Sectioning Handbook
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Sectioning Basics-Course Enrollment Process

Introduction

When students enroll in their primary course delivery method, i.e., lecture, they are also enrolled in a “placeholder” discussion, laboratory, film, etc. section.

Lecture 001: 45 Students
Discussion D01: 45 Students

Both the Lecture and the Discussion were created as part of the Course Catalog Creation Process, by the Department’s Course Catalog Coordinator.

Users of the new Sectioning Tool will move students from the placeholder discussion section into individual class sections:

Accessing the Sectioning Tool
**Accessing the Sectioning Tool**

There are two ways to access the Sectioning Tool.

**From the Teaching/Advising Center**

1. Navigate to my.harvard.edu
2. Log in with your HUID and PIN or HarvardKey
3. Select the Teaching/Advising Center
4. You will see the Sectioning Option under My Courses:

![Sectioning Tool Access](image)

The Class Sectioning page will open

![Class Sectioning Page](image)
From admin.my.harvard.edu

Administrative users can access the tool this way:

1. Navigate to admin.my.harvard.edu
2. Log in with your HUID and PIN or Harvardkey
3. From the Main Menu, select Records and Enrollment>>Sectioning>>Sectioning

4. The Class Sectioning Search page will open.
5. You will need to enter in a 4-digit value for the term (semester). You can click on the magnifying glass and search for your term by year in the Description field.
6. Enter in the course subject and catalog number for your course
7. Click search to open the Class Sectioning page for your course.
An Overview the Sectioning Tool

Sectioning Tab

The top part of the page is the header information for your course

1. **Tabs** move you through the main pages: Sectioning, where course details, sections, preference rankings and enrollments are found. Modeling, where you can create models to assist you with section enrollments, and Reporting, where you can run some pre-designed reports.
2. **Course header information** includes Course ID, Term, Subject, Catalog Number, and Course Title
3. **Refresh button** is used when canceling sessions or when you need to quickly refresh the data on the screen.

Sectioning Roster-Sections

These are the areas under the Sectioning Roster-Sections area:
1. **Update/View Preferences link**: this is where you can set up preferences for students to view available class sections and rank their preferences.

2. **Add New Section link**: This is the link you will use to create a new discussion, laboratory, film, etc., section.

3. **Components Table**: Here is where you see the primary component (usually the Lecture) and its enrollments. As you can see, you can view the current meeting pattern and the Head Instructor. You will also see the placeholder section (in this example, a Discussion) and the enrollments in that section. If you are using a placeholder discussion section, the enrollments for the lecture and the discussion should match.

When you start to create new sections, those sections will appear in the Component Table.

Columns on the component table include:

- **Available to Students**: After you create sections, check off this box to make the section available for students to view in the Student Center for ranking.
- **Section**: The unique section number for the Component (Lecture, Discussion, etc.).
- **Meeting Pattern**: The day(s) and time(s) the course meets for Lecture, Discussion, etc. The placeholder section will not have this information.
- **Instructor**: The Instructor for the Lecture, Discussion, etc. Note that only the first Instructor for a particular component will appear on the table.
- **Enrollment Total**: The total number of students enrolled
- **Enrollment Capacity**: The total number of students who can potentially enroll
Roster-Roster Header

At the top of the list of students you will see a red header that offers some useful features:

1. **Personalize**: This gives you the option change the column headings you see in the Roster. It is recommended not changing the column headings until you are more familiar with the tool.

2. **Find**: This will bring up a dialog box allowing you to enter in a search for a particular student. The search result will bring the student up to the top of the list.

3. : This icon will zoom in on the roster to see a larger view.

4. : This icon will allow you to export the roster of students to Microsoft Excel.

**Notes about exporting to Excel:**

- Be sure to click on the Select All box at the bottom of the Roster page so that you are selecting all of the students on your list. If you do not do this, the system will only export the first page of students.
- Depending on your web browser, the download to Excel may work slightly differently.
- Using Internet Explorer, the system will ask you to open or save the file.
- Using Firefox, the system will download the Excel file. Select the green arrow found on the top right of the browser to view and open the file.
- Using Chrome, the system will download the Excel file to the bottom left of your screen. Double-click on it to open the file.

