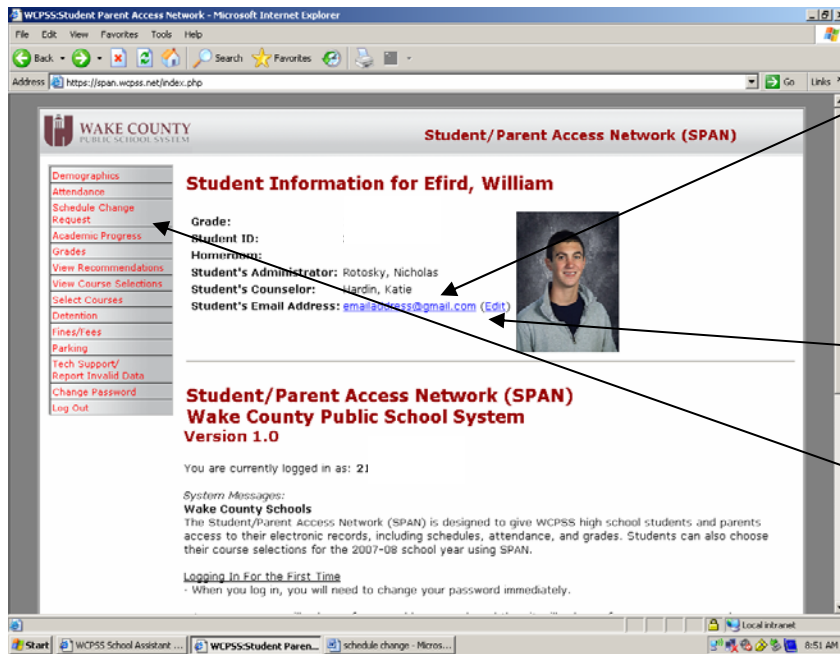


# Requesting a Schedule Correction Using SPAN

Middle Creek will be using SPAN ([span.wcpss.net](https://span.wcpss.net)) for all schedule correction requests. Paper requests will no longer be accepted. Below are step-by-step instructions to guide you through the schedule correction request process.

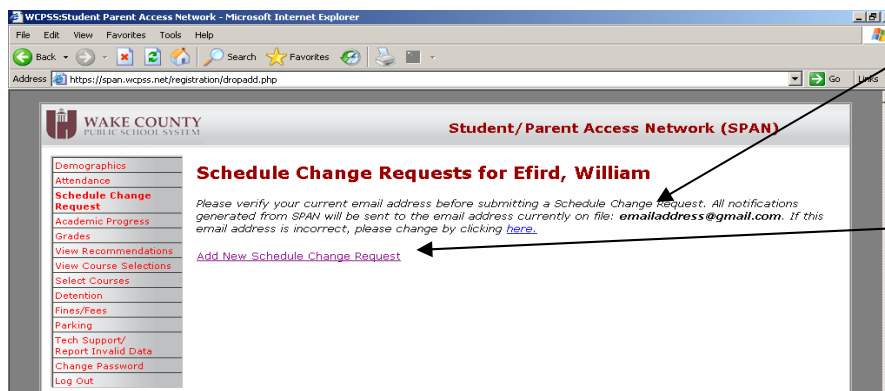
Most students have already received passwords. If you have forgotten your password, please click the "Password Recovery" link in the upper left corner. If your account has been disabled, please click the "Technical Support" link in the upper left corner of the screen.



Once you've logged into SPAN, please verify your email address. Online schedule corrections rely heavily on email. It is imperative that the email address connected to your SPAN account is accurate.

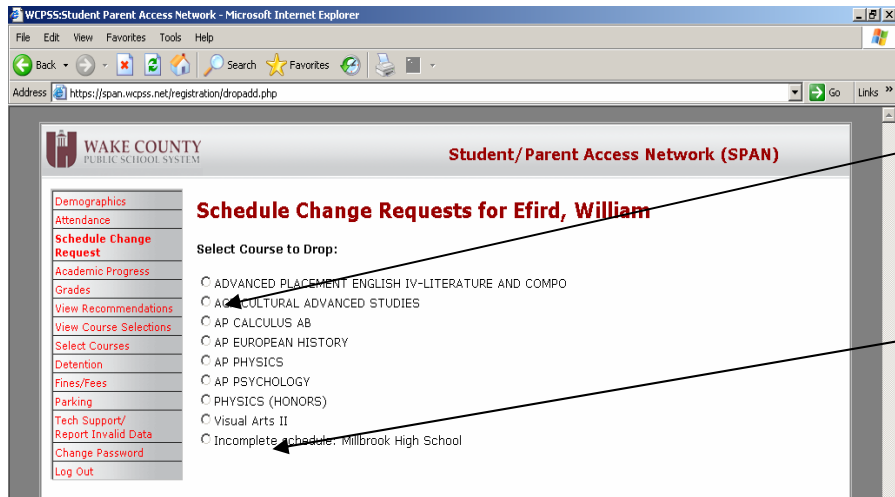
To change your email address, click "Edit" and you will be prompted to enter a new address.

