Inquiry Facility (Basic training)
Callista Student Management System
Table of Contents

Page

1. Logging in to the Callista Student Management System ................................................................. 4
   1.1. Logging into the Virtual Private Network (VPN) ........................................................................ 4
   1.2. Logging into the production (live) environment of Callista (SPRD) ..................................... 5
   1.3. Logging into the training environment of Callista (STRG) .................................................. 8
   1.4. How to change your password .......................................................................................... 8

2. Application Menu ......................................................................................................................... 10
   2.1. Person Inquiry ......................................................................................................................... 10
   2.2. Searching using the ‘wildcard’ % ......................................................................................... 10
   2.3. Explanation of the Inquiry form features ........................................................................... 12
   2.4. How to navigate in ‘Person Inquiry’ .................................................................................... 14
      2.4.1. Addresses ....................................................................................................................... 14
      2.4.2. Academic History ......................................................................................................... 15
      2.4.3. Student Course Fees, Student Fee Calendars .......................................................... 17
      2.4.4. Academic Report ......................................................................................................... 18
   2.5. Navigation Buttons explained ........................................................................................... 19

3. Class List Inquiry ......................................................................................................................... 20

4. VET Final Candidates List (FCL) .............................................................................................. 23

5. HE Final Candidates List (FCL) ............................................................................................... 27

6. Graduation Selection Report .................................................................................................... 29

7. How to log out of Callista ......................................................................................................... 30

8. Contacts ...................................................................................................................................... 31
9. Helpful Information ........................................................................................................... 32
  9.1. Unit Attempt Status ............................................................................................... 32
  9.2. Course Attempt Status .......................................................................................... 32
  9.3. Callista Quick Reference Guide & Keyboard Shortcuts .......................................... 35
1 How to log into the Callista Student Management System

1.1 Logging into the Virtual Private Network (VPN)

You must first connect to VPN (virtual private network). Click on your computer’s ‘Start’ button, select ‘All Programs’, ‘Cisco Systems VPN Client’ then click on ‘VPN Client’.

The following screen will appear:

Select “Connect to CDU corporate applications”
You will also need to select this profile when working from outside of CDU (etc from home)

Click on ‘Connect’.

When the following screen appears, enter your CDU computer Username and Password.
Then click on ‘OK’.
Once the connection has been made the padlock in the bottom right of your screen will be locked.

Note: If VPN connection is lost the padlock will appear unlocked.

1.2 Logging into the production (live) environment of Callista (SPRD)

Click on Start

Type in the Search Field
Bubble 19) should appear.

CDU Callista Thinapp
**Optional:** If you are using Callista regularly, you may wish to pin the application to your Task Bar or Start Menu for ease of use.

**Pin to Task bar** Right click on the Callista bubble and select ‘Pin to Task Bar’

**Pin to Start Menu** Right click on the Callista bubble and select ‘Pin to Task Bar’
Click on the Callista bubble

You will see a little pop up in the bottom right corner of your screen while the web browser loads.

Click on Callista log in

Student management systems

You are now at the Callista Production Database (SPRD) Login Screen.

Enter your **Username** and **Password** and click on ‘**Connect**’.

**IMPORTANT NOTES:**

1. You are **not** able to access the training instance via the login screen for production (live) by changing the ‘Database’ name and vice-versa. Both databases are separate and have their own unique URL.

2. When you have logged in you will need both ‘orange stars’ open for Callista to function. (check the icons on your Task bar.) Do **not** close the ‘Oracle Application window’ as this “drives” Callista.
1.3 Logging into the training environment of Callista (STRG)

Open ‘CDU Callista Bubble 19’ as outlined in steps 1.2

Student management systems

Select Callista Training login

Enter the username and password you have been provided with.

1.4 How to change your password

For security reasons you are required to change your Callista password.

Click on ‘Action’ and select ‘Change Password’.

The following ‘Password Update’ screen will appear:
Enter your current password in ‘Old Password’.

Enter a new password in ‘New Password’ and enter your new password again in ‘Re-enter New Password’.

**Note:** Your new password must:
- start with a letter (upper or lower case)
- have a minimum length of 8 characters
- contain at least one digit and one capital letter
- only $_# are allowed as special characters.

Click ‘OK’.

**Note:** This must be done in both the training (STRG) and production (SPRD) databases.
2 Application Menu

2.1 Person inquiry

To access the ‘Person Inquiry’ screen, click on the arrow next to ‘Person Inquiry’.

