Using Self Service for Advising
at Reading Area Community College

ADVISE

PLAN

REVIEW

HELP STUDENTS STAY ON TRACK

UPDATED: 9/6/19

SELF SERVICE FOR ADVISORS

To access Self Service, log into MyRACC. In the menu to the left, select Self Service

If you are asked for sign in credentials, use your standard ID and password

DASHBOARD

When you log in to Self-Service, the Dashboard will display different boxes based upon your role(s) at the College, for example: Faculty Advisor, Support Staff, Student.

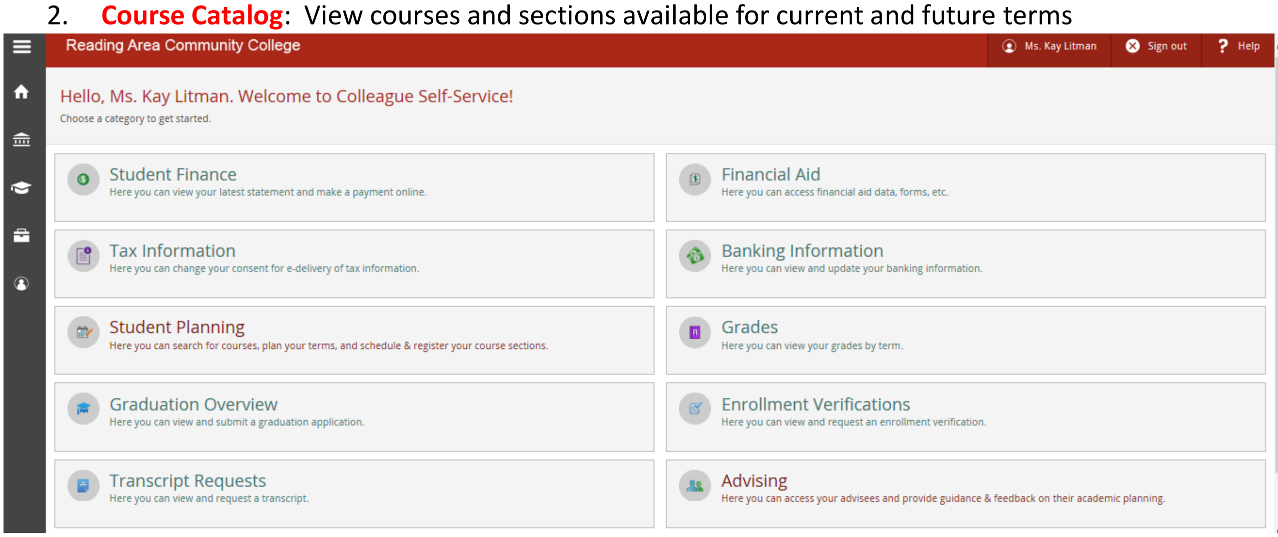
The following boxes are accessed in a **STUDENT** role:

1. **Your Account Information:** Make a payment and view statements
2. **Financial Aid:** access financial aid data and forms
3. **Student Planning:** Search for courses, plan schedule and register for courses
4. **Grades**: can view their grades by term.
5. **Graduation Overview**: View and submit graduation applications
6. **My Bookstore:** View funds available for bookstore purchases
7. **Banking Information**: view and update banking information
8. **Tax Information:** Change delivery of tax information
9. **Course Catalog:** View available courses and sections for current and future terms
10. **Official Transcripts**: view and request a transcript
11. **Register**: Register for courses
12. **Drop Sections**: drop courses
13. **My Class Schedule**: Access to current course schedule
14. **My Program Evaluation**: Student access to course requirements for their program

Please note that these boxes may show up on your dashboard whether you are a student or not.

In your **ADVISING** role, you will only need to access the following features:

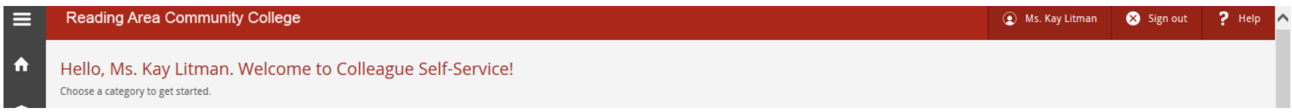
1. **Advising**: access advisee records and provide guidance and feedback on student's academic plans
2. **Course Catalog**: View courses and sections available for current and future terms



MAIN MENU

There are three options in the main menu-bar in the top right-hand corner of the window.

1. **Your name**: Click here to view your user profile and set up account preferences
2. **Sign out**: Click here to sign out of the Self-Service application.
3. **Help**: Click here to access the relevant help items for the current screen.



ADVISING

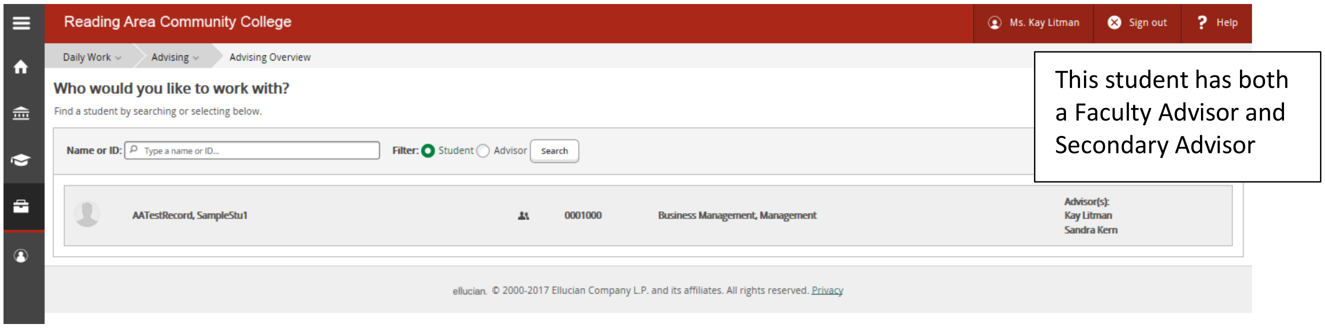
Click on the **ADVISING TAB** (*NOTE: The first time you access this screen it may take about 20 seconds to load the list of advisees)*

1) *Faculty Advisors:* Students are assigned to a Faculty Advisors based on their program of study. The Faculty Advisor's role is to help students plan their educational program, monitor progress and actively provide guidance so advisees stay on track and graduate on time. In addition, Faculty Advisors are often in the best position to provide insight into career options in their fields of study. **The Advising Module in Self Service is a planning tool that will enable you to proactively access an advisee's record to review their progress and suggest (even lock down) courses that they should take for upcoming terms. You can help students stay on track and graduate on time.**

2) *Secondary Advisors*: Some students are assigned secondary advisors based upon student support programs, selected major or academic status. **Secondary Advisors should also proactively access advisee records through the Advising module to monitor student progress, provide support and help students to graduate on time.**

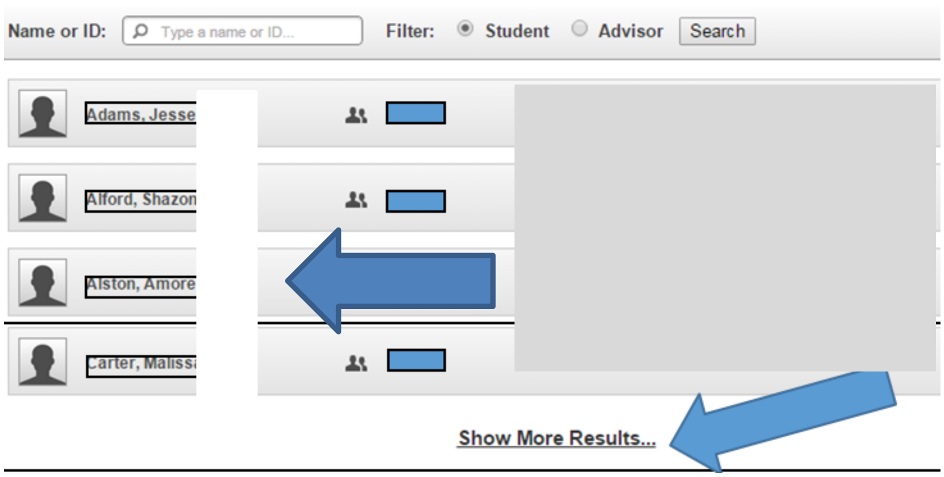
3) *Advising Center Advisors:* You will not have a set of assigned advisees, however you will still be using Student Planning to assist students with their course planning when they come in for assistance through the advising center**. The Advising Module in Self Service is the planning tool that will be used when selecting courses for the upcoming semester(s).** Suggested courses will be put on a student's timeline and course plan. Then the student can access their course plan, select sections and register for the courses.

The Advising Module will load an alphabetical list of your first ten advisees. If you do not have students listed, then you are not assigned as a faculty or secondary advisor to any students at this time.



You can click on **Show More Results** at the bottom to see additional or just scroll to the bottom of the window to automatically load more advisees. Select a student by clicking on the **student name** or use the search box to **search by name or student ID**.

