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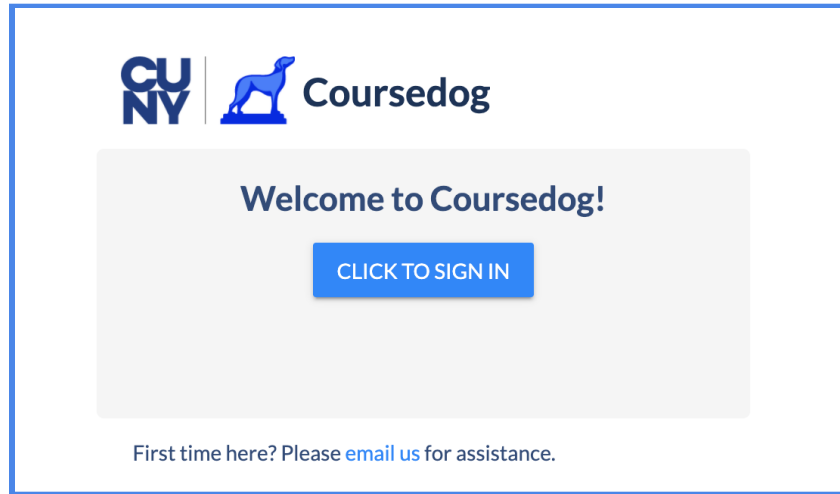
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Logging In

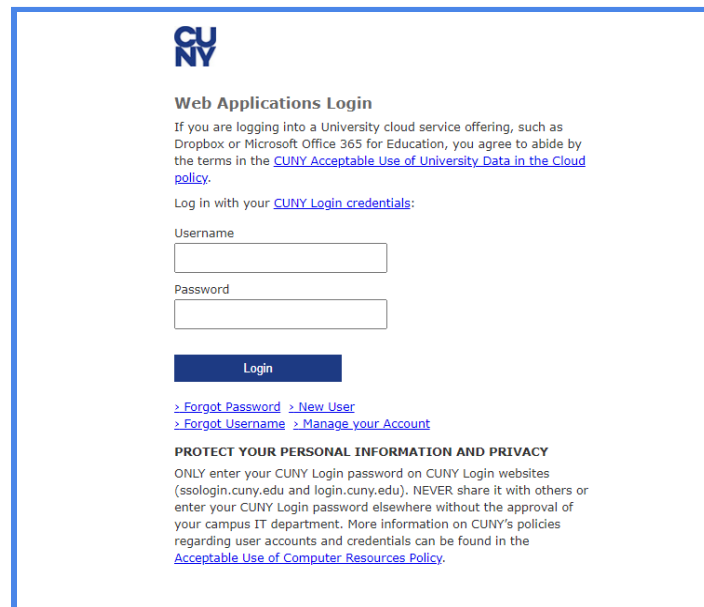
For production: log in at coursedog.cuny.edu

For training: log in at coursedog-test.cuny.edu

Select 'Click to Sign In'

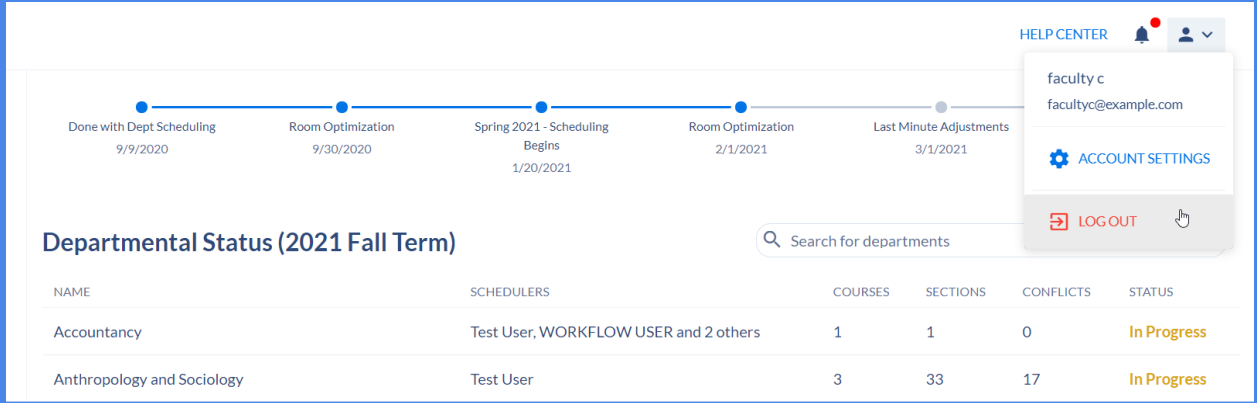


You will be directed to CUNY's login page, where you can enter your CUNY credentials.



Note: The system times out after 90 minutes of inactivity.

To logout, hover over to the right hand side of the screen where the person icon is displayed, click on the icon and select the “**LOGOUT**” button.



The screenshot shows a progress bar at the top with five stages: 'Done with Dept Scheduling' (9/9/2020), 'Room Optimization' (9/30/2020), 'Spring 2021 - Scheduling Begins' (1/20/2021), 'Room Optimization' (2/1/2021), and 'Last Minute Adjustments' (3/1/2021). Below the progress bar is a section titled 'Departmental Status (2021 Fall Term)' with a search bar. A user profile dropdown menu is open on the right, showing the user 'faculty c' with email 'facultyc@example.com' and options for 'ACCOUNT SETTINGS' and 'LOGOUT'. The table below shows the status for two departments.

NAME	SCHEDULERS	COURSES	SECTIONS	CONFLICTS	STATUS
Accountancy	Test User, WORKFLOW USER and 2 others	1	1	0	In Progress
Anthropology and Sociology	Test User	3	33	17	In Progress

Note: To gain access to the Coursedog Platform via Scheduling Management Tool, a Security/Role must be added to your account in CUNYfirst. Please consult with your Local ASL to either Add/Remove the Security/Role to your account.

