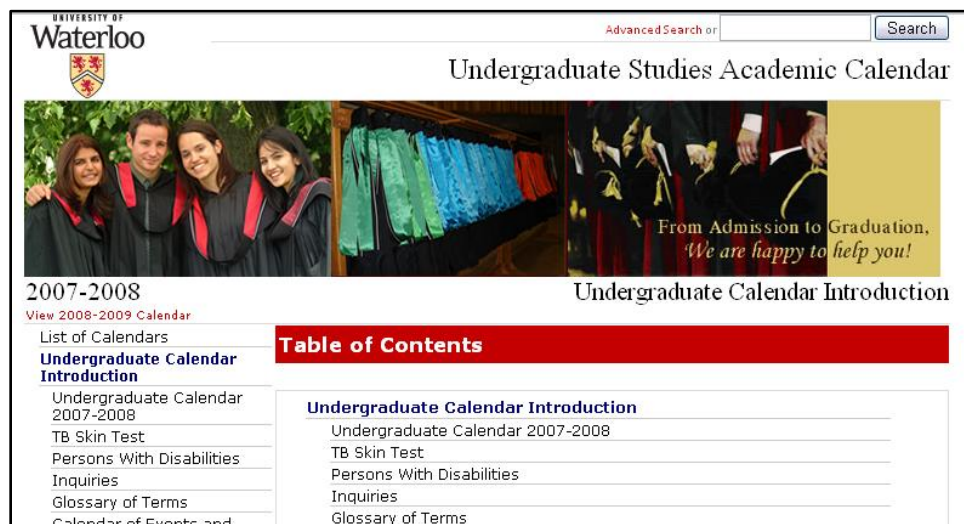


Figure 12 : Undergraduate Studies Academic Calendar

2.1.2 Search for a Course

To search for a specific course select the [Search Courses](#) link in the *Courses* sub-menu and an interface for searching for courses is displayed in the content area (shown in Figure 13). You can

³ <http://ugradcalendar.uwaterloo.ca/?PageID=10268>, Nov. 6, 08.

search for a course by entering the course name, course code, or other information in the search box and selecting **Search**.

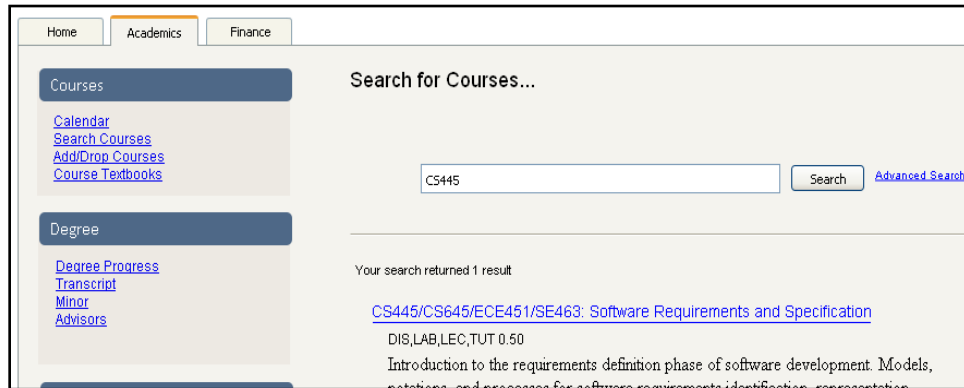


Figure 13 : Searching for courses

For more options, you can select the [Advanced Search](#) link and a more detailed search form is displayed. You can choose from the three dropdown select fields provided to specify term and course code. When you have made your selection, a list of courses which meet your search criteria is displayed (shown in Figure 14).

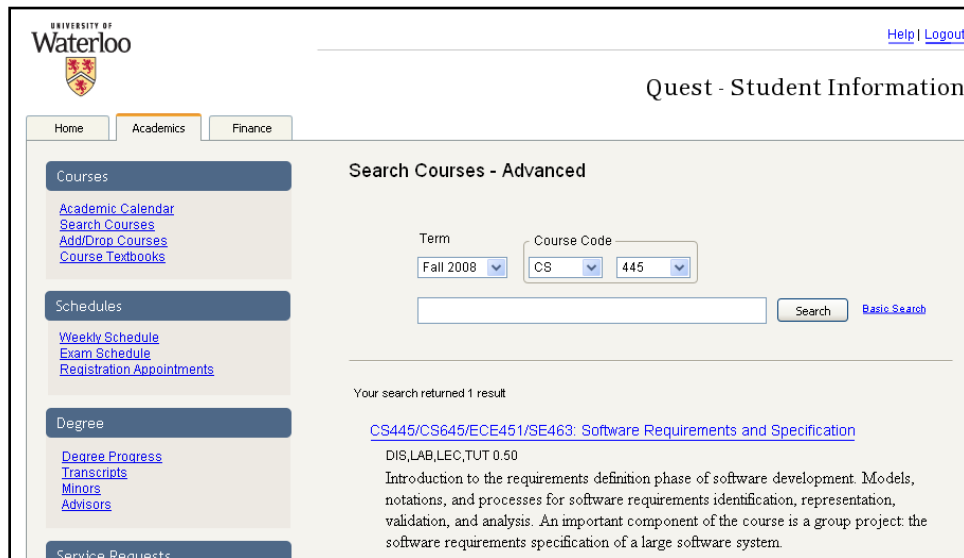


Figure 14 : Advanced course search

Note: Whenever Quest displays a course name or number, it is a link to more information on the course; selecting such a link displays a detailed listing of a course's information.

As an example (shown in Figure 15), the example search is for the course CS 445. Notice that the course name and number is a link. Selecting the link displays the detailed course information.

CS445/CS645/ECE451/SE463: Software Requirements and Specification
 DIS,LAB,LEC,TUT 0.50

Introduction to the requirements definition phase of software development. Models, notations, and processes for software requirements identification, representation, validation, and analysis. An important component of the course is a group project: the software requirements specification of a large software system.

Prereq: CS 353, 350 or ECE 354; Level at least 3B Computer Engineering/Software Engineering Option or Electrical Engineering/Software Engineering Option or Computer Science/Software Engineering Option.

Antireq: SE 463

Class Sections

Class Nbr	Subject	Catlg Nbr	Sect	Description	Units	Comp
3762	CS	445	001	Software Req:Specif & Analysis	0.5	LEC
Session: Regular						
Time: 8:30AM 9:20AM MWTF			Room: MC 4058		Dates: 09/08/2008 - 12/01/2008	
Instructor: Berry,Daniel						
Class Nbr	Subject	Catlg Nbr	Sect	Description	Units	Comp
3763	CS	445	101	Software Req:Specif & Analysis	0	DIS
Session: Regular						
Time: 11:30AM 12:20PM F			Room: MC 4040		Dates: 09/08/2008 - 12/01/2008	
Instructor: Staff						
Class Nbr	Subject	Catlg Nbr	Sect	Description	Units	Comp
3764	CS	445	201	Software Req:Specif & Analysis	0	TUT
Session: Regular						
Time: 12:30PM 1:20PM F			Room: MC 4040		Dates: 09/08/2008 - 12/01/2008	
Instructor: Staff						

Figure 15 : Displaying course information

2.1.3 Add or Drop a Course

To manage your courses select the [Add/Drop Courses](#) link of the *Courses* sub-menu. A form is displayed in the content area allowing you to manage your course enrollment. Here you can add a course, pre-enroll in a course, and drop a course. Once you select the [Add/Drop Courses](#) link of the *Courses* sub-menu a list of all the courses in which you are enrolled for the current term is displayed. You can display a list of courses in which you are pre-enrolled for future terms by selecting from the term drop-down selection field at the top right of the form.

2.1.3.1 Add a Course

On the [Add/Drop Courses](#) page, under the list of courses in which you are enrolled, a search form is displayed which is similar to the search form detailed in the *Search Courses* section. Here you can search for a course you wish to add to your schedule. Once you have located a course which interests you, note that an **Add** button is displayed (shown in Figure 16); selecting this button adds the course to your schedule. If the course is successfully added to your schedule then it is displayed in your list

of enrolled courses, otherwise Quest displays a detailed message (QE2.1.3.1-1 to QE 2.1.3.1-4) as to why the course could not be added to your schedule.

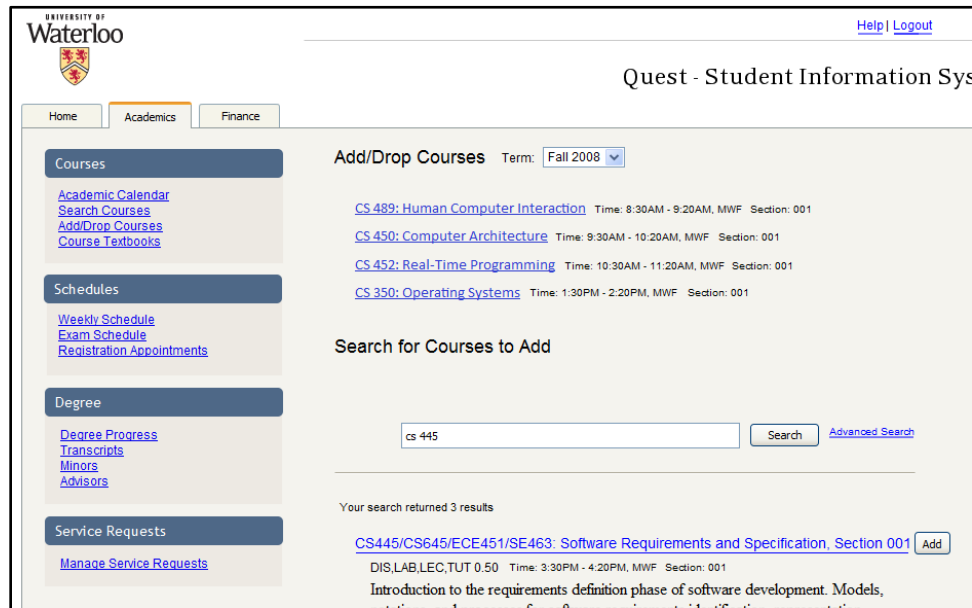


Figure 16 : Adding course to schedule

Note: If you need to obtain a course override to add a course to your schedule, then Quest informs you that you can submit a Course Override service request and provides a link to a page that allows you to do so.

2.1.3.2 Pre-Enroll in a Course

On the [Add/Drop Courses](#) page, you begin by selecting a future term from the term drop-down selection field at the top right of the form. A list of courses for which you are pre-enrolled for that term is displayed (shown in Figure 17). Under this list, a search form is provided with which you can search for other courses to pre-enroll in. Find a course you are interested in and select the **Pre-enroll** button; selecting this button adds the course to your future schedule. If the course is successfully added to your future schedule then it is displayed in your list of pre-enrolled courses, otherwise Quest displays a detailed message (QE2.1.3.1-1 to QE2.1.3.1-4) as to why the course could not be added to your future schedule.

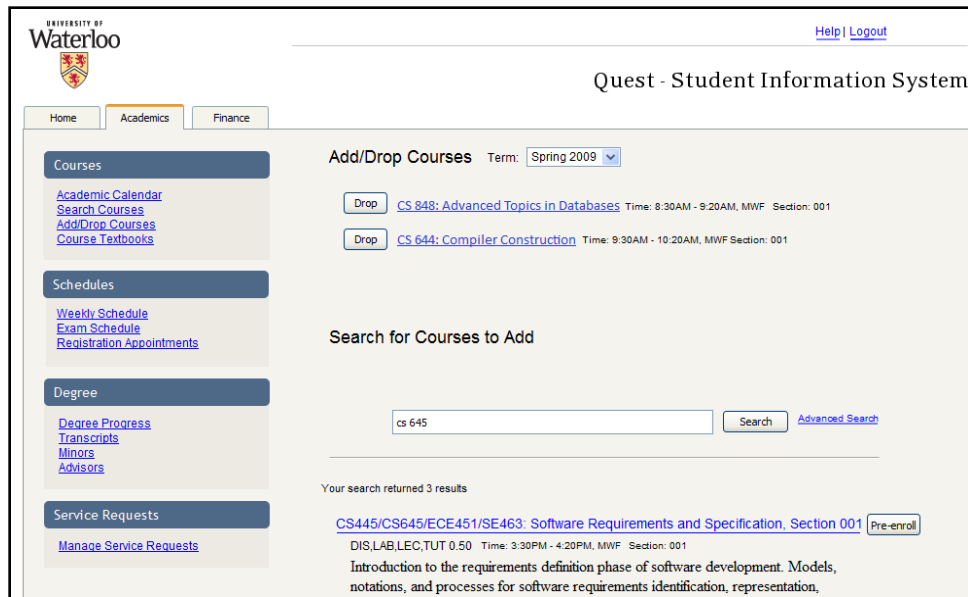


Figure 17 : Pre-enroll in a course

Note: You may pre-enroll in classes for the term after the next term only during the pre-enrollment period as published by the Registrar's Office each term. For example, if the current term is Fall 2008, then Quest allows you to pre-enroll in courses for the Spring 2009 term.

