

# Course Profiles - FAQs

The course convenor details have been updated correctly in the Course Catalogue and Course Offering Details pages in PeopleSoft, but the profile isn't displaying in their course profiles list, and is still displaying in the old convenor's list:

There is currently not a long-term fix for this problem. However, ASOs and the CMSO can temporarily fix it for a day (until the automatic sync with PeopleSoft occurs at 8pm). To do so, navigate to 'Profile Access' within each offering/campus, and click 'Revoke Access':

Start Portal > Course profiles6024PSY - Tri 2 2021 - Mt Gravatt Campus - Blended - Draft - viewable >

6024PSY - Tri 2 2021 - Mt Gravatt Campus - Blended - Draft Logged in: Chelsea Finlayson | Logout  
- Viewable

**Course profiles**

- > Course profile
- > Search
- > My access
- > People
- > School
- > University
- > News

**Course Profile**

- 1. Course Information
- 2. Aims & Outcomes
- 3. Learning Resources
- 4. Learning Activities
- 5. Assessment Plan
- 6. Policies & Guidelines
- 7. Curriculum Initiatives Tracking
- Learning Summary
- Status & Settings
- Profile Access**
- Profile Event Log
- Clone From Wizard

**Noticeboards**

- Student board
- Development board
- Administrator board

Profile Access Management

Help

All users and roles with capability to access this profile:

User	Role	Domain	Current Capabilities				
			View	Design	Review	Admin	
Dr Carys Chan	Convenor		•	•			✗ Revoke Access
Dr Bonnie Clough	Convenor		•	•			✗ Revoke Access
Mrs Helen Andrew	School administrator	School	•	•	•	•	-
Prof Nicholas Buys	Approver	School	•		•		-
Amber Hansen	School administrator	School	•	•	•	•	-
Mrs Flavia Henriques Guimaraes	School administrator	School	•	•	•	•	-
APro Michelle Hood	Approver	School	•		•		-
Ms Kylie Morris	School administrator	School	•	•	•	•	-
Prof David Neumann	Approver	School	•		•		-
Miss Olivia Petersen	School administrator	School	•	•	•	•	-
Ms Tammy Thornton	School administrator	School	•	•	•	•	-
Miss Melissa Watt	Approver	School	•		•		-
Mr Kapila Wimalaratne	School administrator	School	•	•	•	•	-
Ms Yujie Zhou	School administrator	School	•	•	•	•	-
APro Afshin A-Khavari	Course Moderator	University					-
Dr Peyman Abkhezr	Course Moderator	University	•				-
Dr Margarida Abreu Novais	Course Moderator	University	•				-
Dr Margarida Abreu Novais	Course Moderator	University	•				-
Prof Menaka Abuzar	Course Moderator	University	•				-
Dr David Adair	Course Moderator	University	•				-
APro Dawn Adams	Course Moderator	University	•				-
APro Dawn Adams	Course Moderator	University	•				-

This temporary fix can be used when the approver of a course profile has previously been the convenor of the course.

## There are two course profiles for the same campus and trimester:

Course profiles feed into the course profile system from classes in PeopleSoft. Data carried from one system to the other includes the following:

- Class number
- Course code
- Semester code
- Mode code
- Campus code
- Location code
- Session ID
- Course offering number

When any one of these fields changes, the system will automatically create a new course profile, resulting in duplicate profiles. The CMSO will run weekly reports to pick up any duplicate course profiles, and will advise ASOs which one to retire (it will be the one attached to a cancelled class).

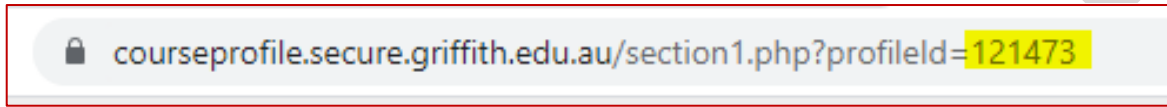
This report is a public query – GU\_CP\_DUPLICATE\_PROFILES. However, sometimes duplicate profiles don't show on this report, in which case the ASO will contact the CMSO, who will need to input the following query into SQL Developer to determine which duplicate profile is attached to a cancelled class:

```
Select profileid, profilestatus, classtatuscode, semestercode, coursecode, campuscode, locationcode  
from courseprofile.course_profile  
where coursecode = '<course code>'  
and semestercode = '<term code>'
```

If this issue isn't resolved and the course profile is left attached to a cancelled class, students will not be able to view their course profile.