**Roster-Top Half**

1. **Show/Hide All Student Preferences**: This button will toggle information about student preferences. When you select Show All Student Preferences, a column appears in the roster to show the options (see example below):

2. **Related Class Section Filters**: This option will allow you to filter roster results to show those students who are enrolled in a specific section. Simply enter the section number and click **Filter**.
3. **Roster:** You will see all of the students who are currently enrolled in the placeholder section. You can then select a student (or students) and move them into another section.

The column headings are:

- **Selected:** Check off the box to select a student. As you select students, you will see the Tally of Students Selected box update with the number of students you have selected.
- **HUİD:** HUİD
- ![button]: Clicking on this icon will show you the student’s schedule
- **Primary Section:** usually the section number of the Lecture
- **Name:** The student’s first and last name
- **Academic Level Start of Term:** The student’s grade level
- ![icon]: This icon will reveal Student Preferences, if the student has designated any.
- **Student Preferences:** If the student has provided preference rankings, this column will appear when you select the Show Student Preferences button.
- **Related Class Section1:** Will show the section number of the first secondary component, such as Discussion
- **Component1:** Will show the type of secondary component, such as Discussion
- **Related Class Section2:** Will show the section number of any additional secondary component, if applicable.
- **Component2:** Will show any other secondary component, if applicable. For example, some courses section for both a discussion, and a laboratory.

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**Roster-Bottom Half**
1. **Select All:** Allows you to select all students on the roster
2. **Select None:** Allows you to remove the “select all”
3. **Email Selected Students:** Allows you to send an email to student you have selected, or to all students if you pressed Select All first
4. **Swap the selected student(s) into the following:** This will allow you to select into what section selected students will be moved.
5. **Submit:** This is the button that will move the students into the selected section.
6. **Refresh:** Should be selected after you have confirmed the submission to see your results.

### Prior Enrollment Transactions

![Prior Enrollment Transactions Table]

As you move students from one section to another, you will see the results of the transactions in this table.
Models Tab

This tab will feature the two models you can use to model students into sectioning.

Section Models-Model Criteria

1. **Header Information**: The same course header information will appear at the top of the page.
2. **Model Method Distribution**: Select the model you wish to use. See the Modelling section of this handbook for more information.
3. **Select Student(s) from the following component**...: Use the magnifying glass to select the section you wish to move students from
4. **Section(s) into component**...: Once you have selected the section you wish to move sections from, the list of available sections to move students into will appear.
5. **Consider Student Preferences if available**: One of the models will take student preferences into account if you select this checkbox
6. **Run Model**: runs the selected model after the you select the from and to sections
7. **Refresh**: Select Refresh after running the model to see your results.

**Section Models-Review Model(s)**

You will be able to review the results of the models in this area, as well as deal with time conflicts, manually move students into other sections to resolve time conflicts and “lock” students into place so you can run additional models. See the Modelling section of this handbook for more information.
Reporting Tab

This tab will display the current set of reports available for Sectioning:

![Image of reporting tab]

1. Course Header information: The same course header information also appears on this tab.

Queries

2. The list of available reports and a description of each report appears in the Queries section.
Create, Edit and Cancel Sections

You will now create sections for your discussion, lab, film, etc. You can create sections at any time. You do not have to wait until Study Card Day or any other date. You can then determine when and if you wish students to view sections for preference rankings.

*Please note that a student must be enrolled in the course before he/she can section for it.*

Before starting the process, look at the numbering convention for your sections:

![Numbering Convention Example]

**Best Practice Recommendation:** Continue to follow the numbering convention for your Discussion, Lab, Film, etc. In the above example, the Discussion is section 002. Therefore, when you create your first Discussion section, it should be 003.  

*Note that it is not possible to have duplicate section numbers.*

Create a New Section

![Add New Section]

Version 2.0
August 25, 2015
The Section Add Page will open.

After you click the Create Class Section button, you will be asked to Confirm that you wish to create a class section:
When the process is complete, you will receive a Complete message. Click Close to close the window.

Once you have selected the Create Class Section button, you will be returned to the main page where you will see your section created:

Note: Click the Refresh button to reload your data if not displayed from the successful completion of your process.

Create additional sections by following the above steps.
Notes:

Room Capacity: How to Request Space for Your Sections: Some TFs have access to designated department space for sections, while others need to seek out University campus space. For a robust list of FAS classrooms, classroom attributes, and scheduler contact information for many of the classrooms in the FAS inventory go to “Room Information” on the Media Services’ website.

