CURRICULUM TICKETING SYSTEM

UNIVERSITY OF
South Carolina

WHAT IS IT?

- Located in the Advising Database
- One-stop location to request correction or report error for:
  - Undergraduate Program of Study Requirements (Ugrad Academic Bulletin)
  - DegreeWorks
  - Major Maps
  - Course Issues
  - Website

Academic Advising System Manager

University Advising Center
UNIVERSITY OF SOUTH CAROLINA

Main Menu   Administration | Logout

ADVISORS   **ORIENTATION**
Advisor List   Advisor Removal   Advisor Removal List   Pre-Orientation Form   Pre-Orientation Form Search

MY UOFSC EXPERIENCE   **HYPERLINKS FOR ADVISING TECH**
Student Search   Sample Transcript   Self Service   DegreeWorks   EAB Navigate   Resource Guides   UAC Sharepoint

STUDENT ADVISOR FILES   **STUDENT SURVEY**
Student Files   Student Surveys   Student Survey Summary (1)   Student Survey Summary (2)   Survey Comments

DMSB PROGRESSIONS
Import Students   View Students   Progression Report

COLLEGE FORMS   **UNDECLARED FORMS**   **FERPA RELEASE FORMS**   **SER FORMS**
Submitted Forms   Reports   Submitted Forms   FERPA Release Forms   Special Enrollment Request Forms

TECHNOLOGY ACCESS   **REGISTRATION ASSISTANCE TICKETS**   **EXPLORATORY ADVISING**
Request Form   Access Request Forms   Ticket List   Create New Ticket   EA Status list   Create EAP

                           CURRICULUM TICKETS
                           Ticket List   Create New Ticket

SYSTEM TOOLS

UNIVERSITY OF South Carolina

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CURRICULUM TICKETS

Ticket List

Create New Ticket

UNIVERSITY OF
South Carolina

TICKET

Academic Advising System Manager

Purpose of this Form

The purpose of this form is to report curriculum concerns with undergraduate degree programs that require resolution or correction. Examples include: undergraduate bulletin inconsistencies , DegreeWorks errors, major map corrections, website inconsistencies, etc.) This form is NOT intended to log general inquiries or questions about process. If you would like guidance or training on the CIM/APPS process or DegreeWorks/Advising utilization, training materials are available. Faculty, please contact Jenn Tilford. Advisors, please contact Jane Bouknight.

Submitter Information

Name: Tilford, Jennifer

USCID:

Email: * [tilfordj@mailbox.sc.edu]

College: * [Select One ▼]

Curriculum Concern

What is the source of your curriculum concern? * Select all that apply

☐ Undergraduate Program of Study Requirements (Undergraduate Academic Bulletin)
☐ DegreeWorks
☐ Major Maps
☐ Course Issue
☐ Website
☐ Other [   ]

Bulletin Year of curriculum concern. *
[   ]

Please describe the curriculum concern. *
[   ]

Provide at least one of the following: *

Hyperlink(s): [   ]
[Add Hyperlink]

Upload File or Screenshot: [Choose File] No file chosen
[Add File]

Student ID: [   ]
[Add Student ID]

- This curriculum concern is for undergraduate issues only.

- This form is not intended to capture training requests. If I have training requests I will contact Jenn Tilford (Faculty) or Jane Bouknight (Advisors) (i.e if you don't know how to use APPS or DegreeWorks, please see directions above.

UNIVERSITY OF South Carolina

TICKET

Submitter Information

Name: Tilford, Jennifer

USCID:

Email: * tilfordj@mailbox.sc.edu

College: * Select One ▼

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What is the source of your curriculum concern? * Select all that apply

☐ Undergraduate Program of Study Requirements (Undergraduate Academic Bulletin)
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Student ID: [   ]

[Add Student ID]

UNIVERSITY OF
South Carolina

EXAMPLE

Ticket No. 476

Submitter Information

Name:	Godwin, Courtney
USCID:	G74446763
Email:	holden@mailbox.sc.edu
College:	McCausland College of Arts and Sciences