## How can I tell what the profile ID is?

A lot of reports use the 'profile ID' to distinguish between profiles. You can tell what the profile ID is by looking at the URL once you're in the profile:



## The convenor cannot access the course profile system:

If the convenor cannot access the system at all, but their access has been set up correctly, there is probably an issue with their job data. The ASO should contact HR.

## There is no course profile in the system:

Search for the course code in PeopleSoft > Schedule New Course. If the Class Nbr is '0', this means there is no class scheduled, and therefore no course profile. Once the class is scheduled, a course profile will automatically appear in the course profile system once the automatic sync with PeopleSoft occurs at 8pm.

Basic Data	Meetings	Enrolment Control	Reserve Cap	Notes	Exam	GL Interface
Course ID	100276	Course Offering Nbr	1			
Academic Institution	Griffith University					
Term	Trimester 1 2020	Undergrad				
Subject Area	TOURISM	Tourism	Auto Create Component			
Catalogue Nbr	6202THS	Spec Topics in Hons. Research				
<b>Class Sections</b>						
Session	1	Standard Academic Session	Class Nbr	0	Find   View All   First 1 of 1 Last	
Class Section			Start/End Date	24/02/2020	24/05/2020	
Component	CLS	Class	Event ID			
Class Type	Enrolment Section					
Associated Class	80	Associated Class Attributes				
Campus	GC	Gold Coast	Add Fee			
Location	GC	Gold Coast, On Campus	<input checked="" type="checkbox"/> Schedule Print <input checked="" type="checkbox"/> Student Specific Permissions <input type="checkbox"/> Dynamic Date Calc Required <input type="checkbox"/> Generate Class Mtg Attendance <input type="checkbox"/> Sync Attendance with Class Mtg <input type="checkbox"/> GL Interface Required			
Course Administrator						
Academic Organisation	THS	Dept Tourism, Sport & Hot Mgmt				
Academic Group	BUS	Griffith Business School				
Holiday Schedule	NOPH	No Public Holidays				
Instruction Mode	P	In Person				
Primary Instr Section						
<b>Class Topic</b>						
Course Topic ID						<input type="checkbox"/> Print Topic in Schedule

## The convenor can access their profile, but not edit it:

The critical lockdown date may have passed, meaning convenors can no longer edit their profile. This will happen when the publishing deadline has passed, or when the profile is published (even if the profile is then reverted to 'draft').

ASOs should email [ecps@griffith.edu.au](mailto:ecps@griffith.edu.au) to ask the CMSO to update the critical lockdown date – usually for an additional week (unless the draft or final exam timetable is being worked on, in which case the profile must be re-published by the end of the day and the critical lockdown date will only be updated to an additional day).

If the total lockdown date has also passed, the CMSO will also need to update this to one day after the new critical lockdown date.

As well as updating the date(s), if it isn't already, either the CMSO or the ASO will need to change the profile status to 'draft' before a convenor can edit. ASOs are then responsible for re-publishing these profiles.

If the publication deadline has passed, the CMSO will require written approval from the Group Dean(L&T) before updating the date. ASOs usually seek this approval before contacting the CMSO.

These dates and the profile status are changed on the 'Status and Settings' page:

**Settings**

[Edit Profile Settings](#) Help

	Griffith	MSC School of Medical Science	1001MSC - Tri 1 2020 - Gold Coast Campus - In Person
		<b>START SESSION</b>	<b>UGRD-3201-1 : 24 Feb 2020 : 6 Jun 2020</b>
<b>Display Date:</b>	16 Oct 2019		
<b>Notifiable Date:</b>	16 Oct 2019		
<b>Critical Lockdown Date:</b>	31 Jan 2020	←	
<b>Exam Constraints Due Date:</b>	31 Jan 2020	←	
		<b>END SESSION</b>	<b>UGRD-3201-1 : 24 Feb 2020 : 6 Jun 2020</b>
<b>Total Lockdown Date:</b>	23 Mar 2020	←	
<b>Archive Date:</b>	31 Dec 2040		
<b>Retirement (from public view) Date:</b>	31 Dec 2040		
<b>Removal Date:</b>	31 Dec 2045		
<b>Timetable link text:</b>	the Programs and Courses website		
<b>Timetable URL:</b>	<a href="#">[Link]</a>		
<b>Override Submission Method:</b>	Unit guide when no profile guide is available	Unit guide when no profile guide is available	
<b>Override Late Submission:</b>	Unit guide when no profile guide is available	Unit guide only	
<b>Graduate Attributes:</b>			GRIFF (University wide attributes)

If a large number of course profiles are required to have these dates updated, the CMSO should submit a service request to "update all <term> course profiles that are at 'draft' or 'submitted'".