Jacks Planner Frequently Asked Questions

General Information

Q: What is Jacks Planner?
A: Jacks Planner is an interactive academic planning tool designed to help students efficiently complete a degree program.

Q: Who can use Jacks Planner?
A: Jacks Planner is designed for undergraduate degree seeking students in catalog years 2014-2015 and forward. It includes transfer students and extended campus students. It excludes post-baccalaureate and Personalized Learning students. Jacks Planner is also used by advisors who can view the same planner as the student.

Q: How do I access Jacks Planner?
A: Jacks Planner is accessed through Student Center (in LOUIE) and My NAU portal.

My Plan (i.e. major, minor, certificate) and catalog year

Q: Why is the planner not available for my declared plan?
A: As planners are developed and published they will be released. There may be periods when a plan is not available. Keep checking for its release.

Q: Does Jacks Planner accommodate multiple plans (i.e. minors, certificates, second majors)?
A: Yes, Jacks Planner will reflect requirements for multiple plans as long as the plan is available.

Q: Can I use Jacks Planner if I am seeking a second undergraduate degree?
A: Currently students pursuing a post-baccalaureate degree cannot use Jacks Planner.

Q: How can I use Jacks Planner if my catalog is earlier than 2014-2015?
A: You may consult an advisor about changing to a 2014-2015 or later catalog.

Q: How do I declare and/or change my major/minor/certificate?
A: In Student Center (LOUIE) there is a link to change of major in the other academic drop down (in the Academics Section). You can also contact your academic advisor who can assist in changing, adding or deleting a plan. You can also change your major from the My NAU portal. Click on Major/Minor and Change Major.

Getting Familiar with the Vocabulary

Q: What's the difference between "Notes" and "Advisor Message"?
A: Notes are pre-set important details about a course. Advisor Message is a personalized message from an advisor.

Q: What does the clock icon represent?
A: Courses tagged with a clock have been identified by the department as being a critical course. A critical course indicates a critical checkpoint towards making progress to degree completion for your plan. It is used in predicting successful progress in your major coursework.

Q: Instead of "Select" on my planner, the button says "Advisor". What does that mean?
A: Certain courses have been identified by the department to be chosen in consultation with an advisor. See an academic advisor when selecting courses with the "Advisor" indicator.

Requirement	Notes	Critical	Units	Course	Info	Select Course	Lock	Advisor Message	Remove
Breadth Elective	🖺		3	Not Selected		Advisor	☐	✏	✖
Liberal Studies and/or Diversity	🖺		3	Not Selected		Select	☐	✏	✖

Q: What does the "Lock" feature do?
A: By checking "Lock" the specified course will remain in that term. A course is automatically locked when a user moves a course on Arrange My Plan or when a user adds a course using the Add Course link. Any course can be unlocked simply by removing the checkmark.

Q: What's the difference between "General Electives" and "Additional Electives"?
A: There is no functional difference between the two elective lines.

Q: Why are some of my courses appearing under the "Unassigned Requirements" section?
A: There are several reasons why a course might appear in the unassigned section. Here are few of the most common reasons: There are not enough terms built out in the planner; there are not enough units in each term to accommodate the courses; the course is not scheduled to be offered; a necessary pre-requisite has not been satisfied.

Q: What does "Refresh Suggestions" on the main page do?
A: Clicking Refresh Suggestions will set the plan sequence back to the original order except for courses that have been locked into a term.

Q: When would I use "Add Course"?
A: Add Course is not used often as the planner is already recommending the required courses. However, there are instances when it may be useful. You could add a course to the planner that is not associated with any of the listed requirements (e.g. a second major or a minor/certificate that is not yet available in Jacks Planner).

Q: I have "Placeholder" on my planner. What does it mean?
A: Certain plans require additional elements (e.g. minor, certificate, emphasis, track or concentration). Before those elements are declared, placeholders have been inserted in the likely location the course will go once the additional element is selected.

Requirement	Notes	Critical	Units	Course	Info	Select Course	Lock	Advisor Message	Remove
MAT 155 Principles Of Mathematics II	🖺	🕐	3	MAT 155	ⓘ	Select	☐	✏	✖
Concentration Course	🖺		3	Placeholder			☐	✏	✖

Q: What are "Alerts"?
A: Alerts are plan-related messages designed to provide students with additional information. Red alerts are high severity and most likely indicate that the student is jeopardizing their pathway to graduation. Yellow alerts are low severity and contain key information but will most likely not delay a student's path to graduation.

Arrange My Plan Page
Q: What does "Reset" on Arrange My Plan do?
A: Clicking Reset will undo any drag-n-drop changes made during the current session.