You are now able to search / query Callista for the student details you want.

This can be achieved by entering in any of the following information:

- Student ID (Person ID)
- Surname
- Given Name/s
- Preferred Name
- Date of Birth

2.2 Searching using the ‘wildcard’ %

It is recommended that you use a percent symbol (%) as a wildcard, particularly if you are unsure of the spelling or you do not find the person you are seeking.

eg: MacDonald or McDonald - entered as M%DONALD or as M%DON%

% can be used at the start, end or anywhere in between and should always be used at the end of a first name.

eg: to search for Joan Mary Smith the entry should be as follows:
Once you have entered the search criteria, click on \( \text{(query)} \) to activate the search and the student’s record will appear.

If there are multiple records matching the search criteria, the following screen will appear, providing you with a list of students to choose from. Use the \textit{scroll bar} on the left of the screen to see more.

Click on the student entry to highlight a particular student and additional information about the student can be seen in the area at the bottom of the screen.

Once you have identified the student record you want, click on either at the bottom if the student is highlighted or next to their record on the right.

You are now able to view / access the student’s complete record.
2.3 Explanation of the Inquiry form features

Person identification details:

‘Oracle Username’ – This is the login name for a person who has access to Callista

(e.g. staff member)

Checkboxes:

If a box is ‘ticked’, it means ‘Yes’. ie: a tick next to ‘Staff Member’ means the person is a staff member.
If a box is blank, it means ‘No’. ie: the person is not a staff member.
Navigation buttons:

If the text on a button is bold, you are able to access further information regarding the student.
If the text on a button is grey, you are not able to access the information contained in that area or there is no further information available.

Student Course Attempt:

This section lists all of the courses the student has been enrolled in or courses where notification of intent to enrol has been received. i.e. Apprenticeship Centre notification.

The is a shortcut to the student’s ‘Academic History’ screen for the course it is against. Clicking on the button in the screenshot below will display the academic history for the course ICA40199.

The button will display the fees for the course selected (highlighted) in the Student Course Attempt area.

The button will display information relating to the qualification / award the student has received.
2.4 How to navigate in ‘Person Inquiry’

2.4.1 Addresses:

Click on [Addresses] and the following screen appears.

Click on an ‘Address Type’ to view the information toward the bottom of the screen.

Scroll bars will be active, if there are more than two addresses recorded in the section.

Note: An address has expired if it contains an ‘End Date’.

To return to the ‘Person Inquiry’ screen, click on [exit]
2.4.2 Academic History:

Click on Academic History and the following screen appears.

This screen provides information relating to the course displayed under the person’s name.

The bottom section of the screen displays the units undertaken and the result for each unit completed.

The blue arrow shown above will re-direct you to the ‘Class List Inquiry’ screen for the unit.
The list identifies all students who enrolled in the same unit, study mode, teaching period and location as the identified student. Click on ‘Exit’ to exit the ‘Class List Inquiry’ screen.

The ‘Administrative’ button will alter the data displayed above. The button will also change to ‘Academic’ (see below). This enables you to quickly change your view between ‘Administrative’ and ‘Academic’ depending on the information you are seeking.

To return to the ‘Person Inquiry’ screen, click on ‘Exit’.
2.4.3 Student Course Fees:

Click on **Student Course Fees** and the following screen appears.

By clicking on the relevant course to highlight it, the information in the fee assessment area will change to display total amount owed and paid by teaching period, fee type and totals for the selected course. The amounts may vary from time-to-time due to change of enrolment and payments.

Click on **Exit** to exit the course fees screen.

Student Fee Calendars:

The information available by clicking on **Student Fee Calendars** is very similar to that available via the ‘Student Course Fees’ button although in a different format.
2.4.4 Academic Report:

Click on [Academic Report] to obtain a printable report detailing the student’s complete academic (study) history.

**Please note:** Only Student Services are allowed to hand out reports to students. On your report you will find a note as below:

```
THIS REPORT IS FOR INTERNAL USE ONLY BY CDU STAFF
```
### 2.5 – Navigation buttons explained:

**Exam Timetable:**

The [Exam Timetable] button is not currently used.