Overview

The Faculty Workload is based on the course workload that the instructor teaches for the class sections for the given term. Below are the steps to show you how to navigate the scheduling platform and for the user to be able to adjust the workload of the Faculty/Instructor that is teaching the class section.

Note: The “Scheduling Faculty Workload” role is given to those coordinators who only edit the workload of their instructors in the College. The user given this role will only have access to edit the instructor’s information (i.e. Contact, Employee Record #, Assign Type, Load Factor, Workload) inside the “**Set Instructor Roles & Details**” button located in the Instructors Card of the Scheduling Management tool. All other fields of the class schedule are locked and to be viewed only. Please consult with your Local ASL to receive the appropriate Security/Role for you to access this.

Editing Faculty Workload Information in the Instructors Card

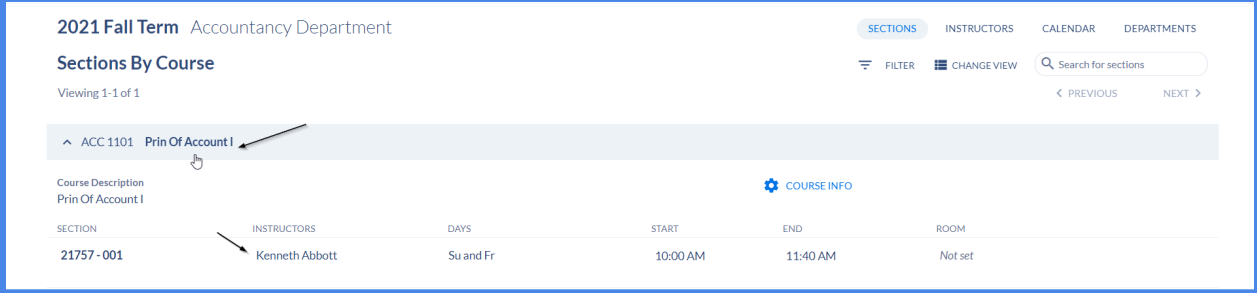
1. Once you login to the Scheduling Management Tool, there are two ways to view the Faculty’s Workload;
 - 1) You can either head to the “**Section Editor**” button, located to the left side of the screen.
 - 2) Or on the home page, underneath the *Department Status* of the viewing Term, you may go and select the name of the Academic Department where the Faculty teaches under.

NAME	SCHEDULERS	COURSES	SECTIONS	CONFLICTS	STATUS
Accountancy	Test User, WORKFLOW USER and 2 others	1	1	0	In Progress
Anthropology and Sociology	Test User	3	33	17	In Progress
Black and Latino Studies	No Schedulers	0	0	0	Not Started
Communication Studies	Test User	0	0	0	Not Started
Computer Information Systems	Test User	0	0	0	Not Started
Department of Information Systems and Statistics	No Schedulers	0	0	0	Not Started
Economics and Finance	Test User	0	0	0	Not Started
Education	Test User	0	0	0	Not Started
English	Test User	0	0	0	Not Started
Fine and Performing Arts	Test User	0	0	0	Not Started
History	Test User	0	0	0	Not Started

Note: If viewing from the “**Section Editor**” button, by default you are viewing all courses offered for the term from all departments versus under the *Departmental Status* of the Term, you are viewing all courses offered from a specific department. Under the section editor, to switch from

viewing all courses from all departments to a specific department, you may head over to the top right corner of the screen and select the **DEPARTMENTS** button and select which department you would like to view.

2. If you select the course (i.e. ACC 1101) a drop down of all sections would appear (if they are created) underneath and you are able to see the Instructor teaching for the class section(s) they are assigned to (if attached to the class section).



2021 Fall Term Accountancy Department

Sections By Course

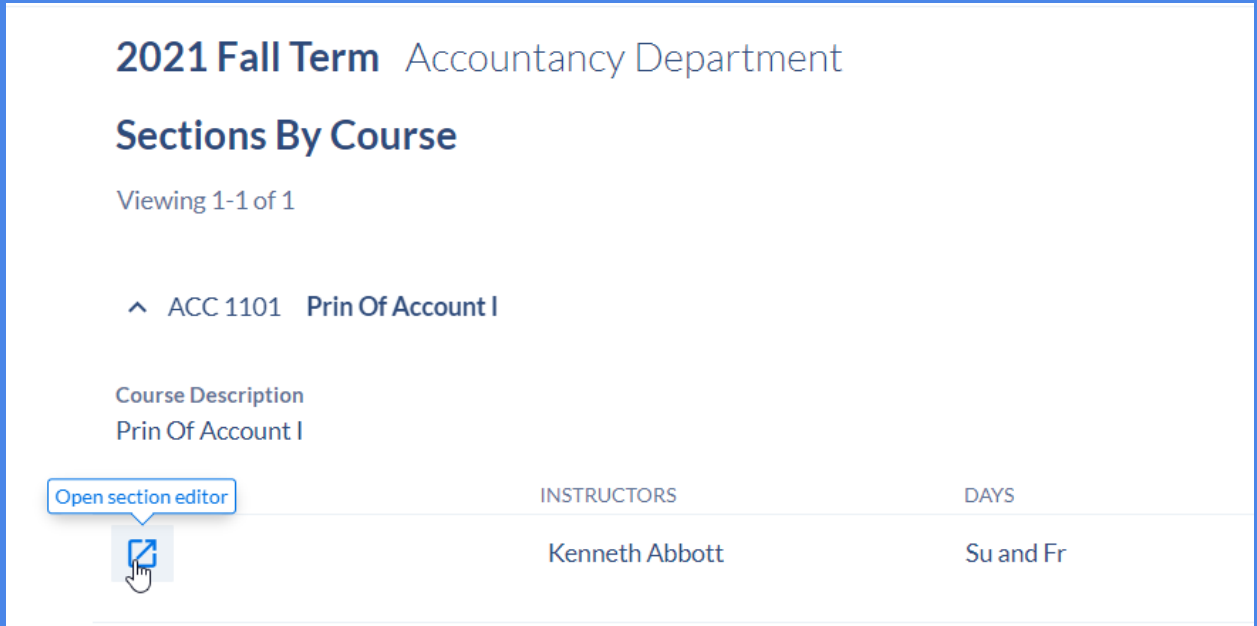
Viewing 1-1 of 1

ACC 1101 Prin Of Account I

Course Description
Prin Of Account I

SECTION	INSTRUCTORS	DAYS	START	END	ROOM
21757-001	Kenneth Abbott	Su and Fr	10:00 AM	11:40 AM	Not set

3. Underneath the “SECTION” field, hover over the Class Number - Section Number displayed and select the **Open section editor** icon to take you directly to the class section editor.