After you've verified your email address, click "Schedule Change Requests".



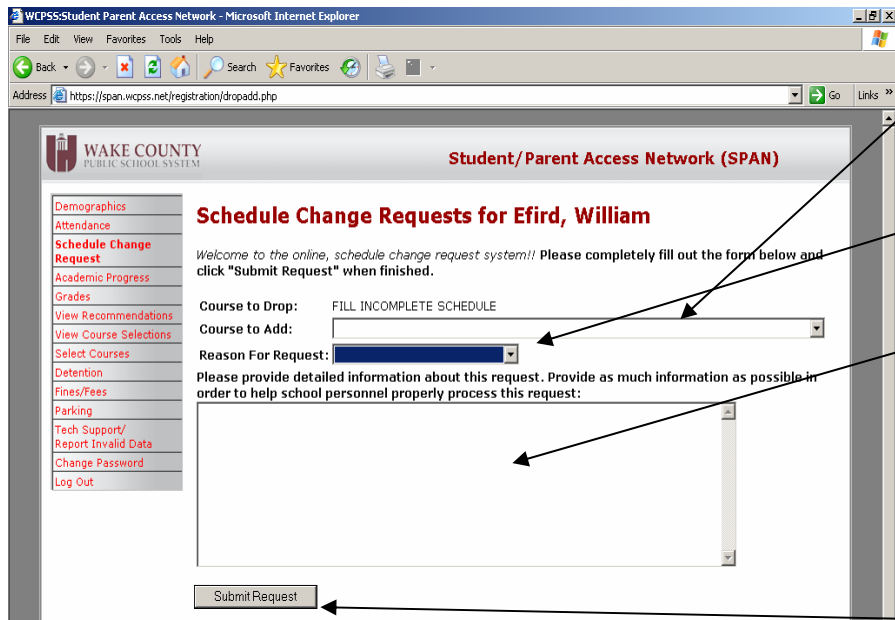
Please verify your email address.

Then click, "Add New Schedule Change Request"



First, you must indicate which class you would like to drop.

If you have an incomplete schedule (you do not have 8 classes), then select "Incomplete Schedule."



Second, you will choose the class that you would like to add to your schedule.

Third, choose the reason you are submitting the request.

Fourth, provide any additional information about this request that you would like to include. **In this box, please indicate additional courses that you'd be willing to add in case your first choice isn't an option.**

When you're finished, click "Submit Request".

### Helpful Reminders:

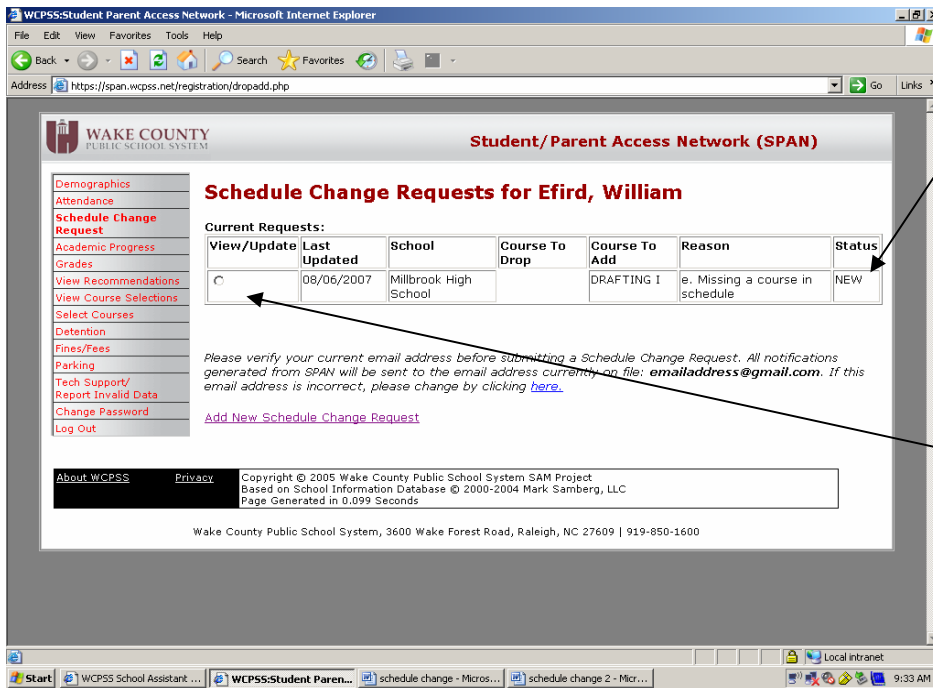
Here are examples of reasons for schedule correction requests:

