

**Courses InTouch - Course Problem Notice (CPN)  
Wharton Undergraduate Division  
Information and Guidelines**

***Purpose of CPN***

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Courses InTouch is a University-wide electronic record system. The main feature of Courses InTouch to date is “Course Problem Notice” (CPN).

- Allows instructors, TA’s, course coordinators, and designated proxies to inform students and their academic advisor about performance issues.
  
- A notice, created by an instructor or other user:
  - generates an email directly to the student;
  - places a copy of the note into the student’s e-file.
  - sends a notice to the advising system.
  
- The system allows instructors to view all notices for a student in the class.

***Access***

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Instructors and TA’s must be set up accordingly on the Student Record System (SRS). Course coordinators should already be designated as approved proxies. **Requests to be added or deleted from the list of approved users should be forwarded to Melissa Hagan ([thomasm2@wharton.upenn.edu](mailto:thomasm2@wharton.upenn.edu)) in the Wharton Undergraduate Division.**

Courses InTouch / CPN may be accessed through the Wharton Faculty Tools webpage (<http://inside.wharton.upenn.edu/faculty/>). PennKey authentication is required.

***User Guidelines***

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- Course problem notices are legal documents which may be used in the court of law. Discretion should be used in communicating only essential information about problematic behavior in the context of the course at hand.
  
- CPN should not be used for general course information.
  
- Because various faculty and administrators have access to a student’s course problem notices, CPN users should keep in mind that their comments will be seen by parties other than students.

***Help***

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Questions and feedback about CPN should be addressed to Melissa Hagan ([thomasm2@wharton.upenn.edu](mailto:thomasm2@wharton.upenn.edu)), the Courses InTouch administrator for the Wharton Undergraduate Division.

A complete Courses InTouch users guide is available on the Registrar webpage, <http://www.upenn.edu/registrar/CIT/cit-version1.pdf>.

SAMPLE

[View Course Problem Notices](#)

**Name:**  
**Penn Id:**  
**Classification:** JR  
**Primary Major:**  
**Primary Division:** WH  
**Registered Section:** MGMT-101-001

Notice Date: 10/12/07  
Sent by: Knight, Andrew  
Course: MGMT-101-001 : Lecture  
Term: 2007C

**Your work is unsatisfactory at this time due to:**

**We advise you to discuss this problem with your:**

- Poor test results
- Too many classes/labs missed
- Assignment(s) not well prepared
- Work far from commensurate with ability
- Unsatisfactory lab performance
- Unsatisfactory clinical performance
- Too often late in arriving
- Other (see Comments below)

- Instructor
- T.A.
- Advisor
- Advising Office
- Tutor
- Weingarten Learning Resources Center
- Penn Writing Center

**Comments:**

Low exam grade combined with skipped course assignment threatens the likelihood of passin

sjr 8/28/08