**Submitting a Course Overload Request**

1. Log into the [finance portal home page](https://gwucolumbian.service-now.com/finance), click on the button in the center of the page labeled “New Course Overload Request”
2. The “initiator” field is automatically assigned to the user filling out the form, and cannot be changed.
3. The department is automatically set to your assigned department.
4. In the “Original Courses Taught by Instructor” table, input all the courses currently taught by this instructor.
5. In the “Overload Course(s) Requested” table, you will input all the overload courses you are requesting for this instructor. Use the same procedures in step 4 to add each course requested to the table.
6. Once your request has gone through the entire workflow process and is either approved or rejected, the initiator will receive an email with a confirmation number that you will need to reference in the remarks section of the Hire Form (via Faculty Hire Application). This email will also contain a link to the Finance Portal where you can view the details of your request.
   * If your request is rejected, you will have the ability to Edit and Resubmit a request. You will find the "Edit and Resubmit" button underneath the reason for rejection which takes you to the "New Overload Request" page where you can modify anything they need to change and then submit a new request with the updated fields.

**Approving/Rejecting Overload Requests**

When a Course Overload Request is submitted, the head of the department/program must first approve it if the request was initiated by the department administrator. Once the department head approves the request, it will go to the Vice Dean for Faculty, who can also approve or reject the request. Finally, the request will be sent to Vice Provost for Faculty Affairs, who can approve or reject the request.

1. When a request is sent to you for approval, you will receive an email containing the basic details of the request and a link to the Finance Portal site, where you see a more detailed view of the request and can approve or reject as necessary.
   * If you are approving the request, you have the option to include a comment, which will be seen by the next approvers by typing in the text field labeled “Comments.”
   * If you are rejecting the request, you must include a comment in the “Comments” text field including your reason for rejection. This will be seen by the Initiator of the request.
2. Once you either approve/reject the request, you will be redirected to the Finance Portal home page, where you can still see the request and status in the “My Overload Requests” widget.
3. Once all of the approvers have approved the request, or any one of the approvers has rejected the request, you and all other approvers will receive an email stating that the request was either approved or rejected. This email will contain a link to view the details of the request on the Finance Portal, and if it is approved, will also contain a link to view the request on ServiceNow.