2021 Fall Term Accountancy Department

Sections By Course

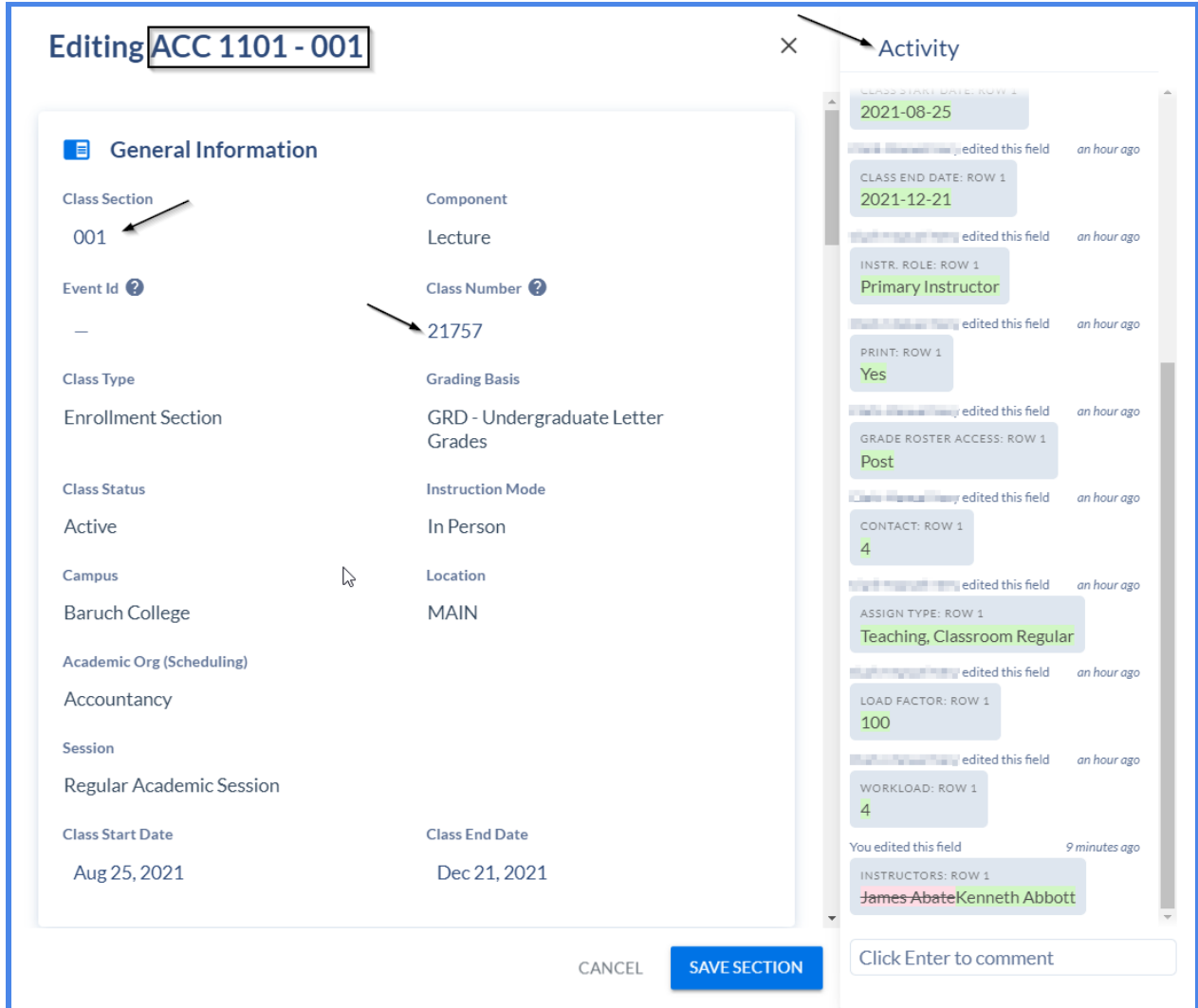
Viewing 1-1 of 1

ACC 1101 Prin Of Account I

Course Description
Prin Of Account I

SECTION	INSTRUCTORS	DAYS
21757-001	Kenneth Abbott	Su and Fr

- A window will open and from here the user will be able to view all Class Scheduling fields of the particular class section (i.e. Class Section number, Class Number, Session, Days/Times/Rooms assigned etc...)



The screenshot shows a window titled "Editing ACC 1101 - 001" with a close button (X) in the top right corner. The window is divided into two main sections: "General Information" on the left and an "Activity" log on the right.