2.1.3.3 Drop a Course

On the Add/Drop Courses page, find the course that you wish to drop in your list of enrolled courses, or pre-enrolled courses. Select the **Drop** button. You then need to confirm that you do indeed want to drop the course. Once confirmation is obtained, the course is dropped (shown in Figure 18).

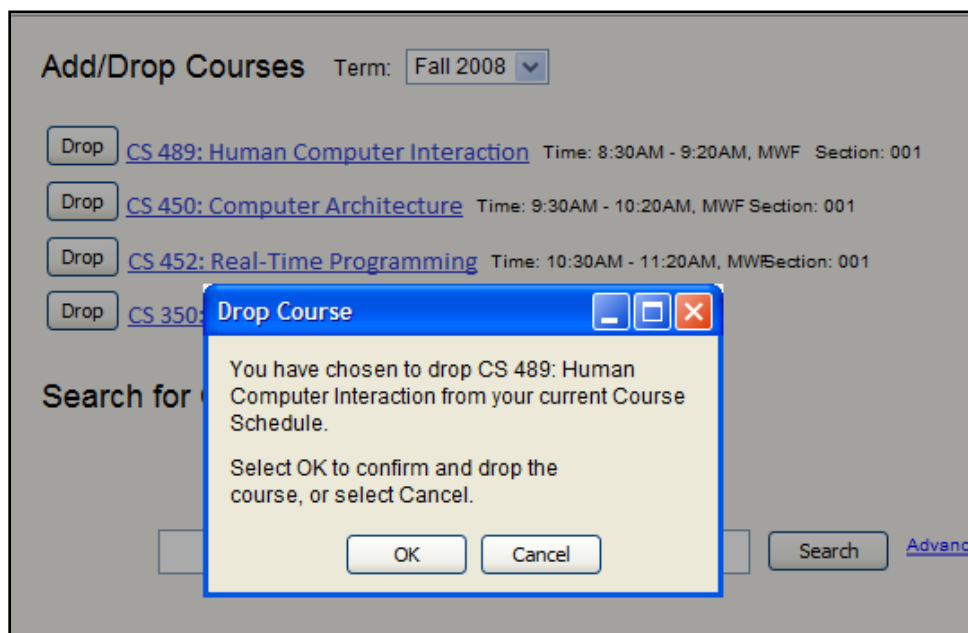


Figure 18 : Drop a course from schedule

*Note: If no **Drop** button is displayed then dropping the course is not an option.*

Note: To swap a course, you simply drop the course you are not interested in and add the course you are interested in.

2.1.4 Course Textbooks

2.1.4.1 View Textbooks for Your Courses

To view a list of textbooks for the courses you are currently enrolled in select the [Course Textbooks](#) link in the *Courses* sub-menu. In the content area, a list of your current courses is displayed along with both the required and recommended textbooks for a given course (shown in Figure 19). Selecting the name of a textbook displays detailed information for that textbook.

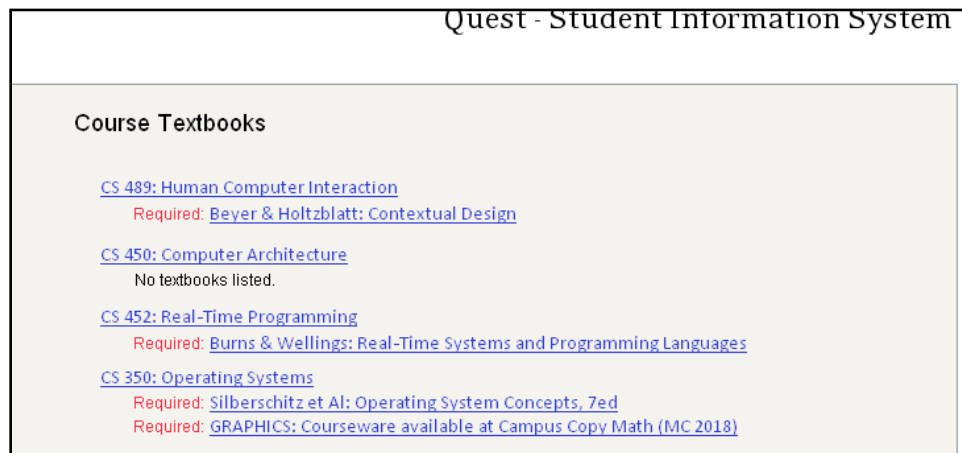


Figure 19 : Viewing course textbook list

2.1.4.2 Search for Textbooks

On the [Course Textbooks](#) page, under the list of your current courses and their textbooks is a search form where you can search for textbooks for any course (shown in Figure 20).

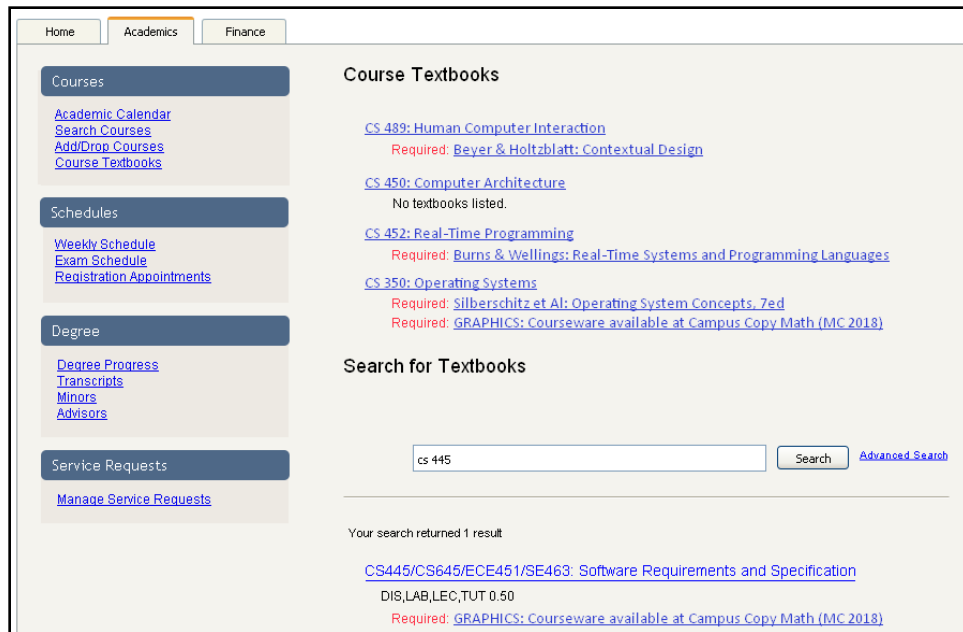


Figure 20 : Search for course textbooks

2.2 Schedule

2.2.1 View Weekly Schedule

You can find your weekly schedule under the [Weekly Schedule](#) link of the *Schedules* sub-menu in the [Academics](#) workspace.

Your weekly schedule is displayed according to the date, start time and end time you choose (shown in Figure 21). To display the instructor name for the courses you are taking, select the “Show instructors” option. To change the days of the week displayed on your weekly schedule, you can select the specific days of the week you would like to add to, or remove from your weekly schedule view. To change the times of your weekly schedule, select the “Show AM/PM option”.

In order to view your weekly schedule, select the **Go** button.

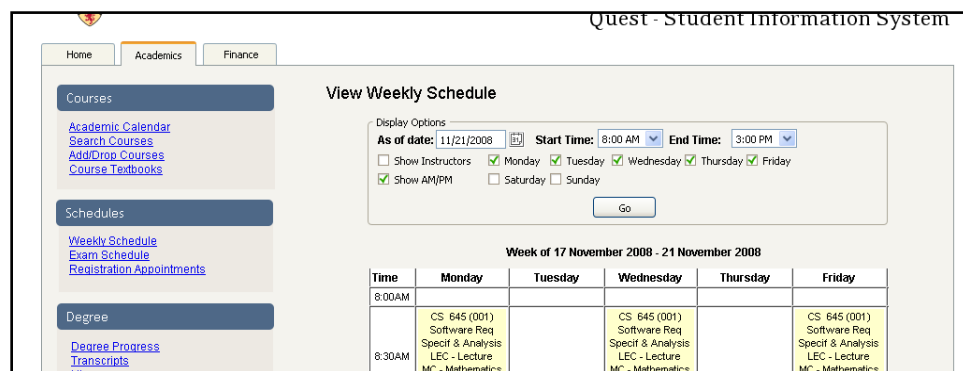


Figure 21 : View weekly schedule

2.2.2 View Exam Schedule

You can view your final examination schedule for the current term in the *Exam Schedule* section. In *Exam Schedule*, you can find information about your exam, section, day, date, start time, end time and location of your final examination (shown in Figure 22).

The screenshot shows the 'View Exam Schedule' page in the Quest - Student Information System. The page has a navigation menu on the left with categories: Courses, Schedules, Degree, and Service Requests. The main content area is titled 'View Exam Schedule' and contains a table for the 'Final Examination Schedule'.

Exam	Section	Day	Date	Start Time	End Time	Location
CS 645	001	Friday	December 12, 2008	12:30 PM	3:00 PM	RCH 103,105

Figure 22 : View exam schedule

2.2.3 View Registration Appointments

The Registration Appointments link displays the start time and end time that you are allowed to register for courses (shown in Figure 23). You are able to see the maximum units you are allowed to register for a term, for a session and for an appointment.

The screenshot shows the 'View Registration Appointments' page in the Quest - Student Information System. The page displays registration details for a student named Bruce Wayne, Undergraduate. The session is 'Regular Academic Session'. The start date/time is 10/06/2008 9:00:00 AM and the end date/time is 10/09/2008 9:00:00 AM. A table shows the units limits for the term, session, and appointment.

Units Limits	For the Term	For this Session	For this Appointment
Maximum	3.20	3.20	7.50
No GPA Units	3.20	3.20	7.50
Audit Units	0.00	0.00	0.00
Waitlist Units	1.50	1.50	0.00

Figure 23 : View registration appointments

2.3 Degree

To access the *Degree* area of Quest, select *Academics* at the top of the screen. The *Degree* sub-menu is displayed on the left-hand side of the screen. The *Degree* sub-menu provides you with four options: Degree Progress, Transcript, Minor, and Advisors. Let's take a closer look at these options.

2.3.1 Degree Progress

Degree Progress is a useful tool which gives you an indication of how far you have come to meeting your degree requirements (shown in Figure 24). Select Degree Progress in the *Degree* sub-menu and a checklist detailing your degree requirements is displayed in the content area. Quest displays which of your degree requirements you have met by placing a green check in the box next to that requirement. Quest displays which requirements you are in the process of meeting in the current term by placing a grey check in the box next to that requirement.

Above the checklist, the degree progress bar is displayed. This is a visual summary of how far you have come in meeting the requirements of your degree. As with the checklist, the filled-in portion of the progress bar represents the portion of your requirements which have been met; the greyed-out portion of the progress bar represents the portion of your requirements you are in the process of meeting; and the unfilled portion of the progress bar represents the portion of your requirements you will have to meet in some future term.