To request classroom space scheduled by the Registrar, please fill out the request form at roombook.fas.harvard.edu. Most requests for section space are between Wednesday afternoon and Friday at 1 pm. You will greatly increase your chances of securing space from the FAS Registrar by requesting space earlier in the week, on Monday or Tuesday, or during the afternoon hours on Friday.

With my.harvard, we are now able to list locations for individual discussion sections across the university. Academic Planning in the Registrar’s Office will be listing section locations as they are created. If you are booking discussion sections in your space, please be sure that the event type is “Discussion Section” and that the event name includes the course number. Academic Planning will be in touch in September regarding linking these reservations with Campus Solutions.

Course Topic ID: A new feature of my.harvard is the ability for a course to contain course topics.

For example, a course in Legal History could focus on the topic of Constitutional Law during one term; child labor laws the next term, etc. If the course catalog coordinator added topics to courses, you can click on the magnifying glass and select the topic for the section. If no matching values are found, then there are no Course Topics for your course.

In most cases, you will NOT find a Course Topic for your course. In this example, the field will remain blank.
Important Note: Course Topics are NOT Section Topics. There is no way to enter a Section Topic for an individual section at this time.

Meeting Time: Note there is a convention for how meeting times are added:

- If your meeting time starts in the AM, enter in the meeting time, such as 9 for 9 am; 9:30 for 9:30 am, etc.
- If your meeting time starts in the PM, enter in the meeting time followed by the letter “p”, such as 6p for 6:00 pm; 6:30p for 6:30 pm, etc.

Once you enter the meeting start time, hit the tab key. The End Time field will be entered in automatically.

Items to Note:
- The section time defaults to one hour
- The last minute of the hour is shortened by one minute

If your section is longer than one hour, you can manually change the End Time field to the appropriate length. **If you do so, you will need to shorten the end time by one minute.**

The reason why the End Time field is shortened by one minute is because if a student attempts to enroll in class that starts at 7:00 pm, the system will not allow it, indicating that the student has a time conflict with your section.

Instructor: The addition of Instructor is optional. You may input this information at a later date.

- If you wish to add a second instructor for your section, click on the + sign to the right of the field to create a new Instructor field.
- The minus sign will delete an instructor.

Note: If you have added more than one instructor, only the first instructor will appear on the Class Sections page.
Grade Roster Access: There are three values available for this field. You should **not** select the Post option. This is reserved for the Head Instructor of the course only.

- **Approve**: allows instructor to enter and approve grades
- **Grade**: allows instructor to enter grades

**Edit a Section**

You can edit any section that you have created:
The Class Section Update page will open. You can edit the following fields:

As with the creation of a class section, you will be asked to Confirm the edits. When the operation is Complete, close the Complete window.

Note: Click the Refresh button to reload your data if not displayed from the successful completion of your process.
You will return to the Class Sections page where you will see the edited information:

![Class Sections table]

**Cancel Sections**

If you need to remove a section, you must cancel the section. There is no ability to delete sections.

**Important Note:** It is NOT possible to cancel a section that contains student enrollments. If you must cancel a section that has student enrollments, please email the Registrar’s Office at sectioning@fas.harvard.edu to cancel the section from the Schedule of Classes, a record associated with the Course Catalog that includes the ability to cancel a section that includes student enrollments.

To cancel a section:
2. You will be asked to Confirm the cancellation. Note that the message informs you that you will need to click Refresh after the cancellation:

3. Click Confirm. You will receive a Complete message when the operation finishes. Click Close to close the window.

The canceled section will still appear on your list of sections:

4. You MUST hit the Refresh button in order for the canceled section to be removed from the list.
Create, Update Student Preference Rankings

After you finish creating your sections, you can notify students and ask them to send their sectioning preferences. The tool will enable you to ask students to rank their preferred class section dates and times. You can set the number of rankings they can select: anywhere from 0 up to 9 choices.

The preference rankings will appear in the student’s enrollment page in the my.harvard Student Center.

**IMPORTANT:** Only students who have enrolled in the class can submit preferences. This is a change in practice from the old sectioning tool. The new student information system ties real enrollments with the sectioning tool.

This step is optional. You do not have to request preference rankings from students.