When searching for a student, it is **BEST to use the ID or full student name whenever possible to limit the search options. You can enter partial names such as 'Jos Mart" for Joseph Martin, however the more letters used the more refined the search. When using the ID to search, include all leading zero's. (7 digits total)

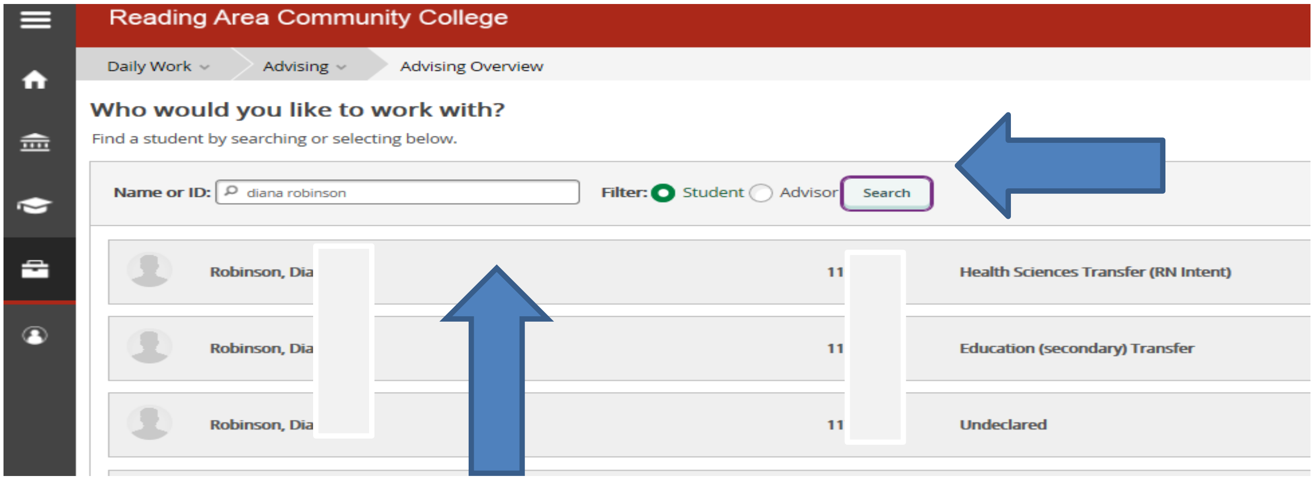


TO SEARCH FOR A STUDENT WHO IS NOT YOUR ADVISEE:

If your role at the college requires you to access student records who are not assigned to you as an advisee, you can use the search field to pull up student records.

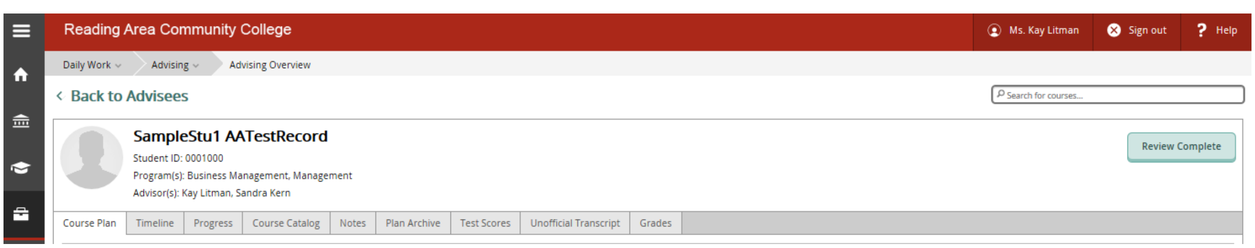
a) Enter Name or ID in the search field. Use as much information as possible in the search to limit the number of record options you receive.

- Searching by ID is MOST preferable because it will provide you directly with the student record without pulling up a large list of records to sort through. Be sure to include leading zero's when keying in the Student ID number. (7 digits total)
- If ID is not known, you can sort by:
    - Full name (first and last). This search will pull up student records with the same last name and similar first names.
    - Partial names (first and last) – for example "Jo Mar" for Joseph Martin.
    - Last name only – can be used but will pull up a larger number of students because it will include those with sur names, married names and other variations.
    - Searches CANNOT be conducted by first name

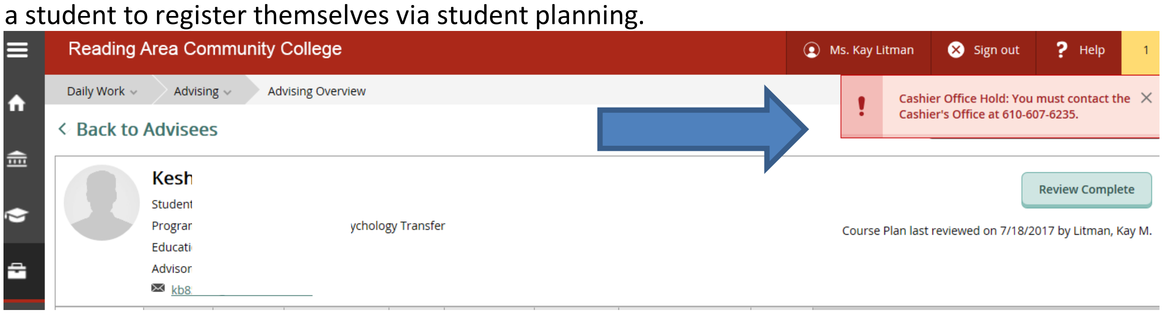


b) When you pull up a list of students through the search function, the list will include all individuals in the student database. This will include students with an active program, prospects who may not yet be enrolled, former students who have an inactive program or who graduated and continuing education students. You can identify the students with an active program because they will have an advisor assigned.

c) Select a student by clicking on the name. Once you select a student, you will be taken to the student's Course Plan tab where you will see the student's name, student ID, program, and assigned advisors, along with a link to email the student.

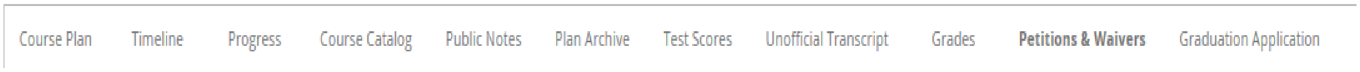


d) Any student hold will display in the top right-hand corner of the student record. A student hold will not allow a student to register themselves via student planning.



STUDENT RECORD OPTIONS

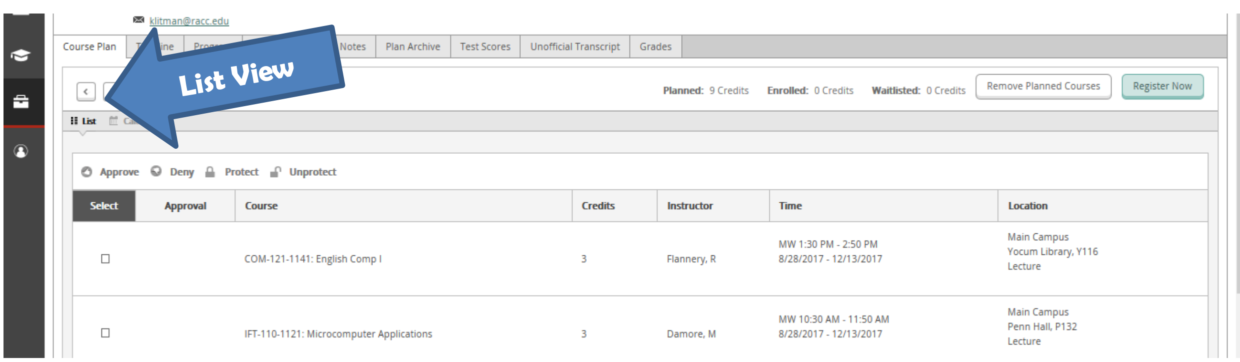
The student record will display eleven tabs:



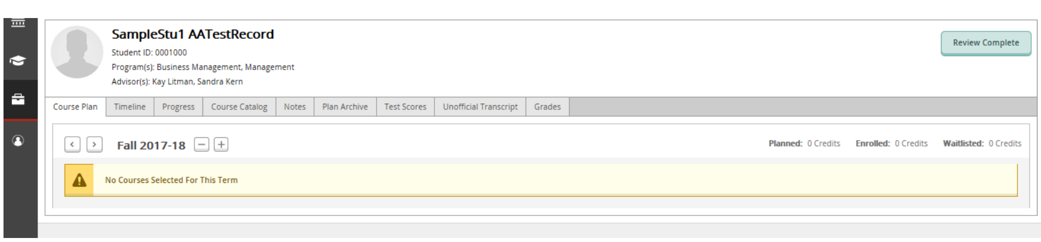
- **Course Plan:** view, approve/deny, protect/unprotect a student course plan
- **Timeline:** view courses the student has registered for each term as well plans for future terms, add terms to timeline, and archive a student plan
- **Progress:** view student progress through their chosen program
- **Course Catalog:** alphabetical list of all of COURSES and SECTIONS that are being offered for current and future terms. Can display all or filter by subject, term, instructor, location or timeframe.
- **Public Notes:** allows you to send a note to an advisee or review previous notes exchanged between you and the advisee. These notes are not private and are visible to the student and anyone who accesses the student planning. This is NOT the same as STRK notes.
- **Plan Archive:** view previous plans that an advisor has approved and archived for this student. Students cannot access this Archive, only those individuals with advising access.
- **Test Scores:** view placement scores, SAT/ACT scores, etc.
- **Unofficial Transcript:** download and print PDF versions of unofficial transcripts
- **Grades:** view the student's grades by term
- **Petitions & Waivers:** This feature is not utilized at this time
- **Graduation Application:** Will indicate if a student has formally applied for graduation

