FAQ: A submission is missing from a Placement page

This HelpDoc will walk you through several troubleshooting processes to try and identify why a form submission is not showing up on a student's placement record and how to fix it. **Follow the steps consecutively unless otherwise directed.**

Process A | Confirm the user has completed the form in question

Step 1: Access the Placement page that is missing a form one of three ways:

- On the main course page, click on the Placement site name, then click on the Placement ID

- On the student forms tab on a course, click on the Placement ID

- On a user page, click on the Placement ID in the User's Placements section

Step 2: From the Placement page, first identify which type of form and who is expected to complete this form. In the example you can see the placement form for Spring 2021 is not showing completed (see screen shot). If it is a student form, click on the student's name to go to their profile page, otherwise you will need to access the user profile page from the Users tab. For forms submitted anonymously, you will need to search the form submissions to identify if a submission already exists.

Before going to the next step

- **Copy the Placement ID from the Placement page**, you will need it for future steps.

- If the form is completed anonymously <u>and</u> it is a **Supplemental** form <u>stay on the Placement page</u> and **use this guide** to check if a submission exists then follow the links in the guide to continue the process.
- If you see a form is incomplete, but the text says **Complete Draft** (see screenshot below) then the student has **not** submitted the form yet, and you should reach out to them to go back to the form and click **Submit**. If this doesn't solve the problem, you can **continue to Step 3**.

Step 3: On the user's profile page, scroll to the bottom of the page and find the **Submissions** section. Look for the placement form identified in Step 1 and continue to the 3 scenarios you will likely encounter.

Scenario I: No submission exists.

If you see either 1) no submission for the placement form in the user's submissions list, or 2) something similar to the screenshot below — where a submission exists, but it is for a prior term — then it is clear that a completed submission for the Placement in Spring 2021 has not occured. (**Example:** in the screenshot below, the Site Placement Orientation Form was submitted in March 2020, this indicates that this is not a recent submission because we know this is a Spring 2021 Placement we're checking).

Sally's Submissions

Form	Submitted ⌄	
Site Placement Orientation Form	03/12/2020 - 2:26pm	View Your Submission
Release of Liability Waiver	04/17/2019 - 12:48pm	View Your Submission

> **Next Steps for Scenario I:**
>
> i. Tell the student to complete the form following the typical process and to inform you when they have submitted the form.
>
> If after this has been completed and the form still isn't connected to the Placement, **continue to Process B**.

Scenario II: There appears to be two submissions from the student within a few minutes/hours/days of each other effectively duplicating the submission. This usually happens when the user double-clicks the submit button.

Sally's Submissions

Form	Submitted ⌄	
Site Placement Orientation Form	02/26/2021 - 12:08pm	View Your Submission
Site Placement Orientation Form	02/26/2021 - 12:08pm	View Your Submission
Site Placement Orientation Form	03/12/2020 - 2:26pm	View Your Submission
Release of Liability Waiver	04/17/2019 - 12:48pm	View Your Submission

Next Steps for Scenario II:

i.   Open both submissions and verify that they are both for the **same** placement since there is a possibility a student might have multiple placements within a single program in a semester. Looking at the Placement Information (screenshot below) at the top of the submission page should easily show you the placement number, as well as student information, and even when the form was submitted.

Placement #107907 Information   ←   Placement ID

Student: Sally Student
Program: Service Learning
Course: SL 200 (01): Community Engagement
Program site: Adoption and Rescue Team
Opportunity: Vet Clinic
Staff: (empty)

Term: Spring 2021
Estimated Hours: 50
Reported Hours: 0
Student ID: studentpr
Submitted by: studentpr
Day and time submitted → **Submitted on:** 02/26/2021 12:08 pm

    a. If the number on the submission and the number from the Placement match **continue to ii**.

    b. If the numbers <u>do not</u> match, but there is Placement Info, **continue on to Process B**.

    c. If there is no Placement information at all **continue to ii**.

ii.   Review both submissions and look for which one is more complete (e.g. a less complete submission might be only partially completed and/or if signatures are required none have been completed yet). <u>Delete the **less complete**</u> submission, then:

    a. If the remaining submission shows Placement Details **continue on to Process B**.

    b. If the remaining submission **does not** have Placement Details, remain on the submission page and **continue on to Process C**.

Scenario III: There appears to be a submission from the student.

Sally's Submissions

Form	Submitted ⌄	
Site Placement Orientation Form	02/26/2021 - 12:08pm	View Your Submission
Site Placement Orientation Form	02/26/2021 - 12:08pm	View Your Submission
Site Placement Orientation Form	03/12/2020 - 2:26pm	View Your Submission
Release of Liability Waiver	04/17/2019 - 12:48pm	View Your Submission

Next Steps for Scenario III:

i.   Open the submission by clicking the **View Your Submission** link.

a. If you see the expected Placement information **continue to Process B**.