The screenshot shows the 'Degree Progress' page in the Quest system. At the top, there's a navigation bar with 'Home', 'Academics', and 'Finance'. The 'Academics' menu is expanded, showing 'Degree Progress' as the selected option. The main content area is titled 'Degree Progress' and features a blue progress bar that is almost completely filled. Below the bar, there's a link to 'Intent to Graduate' form. The page lists various degree requirements, each with a green checkmark indicating it has been met. These include 7.5 CS Units, 3.5 Math Units, 4 Elective Units, and 5 Non-math Units. The 'Additional Constraints' section also shows a requirement for 2 of CS Breadth, which is also checked.

Figure 24 : View degree progress

Note: If you have met all of your degree requirements then the degree progress bar is entirely filled in. This signifies that you are on track to graduate in the current term. In this case a link is displayed below the degree progress bar which takes you to a page where you can make an Intent to Graduate service request.

Note: While you may find the Degree Progress tool useful, the Registrar's Office has the final decision on your academic standing. You should use the Degree Progress tool in conjunction with the Academic

Calendar to ensure correctness, and if you have any questions, contact one of your academic advisors. For more information on your advisors see the Advisors section below.

Note: You may notice that selecting or deselecting the checkboxes on the Degree Progress page has no effect. That is because these checkboxes are used by Quest to communicate your degree progress to date. These checkboxes are not interactive and cannot be used to gain or lose academic standing.

2.3.2 Transcripts

Select the Transcripts link of the *Degree* sub-menu to view your unofficial transcript. Your unofficial transcript is displayed in the content area of the page. At the top of the content area a link is displayed which takes you to a page where you can make an Official Transcript service request (shown in Figure 25).

The screenshot shows the 'Quest - Student Information System' interface. On the left is a navigation menu with categories: Courses, Schedules, Degree, and Service Requests. The main content area is titled 'Unofficial Transcript' and includes a link to 'Submit an Official Transcript service request'. The transcript is organized by term: 'Fall 2004' and 'Winter 2005'. Each term shows the program name, a table of courses with columns for Course, Description, Attempted/Earned Units, and Grade, and the term's GPA and totals. The academic standing is listed as 'Excellent standing'.

Fall 2004			
Program: Computer Science, Honours			
Course	Description	Attempted/Earned Units	Grade
CS134	Principles of Computer Science	0.50/0.50	84
MATH135	Algebra for Honours Mathematics	0.50/0.50	85
MATH137	Calculus 1 For Honours Mathematics	0.50/0.50	86
TERM GPA: 85.00		TERM TOTALS: 1.50/1.50	
Academic Standing: Excellent standing			
Winter 2005			
Program: Computer Science, Honours			
Course	Description	Attempted/Earned Units	Grade
Anth101	Human and Cultural Evolution	0.50/0.50	89
CS241	Foundations of Sequential Programs	0.50/0.50	87

Figure 25 : View unofficial transcript

2.3.3 Minors

Select the Minor link of the *Degree* sub-menu and information regarding your minor is displayed in the content area. If you are currently taking a minor then your minor is displayed in a list at the top of the content area. The Minor page allows you to manage your minor. Here, you can view available minors, add a minor, or drop a minor.

2.3.3.1 View Available Minors

Select the Minors link of the *Degree* sub-menu and a list of all available minors is displayed in the content area (shown in Figure 26). Selecting an available minor's title provides more details regarding the minor (shown in Figure 27).

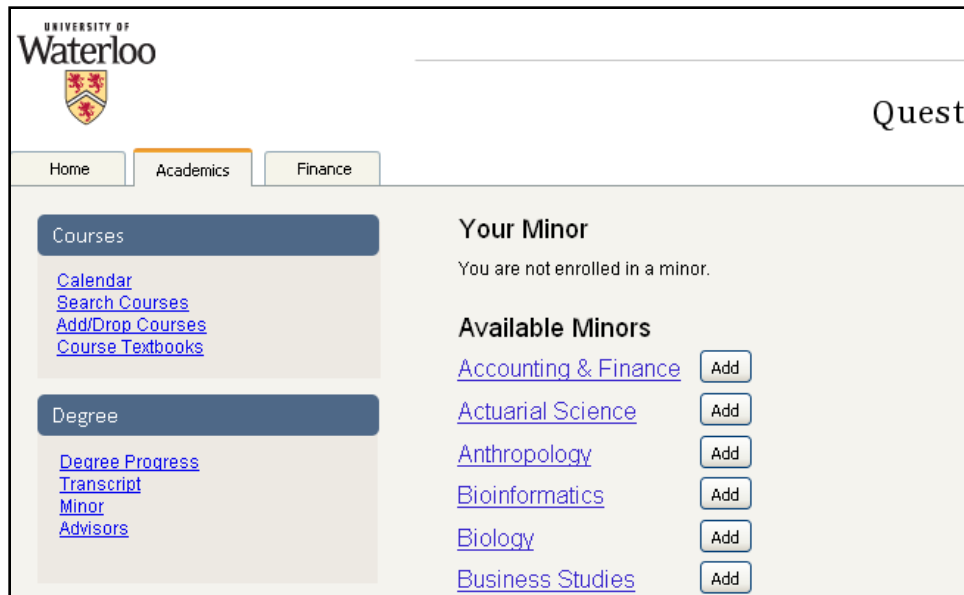


Figure 26 : View available minors

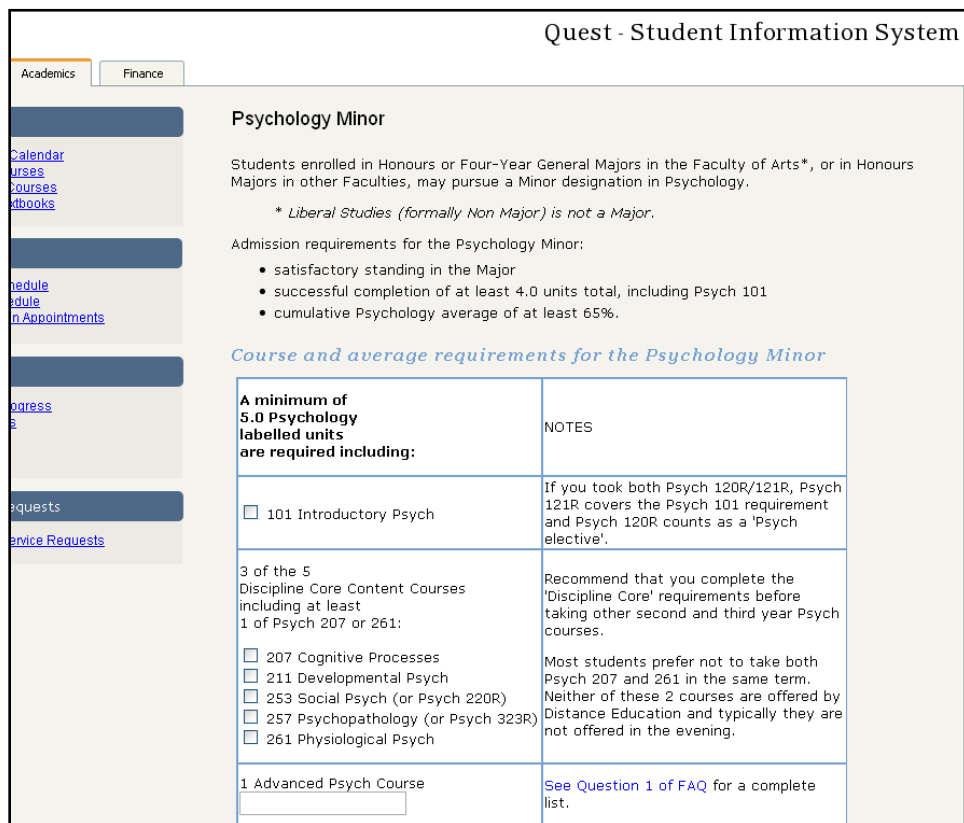


Figure 27 : Minor degree information

2.3.3.2 Add Minors

Once you have decided on the minor you want to enroll in by looking at the [Available Minors](#) list as detailed in the above section, select **Add** to apply to the minor degree.

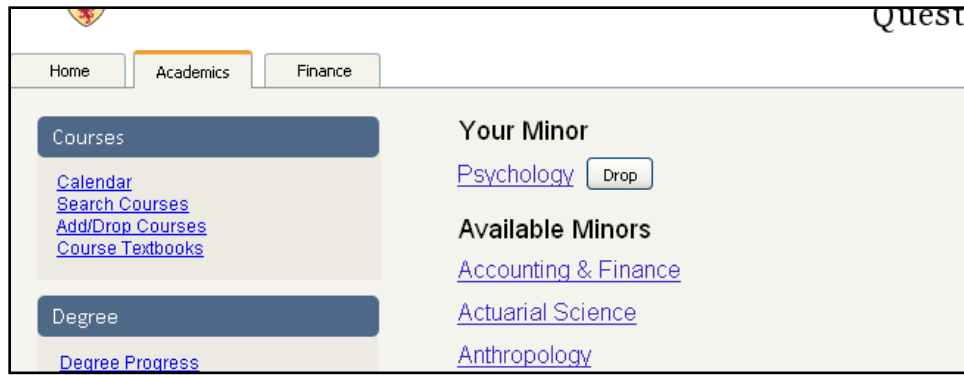


Figure 28 : Add a minor degree

Note: If Quest can successfully enroll you in the minor you tried to add then it is displayed as your minor in the area above the Available Minors list, otherwise Quest displays a detailed message as to why you could not be enrolled in the minor.

2.3.3.3 Drop Minors

Select the Minor link of the *Degree* sub-menu to navigate to the Minor page. The minor you are enrolled in is displayed at the top of the content area. Select **Drop** (shown in Figure 28) and, once you confirm that you want to drop your minor, the minor is dropped and it is no longer displayed as your minor.

2.4 Advisors

All students have access to academic advisors. These advisors can help you with academic planning for your academic career by providing information regarding courses, general advice, course enrollment, and course add/drop approval. Select the Advisors link of the Degree sub-menu and a list of academic advisors and their contact information is displayed in the content area (shown in Figure 29).

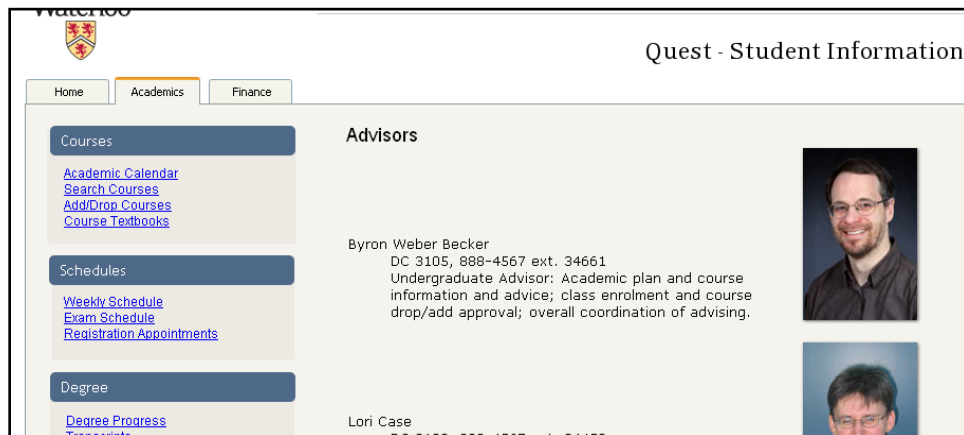


Figure 29 : View academic advisors⁴

⁴ With text and photos from <http://www.cs.uwaterloo.ca/current/people/advisoryStaff>, Retrieved Nov. 20, 2008

3 Personal Profile

3.1 View Personal Information

To view your personal information, from *Home*, you can select [Personal Information](#). This link is located under the *Personal* sub-menu on the left-hand side of the page.

Note: Please be aware that selecting this link loads your personal information table on the next screen.

