GRADUATE STUDENTS: HOW TO CREATE A REQUEST FOR A CHANGE IN STATUS

This is a step-by-step guide for graduate students explaining how to create a request for a change in status using your new self-serve portal.

Begin by logging into MyConcordia portal. Once logged in, click on “My Student Centre” located on the upper left-hand side of the screen to access your self-service dashboard. Next, click on the “Self Service” drop-down menu, select “Research Activities” and then “Service Requests”.

1. Click on the “Self Service” drop-down menu, select “Research Activities” and then “Service Requests”.

2. On the ‘My Service Requests’ screen, you will be able to see all of your Student Requests, even those submitted by your department. Select the “Create New Request” button.

3. Under Select a Request Category, click on “Change in Status” and then click “Next”.

NOTE: If you are unsure which option to select, check with your department. Selecting the wrong request category may result in a delay.
Select the Graduate Program Assistant for your program for this request, then click “Next”.

NOTE: If you cannot find your GPA, ensure you are viewing all the options, by selecting ‘View All’.
If you are still unsure as to who you should select, check with your department/SGS. Sending a Student Request to the incorrect person may result in a delay.

Select your academic program and academic plan by clicking on the search icon next to “Academic Program” and “Academic Plan”.

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A menu will pop-up from which you can choose your academic program. If you have more than one academic program, select the program that corresponds to this request.

Do the same for choosing the "Academic Plan". If you have more than one academic plan, select the one that corresponds to this request.
Choose the “Term” and “Change Status to” by clicking on the search icon.

From the pop-up window choose the “Term”.

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Do the same for “Change Status to”. A comment should be added as well as an attached file (if applicable) to support your request under “Comment” and “File Attachments”. Click “Submit”.

NOTE: If you are in a PhD or master’s program, a status change may affect your billing. You should check your account once the change appears on your student record.

The request can be seen under “My Service Requests” as a proof of submission. When a decision is made, it will be visible.

NOTE: You can check the status of all your Student Requests at any time by navigating to this page.