

# How to Submit A Data Request

## Registrar's Office

Last Updated: October 2019

### Purpose:

The purpose of this document is to provide instructions for submitting a Data Request using the RO Service Request system.

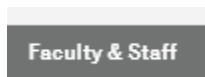
### Assumptions:

- Request submitters have a Dal Netid and Netid Password.

### Instructions:

Please follow the instructions below to submit a Data Request to the Registrar's Office Student Information and Systems Team.

#### 1. Navigate to the Faculty & Staff section on dal.ca.

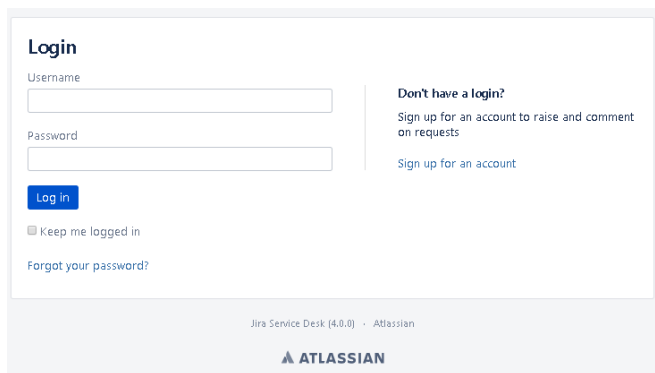


#### 2. Open the Registrar's Office section.

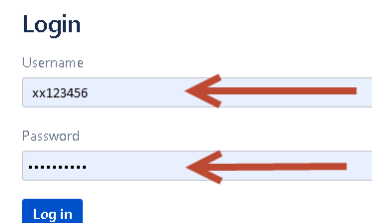


Click on the [RO Service Requests](#) link.

You will be redirected to the RO Service Request system and the Login page will display.

A screenshot of a login page titled "Login". It features a "Username" field with the value "xx123456", a "Password" field with masked characters, and a "Log in" button. There are also links for "Don't have a login?", "Sign up for an account to raise and comment on requests", and "Sign up for an account". The footer includes "Jira Service Desk (4.0.0) · Atlassian" and the "ATLASSIAN" logo.


#### 3. Log in to the RO Service Request system. Enter your NetID in the Username field. Enter your NetID Password in the Password field. Click Log In.

A screenshot of the login page with red arrows pointing to the "Username" field (containing "xx123456") and the "Password" field (containing masked characters). The "Log in" button is also visible.


#### 4. Select Data Requests from the RO Service Requests List.

Click on “Browse all” if you do not see Data Requests on the list.

##### RO Service Requests


What do you need help with? 


Which of the following best describes what you need help with?


[Data Requests](#) 

[Back](#)

#### 5. Click on the Data Request Form link on the Data Request page.

 Help Center  
Data Requests

What do you need help with? 

 Data Request Form  
Submit this form to request student information.

The Data Request form will display.

#### 6. Enter Data Request Details

- Your name should display in the “Raise this request on behalf of” field.

Raise this request on behalf of

Joe Smith 

If you are submitting this request on behalf of someone else, please enter their name in the field. As you begin to type, possible matches will display.

Select the name that you wish to put the request in for.

## 7. Completing the Data Request Form

There are helpful hints beside each of the remaining fields to help you complete the form. Please provide as much detail as possible in the Request Details section.

The screenshot shows a data request form with the following fields and hints:

- Subject:** A brief summary of the data request. Please keep your character limit to be 30 characters or less.
- Your Faculty / Unit / Organization:** Please identify your Faculty, Department or Organization.
- Request Type:** Please select identify what type of data request you wish to obtain.
- Level:** Please indicate the level of study. Please Note: This field allows you to make multiple selections by either initially typing the request type within the field or by clicking in the field and choosing items from a list.
- Degree / Program / Major (optional):** Please provide a degree, program or major (e.g. Commerce Co-op).
- Term (optional):** Please provide the term details of your request (e.g. 2017/10, 2016/17 Fall Term).
- The report should include:** Please choose what should be included in this report. Please Note: This field allows you to make multiple selections by either initially typing the report data type within the field or by clicking in the field and choosing items from a list.
- High Level Purpose of Request:** Please provide the justification or context for your request for student data.
- Request Details:** Please provide additional details such as any fields to assist in processing your request.
- Date Required (optional):** Requests are placed in a queue and are addressed as quickly as possible. Currently, due to high volume requests may take up to 14 business days to complete. Please note that, although we will take the date required into account and do our best to provide data when needed, we cannot guarantee that data will be provided by the date given.
- Attachment (optional):** Please attach any files that will assist with your request.

Buttons: Create, Cancel

## 8. Adding Attachments

An Attachments section is available to add additional information that may be useful to completing your request.

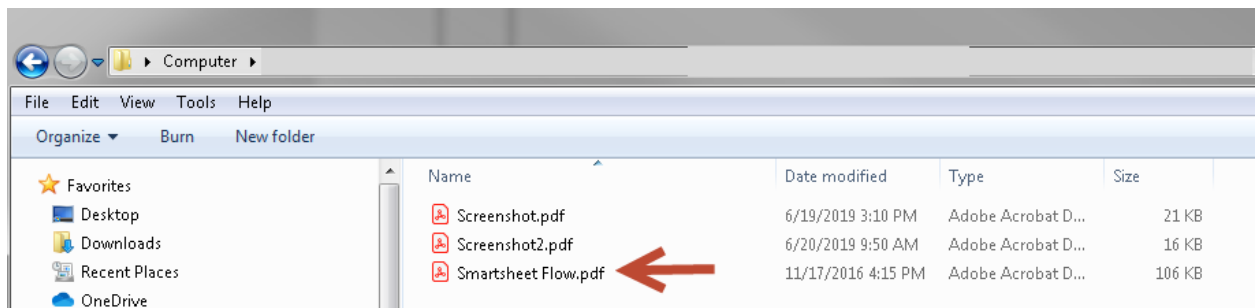
- Click “browse”. This will open Windows Explorer.

Attachment (optional)  
Drag and drop files, paste screenshots, or [browse](#)

Buttons: Create, Cancel

Please attach any files that will assist with your request.

- Navigate to the folder and select the file to be uploaded to the request and click Open.



The file will be uploaded to the request.



## 9. Submitting the Request

- Click "Create" to submit the Data Request.



Your request has been submitted to the Student Information and Systems Team.