

# Askgrad (Footprints)

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SESSION 2 OF CGS SUMMER WORKSHOP SERIES

# CGS Summer Introductory Series

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## [Askgrad@mtsu.edu](mailto:Askgrad@mtsu.edu) / CGS Footprints (*faculty and staff*)

- May 28 at 2:30 pm
- **May 29 at 10:00 am**

## CGS Dynamic Forms (*faculty and staff*)

- June 4 at 2:30 pm
- June 5 at 10:00 am

## MTSU DegreeWorks (*faculty and staff*)

- June 11 at 2:30 pm
- June 12 at 10:00 am

## Developing Academic Talent: Strategies for Recruiting Graduate Students(*faculty*)

- June 18 at 2:30 pm

# Why Askgrad?

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## Efficiency

- More accessible to analysts
- Eliminates duplication of effort
- Eliminates “lost” inquiries

## Data Collection

- Response time
- Types of questions/issues
- Program
- Student type

## Quality Control

- Tracks correspondence

# Intended Use for Askgrad

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For inquiries and encountered issues

Submissions should include:

- **M#** (if available)
- Student's **full** name
- Program (if available)
- International or Domestic (if available)
- **As much detail that is necessary to resolve issue**

Submissions should come from MTSU email accounts for both students and employees.

# Discouraged Use for Askgrad

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## Not for document submissions

- Direct all submissions to “Forms” page
  - [mtsu.edu/graduate/forms](https://mtsu.edu/graduate/forms)

## Duplicate submissions

- Slows processing times

## Application/material status updates

- Encourage students to use “Check My App”
  - [mtsu.edu/graduate/checkmyapp](https://mtsu.edu/graduate/checkmyapp)

## Vague descriptions of issues

- Details speed up processing times

## Personal email account

- Acceptable for students that have not applied

# Askgrad Submissions

Email [askgrad@mtsu.edu](mailto:askgrad@mtsu.edu)

The screenshot shows an Outlook email composition window titled "Registration Error. - Message (HTML)". The ribbon includes "File", "Message", "Insert", "Options", "Format Text", "Review", "Acrobat", and "Tell me what you want to do...". The "Message" tab is active, showing options for clipboard, basic text formatting (bold, italic, underline, color, background color, text color, font size, font face, bullet points, numbered list, link, unlink), names, include (address book, check names, attach file, attach item, signature), Adobe Acrobat, tags (follow up, high importance, low importance), and Office Add-ins.

The email header fields are:

- From: Elora.Davis@mtsu.edu
- To: [askgrad@mtsu.edu](mailto:askgrad@mtsu.edu)
- Cc:
- Bcc:
- Subject: Registration Error.

The body of the email contains the following text:

Hello,

A current MPS, Strategic Leadership student, John Smith (M00000000), is receiving the error message "Student status prohibits registration" when attempting to register for Fall '19 courses.

Have a good day.

Kind Regards,  
*Elora Davis*, M.P.S., M.A., CAP  
Graduate Analyst, College of Graduate Studies  
**Middle Tennessee State University**  
MTSU Box 42  
Murfreesboro, TN 37132  
(615) 898-2218  
[Elora.davis@mtsu.edu](mailto:Elora.davis@mtsu.edu)

Confidentiality Notice: The information contained in this message may be privileged and/or confidential and thus protected from disclosure. The information is only for the use of the individual to whom the sender intended to send the information. If you are not such individual, any disclosure, copying, distribution, or reliance upon this e-mail is prohibited. If you received this e-mail in error, please reply to notify the sender, and please delete your copy from your computer. Thank you.

# Askgrad Submissions

“Contact Form”

**Contact Us**

Please submit this form and the College of Health Sciences will respond to your inquiry as soon as possible. If you wish to call the office, the main line is 615-938-2820.