Here you are able to see your personal information including (shown in Figure 30):

- **Name**
 - Includes your full given, registered name as well as your preferred name.
- **Student ID**
- **Home and/or mailing address**
- **Phone numbers**
 - Includes your home, cell and work numbers
- **Email address**
 - Shows your primary email address with the school. This is the email address that is used by administration to contact you and is given to your professors as part of the course roster.
- **Emergency contact**
 - A person the school can contact on your behalf in case of an emergency. It is mandatory to have at least one emergency contact, but you are recommended to have multiple contacts.
- **Enrollment status**
 - Can be any one of the following. For current students of the University of Waterloo, the enrolment status should be *Matriculated*.
 - Application = No decision has yet been made by the academic department.
 - Waitlist = you have been placed on a waiting list by the academic department.
 - Admit = you have been offered admission to the school.
 - Intention to Matriculate = you have accepted our Offer of Admission online.
 - Matriculated = you can now enroll in classes and view your tuition account.
 - Deny = you have been denied admission by the academic department.
 - Applicant Withdrawal = you have withdrawn your application.
- **Program**
 - Program is the faculty, department and degree program you are currently registered in.
- **Program Type**
 - Type can be either a graduate or undergraduate student based on the degree you are working towards.

- **Demographic Survey**

- Includes gender, date of birth, national identification type and number, citizenship information or visa/permit information. This information is available if you have provided it to the university.

The screenshot shows the 'Quest - Student Information System' interface. At the top left is the University of Waterloo logo. The page title is 'Quest - Student Information System' with 'Student ID: 57079683' displayed. A navigation bar includes 'Home', 'Academics', and 'Finance'. The main content area is titled 'Personal Information' and contains several sections:

- Home Address:** 139 University Avenue West, Unit 1938, Waterloo, Ontario, N2J 3G1, Canada. Includes a 'Change Home Address' link.
- Mailing Address:** 139 University Avenue West, Unit 1938, Waterloo, Ontario, N2J 3G1, Canada. Includes a 'Change Mailing Address' link.
- Preferred E-mail Address:** bwayne@artsmail.uwaterloo.ca. Includes a 'Change E-mail on UWDir' link.
- Phone Numbers:** Home: 555/123-1234, Cell: 555/321-2143. Includes a 'Change Phone Numbers' link.
- Emergency Contact:** Contact: Primary, First Name: Alfred, Last Name: Pennyworth, Relationship: Employee, Phone Number: 555/353-4457. Includes an 'Edit or Add Emergency Contact' link.
- Name:** Preferred: Bat Man, Prefix: Mr, First Name: Bruce, Middle Name: Last Name: Wayne, Suffix: (empty).
- Demographic Information:** Student ID: 57019683, Gender: Male, Date of Birth: 5/1/1939, SIN: 163 868 768, Citizenship: Canada, Visa / Permit Type: N/A, Visa / Permit Country: N/A.
- Program Information:** Enrollment Status: Matriculated, Program Type: Undergraduate, Program: Honours Arts.

A note states: 'Information below must be changed at the Registrar's office with supporting documentation'. A sidebar on the left contains links for 'Personal Information', 'Message History', 'Holds (0)', 'Manage News Feeds', 'Quest Quiz', and 'Important Links'.

Figure 30 : View personal profile

3.2 Edit Personal Information

While some personal information can be directly edited on Quest, some personal information items can only be changed by contacting the Registrar's Office.

The following items can be edited on Quest:

- Home and/or mailing address;
- Phone numbers;
- Emergency Contact

Home or mailing address: When you select the link [Change Home Address](#), a series of input fields is displayed to allow you to change the current addresses (shown in Figure 31). The address must contain a valid postal code (or international equivalent). If you have an international address, you are able to select your country from a drop-down selection field and then complete the appropriate information. When finished, you should select **Save** to save your changes; and if successful, you are returned to the personal information page. If you have not entered a valid postal code, an error

message (QE3.2-1) is displayed. The process for changing your mailing address follows the same steps as above. If you do not want to save any changes, select **Cancel**.

The screenshot shows the 'Quest - Student Information System' interface. The user is logged in as 'bwayne@artsmail.uwaterloo.ca'. The page title is 'Quest - Student Information System' and the student ID is 57079683. The main content area is titled 'Personal Information' and contains several sections:

- Home Address:** Address: 139 University Avenue West, Unit: 1938, City: Waterloo, Province: Ontario, Postal Code: B4T 4M9, Country: Canada. There are 'Save' and 'Cancel' buttons below this section.
- Mailing Address:** Address: 139 University Avenue West, Unit: 1938, City: Waterloo, Province: Ontario, Postal Code: N2J 3G1, Country: Canada. There is a 'Change Mailing Address' link below this section.
- Preferred E-mail Address:** E-mail: bwayne@artsmail.uwaterloo.ca. There is a 'Change E-mail on UWDir' link below this section.
- Phone Numbers:** Home: 555/123-1234, Cell: 555/321-2143. There are 'Change Phone Numbers' links below this section.

Figure 31 : Update home address

Phone Numbers: When you select the link Change Phone Numbers, an input field is displayed for each of your existing phone numbers within Quest (shown in Figure 32). The input fields are pre-populated with the existing number. An additional line contains one blank field for new phone numbers as well as drop-down selection field of phone number types. To change one of your existing phone numbers simply edit the number in the input field. To add a new phone number, enter the number in the blank input field, select the number type and select **Add** which immediately follows the input field. Quest checks the length of the entered phone number and then processes the number to display it in the common format. Then Quest creates a new blank input field so that other new numbers can be added as necessary. To remove a phone number select the **Delete** button that immediately follows the number. When finished, you should select **Save** to save your changes and return to the *Personal Profile* page. If you do not want to save any changes select **Cancel**.

The screenshot shows the 'Quest - Student Information System' interface. The user is logged in as 'bwayne@artsmail.uwaterloo.ca'. The page title is 'Quest - Student Information System' and the student ID is 57079683. The main content area is titled 'Personal Information' and contains several sections:

- Home Address:** Address: 139 University Avenue West, Unit: 1938, City: Waterloo, Province: Ontario, Postal Code: N2J 3G1, Country: Canada. There is a 'Change Home Address' link below this section.
- Mailing Address:** Address: 139 University Avenue West, Unit: 1938, City: Waterloo, Province: Ontario, Postal Code: N2J 3G1, Country: Canada. There is a 'Change Mailing Address' link below this section.
- Preferred E-mail Address:** E-mail: bwayne@artsmail.uwaterloo.ca. There is a 'Change E-mail on UWDir' link below this section.
- Phone Numbers:** Home: 555/123-1234, Cell: 555/321-2143. There are 'Delete' buttons for each number and an 'Add' button for a new number. There are 'Save' and 'Cancel' buttons below this section.
- Emergency Contact:** Contact: Primary, First Name: Alfred, Relationship: Employee. There is an 'Edit or Add Emergency Contact' link below this section.

Figure 32 : Update phone numbers

Emergency Contacts: To edit your emergency contacts select the Edit or Add Emergency Contact link. For each of your existing contacts within Quest the contact's information is placed in an input field, which you can now edit (shown in Figure 33). A valid emergency contact consists of name, relationship and a proper phone number. In order to add a new emergency contact, a series of blank input fields is provided for first name, last name and phone number. You are required to provide a

name and a valid phone number. Drop-down selection fields are provided for the relationship type and the contact type. When you are finished entering the emergency contacts information, select **Add**. To remove an emergency contact, select **Delete** which immediately follows the individual emergency contacts information. If you have not entered a valid name or a valid phone number, you will not be able to add or save the contact and an error message is displayed (QE3.2-3). Keep in mind that you cannot have less than one emergency contact and you are not able to make your emergency contact list empty. When finished, you should select **Save** to save your changes and return to the personal profile page. If you do not want to save any changes select **Cancel**.

The screenshot shows a web form for updating personal information. It includes sections for Home Address, Mailing Address, Preferred E-mail Address, and Phone Numbers. The Emergency Contact section is the focus, showing two rows of contact information. Each row has a 'Contact' dropdown, 'First Name', 'Last Name', 'Relationship' dropdown, and 'Phone Number' text input. There are 'Delete' and 'Add' buttons for each row. At the bottom, there are 'Save' and 'Cancel' buttons. A note at the bottom states: 'Information below must be changed at the Registrar's office with supporting documentation'.

Figure 33 : Update emergency contacts

Primary E-mail address: Your primary email address can be changed through UWDir. To begin the process, select [Change E-mail on UWDir](#).

To edit the other items within personal information you will have to contact the Registrar's Office. In most cases, a form plus official documentation is required to change the information.

3.3 View and Change DE Exam Center Preference

If you are registered in a *Distance Education (DE)* course you have the option to write your final exams off campus as required. There are a predetermined number of examination centers where you are able to write your final exam. The university needs to be aware of your examination center preference in order to accommodate you for the exam.

When you are registered in a DE course, a new link is displayed under your *Personal* sub-menu called [DE Exam Center](#). Selecting this link changes the content area to show you what you currently have selected as your DE exam center (shown in Figure 34). To modify this preference, select [Change DE Exam Center](#). You are able to select your choice from a drop-down selection field of exam centers (shown in Figure 35). Once you have selected an exam center, select **Save** to save your changes and return the previous page. If you do not want to save any changes select **Cancel**. If the saving process is unsuccessful, an error message is displayed (QE3.3-1).

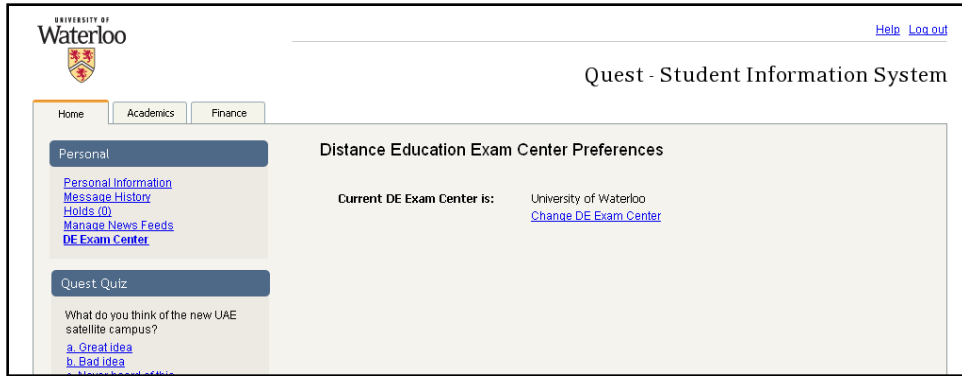


Figure 34 : View distance education exam center preferences

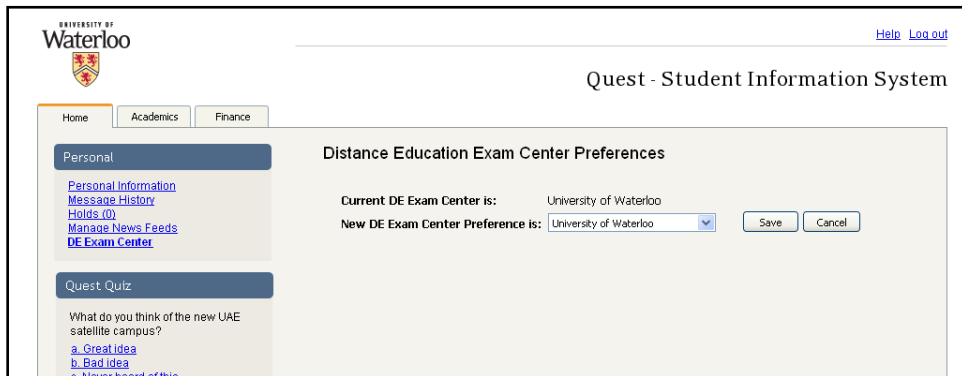


Figure 35 : Update distance education center preferences

4 Finance

Finance on Quest is where you would go for information regarding your financial status (shown in Figure 36).