TAB 1) COURSE PLAN

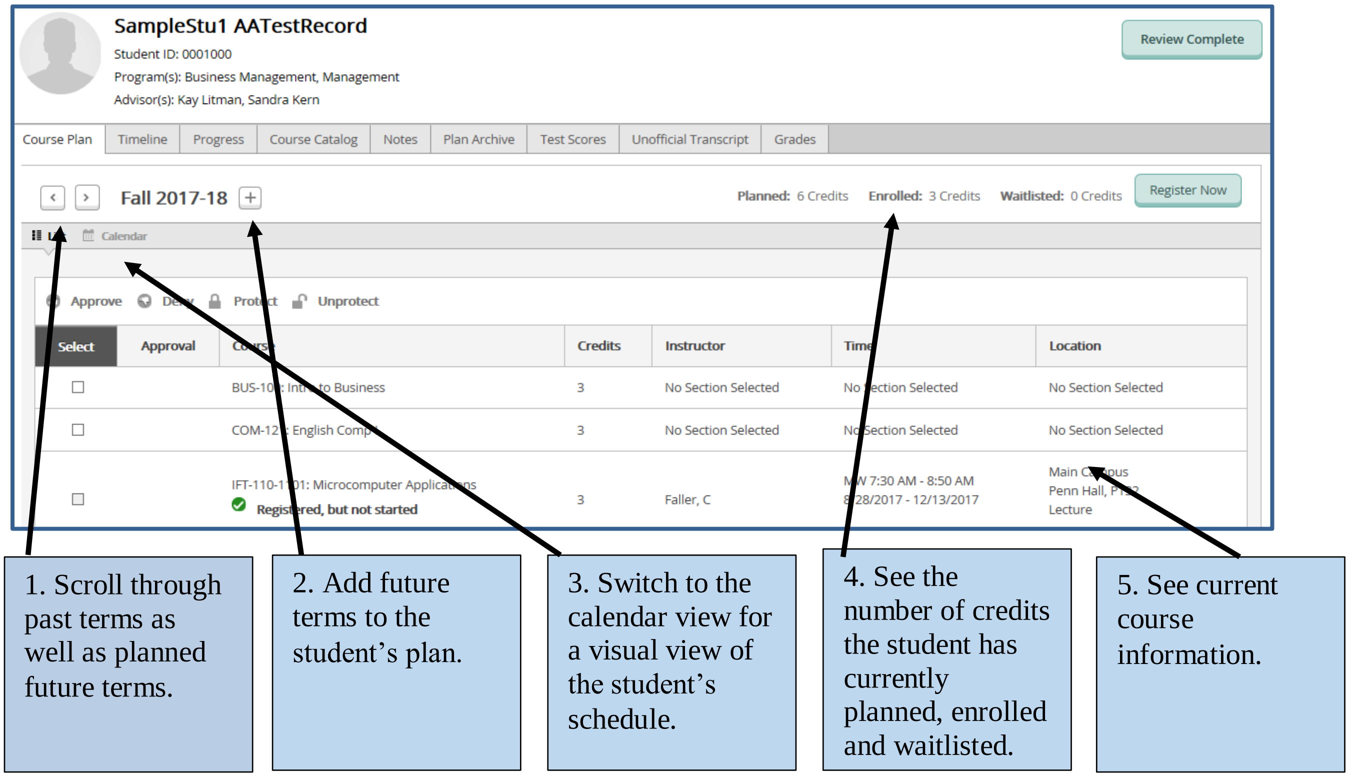
a) Click on the **Course Plan** tab to see the student's course history and plan. *NOTE: It will take 15-20 seconds for the student record to load the first time*. The **Course Plan** will display in ***list view*** showing the courses the student is currently enrolled in and well as courses planned.



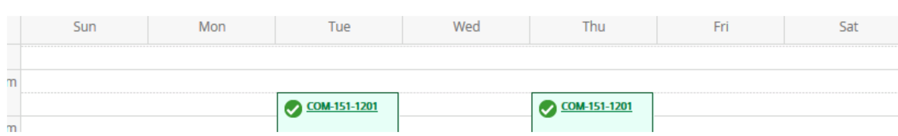
b) If nothing is shown, the student is not currently enrolled or has not planned any classes. This would be the case for new or inactive students (have not taken courses in at least three terms).



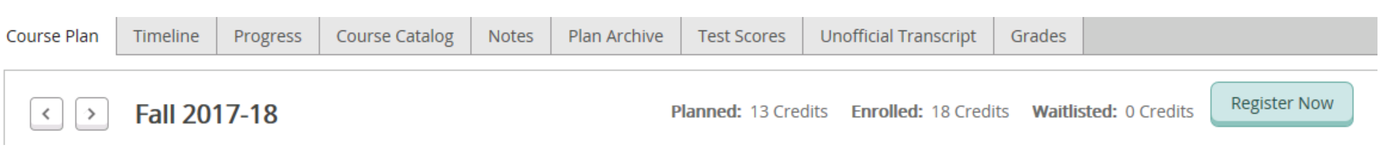
c) From this screen, you can select several options.



1. To scroll through the student's plan, click on the left and right arrows to display previous and future terms.
2. To add future terms to a student's plan, click on the **+** button. Click on the desired term from the drop-down menu to add to the student's plan; then click **Add Term.**
3. Click the Calendar icon to switch to a calendar view that shows the student's academic schedule in a calendar view. Online courses are listed at the bottom of the calendar.



4. Student's planned, enrolled, and any waitlisted credits will display.



a) **Planned credits**: Includes credits a student has planned
b) **Enrolled credits:** Includes all credits for current term. This will include courses the student has completed or is enrolled in which will include pre-term, and later term starts. Courses from which the student has been withdrawn will also be included. These courses will be listed as "Completed" because the student has a grade for the course, whether it is successful completion or not.
c) **Waitlisted:** Shows the number of credits for which the student is waitlisted if registration is currently underway

5. View current section information.

Select	Approval	Course	Credits	Instructor	Time	Location
☐		ACC-105-1131: Financial Accounting Registered, but not started	3	Correa, K	MW 12:00 PM - 1:20 PM 8/28/2017 - 12/13/2017	Main Campus Penn Hall, P228 Lecture

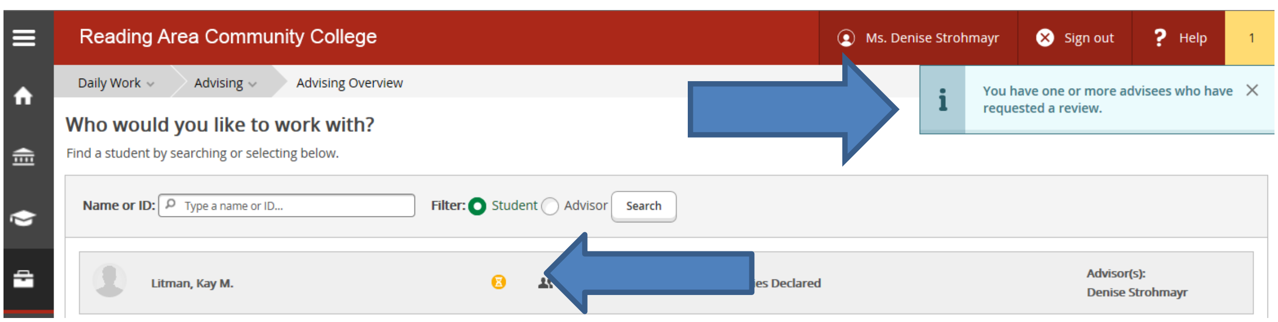
Under the course you will see the status of the course and colored Icons. These include: Registered, in progress; Registered, but not started; Planned but not registered.

The Icon indicates that there is an issue with the course such as a pre-requisite has not been met. In order to register for the course, the student will need a paper registration with signed authorization.

Select	Approval	Course	Credits	Instructor	Time	Location
☐		COM-121: English Comp I Take COM-061 (Advanced Reading)with a grade of "C" or higher, or have appropriate placement test score. - Must be completed prior to taking this course.	3	No Section Selected	No Section Selected	No Section Selected

REVIEW A REQUESTED PLAN

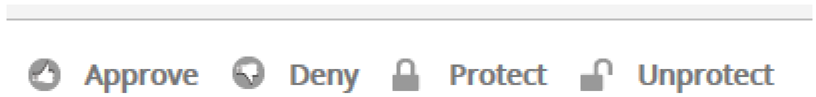
If a student has requested a review of their plan, a notification will display in the top right-hand corner of the Course Plan page. Any student requesting a review will also display at the top of your advisee list with an hour glass symbol.