**First Name:**  
\_\_\_\_\_

**Last Name:**  
\_\_\_\_\_

**Email Address:**  
Please use your school email address if you have one.  
\_\_\_\_\_  
\_\_\_\_\_

**Phone Number:**  
\_\_\_\_\_  
\_\_\_\_\_

**Alt Number:**  
Please enter your Alt Number if you have one.  
\_\_\_\_\_  
\_\_\_\_\_

**College:**  
Please select the College you'd like to, or that you are interested in applying to.  
**Please Select** \_\_\_\_\_

**Program:**  
Please enter the Program you'd like to, or that you are interested in applying to.  
\_\_\_\_\_  
\_\_\_\_\_

**Are you a domestic or international student?**

Domestic

International

**Item:**  
Please select the item that best describes you.  
**Please Select** \_\_\_\_\_

**I need help with:**  
Please select the item that best describes what you need help with.  
**Please Select** \_\_\_\_\_

**How's this? I already know, and here's how you can help me:**  
Please give us more details about your situation here.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Submit**

# Askgrad Submissions

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## EMAIL SUBMISSION RECEIPT

To  Elora L. Davis

[Bing Maps](#)

+ Get more a

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When replying, type your text above this line.

### **Notification of Issue Registration**

Thank you for contacting the College of Graduate Studies. This is an automated reply and serves as confirmation that your email has been received. Your questions are important to us; we will respond to your email as soon as possible.

Have a wonderful day!

College of Graduate Studies

### **Public Description:**

Hello,

A current MPS, Strategic Leadership student, John Smith (M00000000), is receiving the error message "Student status prohibits registration" when attempting to register for Fall '19 courses.

Have a good day.

Kind Regards,  
Elora Davis, M.P.S., M.A., CAP  
Graduate Analyst, College of Graduate Studies  
Middle Tennessee State University



# Askgrad Submissions

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“Contact Form” submission receipt

## Contact Us

Please submit this form and the College of Graduate Studies will respond to your inquiry as soon as possible. If you wish to call the office, the main line is 615-898-2840.

**Thank you for your submission! The College of Graduate Studies will contact you within 3-5 business days.**

All submitted inquiries are archived by the College of Graduate Studies.

# Analyst View of Ticket (Email submission)


 SAVE  Details

Created by  
Elora Davis  
now

Updated by  
Elora Davis  
now

Edit Issue 1154 in College of Graduate  
Studies

Select

 Use selected template

00:08:14

**Subject\***

Registration Error.



**Priority\***

Regular

**Issue Status\***

Open

Contact Information\*

Public Description

Internal CGS Notes

Assignees and Notifications

History

Ticket Information


Attachments

Time Tracking

Append New Public Description

Quick Public Descriptions



 Search Knowledge Base

Rich text editor toolbar with icons for undo, redo, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and insert image. Below the toolbar is a large empty text area for composing the description.



Complete Public Description

Entered on 05/20/2019 at 10:50:33 CDT (GMT-0500) by Elora Davis:

Hello,

A current MPS, Strategic Leadership student, John Smith (M00000000), is receiving the error message "Student status prohibits registration" when attempting to register for Fall '19 courses.

Have a good day.

 SAVE



# Analyst View of Ticket

Ticket Number

“Assigned”,  
“Pending”,  
“Resolved”.

The screenshot shows a web-based ticket management interface. At the top, there are buttons for 'SAVE' and 'Details'. The main header area includes the text 'Edit Open 1155 in College of Graduate Studies' with a dropdown menu set to 'Select'. To the right, there is a 'Use selected template' button and a timer showing '00:00:42'. Below this, the 'Subject\*' field contains 'Contact Form Request' and the 'Priority\*' dropdown is set to 'Regular'. The 'Issue Status\*' dropdown is set to 'Open'. A central section titled 'Append New Public Description' features a rich text editor with a toolbar and a search bar. At the bottom, a 'Complete Public Description' section lists fields: 'firstname - Elora', 'lastname - Davis', 'emailaddress - elora.davis@mtsu.edu', 'phonenumber - 6158982218', 'mnumber - M00000000', and 'college - University College'. A left sidebar contains navigation links: 'Contact Information\*', 'Public Description', 'Internal CGS Notes', 'Assignees and Notifications', 'History', 'Ticket Information', 'Attachments', and 'Time Tracking'. Annotations with blue arrows point from external text boxes to these elements: 'Ticket Number' points to '1155'; the status list points to 'Issue Status\*'; 'Timer' points to the '00:00:42' timer; 'Data Collection' points to the rich text editor; 'Who is working the submission?' points to the 'History' link; and a large box points to the sidebar.

Issue Status\*

00:00:42

Timer

Data Collection

Who is working the submission?

Submission info, assignees, correspondence, status changes, times & dates, etc.