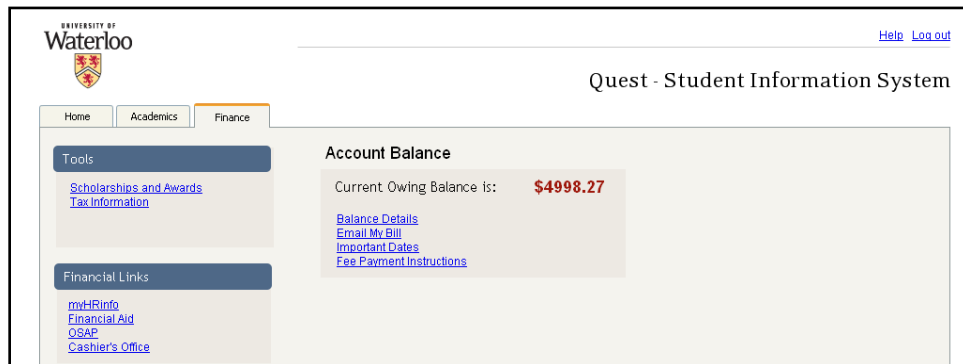


Figure 36 : Finance view

4.1 View Account Balance

You can view your account balance under *Finance*. On this page, your current owing balance is displayed under the page title. A red positive balance indicates how much money you owe the school for tuition and other services. A negative balance number would indicate that the school owes you money.

To view details of your account balance, select [Balance Details](#). This displays all the fees that have been charged to your account for the current term. In order to see previous term or the next term select the term in from the drop-down selection field on the right.

The [Email My Bill](#) link will email a copy of your bill summary to your primary email address registered with University of Waterloo.

The [Important Dates](#) link takes you to the cashier's list of important dates.

The [Fee Payment Instructions](#) link displays the list of payment instructions set out by the cashier's office.

4.2 Search for Student Awards

To begin searching for an award that you may eligible for, select the [Scholarship and Awards](#) link under the *Tools* sub-menu. This displays the awards, if any, that you have already received grouped by term. Following the list, there is an advanced awards search form (shown in Figure 37). Based on the list of awards provided at <http://safu.uwaterloo.ca/currentawards.htm>, you are able to search for current awards that you may be eligible for.

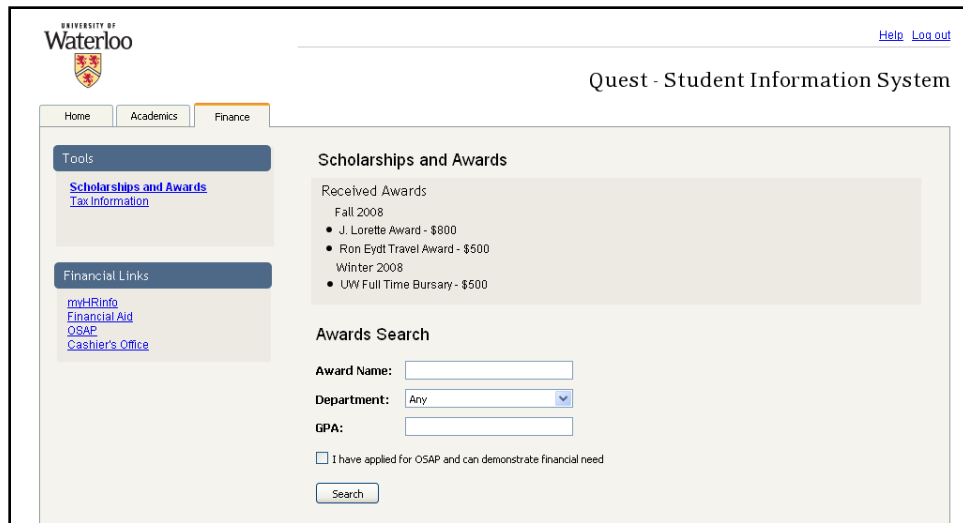


Figure 37 : Search for scholarships, awards, and bursaries

The search form for the awards search includes a series of input fields that work as filtering criteria on the awards. You can enter as much or as little information as you want in order to narrow your search result to relevant information for you. If nothing is entered in the search form then the search returns all awards currently available to apply for. You can search by award name, by department, or by GPA. Many awards require that you are able to demonstrate financial need and that you have applied for OSAP. Selecting the checkbox for *“Yes, I have applied for OSAP and can demonstrate financial need”* includes financial need awards in your search results.

The search results are displayed in a table format listing the Award name, Department, Term to Apply, Award value, Award criteria and Deadline (shown in Figure 38).

Award Name	Department	Term to Apply	Award Value	Award Criteria	Deadline
Paul Berg Memorial Award	any	Year 2, 3 or 4	up to \$1,000	Involvement in extracurricular MUSIC activities on campus; minimum 75% average during most recent term.	31-Oct-08
C.U.P.E. Local 793 Award	any	any	\$500 or more	Available to Union employees, their spouse, children or grandchildren; based on extracurricular/community involvement.	14-Nov-08
Jim Kalbfleisch Award	any	Year 2, 3 or 4	up to \$1,500	Marks (minimum 75%) and demonstrated involvement in student government at UW.	15-Oct-08
J. Lorette Award	any	Year 2, 3 or 4	\$1,000	Available to undergraduate students who are currently working in the UW Call Centre and have done so for a...	1-Oct-08

Figure 38 : Awards search results

From the award search results, you can modify your search terms by selecting [Modify Search](#). This brings you back to the award search form with your previously entered search terms in the form. To begin a new search with a blank search form, select [New Search](#).

4.3 Apply for Student Awards

While viewing the award search results, you can apply to an award by selecting the name of the award. This brings you to a Web page, in a new window, with instructions on how to apply to this specific award. Depending on the award, it could be a PDF form or a website to apply to.

4.4 View and Print Tax Receipts

To view your tax receipt, select the link [Tax Information](#) located in the *Tools* sub-menu on the left-hand side. Select the year you wish to view from the drop-down selection field and select **View T2202A Form** (shown in Figure 39). The form opens as a PDF document in a new Web browser window. Your individual tax information is in the form calculated based on the information at the Cashier's Office.

Note: This is your official copy of your T2202A form from the University of Waterloo and that you will not receive a paper copy of this form in the mail. You can print this form from the browser and include it in your income tax filing package.

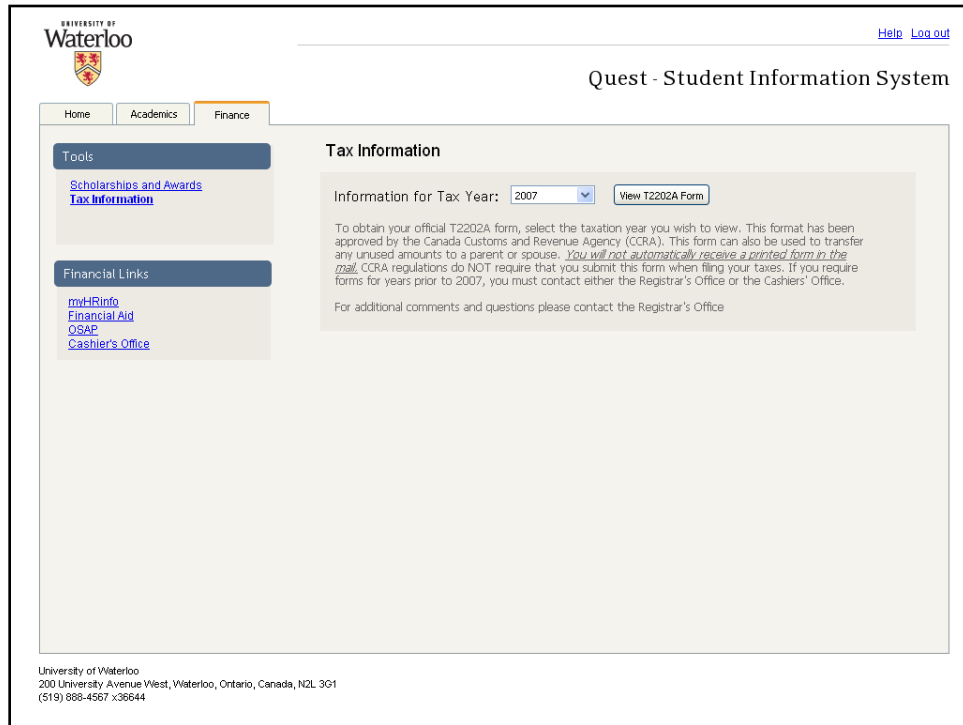


Figure 39 : Requesting T2022A receipt for personal income tax

5 Customer Service

5.1 Intent to Graduate

In order to graduate from the University of Waterloo, you must make an *Intent to Graduate* request.

You can create an *Intent to Graduate* request under the [Manage Request](#) link of the *Service Request* sub-menu in *Academics*. In the drop-down selection field, select the “Intent to Graduate” option and then select **Make Request**.

The *Intent to Graduate* form (shown in Figure 40) opens the following fields pre-populated: surname, given names, student ID, current academic plan, degree and/or diploma requested, and email.

You are required to complete the following fields: university enrollment, plan major, expected graduation ceremony, and last registered term in which requirements are expected to be completed.

Furthermore, you need to answer the questions: “*Will you accept a degree for which you have met requirements?*”, and “*Have you previously received an undergraduate degree from the UW?*”

If you do not qualify for the next convocation, you are required to submit an additional Intent to Graduate form at a later date.

In order to submit the form to the Registrar’s Office, select the **Submit** button. After you submit the form, if successful, you are redirected to the [Manage Request](#) Web page. If you fail to complete the required fields or entered invalid data, an error message (QE5.1-1 to QE5.1-3) is displayed at the top of the form with the missing required fields listed.

The screenshot shows the 'Intent to Graduate' form in the Quest - Student Information System. The form is titled 'Intent to Graduate' and includes a red asterisk indicating required fields. The user's information is pre-filled: Surname (Wayne), Given Name(s) (Bruce), Faculty (empty), Student ID (57019683), and Current Academic Plan (Computer Science). The 'Enrolled at' section has checkboxes for University of Waterloo, Renison College, and St. Jerome University. The 'Degree and/or Diploma Requested' section includes a dropdown for 'Bachelor of Computer Science' and radio buttons for 'Doctor of Optometry' and 'Diploma (e.g., Diploma in Church Music and Worship)'. The 'Select one:' section has radio buttons for '3-Year General', '4-Year General', 'Honours', and 'Pre-Professional Architecture'. The 'System of Study' section has radio buttons for 'Regular', 'Co-op', and 'Global Experience Certificate'. There are three 'Plan Major' and 'Sub-Plan' sections, each with a text input field. The 'Minors' and 'Options' sections also have text input fields. The 'Last registered term in which requirements are expected to be completed' section has dropdown menus for 'Fall' and 'Year 2008'. The 'Expected Graduation Ceremony' section has radio buttons for 'June' and 'October' and a 'Year 2008' dropdown. A question asks if the user will accept a degree if requirements are not met, with 'Yes' and 'No' radio buttons. A section for previous degrees has 'Degree' and 'Date' (1/1/2009) fields. The 'Important Information - please note:' section has 'Email' (bwayne@artsmall.uwaterloo.ca) and 'Daytime Phone Number' fields. A 'Submit' button is at the bottom.

Figure 40 : Intent to Graduate form

5.2 Request Official Transcripts

In order to obtain an authoritative record of your academic standing, you must receive an *official transcript* from the Registrar's Office.

You can create a request for an *official transcript* under the [Manage Request](#) link of the *Service Request* sub-menu in *Academics*. In the drop-down selection field, select the "Official Transcript" option and then select **Make Request**.

The *Request Official Transcript* form (shown in Figure 41) opens with the following fields pre-populated: surname, student ID, previous surname, given names, email, date of birth, and telephone.

You are required to complete the following fields: *total number of transcripts ordered*, *payment information*, and *method of delivery*.

In order to submit the form to the Registrar's Office, select the **Submit** button. After you submit the form, if successful, you are redirected to the [Manage Request](#) Web page. If you fail to fill the required

fields, an error message (QE5.2-1 to QE5.2-3) is displayed at the top of the form with the missing required fields.

If you provide invalid credit card information, the payment will not be processed. You will be contacted by the Registrar's Office.

The screenshot shows the 'Request Official Transcript' form in the Quest - Student Information System. The form is titled 'Request Official Transcript' and includes a red asterisk indicating required fields. The form is divided into several sections: 'Transcript Order', 'Method of Delivery', and 'Payment Information'. The 'Transcript Order' section asks when the transcript(s) should be mailed or picked up, with options for 'When official final term grades are available for the [Fall] term', 'After spring convocation', 'After Fall convocation', and 'As soon as possible'. The 'Method of Delivery' section asks how the transcripts should be delivered, with options for 'I will pick up the transcripts (in separate signed and sealed envelopes)' and 'Please forward the transcripts to the following recipient'. The 'Payment Information' section asks for payment information, including 'Credit Card Type', 'Card Number', 'Cardholder's Name', and 'Expiry Date'. The form also includes a 'Submit' button at the bottom.