1. Select each course requiring action by selecting the box next to the course

Select	Approval	Course	Credits	Instructor	Time	Location
☐		ACC-105: Financial Accounting	3	No Section Selected	No Section Selected	No Section Selected
☐		ART-111-1111: Intro to Drawing	3	Gelsomini, L	MW 9:00 AM - 10:20 AM 8/28/2017 - 12/13/2017	Main Campus Berks Hall, B608 Lecture
☐		BIO-120: Biological Concepts	4	No Section Selected	No Section Selected	No Section Selected
☐		BUS-100: Intro to Business	3	No Section Selected	No Section Selected	No Section Selected
☐		COM-121-1141: English Comp I	3	Flannery, R	MW 1:30 PM - 2:50 PM 8/28/2017 - 12/13/2017	Main Campus Yocum Library, Y116 Lecture

2. Click on your desired action (approve, deny, protect, unprotect). If the same action is desired for all courses on the plan multiple courses can be selected



Approve: approves and allows for possible registration

Deny: indicates a student should not take planned course.

Protect: indicates that a course should be taken in the planned term and should not be removed

Unprotect: allows student to move planned course to other terms

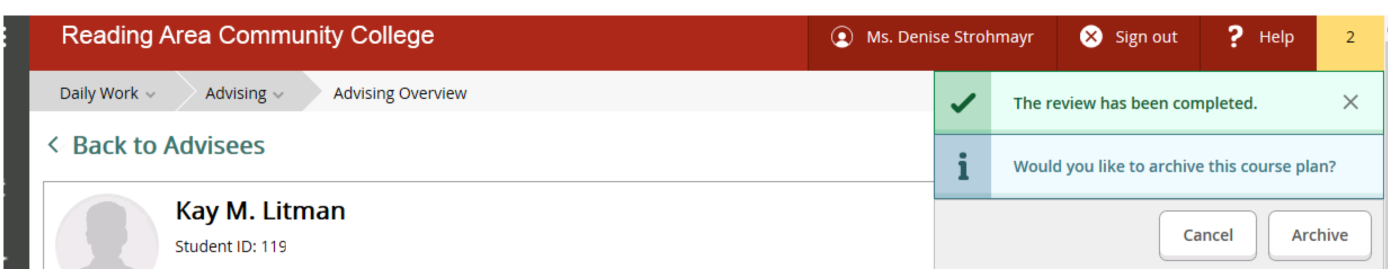
It is important to note that deny of a course does NOT prevent a student from registering for the course; it simply lets them know that the course is <u>not recommended</u>.

Likewise, protecting a course does NOT automatically register a student for the course nor does it prevent them from taking it at a different term. It is simply visual feedback to the student to let them know they are on track for graduation

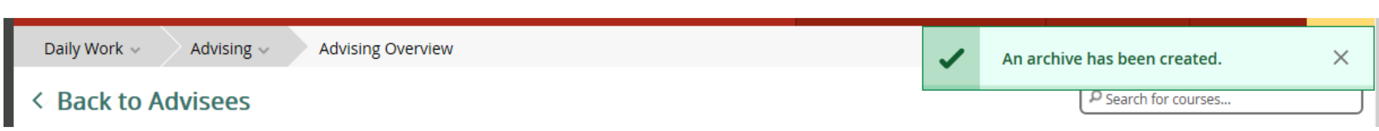
3. Repeat for all courses and all terms listed on the Course Plan

4. Once reviewed, click on **<u>Review Complete</u>** in the upper right-hand corner

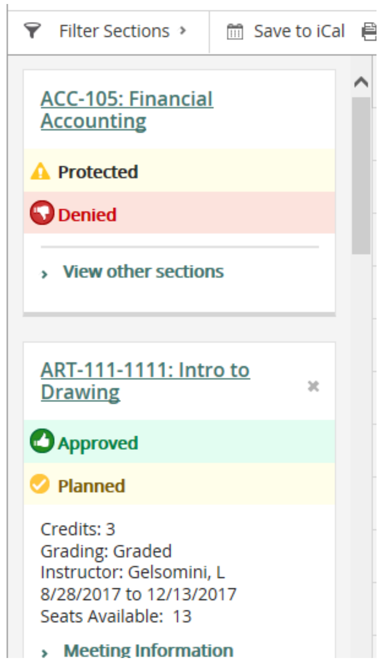
5. Upon completion, confirmation will display with the option to archive the plan for future reference. To archive the plan, click on **<u>ARCHIVE.</u>**



6. An archive will be created. To view an archived plan, select **<u>Plan Archive</u>** from the Advising Menu. The student will not have access to the archived plan, however you can download the plan and send it to the student electronically.

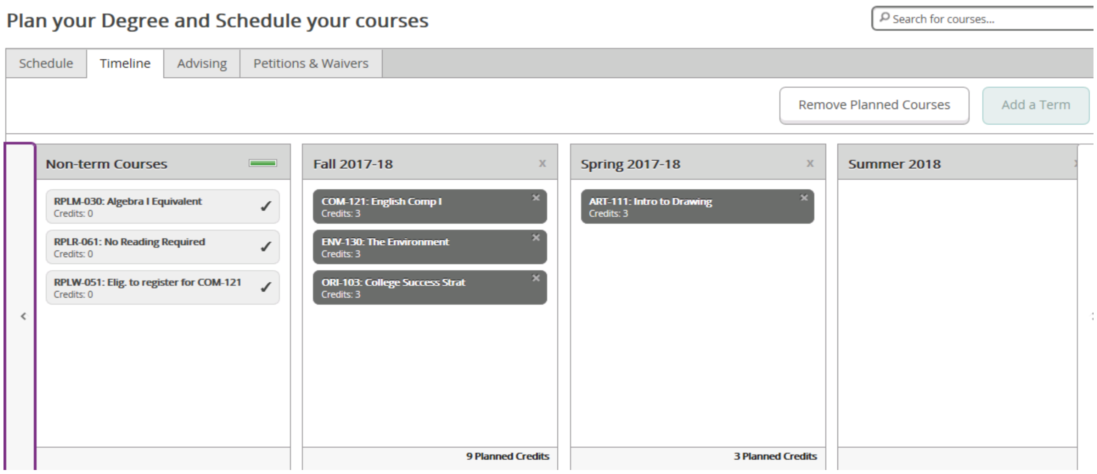


7. The student will see the selected course actions on their course plan.



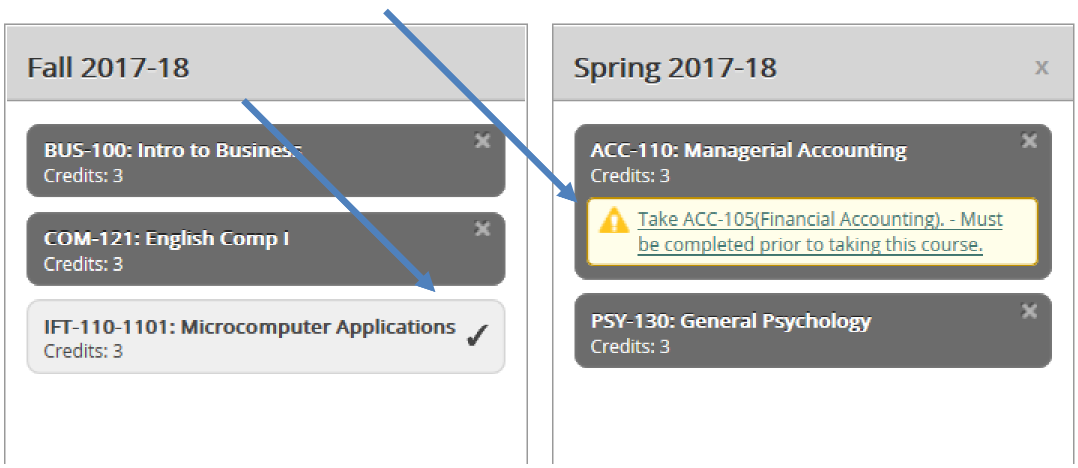
TAB 2) TIMELINE

The Timeline view displays courses the student has registered for each term as well as what the student has planned in future terms. Non-term courses will display before the first planned term and display any replacement codes.



Courses that a student is already registered for appear with a checkmark ✓

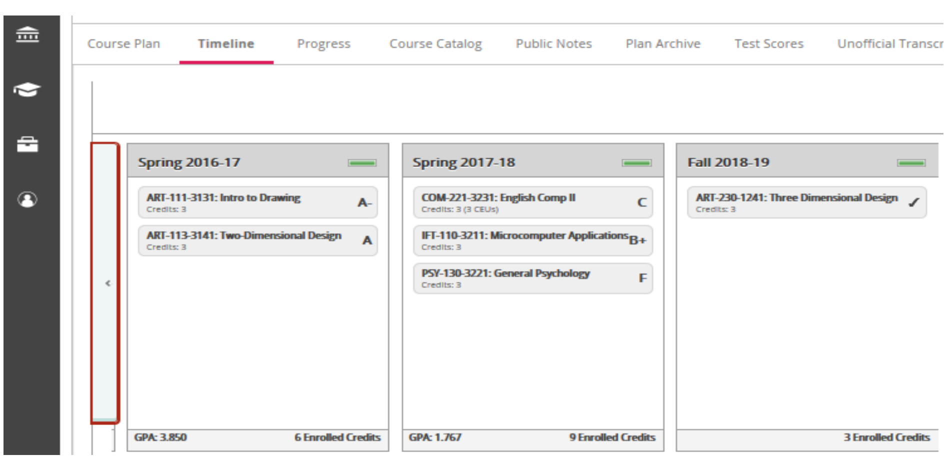
Courses that a student has planned appear in dark gray boxes



A Yellow Triangle appears if:

1) a pre-requisite is required and has not been completed or planned. Clicking on the error messages will take you to a list of the pre-requisite courses still needed.
2) The course is planned for a term in which the course is not typically offered.