Curriculum Concern

What is the source of your curriculum concern? * Select all that apply

- ☐ Undergraduate Program of Study Requirements (Undergraduate Academic Bulletin)
- ☑ DegreeWorks
- ☐ Major Maps
- ☐ Course Issue
- ☐ Website
- ☐ Other [   ]

Bulletin Year of curriculum concern. *

[all (major started i   ]

Please describe the curriculum concern. *

[DegreeWorks lists BIOL 612 as course option for the Cellular & Molecular Neuroscience Concentration, but it is not listed an option in any academic bulletin.   ]

Provide at least one of the following: *

Hyperlink(s):   [https://academicbulletins.sc.edu/archives/2022-2023/undergraduate/arts-s]

Upload File or Screenshot: [Screenshot 2025-08-12 151535.png]

Student ID: [C29478076   ]

Assignments

- ☐ Curriculum Management
- ☑ DegreeWorks
- ☐ Bulletin
- ☐ Course Issue

Subtickets

DegreeWorks	**Status:**	DegreeWorks Team Corrected Audit ✔
	Closing Comments:	Removed BIOL 612 option from Cellular & Molecular concentration; pending promotion 8/18

Closed on August 13, 2025 9:15am by Beckham, William.

Comments

UNIVERSITY OF **South Carolina**

EXAMPLE

Name: Godwin, Courtney

USCID: G74446763

Email: holden@mailbox.sc.edu

College: McCausland College of Arts and Sciences

Curriculum Concern

What is the source of your curriculum concern? * Select all that apply

- [ ] Undergraduate Program of Study Requirements (Undergraduate Academic Bulletin)
- [x] DegreeWorks
- [ ] Major Maps
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UNIVERSITY OF
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EXAMPLE

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HISTORICAL DATA

- Ticketing System went live: May 2024
- 496 total tickets to date (9/4/2025)

