Tandem tips, known issues, and workarounds

This document outlines the current issues in Tandem, the workarounds implemented, and the ongoing efforts to resolve these problems. It also provides tips to help you navigate the system more effectively. We recommend using this document alongside the Information Session for Visiting Team Chairs presentation, as the presentation provides visual support. This document will be updated as issues in the system are resolved.

We encourage open discussions between HEIs and visiting teams about the workarounds HEIs may have implemented to address system issues specific to their situation. Our team is committed to supporting visiting teams and higher education institutions (HEIs) throughout this important transition.

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In this document,

- ⓘ indicates a known issue that may need your attention.
- ⚡ indicates a tip or recommendation to help you navigate the system.

Language

- Tandem is a bilingual system. To prevent confusion, please deactivate any translation add-ons in your browser and switch to the French version of Tandem using the language toggle feature in the top right of the screen.

Homepage

- By default, the system only displays three issue trackers on the homepage. If you want to see all the issue trackers you are assigned to for all your visits, select "Total Reviews" under the "Scheduled items" section of the homepage.
- We recommend accessing the program's materials by selecting the program's name under the "Review items" section. This will take you to the program dashboard page. There, you can access course forms under the "Course manifest" and access the issue tracker by clicking on the Questionnaire link at the top right of the page. On the Questionnaire's first page, you must click the link directing you to the program's issue tracker. The issue tracker contains all the same information as the Questionnaire.

Previous decision letter(s)

- To access a previous decision letter(s):
  - From Tandem's homepage, click on the "Documents" tab.
  - Click on the "Shared" button at the top right.
  - You will see a list of all the decision letter(s) shared with you by your visit coordinator.

Program dashboard

- "Lab/tutorial **hours** per term" title refers to "AUs" rather than "hours". This is an error in the language used in Tandem; the number displayed reflects AUs.
- The program dashboard incorrectly shows a minimum of 225 AUs for specified Engineering Science. This is a content error and does not reflect our criteria.
- For columns "Lab/tutorial hours per term", "M+NS", "ES+ED" and specific AUs "ES+ED", Tandem is not calculating the correct total for **elective courses**. It disregards the minimum path logic and only sums the values from the individual columns, resulting in inaccurate numbers for the "Elective courses" line. Likewise, the "Program totals" line for those columns displays inaccurate numbers. However, the numbers displayed under the column "AU total" are accurate.
  - You can access the accurate numbers from the program artifact "Minimum path compulsory and elective courses (4.4a/b)". The numbers highlighted in blue in this program artifact are correct and can be manually added to determine the accurate total.
  - **This is a high priority, and our system provider is working to fix this issue.**

Course information form

Access to HEI documentation

- ⓘ The HEI shares visit materials through program-specific information forms. This can be done by uploading a document or providing a link to where the information lives – typically on the institution's internal repository. While this feature should allow the program visitor to access the information directly, we found that the links provided cannot be clicked. This means the program visitor must copy the link provided and paste it into their browser.
- ⤷ Tandem does not display what courses have had documentation uploaded. Many HEIs have been advised to track which courses they have attached sample materials to. We recommend visiting team chairs to discuss this with the HEI.

Elective grouping

- ⤷ For elective courses, the group (A, B, C, etc.) and the number of elective courses a student must choose within that group will be specified. This enabled the calculation of the minimum path and populated the program artifact called "Minimum path compulsory and elective courses".
- ⤷ In Tandem, a given elective course can only be in one set. If a program offers a course in more than one elective group, we are recommending that HEIs create duplicate courses with a name indicating the elective group (A, B, C, etc.) it belongs to and enter the same information in the "Course information" and the "Program-specific" information forms for those courses that are on the minimum path.
- ⤷ Also, it is important to note that a few HEIs are using elective grouping to display streams. This approach was recommended to minimize duplication of data entry, as a stream is not a standalone option requiring a unique AU count.

Program artifacts

- ⤷ Summary graduate attribute map (3.1.1, 3.1.1.a)
  - o For courses spanning multiple terms and included in the curriculum map, HEIs may have indicated the starting term and provided further explanation in their documentation.
  - o Additionally, the program artifact will not display terms beyond 10, so we advised HEIs to limit their entries to 10 terms (listed terms 11+ in the 10th term) and provide further explanation when applicable.
- ⓘ Enrolment and degree data (4.3)
  - o This program artifact does not display any data at the moment. A workaround has been implemented. To access this information:
    - ▪ Click on the "Instruments" tab.
    - ▪ Filter the list by the most recent creation date and select "Enrolment and Degree data (4.3)". The data for all programs being visited is contained in this single instrument.