You also have the additional option of sending an email to students to let them know that sections are available for them to review and rank.

**Setting Up Preferences**

Follow these steps to enable students to submit preferences:

Another Class Sectioning page will open:
Making Sections Viewable in the Student Center

Once you have set up the Preferences, you can then select the sections for which you would like the student to rank.

In the Components Table, check off the Available to Students checkbox next to each section you would like the student to rank:
**Important Note:** Checking off the Available to Students checkbox makes the section immediately visible to students in the Student Center. The student does NOT receive any formal notification that the sections are available to rank. Here is an example of what the student will see in the Student Center:

Note that if any of the proposed sections present a time conflict, the system will indicate that time conflict information.
Sending an Email Notification to Students

As indicated, when the preferences are made visible to the student, the student does not receive any notification that the preference rankings are available for consideration. Therefore, you may wish to notify your students that preference rankings are available for their review.

Follow these steps to send an email to one or more students:

1. If you wish to notify one or a small group of students, check off the Select box to the left of the student:

   ![Select box](image)

2. If you wish to notify all students, click the Select All button:

   ![Select All button](image)

3. Once you have made your selection, click the Email Selected Students button.

Note that the email will identify you as the sender, not the system.

**Best Practice Recommendation:** As sectioning students can become a highly individualized process, you may wish to inform students that you email that they will soon see their section enrollments in the Student Center. While the system will automatically enroll students into a section when you submit a model or move students individually into sections, these sections may not be your final choices for the student. You will want to tell students that you will be sending them a final email after all of the sectioning work is completed to confirm that what the student is seeing in the Student Center is their final scheduled section.

See the Moving Students into Sections, Mitigation Issues, for more details.
Viewing Student Preferences in the Sectioning Tool

There are two ways to view student preference rankings in the Sectioning Tool.

1. **View individual preferences from the Roster.** You can see an individual student’s preferences by selecting the [Show All Student Preferences] button or click on the [Student] icon from the Roster.

2. **Run the Student Preferences Report from the Reporting Tab.** If you wish to see preferences from all students in one place, select the Reporting Tab and click on the Student Preferences report.
Moving Students into Sections

There are a few ways you can move students into sections using the Sectioning Tool.

Option 1: Use a Model.

Option 2: Select and manually move a student or group of students into a section.

Best Practice Recommendation:

1. Use one or both of the available models to move students into sections first.
2. Then individually move students who have time conflicts or other conflicts into sections.

Why use a model?

The main reason to use a model first vs. moving students into a section one at a time has to do with current system functionality.

<table>
<thead>
<tr>
<th>Model</th>
<th>Moving Student(s) Individually</th>
</tr>
</thead>
</table>
| • When a model is used, students are moved into a “Pending” status, meaning that you are considering moving the student into that model. The student is not yet enrolled in the section. | • If you choose the option to move a student individually into a section, the student is immediately enrolled into the section. The student will see that he/she is enrolled in the section in the Student Center. See the mitigation steps below to assist with this issue.  
  • When you move a student individually into a model, the student will not be moved if |
<p>| • While in the Pending status, you will immediately see if the student has time conflicts or other conflicts, such as a hold, preventing enrollment in a particular section. You can | |</p>
<table>
<thead>
<tr>
<th>resolve time conflicts manually by moving a student into another section, or you can re-run a model, while the student is still in this pending status.</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can move students with no conflicts into a specified section by “locking” them into place. This “locked” status still does not enroll the student. It simply removes the student from being included in any subsequent model runs.</td>
</tr>
<tr>
<td>As you are running models, you can lock students with no conflicts until you have completed your model scenarios. You can then submit the locked model and enroll the students all at once.</td>
</tr>
<tr>
<td>You can still individually move outliers after resolving time and other conflict issues if one or more students do not fit into a particular session. See mitigation issues below.</td>
</tr>
<tr>
<td>A student does not have to be in a locked model to be enrolled into a section. You can submit a pending model as well. This is up to the individual.</td>
</tr>
<tr>
<td>there is a time or other conflict. You will receive an error message and will have to resolve the conflict by moving the student into another section, or dealing with mitigation issues.</td>
</tr>
</tbody>
</table>
Mitigation Issues

I have a student or students who cannot make any of my sections. What should I do?