- The course can easily be removed by clicking on the **X** in the section box.
- You can also change the term of the planned course by clicking on the course title (in this case ACC110).
- You can also add the pre-requisite course to the plan by clicking on the hyperlink (in this case ACC 105).



You can also see term GPA for completed terms as well as totals of enrolled and planned credits each term.

TAB 3) PROGRESS

The **Progress** tab displays a comprehensive view of the student's progress. (formerly known as a program evaluation or degree audit) You will be able to scroll through Progress reports for a student who has more than one program on record (Ex: Continuing Education and a Certificate or Associates degree)

The **Progress** screen is divided into two sections: A) **At a Glance** and B) **Requirements**.

A) At a Glance shows the general overview of a student's program

- Cumulative and institution GPA
- Degree, Major, and Department
- Transfer program, Associate in Arts (AA) or Associate in Science (AS)
- AAS students will indicate an Associate in Applied Science Degree with their major listed under Majors and Departments (ex.: Criminal Justice)
- student's Catalog year will also be listed
- If there are details about the student's program in the system, they will be linked under Program Notes.

On the right side, a blue bar that reads, "Program Completion must be verified by the Registrar;" will display. This message will appear on all student Progress tabs as a reminder that nothing is complete until approved by the Registrar's Office.

Total Credits will indicate the number of credits completed, currently in progress, and currently planned out of the total number required by the student's plan of study.

NOTE: *Completed and planned developmental coursework <u>is included</u> in the total credit bars. Actual credits completed may exceed 60 credits.*

- **Dark Green:** Completed courses. Includes courses completed this term for which the student already has a grade.
- **Light Green:** Currently in progress. The student is registered for these courses this term and/or next term
- **Yellow:** Courses are planned for future terms

Total Credits from this School indicates the number of credits the student has completed from Reading Area Community College.

B) REQUIREMENTS shows required coursework and current status.

a) Pre-College Level Coursework (developmental reading, writing or math that is needed)
b) College-level Prerequisites (for most Health Professions or selective programs)
c) General Education requirements
d) Major Requirements (for all programs)
e) Electives (if available in program)
f) Other Courses (courses that do not apply to the program, planned courses, courses completed with a W or F, replacement codes for developmental courses completed)

Each of these sections will list the required courses and the options available to the student to complete the requirements. The chart will list the course prefix and course number, course title, student's course grade (if applicable), the term in which the student took the course (if applicable), and the associated credit hours.

Each course will have one of five possible Status indicators:

1. **Completed:** a green checkmark indicating that the student has completed that course with a passing grade or has met the equivalency.

2. **In-Progress:** a green half-filled green circle indicating the student is currently registered for this course. **NOTE:** refers to courses in the current term or next term if the student has already registered.

3. **Planned:** a yellow checkmark indicating that the student has this course planned but has not registered for a future term.

4. **Registered:** a yellow checkmark indicting that the student is registered for this course for a future term.

5. **Not Started:** a red exclamation point indicating that the student has not registered for, planned, or completed this course.

6. **Fulfilled:** a light blue checkmark indicating that the student did not take the course but has completed some other course that meets that requirement.

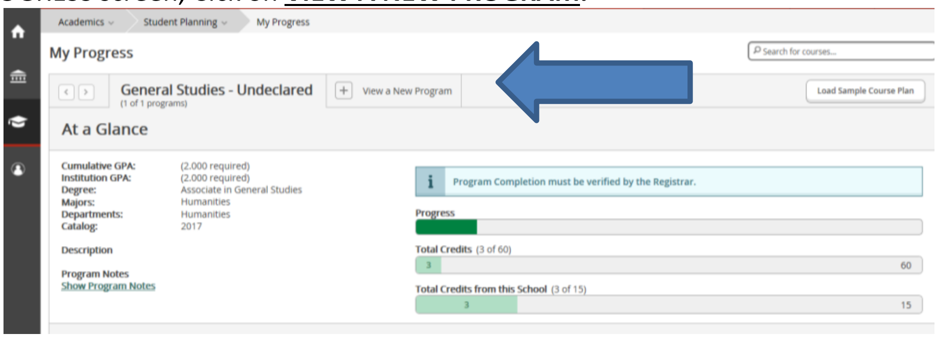
Completed	BIO-HS	High School Biology Equiv	D		0
Completed	RPLR-061	No Reading Required			0
In-Progress	HUM-100	Thinking Critically		2016SP	3
In-Progress	PSY-120	Interpersonal Relations		2016SP	3
Registered	SOC-130	Sociology		2017SU	3
Registered	PSY-130	General Psychology		2017FA	3
Registered	BUS-100	Intro to Business		2017FA	3
Registered	HEA-110	Health		2017FA	3
Planned	MAT-110	Algebra II		2017SU	3

Note: Any student in a program with a separate admissions process (Ex.: RN, PN, PTA) will only see the pre-requisites for the clinical portion of the program.

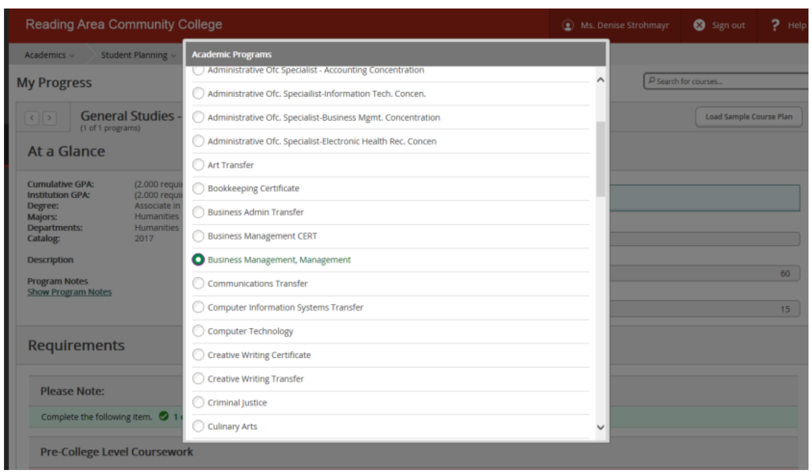
VIEW A NEW PROGRAM

When the student is considering other majors, you can view a new program from the list and see progress towards other majors.

1: From the MY PROGRESS screen, Cick on **VIEW A NEW PROGRAM**.



2: Check the **ACADEMIC PROGRAM** you wish to evaluate.



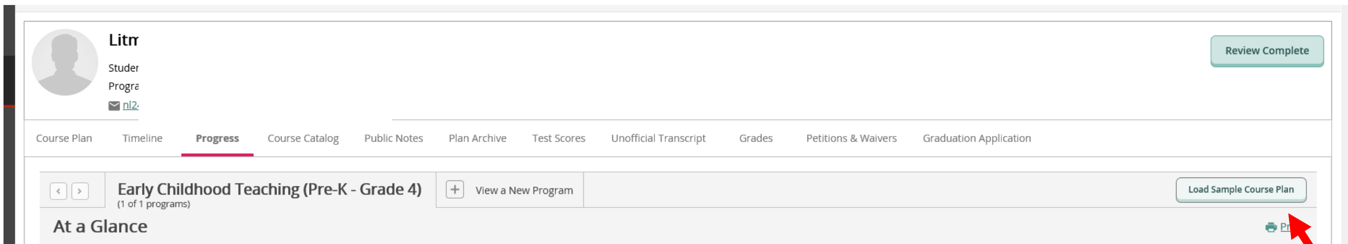
3: Scroll to the bottom and click **VIEW PROGRAM**.

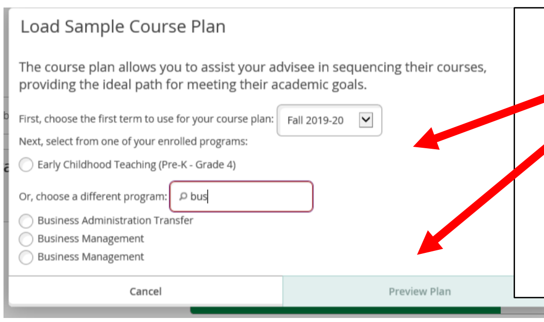
LOAD A SAMPLE PLAN

This is a great option for new students or students who change their major.

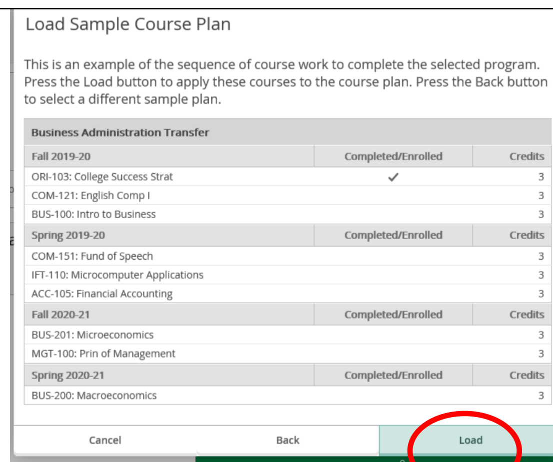
A recommended course sequence for all programs is programmed into Colleague. This course sequence will upload and add to the planning timeline all required courses for their program of study. Please note that required categories where several choices are available (ie: choose from among the following 5 Social Science courses) will not be added to the plan.