<table>
<thead>
<tr>
<th>Navigation Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details</td>
<td>The ‘Details’ button provides additional administrative information. Click on ‘Back’ on the bottom right to exit the details screen.</td>
</tr>
<tr>
<td>Progression</td>
<td>The ‘Progression’ button provides information relating to the students progress through the course. The left side of the screen will display the information in credit points for a Higher Education course and the right side of the screen will display the information in contact hours for a VET course. Click on ‘Back’ on the bottom right to exit the progression screen.</td>
</tr>
<tr>
<td>Adv Stnd</td>
<td>The Advanced Standing button provides information on units the student has been granted due to RPL or Credit Transfers. i.e: the student has been granted advanced standing. If the student does not have advanced standing in this course, this button will be grey. Click on ‘Exit’ to exit the advanced standing screen.</td>
</tr>
<tr>
<td>Acad Report</td>
<td>The Academic Record button provides a printable report detailing the selected course history for the student.</td>
</tr>
<tr>
<td>Course Fees</td>
<td>The ‘Course Fees’ button provides financial information relating to the course. This information will display total amount owed and paid by teaching period, fee type and totals for the course. The amounts may vary from time-to-time due to change of enrolment and payments. Click on ‘Exit’ to exit the course fees screen.</td>
</tr>
<tr>
<td>Exam Timetable</td>
<td>The ‘Exam Timetable’ button is not currently used.</td>
</tr>
<tr>
<td>Next Crs &amp; Prev Crs</td>
<td>The Next Course and Previous Course buttons enable you to scroll through and view the details of the students various course attempts.</td>
</tr>
</tbody>
</table>
| Acad Encumbrances | Academic Encumbrances button is active if there is a restriction placed on the record which prevents students from accessing University services. The two main types of encumbrance are:  
  **Administrative Encumbrance** - due to non-payment of fees, not submitting a tax file number or failing to return university equipment. This encumbrance normally results in restricted access to University services, including results and graduation until conditions are satisfied and the encumbrance is lifted.  
  **Academic Encumbrance** - due to unsatisfactory academic progress. This type of encumbrance may result in exclusion, which prevents students from enrolling in a course or courses as specified by the Board of Examiners; or expulsion, which prevents students from admission or any further enrolment at the University. |
3 Class List Inquiry

To access the ‘Class List Inquiry’ screen, click on the arrow next to ‘Class List Inquiry’ from the main ‘Application Menu’.

Enter the *Unit Code* and press the “Tab” key.

Using the LOV (List Of Values) button enter the *Academic Period* and *Teaching Period*.

The *Unit Location* may also be entered if required.

Click on the [Retrieve List] button.

The screen will be populated with the requested data.
Data is displayed with ‘Credit Points’.
To change the display to ‘Contact Hours’, click on the ‘Contact Hours’ button

The button will take you to the ‘Person Inquiry’ screen for the person the button is next to.

The button will take you to the ‘Academic History’ screen for the person the button is next to.

Click on to view class list statistical information. ie. the number of students by mode, location and attempt status.

Click on ‘Retrieve List’ to return to the previous screen.

Student data can be downloaded into an Excel spreadsheet for easy manipulation. Click on ‘Download Records’.
Change the file name to something meaningful, like your unit code and save the document (e.g. to your Desktop).

The excel document will open displaying student data including addresses and contact details.

You may now manipulate and save the file as required.

**Important Note:** This data is only as good as the information entered into Callista at the time of your download and therefore will not remain current.
4 VET Final Candidates List (FCL)

From the ‘Application Menu’ select the ‘CDU - VET Final Candidates List’ (L_ASSJ0100) by clicking on the adjacent button.

The following screen will appear:

Enter the parameters required by either typing in the information or using the LOV button next to the field.

- * ‘Academic Year’ must be entered (eg. 2014). This is the year the student was enrolled in the unit. Click in the ‘Academic Year’ field and the current year will be entered automatically. This can be changed if required.
• *‘Assessment Period’* must be selected (click on the to make your selection). This is the period the unit was enrolled in.

<table>
<thead>
<tr>
<th>Assessment Period</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASS-TERM1</td>
<td>TERM 1 ASSESSMENT PERIOD</td>
</tr>
<tr>
<td>ASS-TERM2</td>
<td>TERM 2 ASSESSMENT PERIOD</td>
</tr>
<tr>
<td>ASS-TERM3</td>
<td>TERM 3 ASSESSMENT PERIOD</td>
</tr>
<tr>
<td>ASS-TERM4</td>
<td>TERM 4 ASSESSMENT PERIOD</td>
</tr>
</tbody>
</table>

This is a superior period to the teaching periods and the relationships are as follows:

- ‘ASS-TERM1’ = will return students enrolled in Term 1 only.
- ‘ASS-TERM2’ = will return students enrolled in Terms 1 and 2.
- ‘ASS-TERM3’ = will return students enrolled in Term 3 only.
- ‘ASS-TERM4’ = will return students enrolled in Terms 3 and 4.