Q: What is the difference between "Planned Units" and "Target Units" on Arrange My Plan?
A: Planned Units are the actual units in each term. Target Units are the maximum units determined by preferences. They are initially set to approximately 15 units per term but can be adjusted as needed.

Q: What is the difference between an "error" and a "warning" message on Arrange My Plan?
A: An error indicates that the user cannot proceed forward with the desired change and needs to be resolved. A warning serves as a friendly notice that what is desired may not be what is recommended.

Edit Term Preferences Page
Q: What does "Reset Defaults" under Edit Preferences do?
A: Clicking Refresh Defaults will restore the term and unit preferences back to the default setting.

Jacks Planner vs. other tools
Q: What is the difference between Jacks Planner and Jacks Scheduler?
A: Jacks Planner is a planning tool that recommends sequencing for coursework for multiple terms. Jacks Scheduler is a scheduling tool that assists in building a schedule (with days and times) for a named term.

Q: Can I pick classes and enroll through Jacks Planner?
A: If the term is open for enrollment, there will be a link to Jacks Scheduler above the appropriate term in the planner. That will allow users to picks classes and proceed to enrollment.

Q: Does Jacks Planner replace the Academic Advisement Report?
A: No, Jacks Planner is a tool that recommends intelligent sequencing for coursework. The Academic Advisement Report is a tool that tells what is satisfied and what is still needed. The Academic Advisement Report is also the tool that the Registrar's Office uses to post degrees from.

Q: Is there a way to access my Academic Advisement Report from Jacks Planner?
A: Yes, at the top of the Planner there is a link to the Advisement Report.

Q: What is the difference between Advising Report and Advising Report Planned?
A: The Advising Report is the Academic Advisement Report. It is the tool used to evaluate if a degree should be posted or not. The Advising Report Planned includes any future courses planned in Jacks Planner. It assists in evaluating progress towards degree completion.

Q: How does the What-if Report in Jacks Planner compare to the What-if Report in the Academic Advisement Report?
A: Similar to the Academic Advising Report, the Jacks Planner What-if Report provides an estimate on what requirements a student would need to complete a degree other than their current plan.

Jacks Planner Details

Q: Why are liberal studies and diversity requirements combined on the planner?
A: Since most students double dip liberal studies and diversity, the planner has combined them. To track progress for completion, refer to the Academic Advisement Report.

Q: Why are there extra math courses in my planner?
A: Jacks Planner may recommend pre-requisite courses that are needed to get you to the first required math course for your plan. See an academic advisor for details.

Q: Why is NAU 100 in my planner?
A: NAU 100 is a highly recommended course for first year Flagstaff Mountain students. It is not required and can be removed. Once you've completed at least one unit of coursework, NAU 100 will disappear from your planner.

Q: Why is my planner recommending courses in summer when I didn't add summer term?
A: If a course must be taken in summer, the planner will display it in summer term. This is rare.

Q: Does Jacks Planner track general electives (those units needed to reach 120 units)?
A: Yes, if a planner does not contain the 120 unit minimum, additional lines (in the form of additional electives) will be added when the planner is run.

Q: What if I fail a required course?
A: If you earn an "F" in a required course, the course will be added back into your planner and remaining courses re-shuffled if necessary.

Q: How does Jacks Planner handle courses that require a minimum grade to satisfy a requirement or prerequisite?
A: If the requirement is to earn a particular grade (i.e. "C" or better) and you earn a "D", the course will be added back into the planner and remaining courses re-shuffled if necessary.

Q: There are extra terms at the bottom of my planner? How do I remove them?
A: Under Edit Preferences, extra terms can be removed.

Q: Will transfer units appear in Jacks Planner?
A: Yes, once transfer units are posted to your Transfer Credit Report, Jacks Planner will apply them to the declared plans and if applicable, will indicate the course(s) as satisfied.

Q: Why are the pre-requirements in Jacks Planner different from the pre-requisites in the academic catalog?
A: As much as possible Jacks Planner captured the pre-requisites from the academic catalog. However, some pre-requisites couldn't be programmed into the tool. Additionally, there are instances when adding an additional pre-requisite to a course improved the performance of the tool. Please refer to the blue info button for the official pre- and co-requisites.

Q: On my planner why doesn't the course prefix and/or catalog number match up? In other words, I notice that the name in the Requirement section is different from the name in the Course section.

A: Through the University curriculum process, departments occasionally will change a course prefix and/or catalog number. The Requirement section is reflecting what the academic catalog states and the Course section is reflected what the course is now in LOUIE. If you have questions, contact your academic advisor.