Placement #107907 Information → Expected Placement ID

Student: Sally Student
Program: Service Learning
Course: SL 200 (01): Community Engagement
Program site: Adoption and Rescue Team
Opportunity: Vet Clinic
Staff: (empty)

Term: Spring 2021
Estimated Hours: 50
Reported Hours: 0
Student ID: studentpr
Submitted by: studentpr
Submitted on: 02/26/2021 12:08 pm

b. If you see Placement Information for a different placement, then this submission should be considered as separate and this is now like Scenario I, **go back to Next Steps for Scenario I**.

Placement #129229 Information → Incorrect Placement ID

Student: Sally Student
Program: Service Learning
Course: HCOM 233 (01): Community Engagement
Program site: United Way Point Reyes County
Opportunity: (empty)
Staff: (empty)

Term: Fall 2019
Estimated Hours: 50
Reported Hours: 0
Student ID: studentpr
Submitted by: studentpr
Submitted on: 05/07/2020 9:43 am

CSU Intern:

c. If you do not see the Placement Details at all remain on the submission page and **continue on to Process C**.

Site Placement Orientation Form

Download PDF   Assign Submission to Placement → If this button is showing then the submission isn't connected to a placement and it should be.
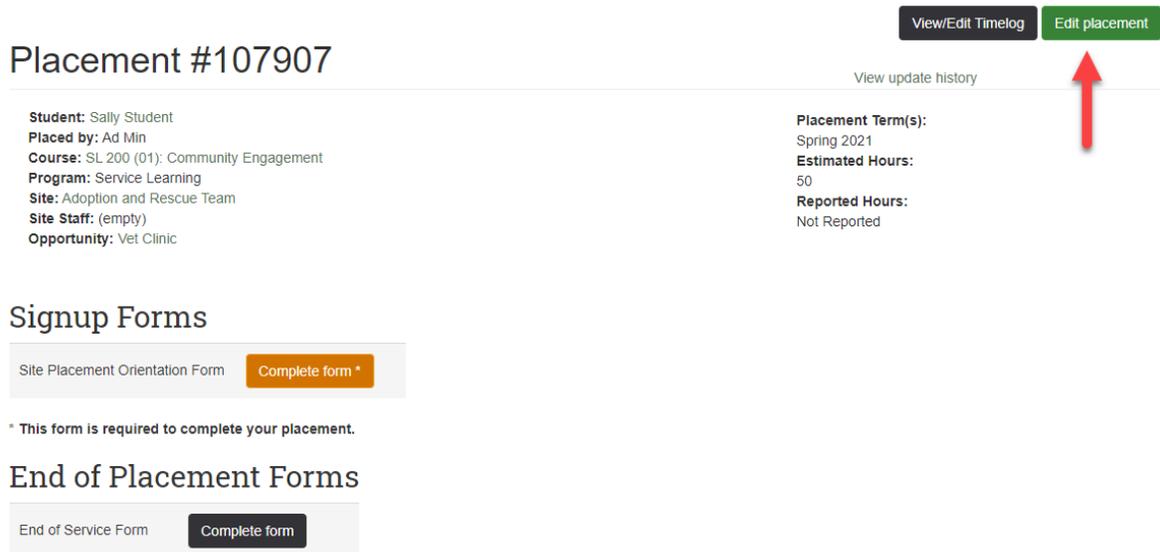
← Placement details should show up here

CSU Intern:

Congratulations on securing an internship! Your placement will include the following forms and a copy completed once per internship placement. Please ensure all information is accurate prior to sub

- Safety Orientation
- Emergency Contact
- Learning Plan
- Participation Agreement

Site Approval I have met with a site representative and received approval to place in this site.

Process B | Re-save the Placement Record to refresh it

Step 1: Go to the Placement page and click on the **Edit Placement** button in the upper left corner of the page.

Step 2: Click **Save** at the bottom of the Edit Placement page, this will refresh the record, thus properly connecting the placement to the submission (i.e. the Placement Details correctly show up on the form submission). Hopefully when the page refreshes, the submission will show up!*

*If after following the Steps as identified for your Scenario from Process A and the submission still doesn't show up, please **contact the HelpDesk** with detailed information including the steps you've already taken and a link to the affected Placement.

Process C | Reconnect the submission to the Placement

Step 1: Access the submission page from the user's profile page, and then on the view submission page click the **Assign Submission to Placement** button. You will be redirected to the assignment page.