General Information:

Class Section	001	Component	Lecture
Event Id	—	Class Number	21757
Class Type	Enrollment Section	Grading Basis	GRD - Undergraduate Letter Grades
Class Status	Active	Instruction Mode	In Person
Campus	Baruch College	Location	MAIN
Academic Org (Scheduling)	Accountancy		
Session	Regular Academic Session		
Class Start Date	Aug 25, 2021	Class End Date	Dec 21, 2021

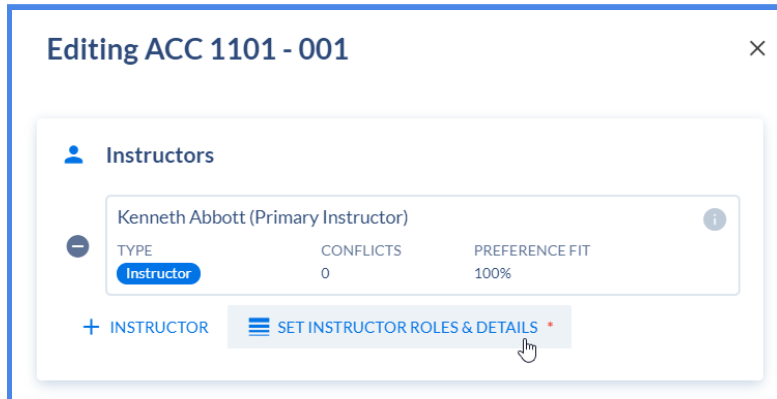
Activity Log:

- CLASS START DATE: ROW 1: 2021-08-25 (edited this field an hour ago)
- CLASS END DATE: ROW 1: 2021-12-21 (edited this field an hour ago)
- INSTR. ROLE: ROW 1: Primary Instructor (edited this field an hour ago)
- PRINT: ROW 1: Yes (edited this field an hour ago)
- GRADE ROSTER ACCESS: ROW 1: Post (edited this field an hour ago)
- CONTACT: ROW 1: 4 (edited this field an hour ago)
- ASSIGN TYPE: ROW 1: Teaching, Classroom Regular (edited this field an hour ago)
- LOAD FACTOR: ROW 1: 100 (edited this field an hour ago)
- WORKLOAD: ROW 1: 4 (edited this field an hour ago)
- You edited this field 9 minutes ago
- INSTRUCTORS: ROW 1: James Abate, Kenneth Abbott

At the bottom of the window, there are "CANCEL" and "SAVE SECTION" buttons, and a text input field with the placeholder "Click Enter to comment".

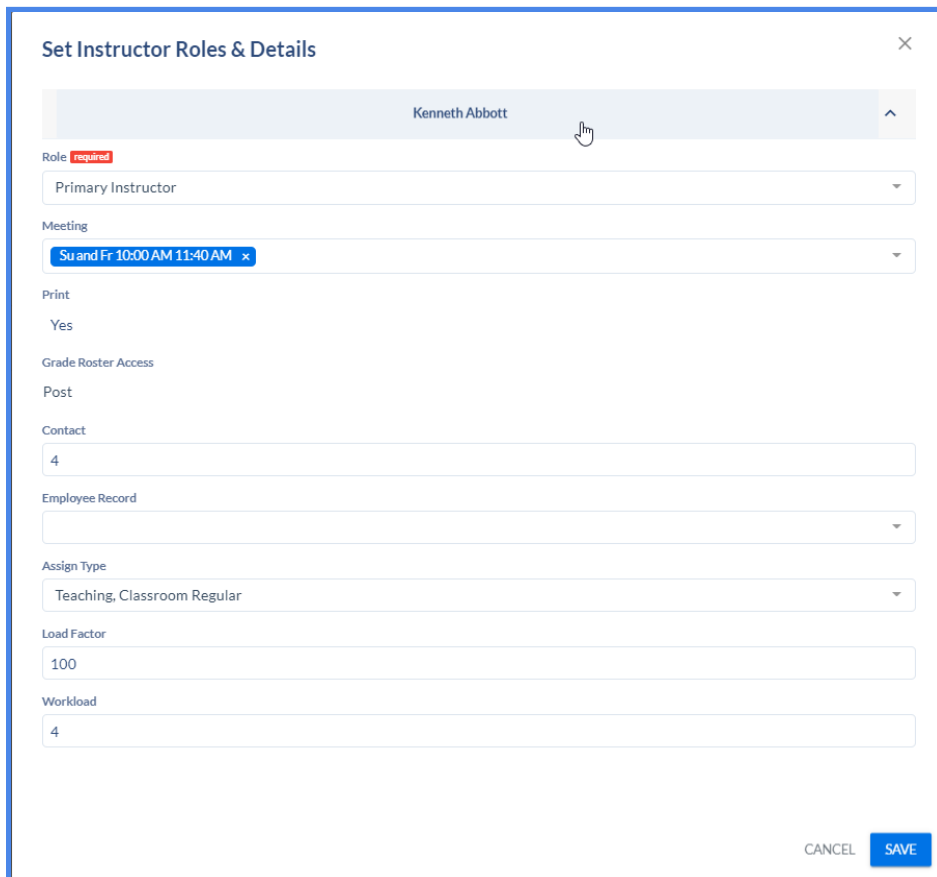
Note: Located to the right of the Section Editor window displays an Activity Log. This is where you are able to view the section's history if any fields were added/edited and it will reveal a timestamp of when this was done.

- On the Section Editor, scroll down to see the **Instructors** card to view the instructor attached to the class section. Underneath the Instructor, select the “**SET INSTRUCTOR ROLES & DETAILS**” button.



Note: To view an overview of field mappings between Coursedog and Peoplesoft please see [here](#).

