Business Process Procedures

6.25 APPLYING AND TROUBLESHOOTING WAIVERS

Overview   These procedures walk an operator through the step-by-step process of applying a War Orphan, Senior Citizen (not used at NVCC), or other waivers defined by your institution, as well as helpful troubleshooting tips.

Key Points   In order for students to qualify for a waiver, they must meet the waiver criterion (i.e. income tests, age tests, proof of eligibility, etc.). These criterions include equation variable flags that must be set for the student each semester.

Part 1 – Apply Waiver for Credit Classes

Detailed Directions

Navigation   Student Financials > Tuition and Fees > Equation Variables
You may choose to add this navigation to your Favorites Menu.

Step 1.1   Navigate to the Equation Variables page. A dialog window appears.

Equation Variables

Enter any information you have and click Search. Leave fields blank for a list of all values.

/ **Find an Existing Value** \

ID:	begins with ▾	
Campus ID:	begins with ▾	
National ID:	begins with ▾	
Last Name:	begins with ▾	
First Name:	begins with ▾	

☐ Case Sensitive

[Search]   [Clear]   Basic Search 🖫 Save Search Criteria

Enter the student's EmplID in the ID field, or click 🔍 to lookup.

Click [Search].

If the EmplID is not available, enter either part or all of the student's National ID (Social Security Number), Last Name or First Name, and click [Search] to search records matching the criteria. Choose the appropriate value from the search results and click on the appropriate hyperlink in the search results.

Step 1.2   The Char Variables page appears. Navigate to the Y/N Variables page by clicking on the Y/N Variables tab at the top of the page.

Note   Waivers are applied by career and by term. Therefore it is necessary to navigate to the appropriate career, and then to the correct term within that career prior to applying the waiver.

Step 1.3   Use the ▶ on the dark blue bar [View All   First ◀ 1 of 2 ▶ Last] to navigate to the appropriate career.

Step 1.4   Use the ▶ on the light blue bar [Find | View All   First ◀ 1 of 12 ▶ Last] to navigate to the correct term within the career chosen in Step 1.3 above.

Step 1.5   Click the appropriate Y/N ☐ for the waiver you are setting.

Senior Citizens = Income Qualifier (not used at NVCC)
War Orphans and dependents of certain deceased veterans (as defined by SCHEV) = **War Orphan Eligibility Verified**

Step 1.6   Select [Save] to save the page.

Part 2 – Troubleshooting Credit Waivers

Detailed Directions

Step 2.1   The criterion for War Orphan consists of only one equation variable and requires no other processing step. The criterion for Senior Citizens consists of the income qualifier equation variable, in-state residency and age (not used at NVCC). If a waiver is not applying check to ensure that the student meets all the required criteria.

Step 2.2   If the student appears to meet all the criterion in step 1 and the waiver is not applying properly; check to ensure the classes they are enrolled in qualify for the waiver. The Senior Citizen waiver is set to cover all credit instate tuition and fees as well as non-credit classes

(not used at NVCC). The War Orphan is set to cover all tuition and fees regardless of residency.

Step 2.3   If you are still experiencing difficulty review all waiver related setup tables.

Part 3 – Apply Waiver for CE/WFD Classes

Overview   These procedures walk an operator through the step-by-step process of applying a waiver to CE/WFD classes.

Key Points   In order to attach a waiver to CE/WFD classes, NovaConnect Support Services must first create a waiver group. Once created, the group will be attached to the specific course for which the charges should be waived.

Navigation   There are several navigations that lead to the Class Sub Fees setup page:

Curriculum Management>Schedule of Classes> Schedule New Course
Curriculum Management>Schedule of Classes>Maintain Schedule of Classes
Set Up SACR>Product Related>Student Financials > Course and Class Fees > Class
    Fees Modal

You may choose to add one or more of these navigations to your Favorites Menu.

Step 3.1   If navigating to a page within the Schedule of Classes menu, enter the relevant information on the search page to retrieve the class on which you would like to add a Wavier Group.

Schedule New Course
Enter any information you have and click Search. Leave fields blank for a list of all values.

/ **Find an Existing Value** \

Academic Institution:	= ▾	NV280 🔍
Term:	= ▾	2092 🔍
Subject Area:	= ▾	ITEC 🔍
Catalog Nbr:	begins with ▾	
Academic Career:	= ▾	▾
Campus:	begins with ▾	🔍
Description:	begins with ▾	
Course ID:	begins with ▾	🔍
Course Offering Nbr:	= ▾	🔍

☐ **Case Sensitive**

[Search] [Clear]   Basic Search 💾 Save Search Criteria

When the class information appears, click [Update Fee]. Continue with Step 3.2.

If navigating to a page within the Set Up SACR – Student Financials menu, enter the Course ID (not the Class Number) and click [Search] to retrieve the class on which you would like to add a Wavier Group.

Class Fees

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

SetID: = ▼ NV280 🔍
Course ID: begins with ▼ [ ] 🔍
Description: begins with ▼ [ ]

☐ Case Sensitive

[Search] [Clear]   Basic Search 💾 Save Search Criteria

Step 3.2   The Class Fees Modal page appears.

Class Fees Modal | Class Sub Fees Modal

| SetID: | NV280 | | Course ID: | 513610 New Employee Orientation | [Delete Fee] |

Offer Number: 1
Term: 2074 2007 Fall
Session: DYN Dynamic Session
Section: 01N
Component: LEC Lecture
*Charge Method: Always ▼
☐ Charge for Wait Listed Class
☐ Charge for Course Fee
☑ Include in Pro-rata
☑ Include in other Withdrawal

[💾 Save] [🔍 Return to Search] [↑ Previous in List] [↓ Next in List] [📧 Notify]   [➕ Add] [📝 Update/Display]

Class Fees Modal | Class Sub Fees Modal

Step 3.3   Click on the [Class Sub Fees Modal] link and the following page appears.

Step 3.4   Click 🔍 on the Waiver Group field. The valid values appear.

Step 3.5   Choose the appropriate Waiver Group value.

Step 3.6   Click [Save].

Step 3.7   Navigate to the Tuition Calculation page (See 6.15 Tuition Calculation – Individual Student) and recalculate the CE/WFD tuition for the term in question.

Step 3.8   Navigate to the View Customer Accounts page (See 6.05 View Customer Account) and confirm that the waiver has been applied to the account.