- Courses are out of sequence = Spanish 2 is in the fall and Spanish 1 in the spring.
- Do not have the prerequisite = You've been scheduled for Algebra 2 without taking Algebra 1.
- Previously passed the course = You successfully completed the course in summer school or during a previous school year.
- Input error = You did not select the course.
- Missing a course in schedule = you do not have 8 classes

You will be notified via email whether your request has been accepted, denied or if additional information is needed. By logging back into SPAN, you will be able to view comments added by the counselor processing the request. **PLEASE CHECK THIS REGULARLY!!** Counselors may request additional information which will require a response from you.

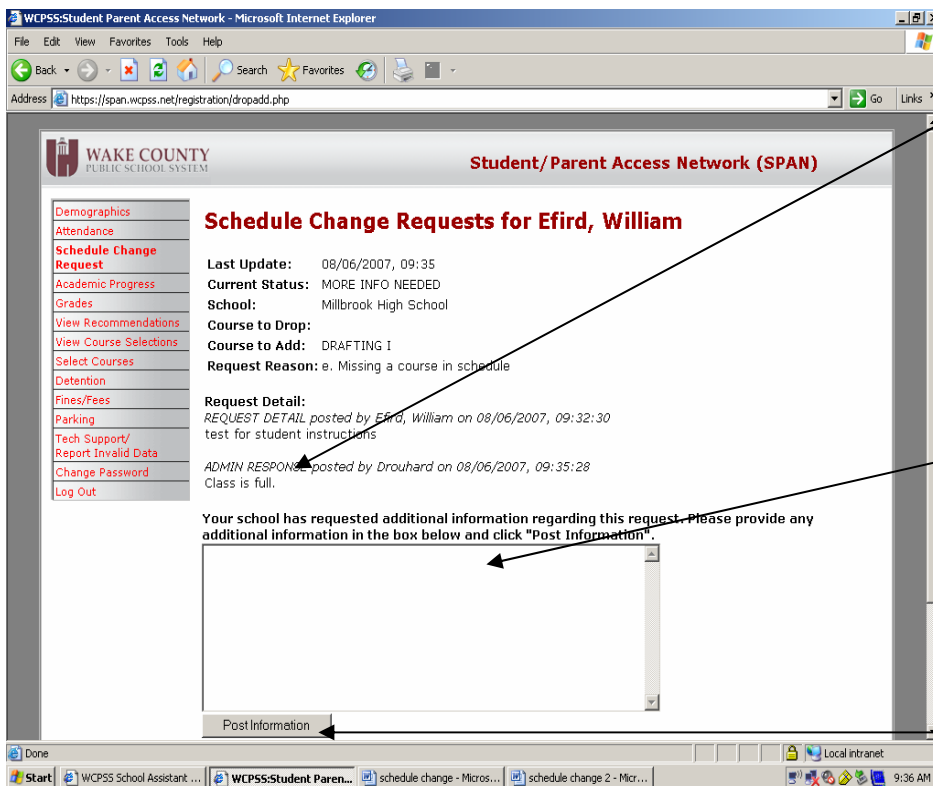
\*\*\* Please note that counselors will not return to work until August 15, 2008. If you need to reach one of them, please wait until after that date.

# FOLLOW UP TO SCHEDULE CORRECTION REQUESTS



Once you've submitted the schedule change request, you should return to the Schedule Change Request component of SPAN regularly to check the "Status" of your request.

If the request is accepted, denied or if additional information is necessary, you will be able to view the specific details by checking the "View/Update" box.



If the request is denied, you will be able to see why in the "Admin response" section. If you'd like to submit a second request, you'll need to begin the process again.

If the counselor has requested additional information, students should respond in the box provided. After the student has added the necessary information, he/she should click "Post Information".

This will create an ongoing dialogue between the counselor and the student.