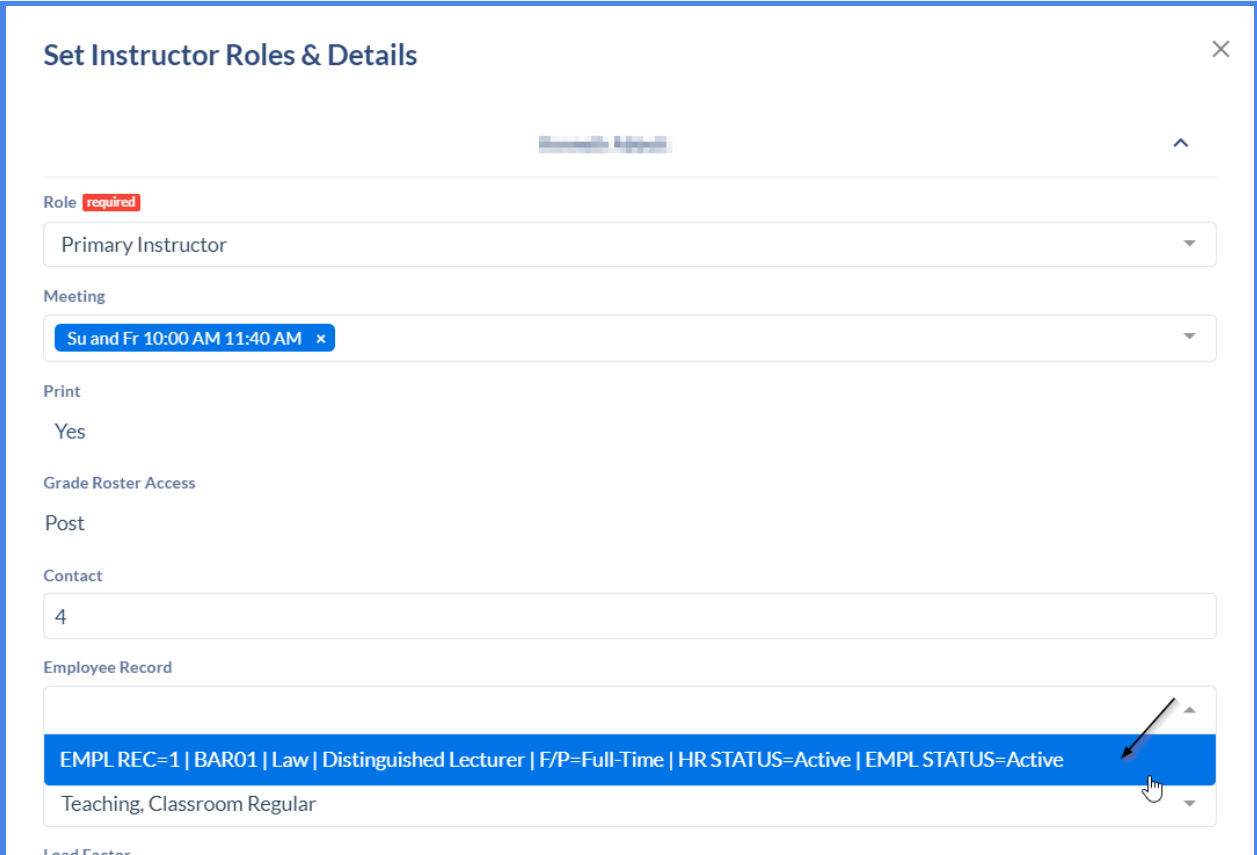
- Select the Instructor’s Name and a dropdown will appear to reveal to you the Faculty Workload Information for you to adjust/edit.



Note: In Coursedog, the EMPLOYEE RECORD # defaults to blank. If the Instructor has a specific Employee Record Number attached, the user must select the field and click on the appropriate Employee Record Number that is associated with the Instructor.

The corresponding fields indicate which Employee Record Number belongs to what;

- Institution
- Department
- Job Title
- Full Time/Part Time
- HR Status
- Employee Status



Set Instructor Roles & Details [Close]

Role **required**
Primary Instructor

Meeting
Su and Fr 10:00 AM 11:40 AM

Print
Yes

Grade Roster Access

Post

Contact
4

Employee Record
EMPL REC=1 | BAR01 | Law | Distinguished Lecturer | F/P=Full-Time | HR STATUS=Active | EMPL STATUS=Active
Teaching, Classroom Regular

- Once you have finished editing the Faculty Workload, scroll down to the bottom of the window and select the “SAVE” button.

Assign Type

Load Factor

Workload

CANCEL SAVE

- Afterwards, hit the “**SAVE SECTION**” button in order for the Faculty Workload information to sync to CUNYfirst.

Instructors

Kenneth Abbott (Primary Instructor) i

TYPE	CONFLICTS	PREFERENCE FIT
Instructor	0	100%

+ INSTRUCTOR
 ☰ SET INSTRUCTOR ROLES & DETAILS *

Relationships (Can only be added once the section has been created)

Linked Sections

Credits

Billing Factor
1

Course Contact Hours
4

CANCEL SAVE SECTION

Activity Log

The Section Editor provides an Activity Log that audits any changes made to existing class sections and updates them in real-time. (Format shows MM/DD/YYYY and HH:MM AM/PM)

Editing ACC 1101 - 001

×

You have view-only permissions for this section. If you would like to submit a section change request [click here](#).

General Information

Class Section	Component
001	Lecture
Event Id ?	Class Number ?
001180604	1928

Activity

[User] edited this field 5/13/2021 11:00 AM

INSTRUCTION MODE
In-PersonOnline

[User] edited this field 5/13/2021 11:00 AM

ROOM: ROW 1
BAR01-A-1000HBAR01-OL-01

[User] edited this field 5/13/2021 11:00 AM

ROOM: ROW 2
BAR01-A-1000HBAR01-OL-01

Note: If multiple users are looking at the same activity log they won't see changes until they refresh in the case where a different user initiates a change.

Highlighted in green will show you what fields have been edited to the class section, **highlighted in red** will display what the fields were before, prior to being edited (i.e. The instructor was James Abate (highlighted in red) and Kenneth Abbott (highlighted in green) is now the instructor).

Real Time Integration

When real-time integration is turned on, sections will sync with Peoplesoft after a user adds a new class section or makes edits to existing ones. This usually lasts no longer than a minute (the time to completion depends on Peoplesoft).

Editing ACC 1101 - 001

×

General Information

Class Section	Component
001	Lecture
Event Id ?	Class Number ?
—	53882
Class Type	Class Association Grading Basis ?
Enrollment Section	GRD - Undergraduate Letter Grades
Class Status	Instruction Mode
Active	Online
Campus	Location
Baruch College	MAIN
Academic Org (Scheduling)	
Accountancy	
Career	Session
Undergraduate	Regular Academic Session

CANCEL
SAVE SECTION

Activity

depts sch edited this field 6/1/2021 12:09 PM

INSTRUCTION MODE
In-PersonOnline

depts sch edited this field 6/1/2021 12:09 PM

ROOM: ROW 1
BAR01 - OL-02

Click Enter to comment

Note: During this time while a section is syncing, users will not be able to make edits to the section to prevent any data collisions while data is sent to Peoplesoft.

