myUTTyler College/Departmental Advisor Frequently Asked Questions

1) Why don’t I have access to view the academic advising-related components of myUTTyler?
   a. If you do not have access to these components please e-mail The Academic Success Depotartment to determine if your security needs to be updated, success@uttyler.edu.

2) How can I receive training on these advising-related features?
   a. Directions for all advising-related features are available online, via your myUTTyler account. To schedule a departmental or individual training please contact the Academic Success Department, success@uttyler.edu.

3) Why is the student under one catalog for Core Curriculum and a different catalog for their major?
   a. Typically this is a discrepancy with the student’s Requirement Term. Within myUTTyler there are 2 Requirement Terms (RT) that control which catalog a student is working under. The Career RT controls the Core Curriculum, and the Program/Plan RT controls the major/minor. If, for example, the student is working under the 2008-2010 catalog for the major, but the Core Curriculum shows 2006-2008 please e-mail Sam Carroll in the Registrar’s Office and ask if the Career and Program/Plan Requirement Terms match. If not, Sam can update the appropriate RT to ensure that the catalogs requirements match between the Core Curriculum and the major/minor.

4) Why is a transfer course that has a direct equivalent to a UT Tyler course showing as TRAN or SubjectTRAN instead of as a direct equivalent? (Example ENGL 2332 from TJC should show as ENGL 2362, but instead is ENGLTRAN2000).
   a. During the conversion from POISE to myUTTyler many commonly transferred courses that have direct UT Tyler equivalents were not able to be converted as direct equivalents. These problems are most common in the literature and lab sciences sections. If these courses fall within the Core Curriculum please contact the Registrar’s Office.

5) The degree requirements for a major in my department are wrong (ex: courses that should count are not showing up in the course grid, or the order in which the requirements are showing is incorrect).
   a. Courses that are no longer active will not show up in the course grid unless the student previously completed the course before it was inactivated. To view a list of all active courses within your department use the Browse Catalog Tab within Faculty Center.
   b. If the course in question is active please contact The Academic Success Department, success@uttyler.edu to have the course added to the course grid.

6) Why is there no Transfer Credit Summary when the student has turned in an official transcript?
   a. In most situations the Admissions Office has not had the chance to enter the coursework into myUTTyler from the official transcript. Please e-mail the Admissions Processing team requesting the coursework be entered into myUTTyler.
(Note: Admissions must have an official transcript on file before course work from another institution can be entered. Please verify that the transcript in Image Now is official before sending this request.)

7) Why are courses showing in the Transfer Credit Summary, but not showing up in the PAR?
   a. In most cases this is because the courses have been submitted or accepted, but not posted in myUTTyler. In the Transfer Credit Report the status column must show the work as Posted before the courses will show up in the PAR. If you see a Transfer Credit Report with any status other than ‘Posted’, you may e-mail the Admissions Processing team and ask them to post the transfer work for that student.

8) Why are courses that were counting for the Core Curriculum in POISE not counting towards the Core Curriculum in myUTTyler?
   a. Unfortunately, this is most likely a conversion error from POISE to myUTTyler. If you see an instance where part of a student’s Core Curriculum is not satisfied please e-mail the Registrar’s Office with a request for a Core Curriculum review for the student. NOTE: All Core Curriculum changes must be made by the Registrar’s Office.

9) If a student is in the wrong plan (major) how can they change it?
   a. Students must fill out a change of major form at the Enrollment Services Center.

10) If a student is under the wrong catalog requirements how can they change it?
    a. Students must request their Requirement Term be changed in the Registrar’s Office to reflect the accurate catalog requirements.

11) If I run an advisement report and it doesn’t list any degree requirements what is wrong?
    a. This is an error in the setup. Please e-mail The Academic Success Department with the student’s name and ID number for it to be fixed. success@uttyler.edu

12) How do I make a substitution to a degree requirement for a student?
    a. Certain individuals within your college have been identified to process substitutions.

For all other questions please e-mail the Academic Success Department, success@uttyler.edu