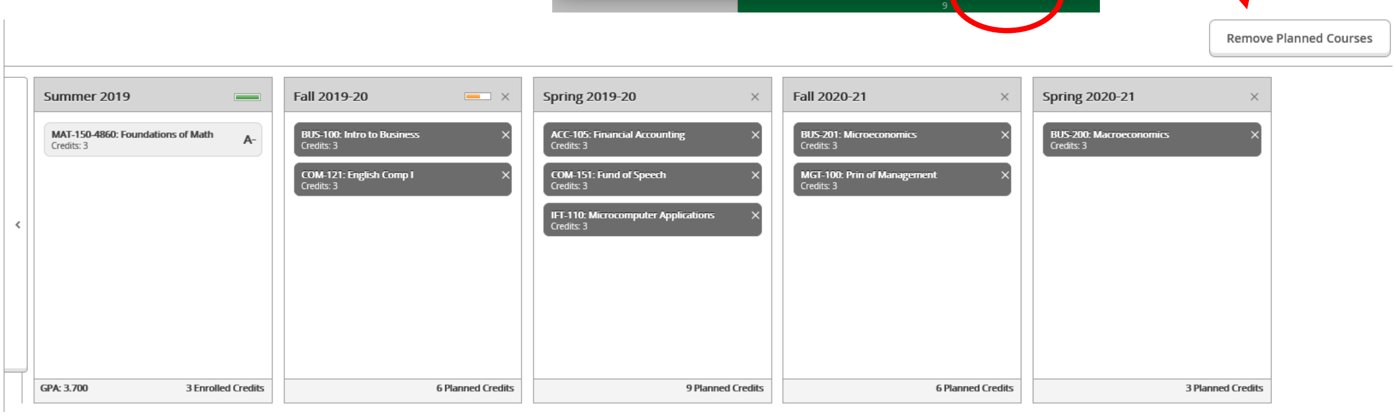
Course plans are based on 4 semesters and may need to be adjusted for part time students or if foundational studies courses needed





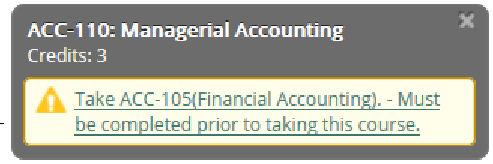
- From the progress tab select “Load Sample Course Plan”
- Select Program and the term you want the first courses applied
- Select “Preview Plan” and Sample Plan will appear
- Select “Load” for the courses to load onto the student’s timeline
- The “Remove Planned Courses” button will delete the planned courses





Importance of this feature: Students stay on track and graduate on time

Please note: after loading the **sample plan** to the student timeline, you may see some courses that will have prerequisite requirements. Simply add the prerequisite course needed to that term and move the course in error to the next semester. Once the pre-requisite course is properly added to the timeline the error message will disappear. The goal is for a student to have a clear understanding of what courses are needed and when they should be taken in order to graduate on time. Students should leave the advising session with an error free plan.



ADD COURSES TO PLAN

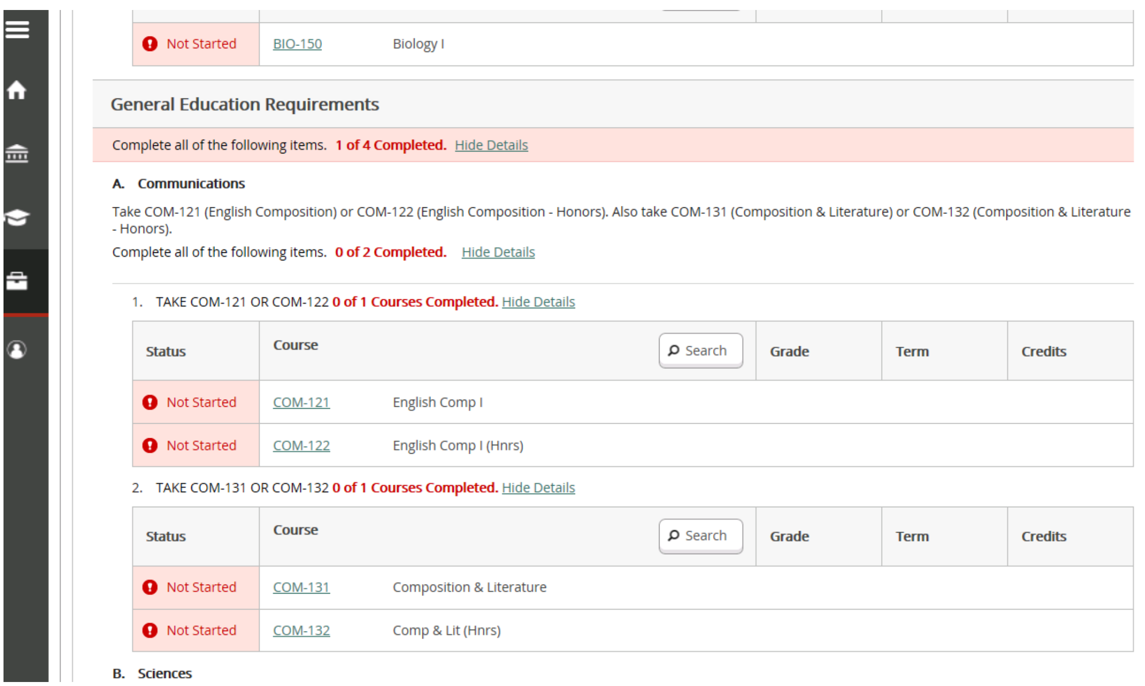
You will have 2 options when adding to a student's plan:

OPTION 1: **ADD COURSE TO A PLAN**: Use this option if you simply want to add a course to a future plan. The student will then select and register for the specific section.

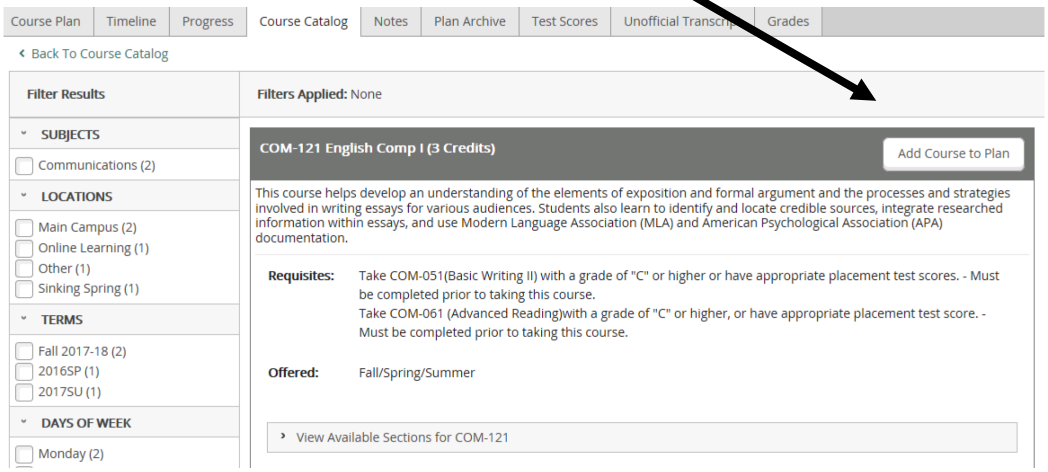
OPTION 2: **ADD A SECTION TO A SCHEDULE:** This option will *only* be available if registration is OPEN. If sections are available, you will see the option to **View Available Sections.** Clicking on View Available Sections allows you to see the current section information, including the number of seats currently available.

OPTION 1: ADD COURSES TO PLAN

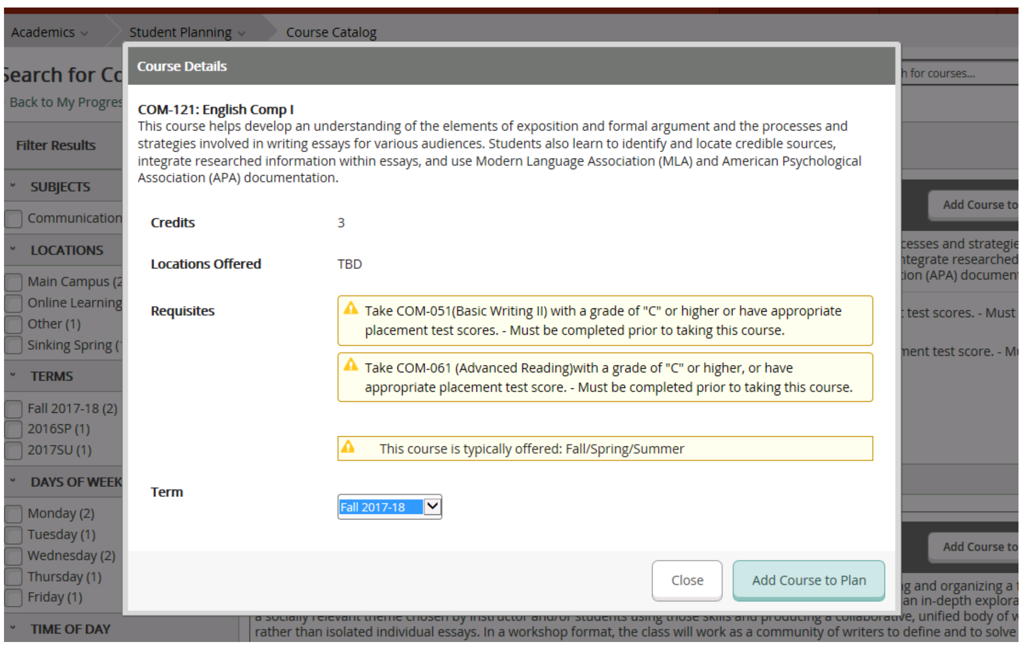
1: Click on the **COURSE DESIGNATOR** for a course you wish to plan.