Viewing Instructors from an Individual Department

Inside the Scheduling Management Tool you are able to navigate to the Faculty’s Workload Information by the Department where the Instructor(s) teaches.

1. From the Home page, select the Department listed where the Faculty works for or select the **“SECTION EDITOR”** button located in the left hand side of the home page.

NAME	SCHEDULERS	COURSES	SECTIONS	CONFLICTS	STATUS
Accountancy	Test User, WORKFLOW USER and 2 others	1	1	0	In Progress
Anthropology and Sociology	Test User	3	33	17	In Progress
Black and Latino Studies	No Schedulers	0	0	0	Not Started
Communication Studies	Test User	0	0	0	Not Started
Computer Information Systems	Test User	0	0	0	Not Started
Department of Information Systems and Statistics	No Schedulers	0	0	0	Not Started
Economics and Finance	Test User	0	0	0	Not Started
Education	Test User	0	0	0	Not Started
English	Test User	0	0	0	Not Started
Fine and Performing Arts	Test User	0	0	0	Not Started
History	Test User	0	0	0	Not Started

2. On the top right corner of the screen, select the **“INSTRUCTORS”** button. From this screen you are able to view all the instructors from all the departments that have class sections assigned to them.

Use the search engine bar on the top right corner or scroll down to view the instructor. Once you have found the instructor, select their name and hover over the **“COURSE & SECTION”** field to open the class section they are assigned to in the Section Editor

COURSE & SECTION	DAYS	START	END	ROOMS
ANT 1001 Intro to Cultural An... Section 002	Mo and We	9:05 AM	10:20 AM	BAR01 - A-1303
ANT 1001 Intro to Cultural An... Section 002	Mo and We	12:50 PM	2:05 PM	BAR01 - A-1202

Note: If you are starting from the Section Editor, to view all instructors from a specific department select the “**DEPARTMENTS**” button and select the department where the instructor is teaching. Once you are able to view the Department and its existing class sections select the “**Instructors**” button and the list of Instructors who are assigned to that specific department will be shown.

2021 Fall Term All Departments

SECTIONS INSTRUCTORS CALENDAR **DEPARTMENTS**

Departments

Search for departments

NAME	SCHEDULERS	COURSES	SECTIONS	CONFLICTS	STATUS
Accountancy	Test User, WORKFLOW USER and 2 others	1	1	0	In Progress
Anthropology and Sociology	Test User	3	33	17	In Progress

2021 Fall Term Accountancy Department

SECTIONS **INSTRUCTORS** CALENDAR DEPARTMENTS

FILTER CHANGE VIEW Search for instructors

Viewing 1-25 of 145

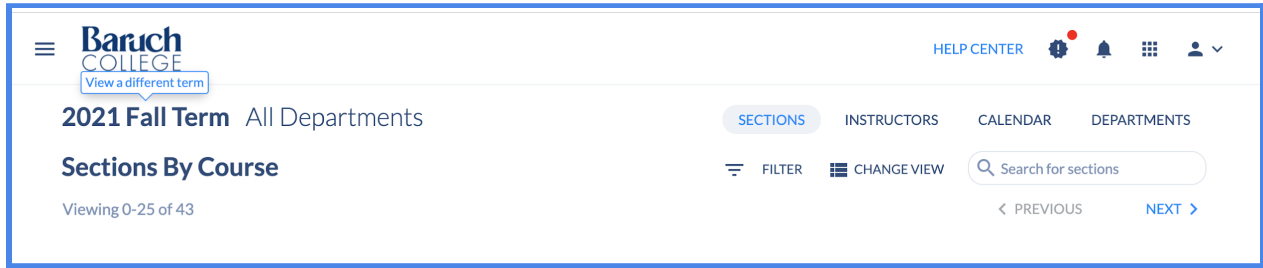
< PREVIOUS NEXT >

INSTRUCTOR	SECTIONS	
▼ Dianand Balkaran	0	PROFILE
▼ Joseph Chan	0	PROFILE
▼ Stanley Chu	0	PROFILE

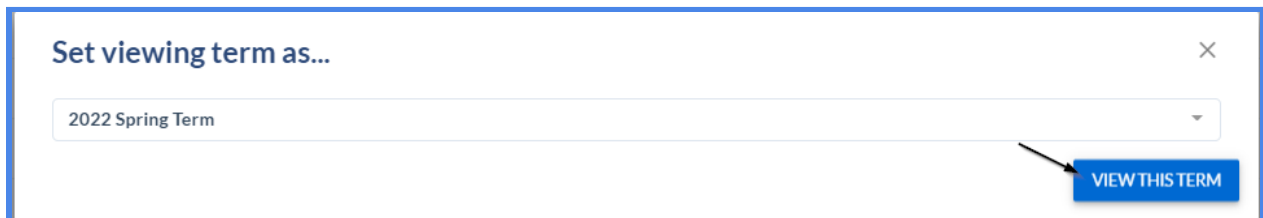
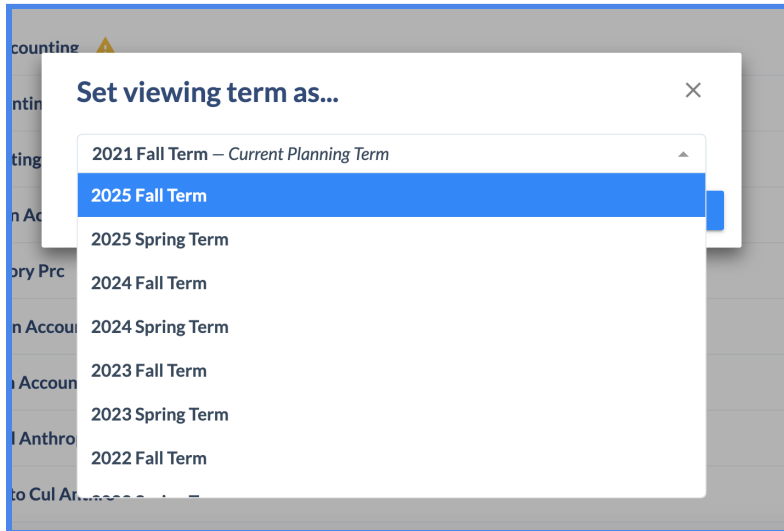
Changing the Viewing Term

By default, the Current Planning Term is displayed as this is the term for when Class Schedulers start creating/editing the schedule for.