Requirement	Notes	Critical	Units	Course	Info	Select Course	Lock	Advisor Message	Remove
MGT 301 Production And Operations Mgmt			3	MGT 301	❶	Select	☐	✏	✖
MKT 490 Strategic Marketing		⏰	3	MKT 494	❶	Select	☐	✏	✖

Q: Will exceptions (substitutions and waivers) from the Academic Advisement Report appear in Jacks Planner?

A: Yes, once exceptions are posted, they will be reflected in Jacks Planner and if applicable, will indicate the course as satisfied.

Q: I know that a course also has an honor's section. How do I select it?

A: By clicking the "select" button for a course, honor's sections (if available) will be for you to choose from.

Q: Can I identify my advisor(s) in Jacks Planner?

A: Yes, on the overview page assigned advisor(s) by plan can be viewed.

Q: Do I need to save my changes?

A: No, Jacks Planner automatically saves data as the user navigate on the page. There is no save feature.

Jacks Planner Features – How do I …?

Q: How do I re-arrange my courses?

A: On the Arrange My Plan page, courses can be moved using the drag-n-drop feature. Click on the course and move it to another term. You can also move courses with the keyboard by using the tab to select a line and the arrow keys to move it to a different term.

Be aware that if you move a course that has conflicts with pre-requirements or if a course is not typically offered in the term selected, you will be given an error message which you must correct.

Q: How do I view course descriptions in Jacks Planner?

A: To view a course description, simply click on the blue "i" button. [❶] It will also display pre-/co-requisites.

Q: How does the planner know what track or concentration I want to pursue?

A: If a plan requires a track or concentration, you will be asked to select one before entering Jacks Planner. There is the option to proceed without choosing.

Q: How do I change my track or concentration area?

A: If you change your mind once a track or concentration is selected, you need to contact an academic advisor who can get the track or concentration changed.

Q: How do I remove online courses from my planner?
A: Under Edit Location Preferences, de-select Online.

Q: What if I want to see courses offered at other locations other than my home campus?
A: Under location preferences, select the campus. The planner will then display courses offered at the campus.
Note: Be aware that many Non-flagstaff Mountain courses are reserved for Extended Campus students. The planner does not take this information into account. However, upon enrollment, LOUIE will block the enrollment without an override.

Q: How do I add or subtract terms from my planner?
A: Clock on Edit Term Preferences and using any plus button to add a term and target units. Use the minus button next to the line that you want to delete.

Q: How do I add classes to summer or winter terms?
A: To add summer or winter terms, simply click on Edit Preferences and use the + button to add additional terms.

Q: What if I want to plan more units in order to graduate early?
A: Jacks Planner can assist you in accelerating your time to degree completion. The first thing to do is adjust preferences by increasing the number of units each term (19 is the maximum for fall/spring unless you have an override) and/or adding summer or winter terms in the planner.

Q: I've taken several terms of course work, but it is not displaying in my planner. How can I see what I've already completed for my plan(s)?
A: The planner only displays what still needs to be planned. The Jacks Planner Report will provide a view of which courses are completed, in progress, planned and still needed.
Note: The Jacks Planner Report only displays what is needed for the plan(s). Any extra coursework (i.e. extra electives) will not display.

Q: How do I remove a course from the planner?
A: It's possible to remove most courses from the planner although this is seldom done. However, that doesn't mean that the course doesn't need to be completed. A course may be removed if it is being satisfied through another means (e.g. transfer work that is not posted yet OR a course that was waived by an advisor). Once removed, a course can be restored simply by clicking the Restore button.

Q: How do I view only the courses I have completed or are in progress on the Jacks Planner Report page?
A: To view only completed and in progress courses simply uncheck the Display Planned Courses box.

Q: How do I print my Jacks Planner report?
A: There is a feature to print any page using the Print button in the upper right. However, because Jacks Planner is a dynamic tool and is available anytime, there may not be a need to keep a hard copy. Additionally, not printing saves trees!

Other

Q: How does Jacks Planner account for changes to curricula and academic policies?
A: Jacks Planner will be updated and maintained annually to reflect curriculum changes in degree requirements as approved by the University Curriculum Committee. Academic policies will be reflected in Jacks Planner whenever possible.

For Advisors

Q: How does an advisor access Jacks Planner?
A: Jacks Planner is accessed through Advisee Student Center and EAN (Electronic Advising Notebook).

Q: How do I get to EAN from Jacks Planner?
A: There is a link called "Advising Notes" on the main page that will take the advisor to EAN. Students will not have this feature on their planner.

Q: What is Internal View?
A: The internal view is not often used by advisors. However, it can be used to troubleshoot issues with a particular planner. It displays messages for each course and why a certain course was or was not suggested in a particular term. There is also a link to the Setup Report from there.