Business Process Procedures

12.20 ENROLLMENT CANCELLATION – OVERVIEW FOR SF USERS

Overview
This document outlines the steps of the enrollment cancellation job and parameters used to drop students for non-payment.

Key Points
The Enrollment Cancellation Run Control page allows the College to define criteria for dropping enrollments for students who have past due charges.

Discussion
The Enrollment Cancellation job consists of three separate processes:

1. Enrollment Cancellation process
   The process which marks enrollments for deletion.

2. Mass Enrollment process
   The process which deletes the enrollments marked in Step 1.

3. Recalculate Tuition after Cancellation process
   The process Recalculates tuition for students dropped and resets tuition due dates for the specific classes dropped in Step 2.

Requirements
VCCS’ system requirements and Nova’s enrollment cancellation policy dictate:

- For performance reasons:
  - The job must start after 6:00pm at night, and finish before 7:00am the next morning.
  - The job must be run for all careers (credit and non-credit) and for all tuition groups (in-state, out-state, VA contract and military contract) at the same time.
  - The job will cancel one class at a time until the outstanding balance is reduced to zero or to a credit balance, rather than all classes in a term or session.

- The job is always run by College Information Systems, using the UserID ENRLCANC.

- To ensure aid is posted to student accounts, the job must be run after all Financial Aid groups have been posted.

Criteria
NVCC criteria include the following:

- Students with outstanding tuition/fee balances of $30.00 or more will be dropped.

- Financial Aid students with anticipated aid covering some tuition/fee charges, but leaving $30.00 or more of those charges uncovered will be dropped.

- Students who do not have a DND service indicator for the term specified on the enrollment cancellation Run Control will be dropped.

- Only ungraded classes will be dropped.

Logic
If the student meets all the criteria above, the logic in the enrollment cancellation job determines the amount due for each class and then sorts the classes by amount due.
class with the largest amount due will be first in the list and, therefore, the first class cancelled. (Classes that are fully paid will have zero as the amount due).

**Run Control**

Sample Run Control pages CIS uses when setting up the enrollment cancellation job.
Important! Currently, classes are still being dropped erroneously for students enrolled in both Credit and CEU/Non-Credit careers in the same term who have an outstanding balance for the term. This problem was reported to VCCS in January 2005, and to date has not yet been addressed by VCCS.

Tools There are several queries and reports that serve as enrollment cancellation troubleshooting tools. All fiscal users have security access to all tools.

Navigation: Reporting Tools > Query Manager

<table>
<thead>
<tr>
<th>Query Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NV_SF_EC_BY_BATCH</td>
<td>Lists EC drops by batch ID</td>
</tr>
<tr>
<td>NV_SF_EC_BY_BATCH_CAMPUS</td>
<td>Lists EC drops by batch ID by campus</td>
</tr>
<tr>
<td>NV_SF_EC_BY_EMPLID</td>
<td>Lists EC Batches for one EmplID</td>
</tr>
</tbody>
</table>

Navigation: VCCS College > VCCS College SF > NVCC Potential Drops

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>Potential Drops</td>
<td>Lists students who may be dropped through EC</td>
</tr>
<tr>
<td></td>
<td>*this report is a work in progress</td>
</tr>
</tbody>
</table>
**Troubleshooting**

If you suspect a student may have been dropped in error, or met the criteria to be dropped and was not, please use the following checklist to troubleshoot the situation:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Tools</th>
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</table>
| Due dates at time of EC | VCCS College Menu>VCCS College SF> NVCC Student Account Summary  
Lists dates charges were calculated onto account. Due dates can be interpreted from the dates the charges were added to the account. |
| Balance due at time of EC | VCCS College Menu>VCCS College SF> NVCC Student Account Summary  
Lists balances by date. |
| Anticipated FA at the time of EC | • Student Financials>View Customer Account  
Prior to disbursement - anticipated aid will show on the student’s account.  
• Financial Aid>Awards>View Award Activity  
After disbursement – aid will show on the student’s account, or check the FA awards in the FA module. |
| Active service indicators at time of EC | Campus Community>Service Indicators>  
Service Indicator Audits  
Service Indicator Audits – lists all historical service indicator data. |
| Error messages for EC batch | Student Financials>Tuition and Fees>  
Cancellation>Review Cancellation Messages  
Batch ID provided in email notifications. |
| Graded class at time of EC | Records and Enrollment>Student Term Information>Student Grades |
| Enrollment in multiple careers (CRED and CEU/CNED) at time of EC | • Student Financials>View Customer Account>  
Academic Information  
• Records and Enrollment>Enroll Students>  
Enrollment Request  
• Records and Enrollment>Enrollment Summaries>  
Enrollment Summary  
• Reporting Tools > Query Manager  
NV_ENROLL_REQUEST_SEARCH |
| Enrollment or tuition calc after last EC process for the term | • VCCS College Menu>VCCS College SF>  
NVCC Student Account Summary  
Lists dates charges were calculated onto account. Due dates can be interpreted from the dates the charges were added to the account.  
• NVCC Enrollment Cancellation Processing Schedule |