1. To change the term select the term in the upper-left corner. Hovering over the term will cause ‘*View a different term*’ to appear:

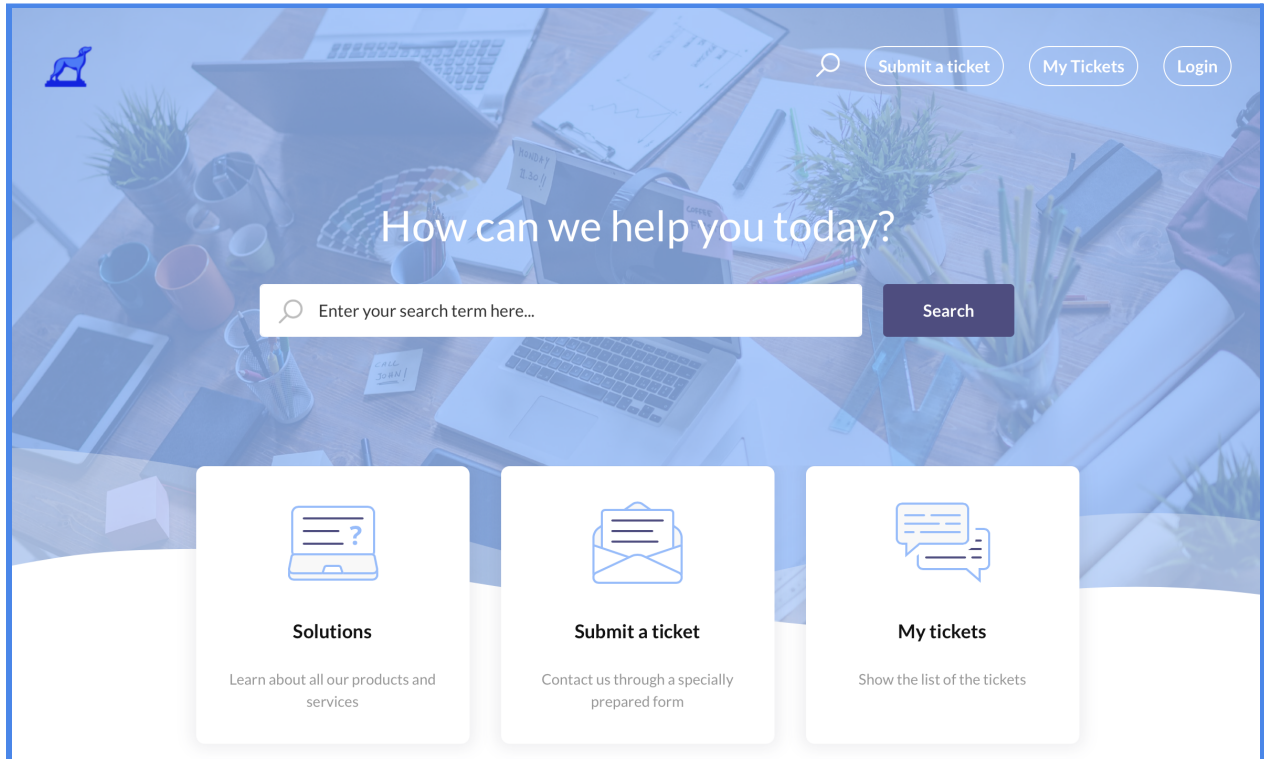


2. Set the viewing term from the drop down menu before selecting ‘*view this term*’



Coursedog Support Model

The Coursedog support center is the best way to answer any questions you have about the Coursedog platform through Articles and Support Tickets.

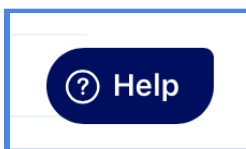


Level 1 - Solution Articles

If any questions arise when using Coursedog, we recommend reviewing the Freshdesk library of solution articles. We have tons of articles about every topic and feature within Coursedog, so it is likely your question is answered in one of the articles. There are two ways to access these articles:

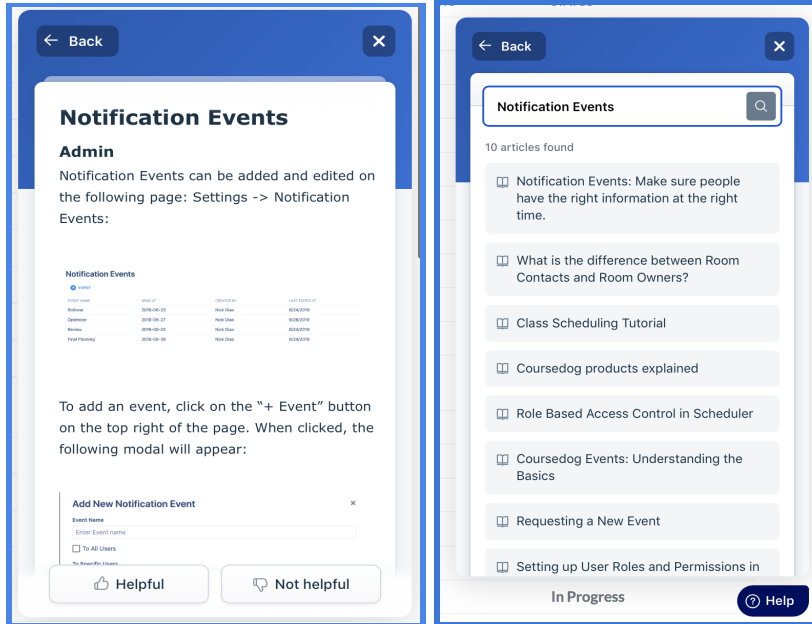
1. In Coursedog

No matter where you are within the platform, there is a help button in the bottom right corner that allows you to quickly access support articles while using Coursedog.