For example: If you wish to select a grade list for ALL students enrolled in Term 1 and Term 2 you would select ‘ASS-TERM2’ to obtain your list.

- Enter ‘Teaching Period’ if required - those available are: Term 1, Term 2, Term 3, Term 4. If you have selected ‘ASS-TERM2’ or ‘ASS-TERM4’ above and wish to select only Term 2 or Term 4 you may select the relevant term in this field. This field may be left blank.

- Leave ‘Unit Version Owner Org Unit’ blank – do **not** use this field.

- ‘Admin Location’ can be selected (click on the to make your selection) – this is at the course level of the student enrolment – applicable Admin Locations are Team Codes:
• ‘Delivery Location’ can be selected (click on the ▼ to make your selection) – this is where the unit was actually delivered. Select/enter the relevant delivery location (ie. Location Code and Team Code). Use ‘EXT’ for external students followed by the Team Code.

![Location Selection](image)

• ‘Delivery Mode’ maybe left blank – unless you wish to filter the listing by the mode the student is enrolled in for the unit. ie.: I – Internal, E - External, M – Mixed mode.

• ‘Funding Source’ maybe left blank – unless you wish to filter the listing by the funding source the student has been enrolled in. eg. 11J, 11K

• ‘Course Code’ maybe left blank – unless you wish to filter the listing by the course the student has been enrolled in.

• ‘Unit Code’ must be entered. This is the unit code the student has been enrolled in.

• ‘Descriptor’ maybe left blank – unless you wish to filter the listing by the course descriptor/stream the student is enrolled in (if applicable).

Once you have entered the parameters required, click on the clock icon to schedule the report to run ASAP.

![Schedule Report](image)
You will be given a ‘Request Number’ (commonly referred to as a job number).

**Take note of the request number** for the job (this number is important if there is a problem and you do not receive your report as it needs to be quoted to the Callista Team to assist with problem identification).

The report will be forwarded to your CDU email account and will refer to the request number.
5 HE Final Candidates List (FCL)

From the ‘Application Menu’ select the ‘CDU - Final Candidates List HE’ (L_ASSJ0110) by clicking on the adjacent ▶.

Field Descriptions

*Academic Year: The year the student was enrolled in the unit.
*Teaching Period: The period the unit was enrolled in.
*Unit Code: The unit code the student has been enrolled in.

Unit Version Owner Org Unit: Do not use this field. It is only to be used by select staff.

Delivery Location: Select / enter the relevant delivery location. (Use ‘EXT’ for external students, as listed if you use the LOV button).

Delivery Mode: The mode the student is enrolled in for the unit. ie. Internal, Mixed or External.
Example:

Once you have entered the parameters required, click on to schedule the report to run ASAP.

You will be given a ‘Request Number’ (commonly referred to as a job number).

Take note of the request number for the job (this number is important if there is a problem and you do not receive your report as it needs to be quoted to the Callista Team to assist with problem identification).

The report will be forwarded to your CDU email account and will refer to the request number.

This FCL can be kept for your records.

- This area is restricted to staff who have completed the relevant training.
6 Graduation Selection Report

From the ‘Application Menu’ select the ‘CDU – Graduation Selection Report’ (L_GRDJ0010) by clicking on the .

Enter the percentage for the report to run at (e.g. the percentage of course completed) without the %.

This report is normally run at 70 percent but can be more or less.
Enter the Student (Person) ID, Course Code or both. The sector the student is enrolled in may be selected but this field can be left blank.

If the report is required urgently, click on otherwise schedule the job by clicking on ‘Final Candidates List’.

**NOTE:** Only use the running man for urgent tasks as this:

- can slow Callista down for all users
- does not get logged
- cannot be tracked if there is a problem.

### 7 How to log out of Callista

Ensure you are at your ‘Application Menu’ screen.

Click on ‘Action’ and select ‘Exit Forms’.