SOURCE OF ISSUE

SOURCE OF ISSUE

|	Bulletin	Course Issue	Curriculum Management	DegreeWorks
Value	2	3	19	475
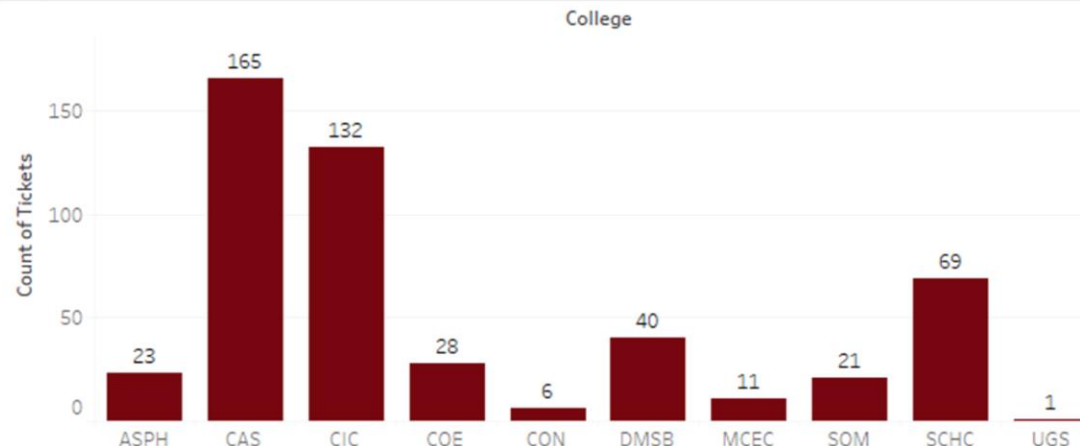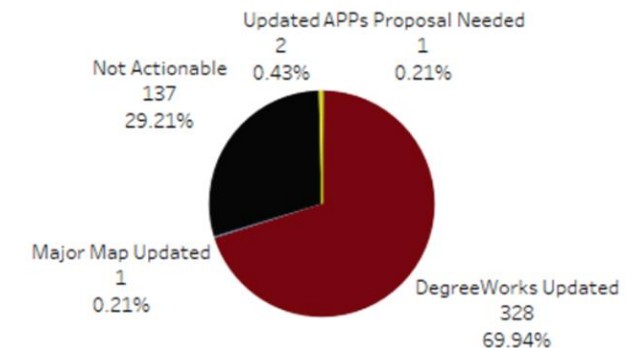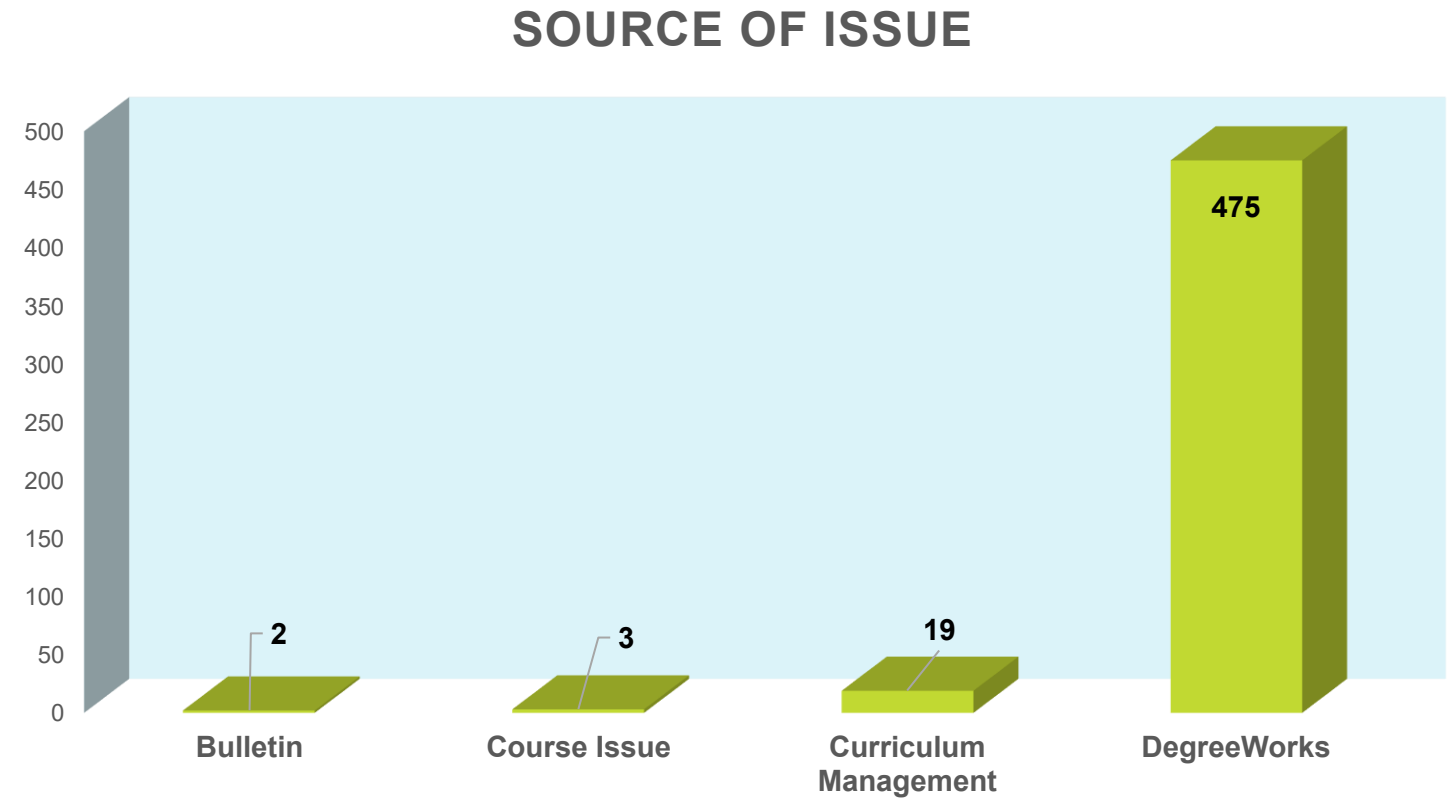
Note: Some tickets have more than one source.