Contact the student via email to resolve conflicts. You can send the message via the Sectioning Tool email utility. This may result in your creating additional sections or making other arrangements.

I have a student who is involved in extracurricular activities such as Athletics, Music, etc. Will the tool take these types of conflicts into account?

No. The tool does not take these scheduling conflicts into account. You will need to work with the student individually to find a solution.

Is it possible to submit all of my students into my prescribed sections all at once?

Only if you have been able to successfully move all of your students into prescribed sections via model. You can submit a pending or locked model which will then enroll all of the students into the section that you have specified. If you cannot move all of the students into sections via a model, you will need to enroll them individually into sections. This will mean that the student will be notified after you submit any model. There may be a lag time of a few minutes while you submit the model, then individually select and move any outliers into specific sections.

To mitigate the issue that all students may not be notified at once of their final sections, you may want to email students in advance, using the email utility that you will send to them a final email indicating that the sections they see in the Student Center are the final section enrollment for the student.
Using Models to Move Students into Sections

Start the process by selecting the **Models** Tab.

There are two model choices:
- The **Sequential Class Sections** Model enrolls students into sections sequentially based on seat availability.
- The **Even Distribution Model** evenly enrolls students across all sections.

**The Sequential Class Sections Model**

The Models page will default to the Sequential Class Sections Model.

When you click Run Model, you will be asked to Confirm and when the process is completed, you will see the Complete window. Click Close.
After you run the model, you will see the Pending Status results below:

<table>
<thead>
<tr>
<th>From Section</th>
<th>To Section</th>
<th>Lock</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>002</td>
<td>005</td>
<td></td>
<td>Pending</td>
</tr>
<tr>
<td>002</td>
<td>006</td>
<td></td>
<td>Pending</td>
</tr>
</tbody>
</table>

**The Even Distribution Model**

Select the Even Distribution Model from the drop down:

Follow the same steps to run this model as you did for the Sequential Model.

**Important Note:** Student preferences can NOT be taken into account when running this model.

After you run the model, you will see the Pending Status results below.
**Reviewing the Model Run Results**

When you begin to review model results, you will see two possible statuses:

**Pending:** These students have been moved into the section based on the model and are being considered for enrollment in the section. The student will not be enrolled until you submit a model.

**Locked:** It is possible to move a student who fits into the section for which you ran the model into a “locked” state. This does not enroll the student in the section, but will keep the student in that section as you run other models and work with other students. When you are ready to enroll the student, you can submit the locked model and the student will be enrolled.

In this example, both models were run. When you look at the Review Models header, you will see that three records were created:

The first will display the roster of students using the Even Distribution Model, as it was the last model run in this example. The status of these students is “Pending”, meaning that you are reviewing the results and deciding whether or not to keep the student in the section.

The second will display the roster of students using the Sequential Class Sections Model, as it was the first model run in this example. These students are also in a “Pending” status.

The third is a page called LOCK:
As you are working with the roster of students from your models, you can move those students who you are certain about enrolling in a particular section into the LOCK list. Then, as you re-run models, these students will not be moved from their “locked” status.

Putting students into the LOCK status does NOT permanently enroll them in the section. You can move students into LOCK as you work through your model scenarios.

**Working with Model Results**

- You can rerun models as many times as you need to, move students into other sections based on the results or conflicts and move students into the LOCK model.
- You can also Delete Models you do not need by using the Delete Model button
- When you are ready to enroll students, you can submit the model. You can submit either a Pending model or the LOCK model (or both). **As soon as you hit the Submit Model button, the student will be enrolled into the section. The student will see the enrollment in the Student Center.**

The next topics discuss various scenarios using models.

**Moving Individual Students from one Section to Another**

If you wish to move a student from one section to another, you can easily do this by clicking on the magnifying glass next to the section number:
A Lookup window will open displaying your created sections. Simply click on the link of the section you wish to move the student into:

The student will be moved into the section. Note that the status is still “Pending”, thus the student has not yet been enrolled in the section:

Working with Time Conflicts

If a student has a time conflict, you will see this icon appear on the list:
If you click on the icon, a screen will appear informing you that there is a time conflict.

To resolve the time conflict, move the student into another section, as demonstrated in the previous topic.