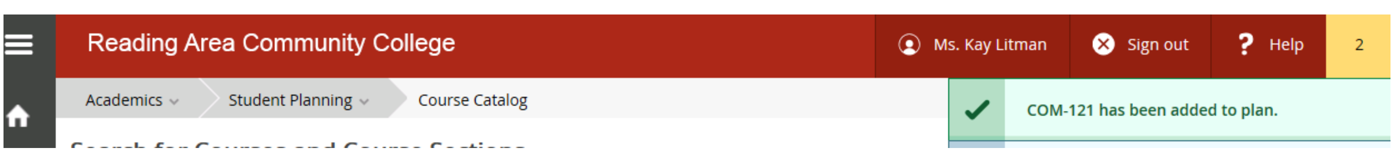
2: To add a course to the plan, click on **ADD COURSE TO PLAN**.



3: From the pop up window, review course description and pre-requisites, select **TERM** and click **ADD COURSE TO PLAN.**



4: You will receive confirmation your course has been added to the student's plan.

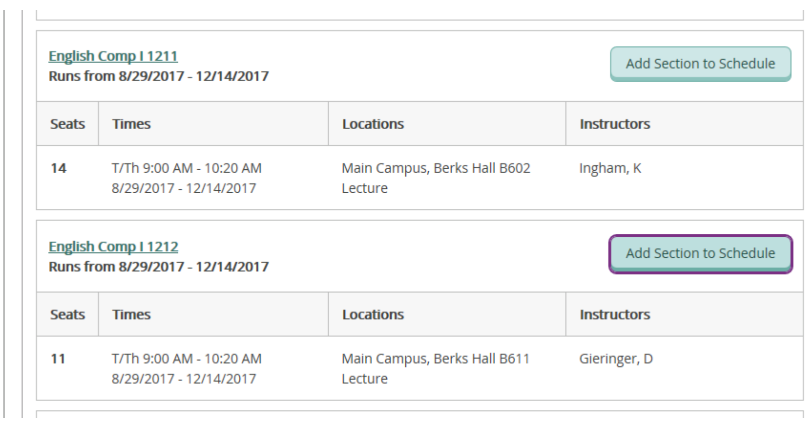


OPTION 2: VIEW AND ADD SECTIONS: (This option will only be available if registration is open)

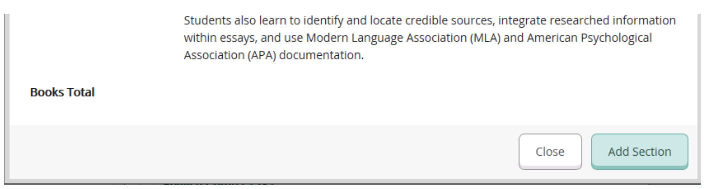
1: To View Available Sections and add a **specific section** to the student's plan, click on **VIEW AVAILABLE SECTIONS.** You will have the option to filter results by:

- **Terms**: There are three main terms: Fall, Spring and Summer
- **Sessions**: These are the various sessions that are available with each term. The start and end dates of each session are listed. Session lengths vary from 4 week accelerated to 15 weeks. Advisors should be mindful of session length and workload requirements when helping select courses for students.
- **Subject**: Default checked since it was original search term
- **Locations**: Narrows down the search if courses are sought at a specific location or on-line. If a course is not offered at a specific location, it will not be listed.
- **Days of the Week**: Includes only the days on which the courses are being offered
- **Time of Day**: Pull-down menu offers you the time ranges (Early Morning, Afternoon, etc.) during which the course is currently available or scheduled to be available.
- **Instructors**: Includes all instructors currently teaching or scheduled to teach sections of a course in that discipline.
- **Course Levels**: Narrow your results to courses that are developmental education, first year, second year or honors sections

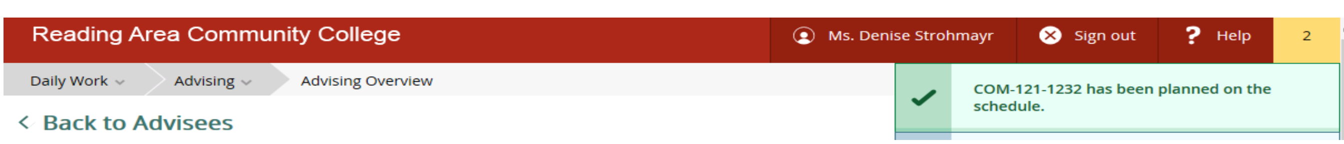
2: From the list of sections, Click on **ADD SECTION TO SCHEDULE** for your desired section



3: Section information will display, review requisites and any additional information and click on **ADD SECTION.** If you do not wish to add the section, simply click **CLOSE**.

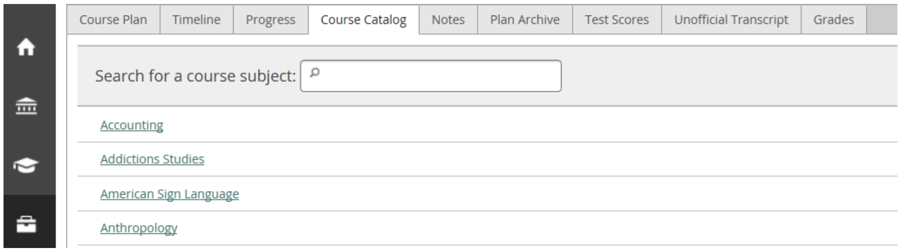


4: Courses are now placed on the student Course Plan and Timeline. Placing a course on the Course Plan or Timeline does **not** mean they are REGISTERED. Additional steps to register will be required.



TAB 4: COURSE CATALOG

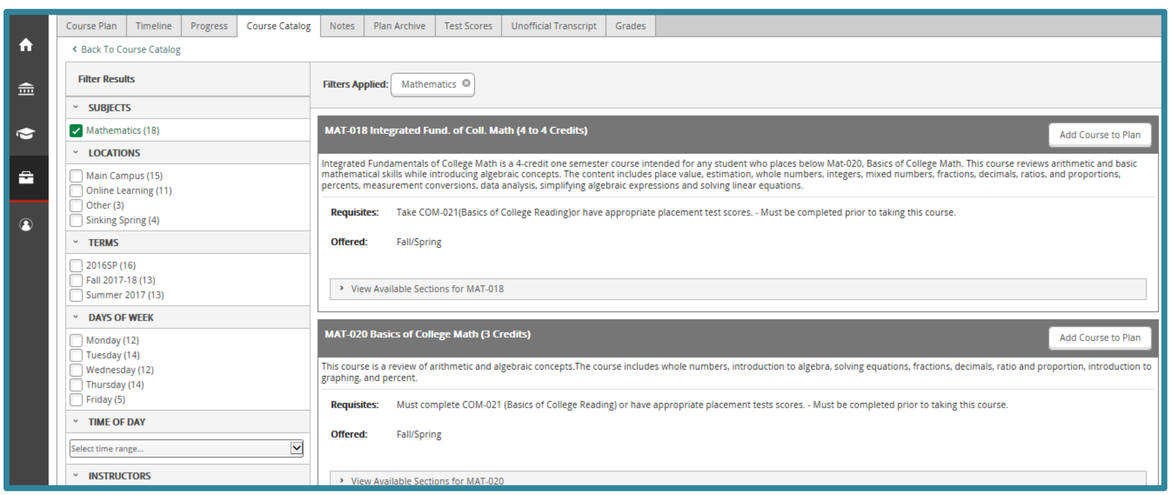
When you first click on **Course Catalog,** you will see an alphabetical list of all of course subjects.



You have three ways to search this list:

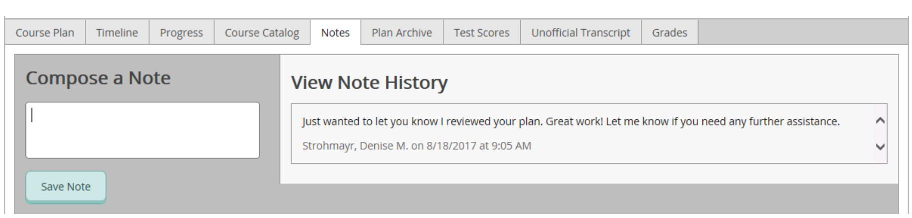
2. You can select a discipline from the list by clicking on it. This will return a list of all courses with that prefix.
3. You can type a subject (Ex.: MAT or Mathematics) in the **Search for a Course Subject** box above the list. This will return a list of disciplines with that prefix or containing those letters in the discipline name (Ex.: English and engineering).
4. You can use the **Search for Courses** box at the top of the screen (Ex.: MAT or MAT 110). This will return a list of disciplines with that prefix or containing those letters in the discipline name (Ex.: English and Engineering).