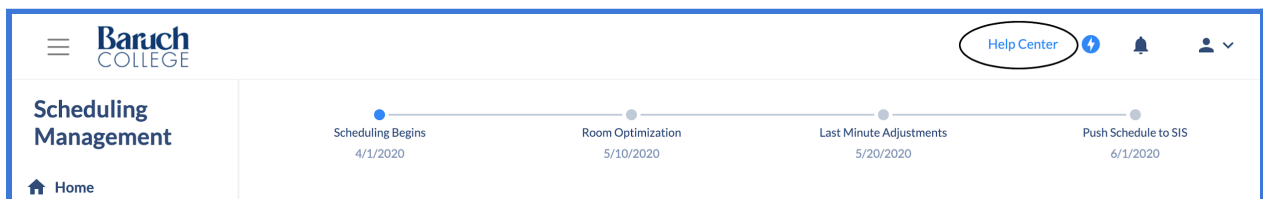
Clicking ‘*Help*’ in the lower right-hand corner will open the help center and allow you to enter the topic or question you are looking to have answered.

From here, you can seamlessly find solutions without ever leaving Coursedog.



2. Online Support Center

If you want to easily navigate the support articles by product and category, you can visit the online support center [here](#), or you can select ‘Help Center’ in the upper right corner of Coursedog to navigate to Freshdesk:



From the Freshdesk homepage you can quickly search for a topic or select the ‘Solutions’ button to access the Knowledge Base where you can see all available articles:

[Coursedog](#) › [Solution home](#)

Knowledge base

Introducing Coursedog

If you are a first time Coursedog user, this is the section for you.

Class Schedule Planning

Pencil in some time to review the solutions for the Coursedog Class Scheduling Solution

Event Schedule Planning

Everything you always wanted to know about Coursedog Event Planning but were afraid to ask.

Curriculum Planning

Everything you need to know about Curriculum inside Coursedog is right here!

Catalog

If you utilize the Coursedog solution for your catalog, all the articles you need are right here.

Technical

From SIS to SSO, these articles will get you fully integrated with the Coursedog platform.

Best Practices

Here are some articles that contain best practices for planning and using Coursedog.

Level 2 - Submitting Support Tickets

If you run into a question that you cannot resolve with the above resources, please contact your Primary Scheduling Campus Admin to assist you with this. See below to view the list of your Scheduling Campus Admin who are the Primary Contact for your Campus.

CAMPUS	NAME	ROLE	EMAIL
BAR01	Deborah Mazzia	Scheduling Campus Admin	deborah.mazzia@baruch.cuny.edu
BCC01	Liyeira Lopez-Friedman	Scheduling Campus Admin	liyeira.lopez-friedman@bcc.cuny.edu
BKL01	Vanessa Ullo	Scheduling Campus Admin	vullo@brooklyn.cuny.edu
BMC01	Meghan Shukla	Scheduling Campus Admin	mcook@bmcc.cuny.edu
CSI01	Susan Massara	Scheduling Campus Admin	susan.massara@csi.cuny.edu
CTY01	Leon Tachauer	Scheduling Campus Admin	ltachauer@ccny.cuny.edu
GRD01	Cheuk Lee	Scheduling Campus Admin	clee2@gc.cuny.edu
GRD01	Paula Fleischer	Scheduling Campus Admin	pfleischer@gc.cuny.edu
HOS01	Sherin Mathew	Scheduling Campus Admin	smathew@hostos.cuny.edu
HTR01	Jennifer Dennington	Scheduling Campus Admin	jdenning@hunter.cuny.edu
JJC01	Brian Cortijo	Scheduling Campus Admin	bcortijo@jjay.cuny.edu
KCC01	Avery Mullen	Scheduling Campus Admin	avery.mullen@kbcc.cuny.edu
LAG01	Derwent Dawkins	Scheduling Campus Admin	ddawkins@lagcc.cuny.edu
LAW01	Sheeja Pillai	Scheduling Campus Admin	sheeja.pillai@mail.law.cuny.edu
LEH01	Milagros Gonzalez-Gallardo	Scheduling Campus Admin	milagros.gallardo@lehman.cuny.edu

MED01	Matthew Casanova	Scheduling Campus Admin	mcasanova@ccny.cuny.edu
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If the Scheduling Campus Admin cannot resolve the issue, they can submit a support ticket to the dedicated Coursedog support team through the Freshdesk Help Center Widget in the bottom right corner of Coursedog.

Once the support team responds to their inquiry they will receive an email with the response. If there is a need for additional clarification, or if the support team has any follow-up questions, the conversation can be continued over email.

Upon submission the CUNY Central Office Support Team is also notified of the CRM.

Level 3 - CUNY Support

If the Coursedog team is not able to resolve the issue or requires assistance from CUNY OUR/CIS, OUR will open a CRM to triage the CUNYfirst/Coursedog integration issue and resolve the Freshdesk ticket.

Note: *Campus users who are live using the Scheduling Management Tool, should always use Freshdesk to open tickets and report issues that are in Production.*

Appendix

Daily Digest

In Coursedog, various events trigger email notifications, including notifications for requests awaiting the user's review. Users dealing with large volumes of requests may wish to receive a daily email digest rather than immediate notifications in order to minimize the number of emails received.

In Account settings, users can specify for each product, the desired request workflow notification setting. Navigate to Account Settings by clicking on the person icon on the top right of the application and select 'Account Settings.' Within Account Settings, specify whether you would like to receive immediate email notifications for Request notifications or a daily digest. Note that these settings only apply to email notifications that notify users that a request has reached their step in the workflow.

Helpful Tip: If you are a workflow participant, set your notification preferences to 'Daily Digest' to reduce notifications in your email inbox.