Once you have moved the student, click on the green arrow to see if this resolves the conflict:

If the conflict is resolved, the icon two icons will clear:
Moving Students into the LOCK Model

If you are satisfied with where a student has been sectioned, you can lock that student into place. Locking students is optional, but it is a good way to narrow down the list of students you will need to work with in order to section.

The locking of students will keep in the proposed section and not include those students in subsequent model runs.

1. To lock a student, simply select the Lock checkbox next to the student’s name.

<table>
<thead>
<tr>
<th>From Section</th>
<th>To Section</th>
<th>Lock</th>
</tr>
</thead>
<tbody>
<tr>
<td>002</td>
<td>005</td>
<td>✔</td>
</tr>
</tbody>
</table>

2. When you now move to the LOCK results, you will see the students appear here:

Deleting a Model

To delete a model:

1. Select the **Delete Model** button:

You will receive a Confirmation message informing you that if you have locked any students in this model, they will also be removed from the LOCK status:
2. If you wish to continue, click Confirm.
3. You will receive a Complete window; click Close

4. Click the button to remove the model.

### Submitting a Model

You can submit either a Pending Model or a LOCK Model. In most cases, you will want to move students into the LOCK model so that you are only working with students with conflicts.

**Important Note:** Once you submit a model, the student is enrolled into the section. This information will appear immediately to the Student on their enrollments in the Student Center.
Locking a student into a section does **not** mean that the student is permanently enrolled in the section. You can continue to move an enrolled student into another section using the process to manually move students into sections. Be aware that if you do this, the student will see the subsequent enrollments change immediately in the Student Center.

**Best Practice Recommendation:** To mitigate potential confusion, you may wish to send an email to students letting them know that while they will begin to see section enrollments, you will be sending them a final email confirmation when you have completed the process.

To submit a model:

1. Click the **Submit Model** button
2. You will receive a Confirmation Message. Note that the message reminds you that the submission will result in the section being posted to the student’s record.

3. Click Confirm
4. You will see a Complete Message. Click Close
5. You will need to click **Refresh** to see the results.
Reviewing Submission Results

When the results are returned, you will be told if the student’s enrollment was successful or if there are errors.

Error messages may include:

- Time conflicts (see example of error message in the
- A student has a Hold on their account that will prevent enrollment

For time conflicts, use the methods described earlier in this document

If a student has a hold on their account, send an email to the student requesting more information.
Using the Roster to Manually Move a Student or Group of Students into Sections

In addition to using models, you can also manually move a student into a section from the Roster found on the Sectioning Tab.

Important things to note about manually moving students into sections:

1. When you move a student into a section using this method, the student will be *immediately* enrolled into the section. There is no pending or locked status.
2. You can use this method to move students already enrolled into a section into another section.
3. You can filter to view all students in each enrolled section, making it easier to find them and move them around.

**Using Filters**

Another helpful feature of the Roster is the ability to use filters. If you have moved a number of students into your created sections, you can filter on the placeholder section to see how many students are remaining.

To do this:

1. Type or click on the magnifying glass to select a section
2. Click the Filter button

Only those students enrolled in the section will appear on the roster.
To manually move a student or a group of students into sections:

1. Be sure to be on the Sectioning Tab.
2. In the Roster, click the Select checkbox of the student or students you wish to move

3. If necessary, scroll down to the bottom of the page. Type in or click on the magnifying glass next to the Swap the selected student(s) into the following field

4. Click Submit. You will receive a dialog box informing you that by confirming the submission, you will be enrolling these students into the section:
5. Click Confirm.
6. You will receive a Complete message; click Close
7. Click Refresh to see the results.
8. As you saw when you submitted models, you will see a success message if you are successful and an Error message if you are not successful.
Reports

The Reporting Tab has a few reports available to assist you with sectioning. Please contact the my.harvard team at myharvard_support@harvard.edu if you have any suggestions for additional reports.

To run a report:

1. Click on the link
2. Click Run

The report can be output as HTML, where it will appear on the screen, or by .csv, which will allow you to open it in Microsoft Excel.


**Where to Get Help**

To get help with the Sectioning Tool:

- For business process questions, please email the FAS Office of the Registrar at [sectioning@fas.harvard.edu](mailto:sectioning@fas.harvard.edu).
- For technical issues please contact the HUIT Help Desk at 617-495-7777 or email [myharvard_support@harvard.edu](mailto:myharvard_support@harvard.edu) with any questions or concerns.