UNIVERSITY OF Waterloo

Help Log out

Quest - Student Information System

Home Academics Finance

Courses

- Academic Calendar
- Search Courses
- Add/Drop Courses
- Course Textbooks

Schedules

- Weekly Schedule
- Exam Schedule
- Registration Appointments

Degree

- Degree Progress
- Transcripts
- Minors
- Advisors

Service Requests

- Manage Service Requests

Request Official Transcript

* - Required Fields

Current Surname Wayne

Previous Surname

Given Name(s) Bruce

Student ID 57019683

Email bwayne@artsmail.uwaterloo.ca

Date of Birth 1/1/2009

Telephone

Faculty of Last Attendance

Transcript Order

When should the transcript(s) be mailed or picked up? (select one)

- When official final term grades are available for the Fall term
- After spring convocation
- After Fall convocation
- As soon as possible

* How many transcripts do you require?

Method of Delivery

How should the transcripts be delivered?

- I will pick up the transcripts (in separate signed and sealed envelopes)
- Please forward the transcripts to the following recipient

Recipient Information

Name: Phone Number:

Address: Special Instructions:

Shipping Method

- Regular Mail
- Courier
\$10 within Ontario, \$20 within Canada, or \$25 outside of Canada
- Fax - Originals delivered via regular mail
\$4 if in Canada or \$10 if outside of Canada

Fax Number:

Include all required telephone and fax numbers for international numbers
e.g., 011 + country code + city code + local number

Payment Information

Please enter your payment information

Credit Card Type: Master Card

Card Number:

Cardholder's Name:

Expiry Date: 01 2008

Submit

Figure 41 : Request official transcript

5.3 Request Course Override

In order to add or drop a course for which you do not have the prerequisites, have time conflicts, or you are late in adding or dropping a course, you must make a *course override* request.

You can create a request for *course override* under the Manage Request link of the *Service Request* sub-menu in *Academics*. In the drop-down selection field, select the "Course Override" option and then select **Make Request**.

The *Request Course Override* form (shown in Figure 42) opens with the following fields pre-populated: student ID, surname, given names, and email.

In the *class enrollment information* section, you need to provide information on the courses that you wish to be added or dropped by completing the *Add* or *Drop* sections.

The Registrar's Office will notify the instructor of the request, and will ask for the instructor's approval. If the instructor does not approve the request, the Registrar's Office will contact you.

In order to submit the form to the Registrar's Office, select the **Submit** button. After you submit the form, if successful, you are redirected to the Manage Request Web page. If you fail to complete the required fields, an error message (QE5.3-1) is displayed at the top of the form with the missing required fields.

The screenshot shows the 'Request Course Override' form in the Quest - Student Information System. The form is pre-populated with the following information:

- Surname: Wayne
- Given Name(s): Bruce
- Faculty/Plan: [Empty]
- Student ID: 57019683
- Email: bwayne@artsmail.uwaterloo.ca
- Term: Fall
- Year: 2008

The form includes two main sections for 'Class Enrollment Information':

- Add:** Fields for Primary Meet Class No. (4 char), Primary Meet Section No. (3 char), Class Number for Related 1 (4 char), Subject, Catalog Number, Related 1 Section Number (3 char), Class Number for Related 2 (4 char), Related 2 Section Number (3 char), Enrollment Session (Reg/DEd), Grading Basis (e.g., AUD, NGP, XTR), and Requirement Designation (e.g., XTRA).
- Drop:** Fields for Primary Meet Class No. (4 char), Primary Meet Section No. (3 char), Class Number for Related 1 (4 char), Subject, Catalog Number, Related 1 Section Number (3 char), Class Number for Related 2 (4 char), Related 2 Section Number (3 char), Enrollment Session (Reg/DEd), Grading Basis (e.g., AUD, NGP, XTR), and Requirement Designation (e.g., XTRA).

A 'Submit' button is located at the bottom right of the form.

Figure 42 : Request course override

5.4 Request Pre-Enrollment Course Override

In order to enroll in courses in the term after the next term, you must make a *pre-enrollment course override* request.

You can create a request for a *pre-enrollment course override* under the Manage Request link of the *Service Request* sub-menu in *Academics*. In the drop-down selection field, select the "Pre-enrollment course override" option and then select **Make Request**.

The *Request Pre-enrollment Course Override* form (shown in Figure 43) opens with the following fields pre-populated: student ID, surname, given names, and email.

You are required to complete the following fields: faculty/plan, pre-enrolment term, and scheduling preference for all on-campus courses. Also, you need to complete the pre-enrollment course information for each class you wish to add or drop. The fields *drop all courses*, and *notes* are optional.

The Registrar’s Office will contact your academic advisor for their approval.

The Request Pre-enrollment Course Override form must be submitted to the Registrar’s Office within one week following the end of the pre-enrollment period. The pre-enrollment period is determined each term by the Registrar’s Office.

In order to submit the form to the Registrar’s Office, select the **Submit** button. After you submit the form, if successful, you are redirected to the [Manage Request](#) Web page. If you fail to complete the required fields, an error message (QE5.4-1 to QE5.4-2) is displayed at the top of the form with the missing required fields.

Figure 43 : Request pre-enrollment course override

5.5 Request Exam Relief

You can create a request for *exam relief* under the University of Waterloo’s policy for exam conflict:

- You are writing two examinations in a row; OR
- You are writing in the last period on one day and the first period on the next day

You can create a request for exam relief under the [Manage Request](#) link of the *Service Request* sub-menu in *Academics*. In the drop-down selection field, select the “Exam Relief” option and then select **Make Request**.

Complete the *Request Exam Relief* form (shown in Figure 44) according to the instructions provided on the Web page. Prior to submitting the form, you must agree to the terms and conditions by selecting the associated radio buttons.

In order to submit the form to the Registrar’s Office, select the **Submit** button. After you successfully submit the form, you are redirected to the *Manage Request* page. If you fail to complete all required fields, an error message (QE5.5-1 to QE5.5-3) is displayed at the top of the form with information on the missing fields.

The screenshot shows the 'Request Exam Relief' form within the Quest - Student Information System. The page header includes the University of Waterloo logo and navigation links for 'Home', 'Academics', and 'Finance'. The 'Academics' menu is expanded, showing options like 'Courses', 'Schedules', 'Degree', and 'Service Requests'. The main form area is titled 'Request Exam Relief' and includes a 'Student Information' section with fields for First Name (Bruce), Last Name (Wayne), Student ID (57019683), E-mail (bwayne@artsmail.uwaterloo.ca), and Phone Number ((519) 555-1234). Below this is the 'Exam Status' section, which contains a paragraph of text and several radio button options for selecting exam relief conditions. At the bottom of the form is a 'Submit' button and a 'NOTE' regarding back-to-back exam relief.

UNIVERSITY OF Waterloo

Help Log out

Quest - Student Information System

Home Academics Finance

Courses

- Academic Calendar
- Search Courses
- Add/Drop Courses
- Course Textbooks

Schedules

- Weekly Schedule
- Exam Schedule
- Registration Appointments

Degree

- Degree Progress
- Transcripts
- Minors
- Advisors

Service Requests

- Manage Service Requests

Request Exam Relief

All fields are required

Student Information

First Name: Bruce
Last Name: Wayne
Student ID: 57019683

Please provide a **regularly-checked email address** as the assigned examination location and any other pertinent information will be communicated to you via email.

E-mail:
Phone Number:

Exam Status

The University will ensure relief by making alternative scheduling arrangements if your examination schedule contains one of the following conditions. Please indicate which condition applies to you:

- I have two examinations in a row
- I am writing in the last period on one day and the first period the next day

If one of the above conditions applies to you, the following options are available

- I accept the above conditions and will write my exams as scheduled**
I will accept my examination combination that violates the above conditions, and I understand that petitions or appeals based on the violation of the above conditions will not be granted
- I wish to apply for examination relief as indicated below**
I acknowledge that knowledgeable proctors will not be available to answer questions at the alternate examination location

I will write at the regularly scheduled start time
I will write before the regularly scheduled start time

If you are writing the exam 1 hour early

I will check into the assigned examination location at least 1 hour and 15 minutes before the regularly scheduled start time. Once I begin writing, I will remain in the assigned examination location for at least 2 hours regardless of the duration of the examination.

Note: You cannot choose to write an examination starting at 9:00am one hour earlier.

If you are writing the exam 1 hour later

I will check into the assigned examination location at least 45 minutes after the regularly scheduled start time. Once I begin writing, I will remain in the assigned examination location for at least 1 hour regardless of the duration of the examination.

Note: You cannot choose to write an examination starting at 7:00pm one hour later.

NOTE: Where UW students seek relief from a back-to-back problem where one of the courses is a WLU examination, the UW examination is written in the assigned examination location and the WLU examination is written at its scheduled time and location. Relief for 2 WLU examinations scheduled back-to-back cannot be provided because UW has no control over the WLU examination timetable.

Figure 44 : Request exam relief

5.6 Request Plan Modification or Department Transfer

In order to transfer between departments, you must make a *request plan modification or department transfer* request.

You can create a request for *plan modification* or *department transfer* under the [Manage Request](#) link of the *Service Request* sub-menu in *Academics*. In the drop-down selection field, select the “Plan modification / department transfer” option and then select **Make Request**.

A *Request Plan Modification/Department Transfer* form (shown in Figure 45) opens with the following fields pre-populated: student ID, surname, given names, e-mail, and mailing address.


You are required to complete the following fields: requested academic information, reason for request, and plan modification approvals.

If you intend to do a plan modification, you do not need to complete the department transfer section of the form. However, if you intend to apply for a department transfer, the internal transfer section needs to be completed.

The processing time for this form is approximately two weeks.

If you are applying for a *Co-op* plan, you need to attach a resume in the Portable Document Format (PDF) or the Microsoft Word Document (DOC/DOCX) format. You can attach the resume to the form by selecting the **Browse** button after the *attach resume* field. A file selection dialog box is opened from which you can select your resume to attach.

In order to submit the form to the Registrar’s Office, select the **Submit** button. After you successfully submit the form, you are redirected to the [Manage Request](#) Web page. If you fail to complete all required fields, an error message (QE5.6-1 to QE5.6-7) is displayed at the top of the form with information on the missing fields.



UNIVERSITY OF
Waterloo

[Help](#) [Log out](#)

Quest - Student Information System

Home Academics Finance

Courses

[Academic Calendar](#)
[Search Courses](#)
[Add/Drop Courses](#)
[Course Textbooks](#)

Schedules

[Weekly Schedule](#)
[Exam Schedule](#)
[Registration Appointments](#)

Degree

[Degree Progress](#)
[Transcripts](#)
[Minors](#)
[Advisors](#)

Service Requests

[Manage Service Requests](#)

Request Plan Modification/Department Transfer

* - Required Fields

Surname Wayne

Given Name(s) Bruce

Student ID 57019683

Email

Mailing Address

Street:

City:

Province: **Home Phone:**

Postal Code: **Business Phone:**

Requested Academic Information

* Current Academic Plan

Program Name / Department

Academic Program

3-Year General
 4-Year General
 Honours
 Non-degree/Post-degree
 Exchange

Form of Study

Regular
 Co-op
 Distance Education

Campus

UW
 REN
 STJ

* Request Academic Plan

Program Name / Department

Academic Program

3-Year General
 4-Year General
 Honours
 Non-degree/Post-degree
 Exchange

Form of Study

Regular
 Co-op
 Distance Education

Campus

UW
 REN
 STJ

Start Term

Year

* Reason for Request – Indicate your academic interests in the Requested Plan and explain the reasons for changing your Plan.

Attach Resume:

Figure 45 : Request plan modification/department transfer

Appendix A: Glossary

Calendar: The Academic Calendar is published yearly and contains current information about courses, programs, related policies and regulations for students and new applicants.

Cashier's Office: The administration office at University of Waterloo which is responsible for all account records, payroll, and tax information.