Site Placement Orientation Form

Download PDF   Assign Submission to Placement

CSU Intern:

Congratulations on securing an internship! Your placement will include the following forms and a copy
completed once per internship placement. Please ensure all information is accurate prior to sul

- Safety Orientation
- Emergency Contact
- Learning Plan
- Participation Agreement

Site Approval I have met with a site representative and received approval to place in this site.

Note: The **Assign Submission to Placement** button will only show if the form settings require a placement (i.e. is a signup form, end of placement form, or other form with "show on student placements" box checked).

Step 2: On the assignment page, review details about the form and the submission, including the student's Login and User ID (highlighted in red) and confirm this is the correct submission for the correct student. Then type or paste the Placement # from the Placement page into the Placement ID field. Click **Update Submission**.

Assign Submission #336300 to a Placement

Form name: Site Placement Orientation Form

Form campus: CSU Point Reyes

Form program: Service Learning

Submitter: studentpr [394843]

Placement ID [Required]

Paste or type in the numbers of the Placement ID to attach this submission to. Make sure to review the form and submission information above to confirm this is the correct submission.

[107907]   ⬅ **Put the Placement # here**

✔ Update Submission

Step 3: You will be redirected to the submission page and will see the Placement Details are now showing up as expected. Return to the Placement page by clicking on Placement # and confirm the submission is now showing up.

Site Placement Orientation Form

✅ The submission has been attached to Placement #107907

[Download PDF]

Click this to go back to the Placement page

Placement #107907 Information

Student: Sally Student
Program: Service Learning
Course: SL 200 (01): Community Engagement
Program site: Adoption and Rescue Team
Opportunity: Vet Clinic
Staff: (empty)

Term: Spring 2021
Estimated Hours: 50
Reported Hours: 0
Student ID: studentpr
Submitted by: studentpr
Submitted on: 02/26/2021 12:08 pm

CSU Intern:

Congratulations on securing an internship! Your placement will include the following forms and a copy will be sent to your site superviso completed once per internship placement. Please ensure all information is accurate prior to submitting.

- Safety Orientation

[View/Edit Timelog] [Edit placement]

Placement #107907

View update history

Student: Sally Student
Placed by: Ad Min
Course: SL 200 (01): Community Engagement
Program: Service Learning
Site: Adoption and Rescue Team
Site Staff: (empty)
Opportunity: Vet Clinic

Placement Term(s):
Spring 2021
Estimated Hours:
50
Reported Hours:
Not Reported

Signup Forms

Site Placement Orientation Form [View submission]

The submission is now properly connected

* This form is required to complete your placement.

End of Placement Forms

End of Service Form [Complete form]

If after following these steps and the submission still doesn't show up on the Placement page, please **complete Process B** in this document.

Checking if an Supplemental Form submission exists

Step 1: You should still be on the Placement page, if you are not, <u>use the first step in this document</u> to return to the Placement page — click **View Submission** for the form that is missing the supplemental form to open the submission page.

Step 2: Confirm the signature form is showing as incomplete.

Scenario I: The supplemental form link is green and has a checkmark.

Next Steps for Scenario I:

    i.   The Placement probably needs to be refreshed, **continue to Process B**.

Scenario II: The supplemental form link is red and has an X.

Next Steps for Scenario II:

i. Copy or write down the Submission ID found in the URL (see screenshot below). It is the last number in the URL.

ii. Write down the day and time the original form was submitted.

iii.   You will also want to know the name of the person whom you believe completed the form. If this is a form signed by a Site Staff and that's the only information you've been provided, you can find the Site Staff name in the Placement Information as indicated in the screenshot above.

Continue to [Step 3](#).

Step 3: Go to the **Forms** page and open the supplemental form Results tab by clicking on **Submissions**.

Forms Page

Pro Tip: When looking at the results tab of a supplemental form you will see the PSID column, this stands for Parent Submission ID. This is how the two submissions connect together.

Results Tab view

Step 4: To open the "search in page" form while on the Results tab type: **Ctrl+F** (Windows, Linux, and Chrome OS) or ⌘**+F** (Mac), or by going to your browser's menu and clicking the "Find" option (see examples in screen shot below).

Google Chrome   Microsoft Edge

Step 5: Type or paste the Submission ID from [Step 2, Scenario II Next Steps](#), into the **Find** input box.

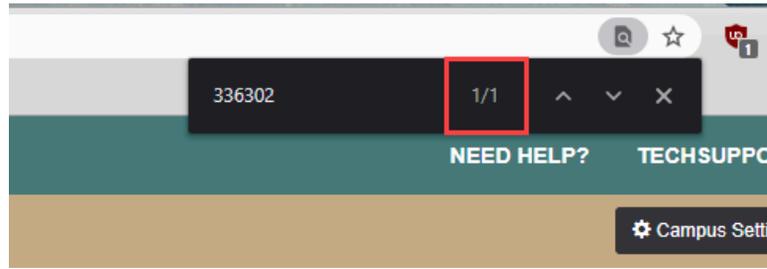
The Submission ID in the "Find" input box

Scenario I: The input box shows 1/1 which means there was a match!