- ⓘ Minimum path compulsory and elective courses (4.4a/b)
    - o This program artifact has been configured differently for calculating AUs per CEAB content category. This artifact incorporates the ceiling rounding function on a per-course and category basis, not at the total level. A note has been added to the legend of the artifact to explain this, and we are working on a solution with our system provider to resolve the issue. Visiting team members must refer to the program artifact 4.4c and the program dashboard to get the accurate number of AUs.
- ⓘ Minimum path summary (4.4c)
    - o The minimum AU requirement shows 225 AUs for specified Engineering Science. This is a content error and does not reflect our criteria.
- ⚑ Curriculum committee members (4.5)
    - o This program artifact displays faculty members assigned to a course form. If a curriculum committee member is not teaching a course during the snapshot year, their name will not appear on the list. When applicable, we recommended the HEIs provide additional information on curriculum committee membership in their submission.
- ⚑ PDF exports
    - o All program artifacts have the functionality to export to PDF, however many of them are missing columns. We suggest using screen capture technology or CTRL+P function to Save as PDF in landscape layout.
- ⚑ Navigation tip
    - o To easily navigate between the views generated by the program artifacts and the different course forms, we suggest logging into the system on multiple browser tabs. You can do this by right-clicking on the current tab and selecting "Duplicate". This will streamline navigation and reduce the loading time of the forms.

Issue tracker

- ⚑ There is one issue tracker per program and one per program option if applicable.
- ⚑ If a criterion is marked with an asterisk in any option, that option will appear in the issue tracker rollup summary under its "parent" program column. The issue tracker rollup summary has no separate column for individual options.
- ⚑ In some cases, HEIs may have non-standard programs and options, such as streams based on a student's background or no "parent" program. If your visit corresponds to this type of situation, we recommend discussing with the HEI and your visit coordinator to clarify how the program structure is displayed in the system.
- ⚑ Please refrain from clicking "Complete review"; the issue tracker must remain unsubmitted. Clicking "Complete review" will lock the issue tracker, preventing further edits by you and your team. If this occurs, your visit coordinator can create a new issue tracker and transfer all ratings and comments to it, but this should be avoided as much as possible.
    - ⚑ To "complete" an issue tracker, each page requiring review must show 100% progress. To avoid errors, leaving the last section of the conclusion page blank is suggested. This way, clicking "Complete Review" will have no unintended effects.

- To export the issue tracker in PDF format, which includes the Questionnaire, click on the "Export" button at the top right of the page, and select all options.

Issue tracker rollup summary

- By default, all criteria are displayed with an asterisk.
- When a program visitor selects a checkmark in the issue tracker of their assigned program, the rollup summary will be updated.
- ⓘ At the moment, in Tandem's production environment, the checkmarks are not displayed in the rollup summary. **This is a high priority, and our system provider is working to fix this issue.**
  - o For now, we recommend using the tracking of issues sheet in Excel format, which was used in the former process. Your visit coordinator will help create this document and transfer all ratings and comments.
- For criteria marked with an asterisk, the rollup summary will display the program visitor's observations. Observations for criteria marked with a checkmark will not be shown.
- If a criterion marked with an asterisk does not include any observations, the rollup summary will display "Program visitor observations not provided" as a reminder that comments are required when selecting an asterisk.

AU reallocation tool

- All courses listed under the "Course manifest" header are displayed in the AU reallocation table.
- The table does not take into consideration the minimum path. This tool is intended to track AU changes that program visitors wish to make. If the courses are part of the minimum path, the program visitor must manually identify them.
- It is important to note that data entered in the AUs reallocation tool does not automatically synchronize with other programs' AUs reallocation tools. When reallocating AUs for courses offered across multiple programs, visiting team members must collaborate to ensure consistency in data entry.

Questionnaire

- If a faculty member is progressing toward professional engineering licensure (i.e., has opened an application with a regulator but has not yet received their license), Tandem does not have the option to identify this specific status. We recommended that HEI select the "EIT" status to ensure the AUs were calculated correctly, even if "EIT" is not a recognized title in their jurisdiction and/or their jurisdiction uses a different title. The Questionnaire, under criterion 3.5.5, should contain an explanatory note when applicable.
- In section 3.3 Students of the Questionnaire, for criterion 3.3.4, we recommended that HEI upload examples of student transcripts via the upload feature and complete the table below,

titled "Graduating student record", to list courses where substitutions were used for the same sample of transcripts provided.

- For criterion 3.6.3, the same transcripts used for criterion 3.3.4 may have been submitted if the HEI did not have sample/blank examples available.

General

- To troubleshoot issues in Tandem, we recommend clearing and reloading your browser. In Google Chrome, press **F12** on your keyboard, then right-click the refresh button and select "Empty Cache and Hard Reload".