Co-op: The program with work experience requirements for the completion of the program. Students in the co-op program are required to complete a number of 4-month work terms as determined by the students' home departments.

Course Override: The form which must be completed in order for a student to enroll in a course where conditions exist which prohibit a student from self-enrolling in the course: instructor consent requirement, department consent requirement, unmet pre-requisite, full class, schedule conflict, term units overload, or academic career conflicts.

Distance Education: Program of study which allows a student to complete credit courses, using course materials prepared by a UW instructor, without attending on-campus classes.

Distance Education Examination Centre: The location where a distance education student completes their exams. A student's distance education examination centre is chosen by the student from one of many pre-arranged locations which are sanctioned by Distance Education administrators; proctors are provided during the examination period.

Exam Relief: The form which a student must complete when the student is writing two examinations in a row, or writing exams in the last period on one day and the first period on the next day.

Intent to Graduate: The form which a student must complete in order to graduate from the student's current academic plan at the University of Waterloo. This form initiates an academic audit process to evaluate the student's qualifications to graduate.

Official Transcript: The authoritative record of a student's courses, grades, academic standings, academic achievements, awards, and bursaries. The official transcript is always provided in paper form inside a sealed envelope with a signature of an official from the Registrar's Office on the seal of the envelope. A student can make a request for his or her official transcript online through Quest, or in person from the Registrar's Office. A fee of \$8.00 CAD applies per copy.

Plan Modification: The form which a student must complete in order to make academic plan modifications: adding or removing options, adding or removing minors, adding or removing majors, transferring to a different program, transferring to a different department, transferring to a different faculty, or changing the student's work-term sequence (for co-op students only).

Pre-enrollment: Enrollment for classes to be taken in a future term. A student may pre-enroll for courses for the term after the next term. Students are not guaranteed enrollment into the course with the completion of the pre-enrollment process.

Pre-enrollment Course Override: The form which a student must complete in order to pre-enroll for classes where conditions similar to *course override* exist.

Registrar's Office: The administration office at University of Waterloo which is responsible for all personnel records as well as students' academic records.

Registration Appointment: The scheduled time when a student is allowed to register for courses for the next term. Changes to a student's course enrollment can only be made after the open enrollment period begins with the exception of course override requests.

RSS: RSS is a family of Web feed formats used to publish frequently updated works, such as blog entries, news headlines, audio, and video, in a standardized format⁵. RSS is an acronym for Really Simple Syndication.

Student ID: A student's permanent 8-digit numeric student number.

T2202A Form: Tuition and Education Amounts Certificate for Canadian Personal Income Tax purposes.

Unofficial Transcript: A report generated automatically by Quest which gives a student an indication of the student's current courses, grades, academic standings, academic achievements, awards, and bursaries. Note that unofficial transcripts are not authoritative, and are only intended as a reference for students. For an authoritative record of a student's academic standing, the student must obtain an *official transcript* from the Registrar's Office.

User ID: Campus-wide alpha numeric account log in name from UWDir.

UWDir: The University of Waterloo personnel database.

UW Directory: *See UW Dir.*

Web browser: Software used to browse Web sites on the Internet.

⁵ [http://en.wikipedia.org/wiki/RSS_\(file_format\)](http://en.wikipedia.org/wiki/RSS_(file_format)), Nov. 24, 2008.

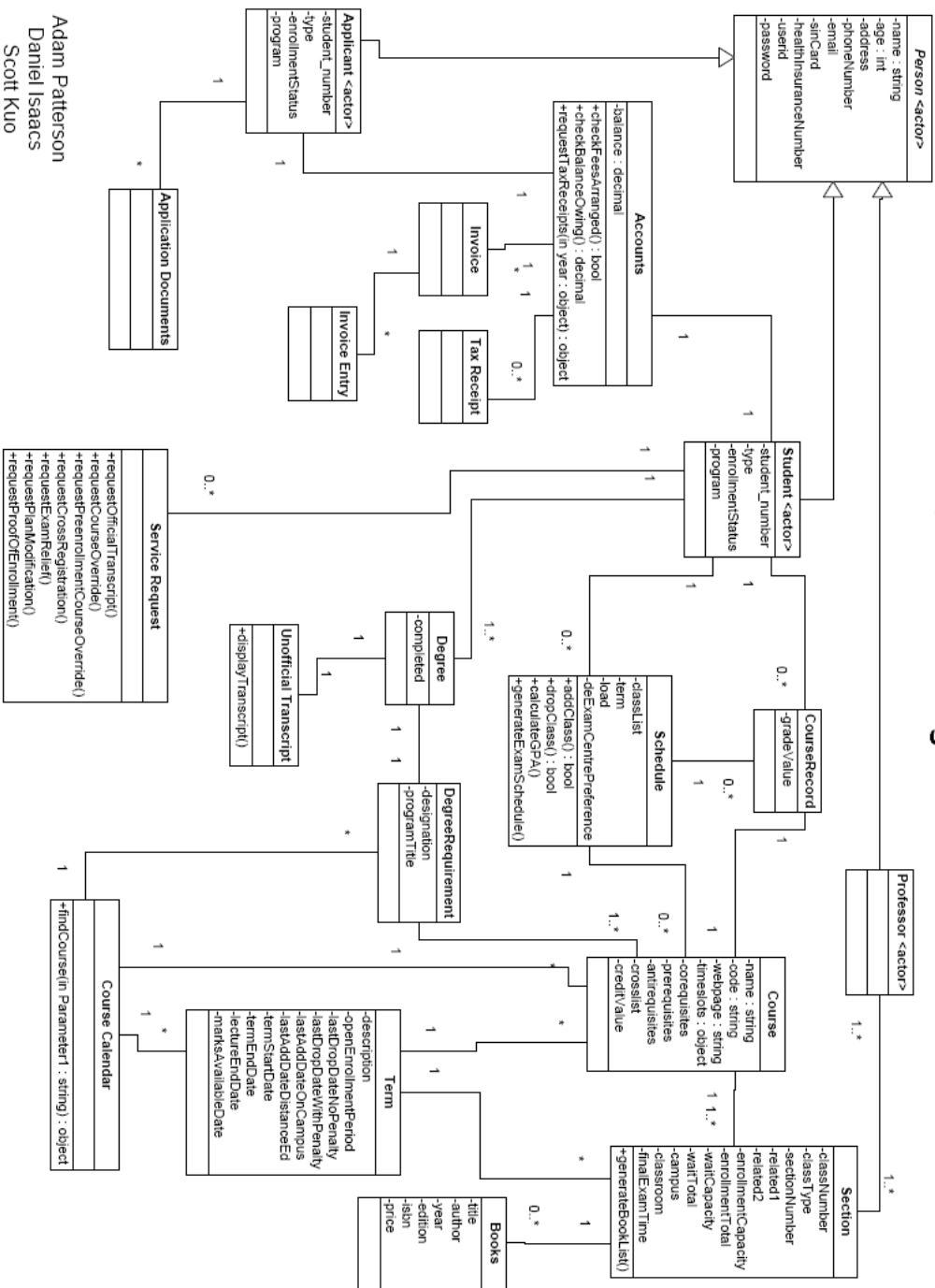
Appendix B: List of Error Codes

Error Code	Description
QE1.2-1	The user ID and password combination that you have entered is invalid.
QE1.2-2	You have entered an invalid password more than 5 times. Your account is disabled for 24 hours.
QE1.5.1-1	There was a problem saving the file you have uploaded. Please try to upload your file again.
QE1.5.1-2	Quest could not update your self reported grades. Please re-submit the information you have supplied.
QE1.5.1-3	Course Name/Number is required.
QE1.5.1-4	Course Grade is required.
QE1.6-1	The URL you have entered is an invalid URL.
QE1.6-2	The URL you have entered is not a valid feed.
QE1.6-3	The URL you have entered cannot be reached due to server error.
QE1.6-4	The URL you have entered requires HTTP authentication.
QE2.1.3.1-1	The course could not be added to your schedule due to a scheduling conflict.
QE2.1.3.1-2	The course could not be added to your schedule as you fulfill the required pre-requisites.
QE2.1.3.1-3	The course could not be added to your schedule as you have already completed anti0requisites for the course.
QE2.1.3.1-4	The course could not be added to your schedule as you will require a course override to be enrolled in this course.
QE3.1.2-1	Sorry, but the course you are searching for cannot be found.
QE3.2-1	The postal code you entered is invalid.
QE3.2-2	The phone number you entered is invalid.
QE3.2-3	The emergency contact must have a valid name and phone number.
QE5.1-1	Enrolled at field is required.
QE5.1-2	Plan Major field is required.
QE5.1-3	Expected Graduation Ceremony is required.

Error Code	Description
QE5.2-1	Total number of transcripts ordered is required.
QE5.2-2	Payment information is required.
QE5.2-3	Invalid credit card information.
QE5.3-1	Class enrollment information for adding or dropping a course is required.
QE5.4-1	Faculty Plan is required.
QE5.4-2	Scheduling Preference is required.
QE5.5-1	E-mail is required.
QE5.5-2	Phone number is required.
QE5.5-3	Exam status is required.
QE5.6-1	The Academic Program of the Current Academic Plan section is required.
QE5.6-2	The Form of Study of the Current Academic Plan section is required.
QE5.6-3	Campus of the Current Academic Plan section is required.
QE5.6-4	The Academic Program of the Requested Academic Plan section is required.
QE5.6-5	The Form of Study of the Requested Academic Plan section is required.
QE5.6-6	Campus of the Requested Academic Plan section is required.
QE5.6-7	Reason for Request is required.