When you select a discipline, you will return a list in numerical order of all courses in that discipline.



TAB 5) PUBLIC NOTES

The notes section allows you to send a note to an advisee or review previous notes left between you and the advisee. The notes will be saved with a time stamp indicating who wrote the note with the date and time. Simply type your note and select **<u>SAVE NOTE</u>.** This area is designed for advisors and students to communicate about the student's educational plan. *This note system is DIFFERENT than STRK in Ellucian.* This is NOT a private note. Notes cannot be deleted or edited once entered. The student and advisor can both see all notes left here.



TAB 6) PLAN ARCHIVE

Archived plans are stored as a PDF that you can view, print and save to your desktop. The archived plan shows the planned courses as well as completed and currently enrolled courses. Planned courses will include details about who added them to the plan as well as who approved or denied them and when. Any advising notes in the student's record will print on a separate page of the archived plan with the timestamp information.

Students do not have access to archived plans nor can they archive plans. These plans are however in pdf format so they can be saved and emailed to the student.

a) To **view** previous plans that an advisor has approved and archived for this student, Click on **DOWNLOAD** to open the archived plan. The archived plans will be listed with the most recent plan at the top.

Course Plan | Timeline | Progress | Course Catalog | Notes | Plan Archive | Test Scores | Unofficial Transcript | Grades

Archived PDF	Archive Date	Archived By
Download	8/17/2017 9:22:59 AM	Strohmayr, Denise

b) From the pop-up display, Click on OPEN. You also have the option to save the plan to your computer.

Do you want to open or save **Litman_Kay_1191723_8_17_2017_9_22_AM.pdf** from **testselfservice.racc.edu**? Open Save Cancel ×

c) The archived Course Plan will display.

Course Plan as of 8/17/2017

Student	Ms. Kay M. Litman
ID	1
Programs	General Studies Declared, 2017
Reviewed By	Denise M. Strohmayr on 8/17/2017
Archived By	Denise M. Strohmayr on 8/17/2017 at 9:22 AM

Fall 2017-18

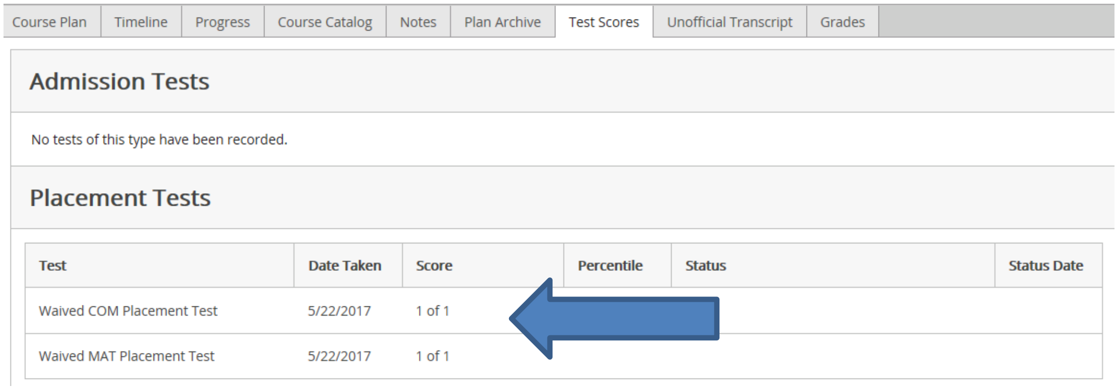
Status	Registered	Courses/Sections	Credits	CEUs	Added to Plan By	Approved/Denied By
Approved		ORI-103 College Success Strat	3		Student 5/22/2017	Strohmayr, D. 8/15/2017
Approved		COM-121 1141 English Comp I	3		Student 5/22/2017	Strohmayr, D. 8/15/2017
Planned	Yes	IFT-110 1121 Microcomputer Applications	3		Student 5/22/2017	
Approved	Yes	COM-151 1201 Fund of Speech	3		Student 7/18/2017	Strohmayr, D. 8/15/2017
Denied	Yes	ACC-105 1131 Financial Accounting	3		Student 7/18/2017	Strohmayr, D. 8/15/2017
Approved	Yes	BUS-100 1471 Intro to Business	3		Student 7/18/2017	Strohmayr, D. 8/15/2017
Approved	Yes	ART-111 1111 Intro to Drawing	3		Student 8/8/2017	Strohmayr, D. 8/15/2017
Approved		BIO-120 1141 Biological Concepts	4		Student 8/8/2017	Strohmayr, D. 8/15/2017
Denied		COM-141 1241 Technical Writing	3		Student 8/16/2017	Strohmayr, D. 8/17/2017
Planned	Yes	ART-201 1800 Art Appreciation	3		Student 8/16/2017	
			31.00	0.00		

Spring 2017-18

Status	Registered	Courses/Sections	Credits	CEUs	Added to Plan By	Approved/Denied By
Planned		BUS-106 Business Communications	3		Student 7/18/2017	
Planned		BUS-110 Math for Business & Finance	3		Student 7/18/2017	
Planned		ACC-110 Managerial Accounting	3		Student 7/18/2017	
Planned		ACC-220 Accounting Info Systems	4		Student 7/18/2017	
Planned		ART-201 Art Appreciation	3		Student 8/16/2017	
			16.00	0.00		

TAB 7) TEST SCORES

The **Test Scores** tab lists scores and waivers typically found under TSUM in Colleague. These include: scores from ACCUPLACER as well as SAT and ACT scores, or applicable waivers.

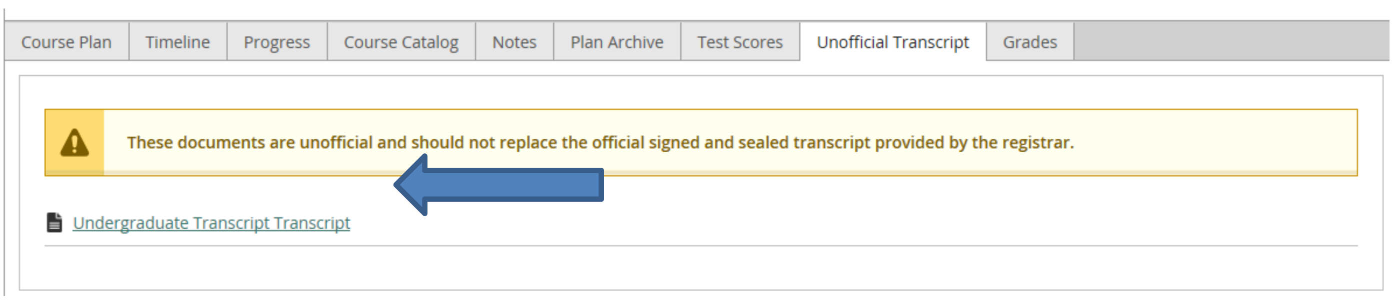


Test	Date Taken	Score	Percentile	Status	Status Date
Waived COM Placement Test	5/22/2017	1 of 1			
Waived MAT Placement Test	5/22/2017	1 of 1			

TAB 8) UNOFFICIAL TRANSCRIPTS

Students and advisors can download and print unofficial PDF versions of their curriculum transcripts.

a) To download, click on UNDERGRADUATE TRANSCRIPT

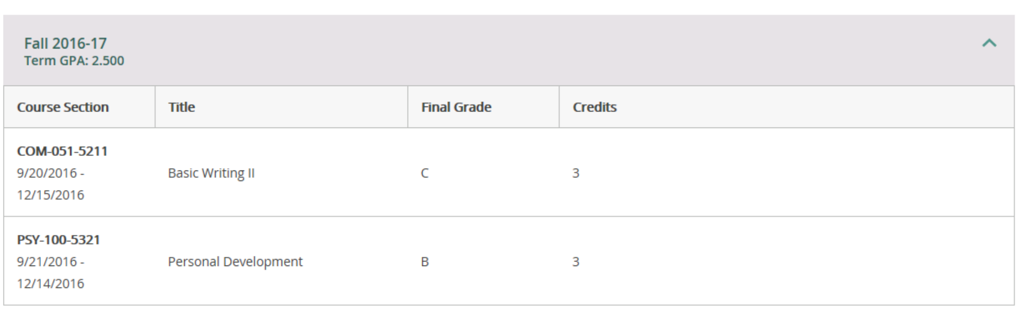


b) Click on **OPEN**. You also have the option to save the file.

c) The unofficial report will then Open and display.

TAB 9) GRADES

View grades for a specific term as well as the term GPA.



Course Section	Title	Final Grade	Credits
COM-051-5211 9/20/2016 - 12/15/2016	Basic Writing II	C	3
PSY-100-5321 9/21/2016 - 12/14/2016	Personal Development	B	3

TAB 10) PETITIONS & WAIVERS

View any waivers that are listed on the student's record

TAB 11) Graduation Application

View if the student has applied for graduation.