You can now close the ‘Web Browser’ by clicking on the ‘x’ in the top right hand corner.
8 Contacts

VPN access or connection issues
ITMS
Ext 6600

Callista training
Palma Keeley
Ext 6870
Cara Gordon
Ext 6456
Jasmine Yim
Ext 7163

Forgotten Callista password
or other Callista issues
Diane Skewes
Ext 6627
Cara Gordon
Ext 6456
Palma Keeley
Ext 6870
Helen Anderson
Ext 6218
Jasmine Yim
Ext 7163

or email: CallistaTrain@cdu.edu.au
9 Helpful Information

9.1 Unit Attempt Status

<table>
<thead>
<tr>
<th>Student Unit Attempt Status</th>
<th>Description list default examples</th>
<th>Assess Fees</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPLETED</td>
<td>Completed</td>
<td>Y</td>
<td>You have a result for the unit. The type of result awarded determines if the unit has been passed or failed, or if it is incomplete.</td>
</tr>
<tr>
<td>DISCONTIN</td>
<td>Discontinued</td>
<td>Y</td>
<td>You have voluntarily withdrawn from the unit or the University has discontinued the unit. The result recorded for a unit when it is discontinued is determined by the date of the discontinuation. Fees may or may not be assessed for discontinued units, depending on the date of the discontinuation compared to the date of the last fee assessment.</td>
</tr>
<tr>
<td>DUPLICATE</td>
<td>Duplicate</td>
<td></td>
<td>This status comes as a result of a Course Transfer where the units have been transferred from another course attempt. The unit was originally undertaken in another course and has been duplicated in the current course.</td>
</tr>
<tr>
<td>ENROLLED</td>
<td>Enrolled</td>
<td>Y</td>
<td>Your enrolment in the unit has been confirmed. Enrolled units attract study load and fees.</td>
</tr>
<tr>
<td>INVALID</td>
<td>Invalid</td>
<td></td>
<td>Your enrolment in the unit is not valid because you have not satisfied one or more pre-requisites or co-requisites, or the unit is not compatible with other unit(s). <strong>Not used by CDU at this time.</strong></td>
</tr>
<tr>
<td>UNCONFIRM</td>
<td>Unconfirmed</td>
<td></td>
<td>If the Course Attempt has not been confirmed then the subjects will also be unconfirmed. Similar to Unconfirmed Course Attempt there may be a reason why the units are not confirmed or it may be a data entry error. Confirmed units have the status of ENROLLED.</td>
</tr>
</tbody>
</table>


### 9.1 Course Attempt Status

<table>
<thead>
<tr>
<th>Course Attempt Status</th>
<th>Callista Description</th>
<th>CDU Details</th>
</tr>
</thead>
</table>
| **UNCONFIRM**         | Course to which the student has been admitted (pre-enrolled or offered a place), but has not yet confirmed their intention to accept the place and enrol. | **HE** - This is the stage where a student has received an offer, but has not enrolled online and/or Student Services has not processed a paper-based HE Enrolment form.  
**VET** - is the status where the University has received an Australian Apprenticeship notification from the Australian Apprenticeship Centre NT (AACNT) confirming an apprentice has signed a Training Contract with the AACNT choosing CDU as the preferred training provider. At this stage the student has not enrolled but a training plan has been produced or is being produced. |
| **INACTIVE**          | Where the student has accepted the offer and confirmed their intention to enrol, but has no enrolled units.  
Or is continuing in the course but has completed current unit and is future enrolled.  
NB: the status will change to enrolled again once the start date of the future teaching period has been reached | • The Student may have accepted the offer online but has not chosen units to enrol in; or  
• The student has not re-enrolled in any units in any teaching period;  
• The student has enrolled in a future teaching period that has not commenced yet |
| **ENROLLED**          | Course in which the student has current ENROLLED units. | The student has been enrolled (or enrolled online if HE) in course and unit for the current teaching period. |
| **INTERMIT**          | Course from which the student is currently intermitted (has leave of absence). Once the intermission has expired, the status will revert to INACTIVE or ENROLLED. | **HE only**: The student has been granted Intermission in writing by the University for a designated period. |
| **LAPSED**            | Continuing (returning) student has failed to confirm their unit Enrolment within the designated time frame. | CDU lapses both HE and VET students around September each year, if they fail to re-enrol in their course they were enrolled in during the previous academic year |
| DISCONTINUE | Course from which the student has been withdrawn. | • The Student has requested to be completely withdrawn from his/her course; or  
• The University has withdrawn the student from his/her course – for HE only and students who have been excluded from their course of study |
| COMPLETE | Course in which the student has satisfied the completion requirements. | The student’s course completion has been processed in Callista.  
A trencher symbol appears once the student has been attached to a Graduation Ceremony. |
9.2 Callista Quick Reference Guide & Keyboard Shortcuts