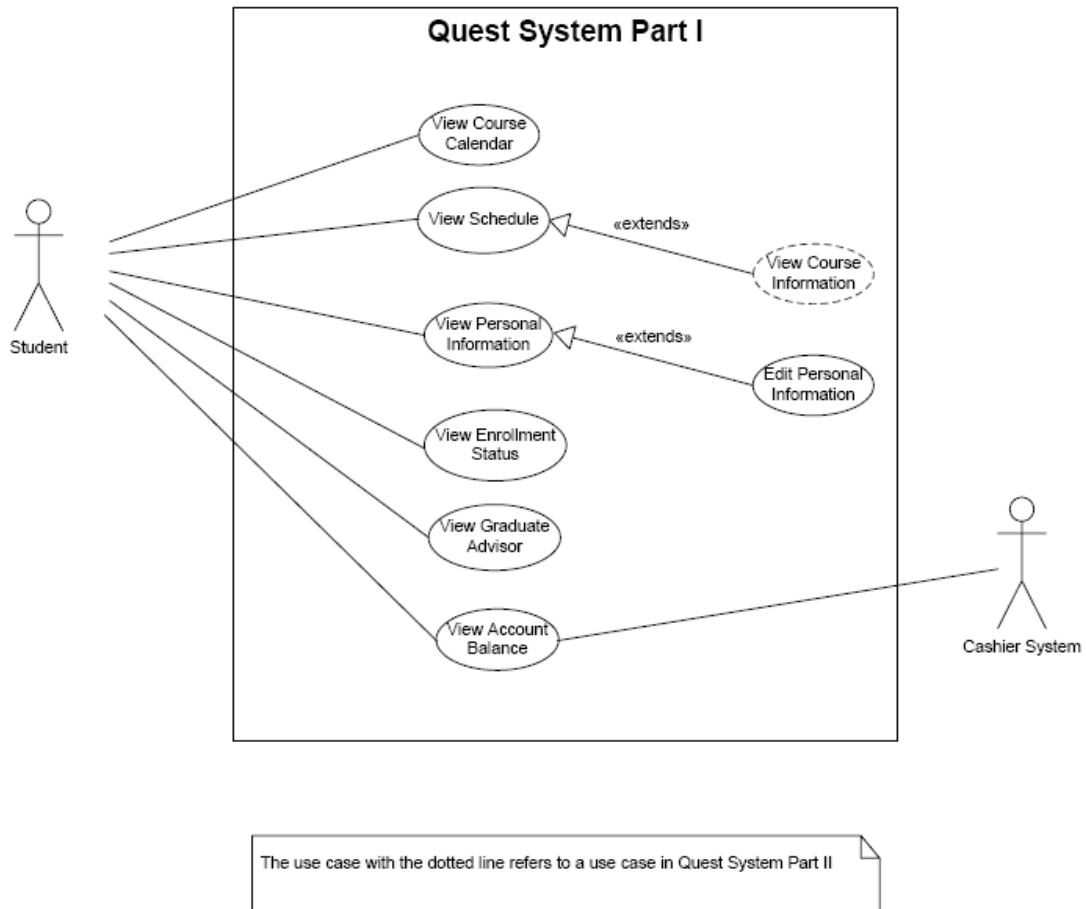
Appendix C: UML Class Diagram

Quest Class Diagram



Adam Patterson
 Daniel Isaacs
 Scott Kuo
 Janna-Lynn Weber

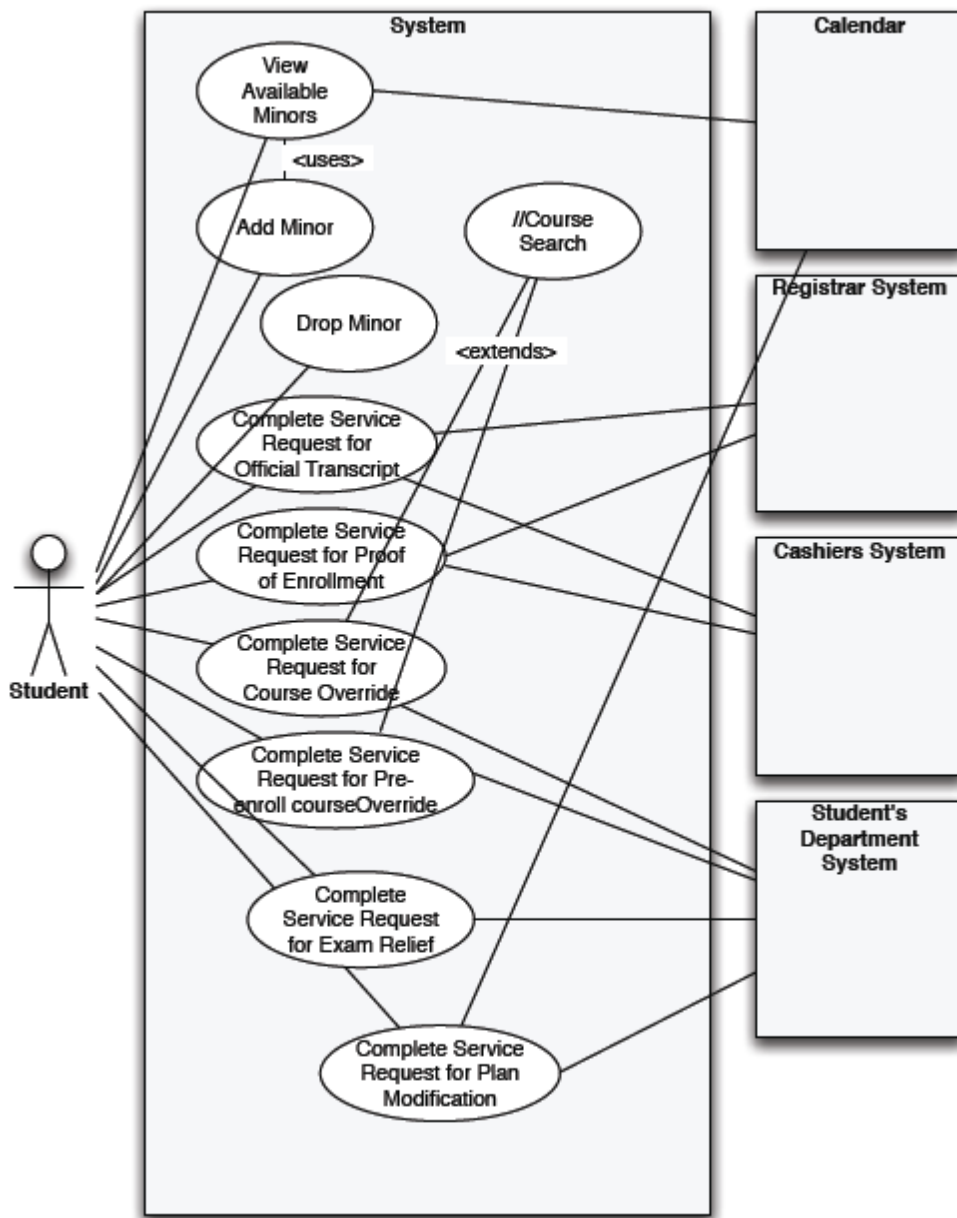
Appendix D: UML Use Case Model

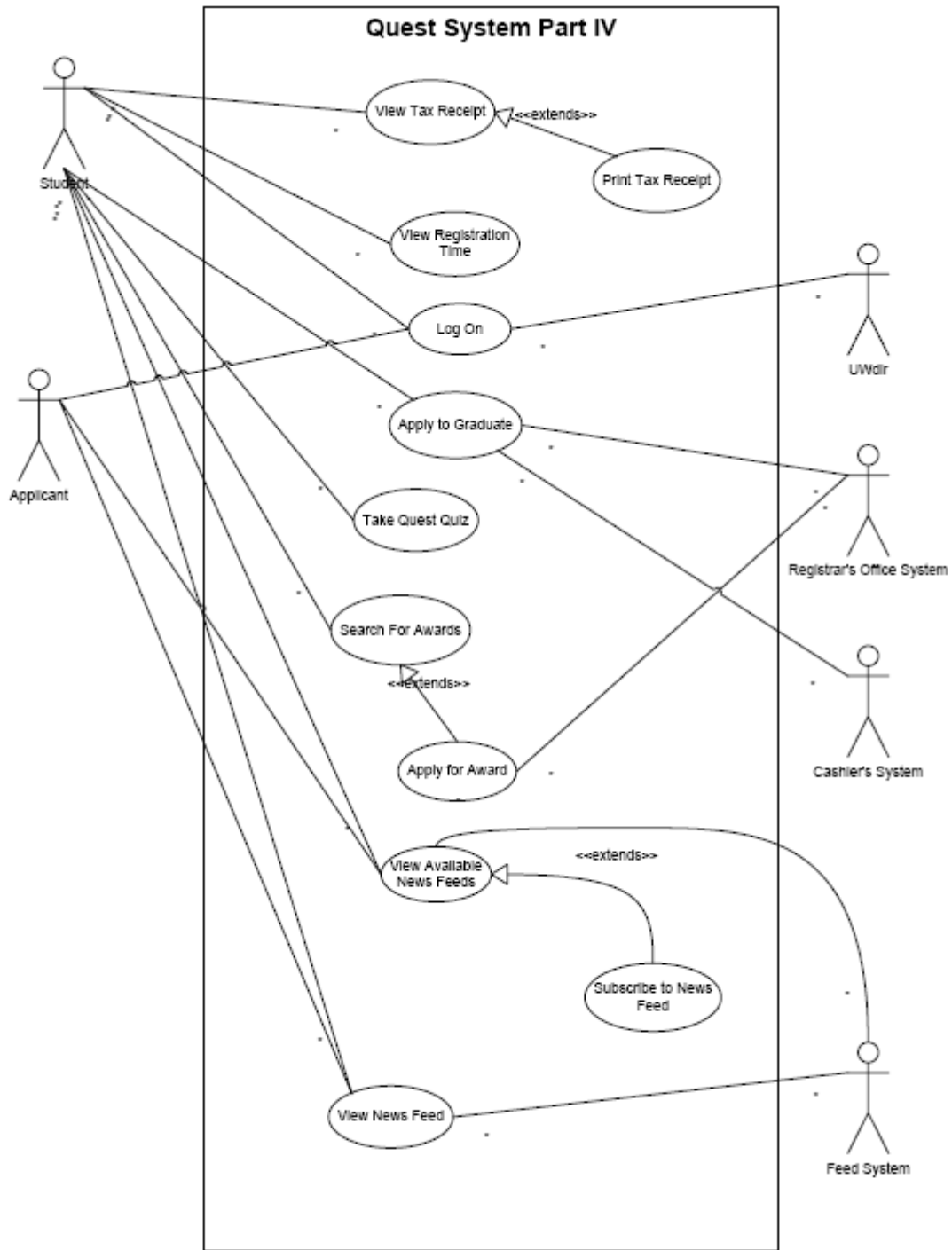


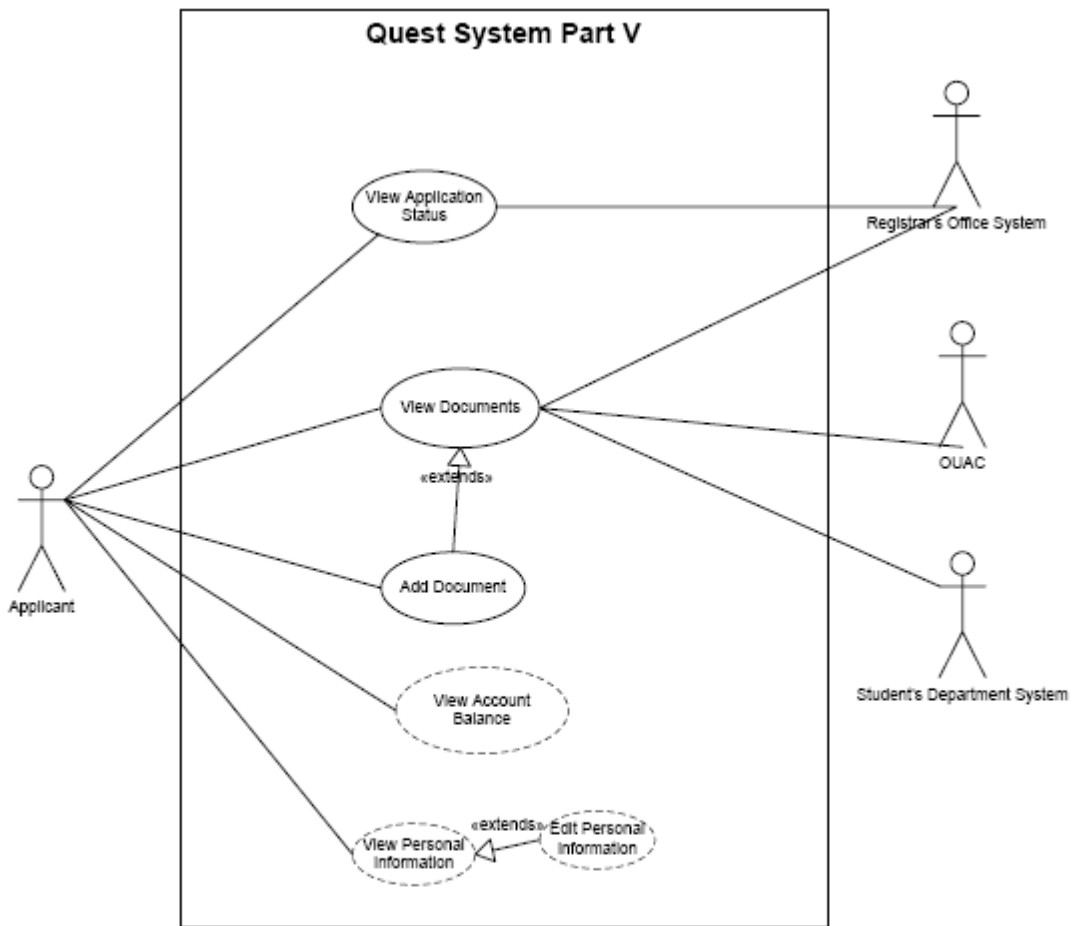
Class is any one of the following:

- LEC - Lecture
- LAB - Lab
- TUT - Tutorial
- SEM - Seminar
- PRJ - Project
- WSP - Workshop
- RDG - Reading
- DIS - Discussion
- ORL - Oral Conversation
- STU - Studio
- ESS - Essay
- PRA - Practicum
- TST - Test
- TLC - (unknown type, CS 100 only)
- WRK - Work-term
- ENS - Ensemble
- CLN - Clinic
- FLD - Field Studies









The use case with the dotted line refers to a use case in Quest System Part I