Next Steps for Scenario I:

i.   Locate the matching submission by finding the highlighted text in the page, and then compare this submission's day and time with the date information you wrote down during Step 2, Scenario I Next Steps.

In our example the parent submission date and time was 3/4/21 1:53pm, and the screenshot below shows the supplemental submission date and time as 3/5/21 10:45am.

a.   If the supplemental submission date is **after** the parent submission date, then **continue to Process B**.

b.   If the supplemental form submission date is **before** the parent submission date, then it's possible the parent submission showing on the placement is a duplicate. **Return to Process A** and ignore the anonymous supplemental note to check for a duplicate parent submission, as detailed in Scenario II, Step 3.

Scenario II: The input box shows 0/0 which means we haven't found a match.
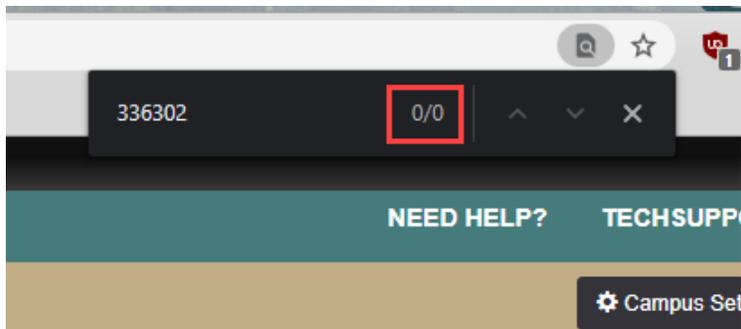
Next Steps for Scenario II:

i.   Scroll to the bottom of the page and check the last submission's submitted date and time.

Click "Next" to check the next page if the date above is after the date of the parent submission

a.   If the last submission's submitted date is **after** the parent submission date <u>and</u> there is a **Next** button available, click **Next** and **return to Step 4 in this section**.

b.   If the last submission's submitted date is **before** the parent submission date <u>or</u> it is **after** but there is no **Next** option, **continue to ii**.

ii.   Check the page for any submissions without a PSID indicated in the right-most column with a question mark (?).

a.   If you **do not** find any submissions with a ? in the PSID column, then there is no submission on record and you need to **send the supplemental form link to the appropriate person to**

submit the form.

    b. If you **do** find a submission with a missing PSID (like in screenshot above), **continue to step iii**.

iii. Click the **View** link on the submission that is missing the PSID and compare the name of the person who completed the form to the name you wrote down during Step 2, Scenario II Next Steps.

not include submissions ON the dates you
use, so make sure to add/subtract a day.

# ⌄	Last Modified	Completed	User	Operations	PSID
18	03/06/2021 - 10:45am	03/06/2021 - 10:45am	Anonymous (not verified)	view edit delete	336304
17	03/06/2021 - 8:45am	03/06/2021 - 8:45am	Anonymous (not verified)	view edit delete	336305
16	03/05/2021 - 11:49am	03/05/2021 - 11:49am	Anonymous (not verified)	view edit delete	336306
15	03/05/2021 - 10:45am	03/05/2021 - 10:45am		view edit delete	?
10	03/05/2021 - 8:15am	03/05/2021 - 8:15am	Anonymous (not verified)	view edit delete	336307
9	03/04/2021 - 10:45pm	03/04/2021 - 10:45pm	Anonymous (not verified)	view edit	336308

Click the View link to review the submission

Pro Tip: Make sure your supplemental forms capture the name of the person completing the form as well as an identifier as to what the submission should be connected to (e.g. Student name, Placement ID, etc), as this helps you in troubleshooting these scenarios and is good practice.

Submission #15

Download PDF

Signature

Does this name match who you expect to be signing

Signer Name Brianna Wagner

    a. If the name matches, **contact the HelpDesk** with the following information:
        i. Link to the parent submission
        ii. Link to the supplemental form submission

    b. If the name does not match but there are multiple submissions with missing PSIDs, go back to the beginning of this step iii and repeat until you find a match or item c below is applicable.

    c. If the name does not match and it is the only submission missing a PSID, then there is no submission on record and you need to **send the supplemental form link to the appropriate person to submit the form**.

Note: It is not recommended that you delete submissions with missing PSIDs (e.g. "?") as it may be for a different placement. Only delete a form submission if you know with 100% certainty it is a duplicate or a submission that will never have a parent submission (e.g. the parent submission was already deleted.