THEMES
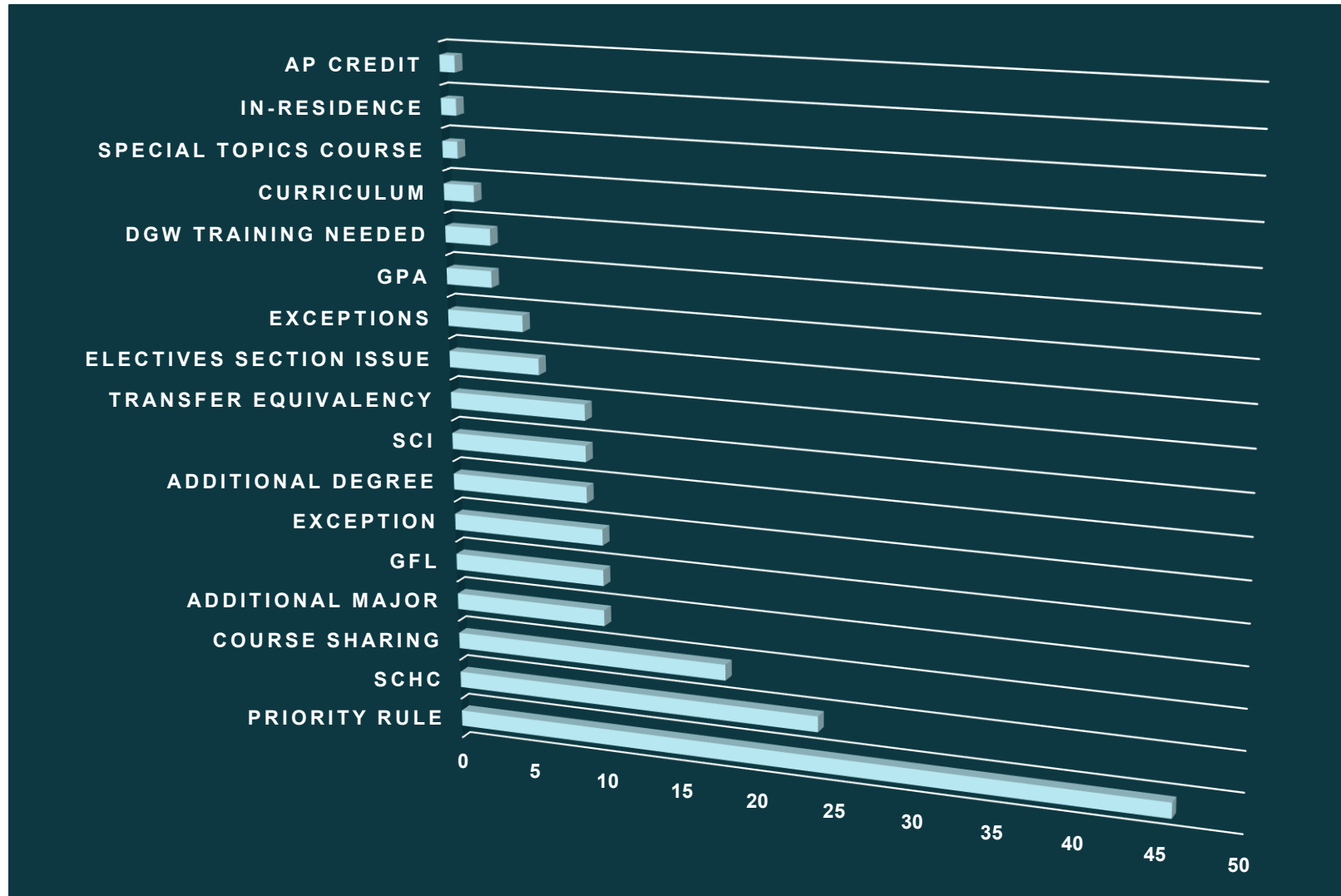
PROGRESS

- 50% in-residence requirement corrected for all majors/degrees
- 144 hours minimum for additional degree corrected for all combinations
- University rule that courses may only count once in the program of study has been applied to all degree audits
- Project underway to re-evaluate how electives populate in the audit

Curriculum Ticket Analysis

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REQUEST

Please use the ticketing system!

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THANKS!

Jenn Tilford

Director of Undergraduate Curriculum Management

tilfordj@mailbox.sc.edu

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