

UNIVERSITY OF NORTH TEXAS™

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ALL students receive an introductory email, after I receive the filing envelope from the Graduation Coordinator. **You are asked to reply to this first email immediately.** The introductory email has two main purposes. First, I want to verify students' email addresses and second, I want to confirm that I have moved the files onto the file server, and successfully opened them. Also included in the introductory email is a URL for the reading queue, which is a private Web page. **You MUST bookmark this Web page, because you will not be able to find it using a search on the UNT or Grad School Web pages.**



Reading Queue: Logic and Protocols

In general, documents are handled in the order they were first submitted and the reading queue will help you track that. An explanation about how it works is provided later, in the next section, but let me take a moment to explain the purpose of the queue.

I am very sensitive to the fact that although your document is one of a hundred (or more!) I will process in a given semester, for you it is **THE** document. For this reason, I answer all emails from students very quickly; however, this commitment takes time away from the documents. For you, it's just one email...but for me, you are one of perhaps 100 students I am dealing with in a given semester. If I spend 20 minutes replying to an email (merely repeating information already given) for 100 students, that's 2000 minutes... **THAT'S 33 HOURS!!!** Almost an entire work week blown, with nothing productive to show for it.

The purpose of the reading queue is to give students something to do when they start getting anxious – *instead of emailing me!* If your document is #86 in the queue and you see that I am on #42 (see explanation below), then you know it's going to be a little while before I make contact with you. **You must be patient.** I ask that you keep two points in mind, as you monitor my progress in the reading queue:

- I am doing more than just the current semester's documents, so if you don't see changes from day to day, it doesn't mean I'm not working
- I am the Grad Reader for the entire university, so I get pretty busy answering questions from former students, current students, students planning to graduate next semester, and faculty.

I will actively work to keep the queue updated and accurate but it is NOT in any way intended to be an "official" list – the emails between you and I are what counts. If you have sent me corrections, I will confirm via email reply that I have received them – **please do NOT send me an email about errors on the queue!**

Make no mistake – I am actively trying to discourage the “just checking” kinds of emails from students. However, **NONE** of this is intended to prevent students from sending me legitimate emails, especially with regard to the following situations:

- **I specifically encourage you to contact me if you need clarification about requested corrections** – I try to be as clear as possible but confusion happens.
- **I specifically encourage you to contact me if you need to have your document done ahead of its place in the queue** – but keep the following caveats in mind:
 - I get lots of requests from students wanting to be bumped ahead, because they got a job and/or are leaving town... but guess what? Pretty much, **SO IS EVERYBODY ELSE**. And because I cannot review 50 documents simultaneously, then it collapses back into "reviewed in the order received." So if you are thinking about sending me an email to request being bumped ahead, I strongly suggest you think twice... and a third time... and yet again... because sending me an email request *just because* you have landed a job or are moving away is a lot like the "just checking" kinds of emails - they do nothing but slow the whole process down because I stop what I'm doing to send back a reply explaining things that have already been explained.
 - Let me be quick to say that if you will be moving to someplace in deepest, darkest Africa or inland rural China or remotest Siberia or the Amazon Rainforest or Australian Outback then this **would** warrant being bumped ahead, because the chances of you having Internet access and/or computer resources are slim at best... but taking a job in Iowa, Alaska, Germany, Columbia, etc, with an academic institution or governmental entity? C'mon - you *know* better! But here's a suggestion: If you haven't already done so, SEND ME YOUR WORD FILES, just in case they get lost during the transition to the new location - that way, we both know where a copy can be quickly located!



How It Works

- **Loading Pass** – There are two possible outcomes for files during the first pass:
 - **L** (= **Loaded**) means that the files have been successfully loaded to the file server, and nothing seriously wrong caught my eye. This does *not* mean there won't be any corrections identified later during the review pass, but rather that whatever corrections needed should be relatively minor.
 - **PR** (= **Pre-Review issues**) means that as I was loading the files, I saw what appeared to be major correction issues or permissions concerns. An email is sent that gives a link to the UNT Thesis Manual, and a brief list of problem areas. Once the student sends back revised files, the **PR** is changed to an **L**.

- Students marked with an **L** must wait patiently until I get to the bottom of the list. I will **not** perform any approval reviews until **ALL** files have been loaded.
- If you wish to see how many more documents are waiting to be loaded, look to the bottom of the queue. If there is a log-in date next to the #, but no title appears, that means that I have a student filing envelope but haven't loaded the files yet. If you have visited the reading queue Web page but haven't noticed any changes, it's probably because you haven't made note of the number where the last title appeared.

AFTER all the documents have been loaded, there will be a slight delay before I begin the next pass down the reading queue. Although you won't see any changes on the queue itself, I am checking back with the **PR** students, either calling or sending an email, asking about the status of the corrections. If necessary, this is when the first round of transcript blocks can be placed.

■ **Review Pass** – Once all documents have been loaded, I return to the top of the reading queue to begin the review pass.

- **C** (= *Corrections needed*) means that I have identified errors and sent the student an email listing the corrections needed. Once a student returns the corrected files to me, the **C** gets changed to a **P** (= *Pending Reader review*).
- **A** (= *Approved*) means the files have been reviewed and no corrections are needed. An email is sent confirming this.
- If a **PR** student has *not* sent back revised files by the time I come to their name during the review pass, then **I will skip over their document**. I will continue going through documents in reading queue order, and return to this document during a third pass.

ONCE I reach the bottom of the queue again (as was the case following completion of the loading pass), there will be another slight delay where you may not see any activity on the reading queue. I am checking back with students who either still have a **PR** or **C**. Transcript blocks will be placed on student records, as necessary; in addition, an email may be sent to the major professor, department chair, or dean of the college. Then I return to the top of the list, reviewing revisions received since the last pass down the queue. This keeps up until all documents have been reviewed and approved. The second and subsequent passes through the reading queue go much quicker than the first pass (i.e., loading).

CORRECTED files should be sent directly back to me as email attachments, and I **always** confirm via email reply that I have received them. If an error and its correction are confined to a single page, then students can merely correct the error, make a new PDF of that single page, and then send me the corrected PDF page – I can replace the error page with the new corrected page. Sometimes, however, the corrections are more global and the student will need to re-submit an entire new PDF file of the document after corrections. However, in all cases, **I do NOT need another hard copy**.



Transcript Blocks

Although diplomas look great when framed and hanging on the wall, they don't really "count" – other academic institutions or businesses pretty much always ask for an **official transcript** showing you have, in fact, earned the degree. A transcript block prevents you from obtaining the proof you need.

I place transcript blocks on students who in my opinion are not taking care of the correction business. I always inform students when I have placed a block. Once corrections have been received AND I have reviewed/approved the files, the block can be removed – usually within 24 hours of receiving corrected files.



Questions about "Graduation"

At the top of the reading queue Web page, I will eventually place a link to a second Web page that addresses concerns you may have about graduation and/or commencement. Please review this page **before** sending emails, because much of what you want to know is already addressed on that page.

In brief, you must understand that "graduation" is a **REGISTRAR** function. I have no control over when degrees get posted. The document review process is a separate and distinct activity from posting degrees. Do NOT send me emails about graduation – I cannot help you. For more information about this, please visit the graduation Web page once it becomes available.



Last But Not Least...

When a document has been approved, I send an email that states unambiguously that the document has been approved. There is nothing more you need to do after that except keep your address updated via my.unt.edu because that is the address to which commencement information packets and diplomas are mailed.

PLEASE CONTACT THE REGISTRAR FOR QUESTIONS

ABOUT GRADUATION.