9.2 Fix Enrollment Attached to the Wrong Program

Purpose: Use this document as a reference to fix enrollment attached to the wrong program.

Audience: Student Records staff.

You must have at least one of these local college managed security roles:

- **ZC SR Student Program**
- **ZD SR Student Program**
- **ZZ SR Student Program**
- **ZZ Student Program Limited**

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Bug 35532410: The Program associated with an Enrollment **cannot be changed using Normal Maintenance** during the term OF that enrollment.

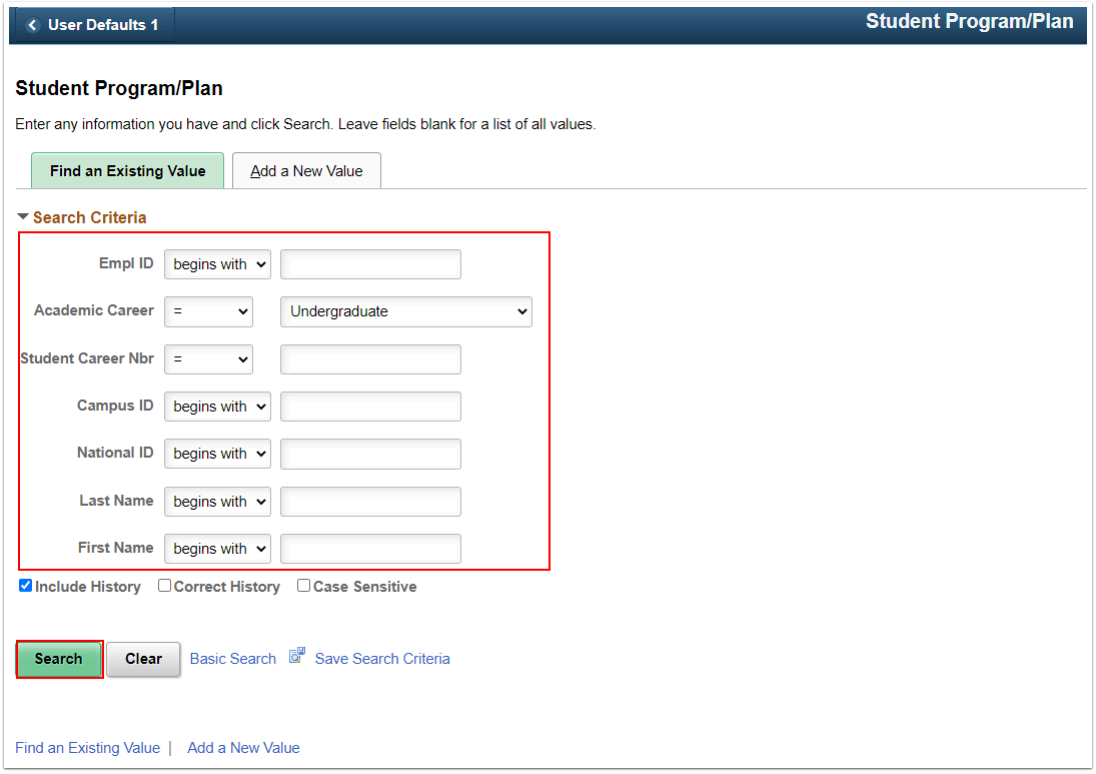
1. **Impact**. Can impact Financial Aid
2. **Workaround**? Ensure the term activation is set to the correct Student Program/Plan with the desired Academic Program. Then, drop the existing enrollment and add the enrollment back. It will reflect the program indicated in the Term Activation.
3. **Status**. Oracle fix scheduled for Image 31.
4. **Navigation Affected.** Records and Enrollment > Enroll Students > Enrollment Request/ Quick Enroll

Term activation and enrollment in the incorrect program will result in QARS--Student Warnings: Student Program Mismatches. This process **eliminates** the need to create a new plan stack, change the term activation, drop students, and re-enroll them.

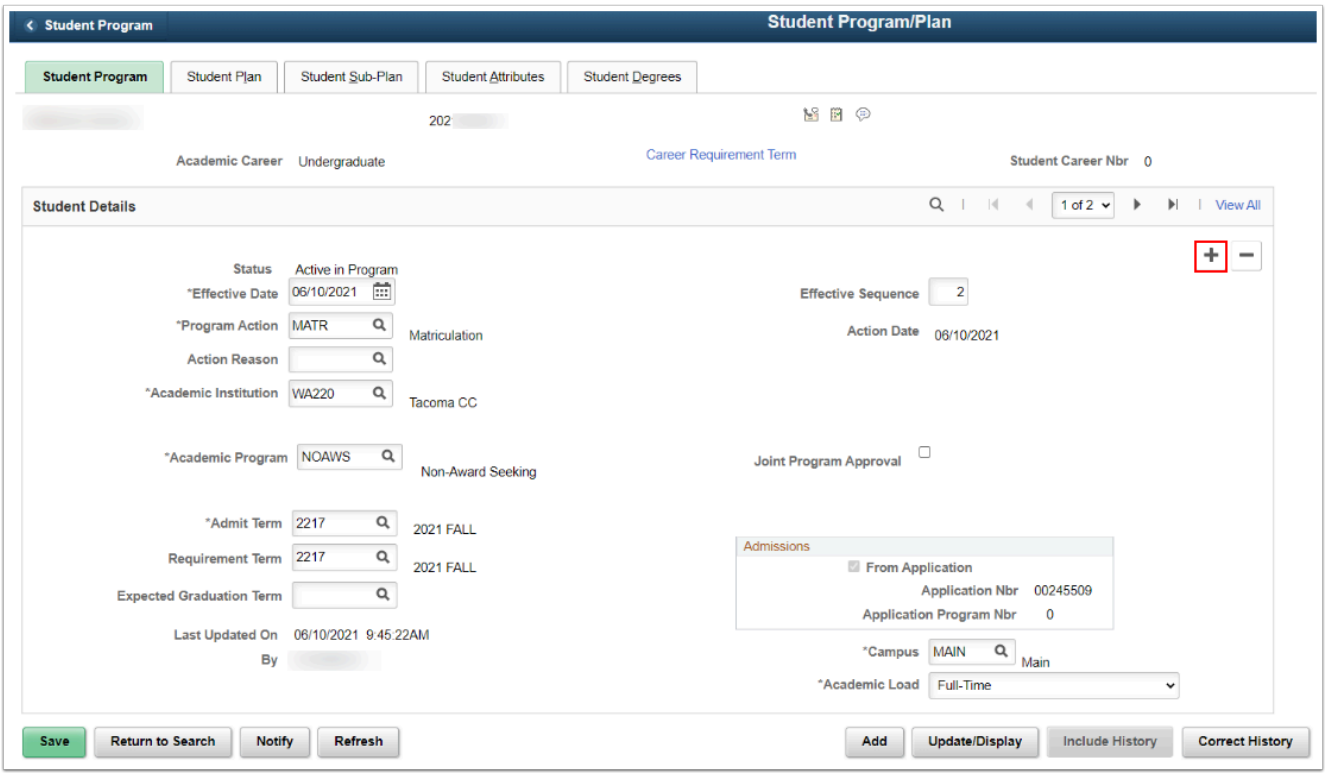
Step 1 - Change the Student's Program on Student Program/Plan Page

Navigation:Records and Enrollment > Career and Program Information > Student Program/Plan

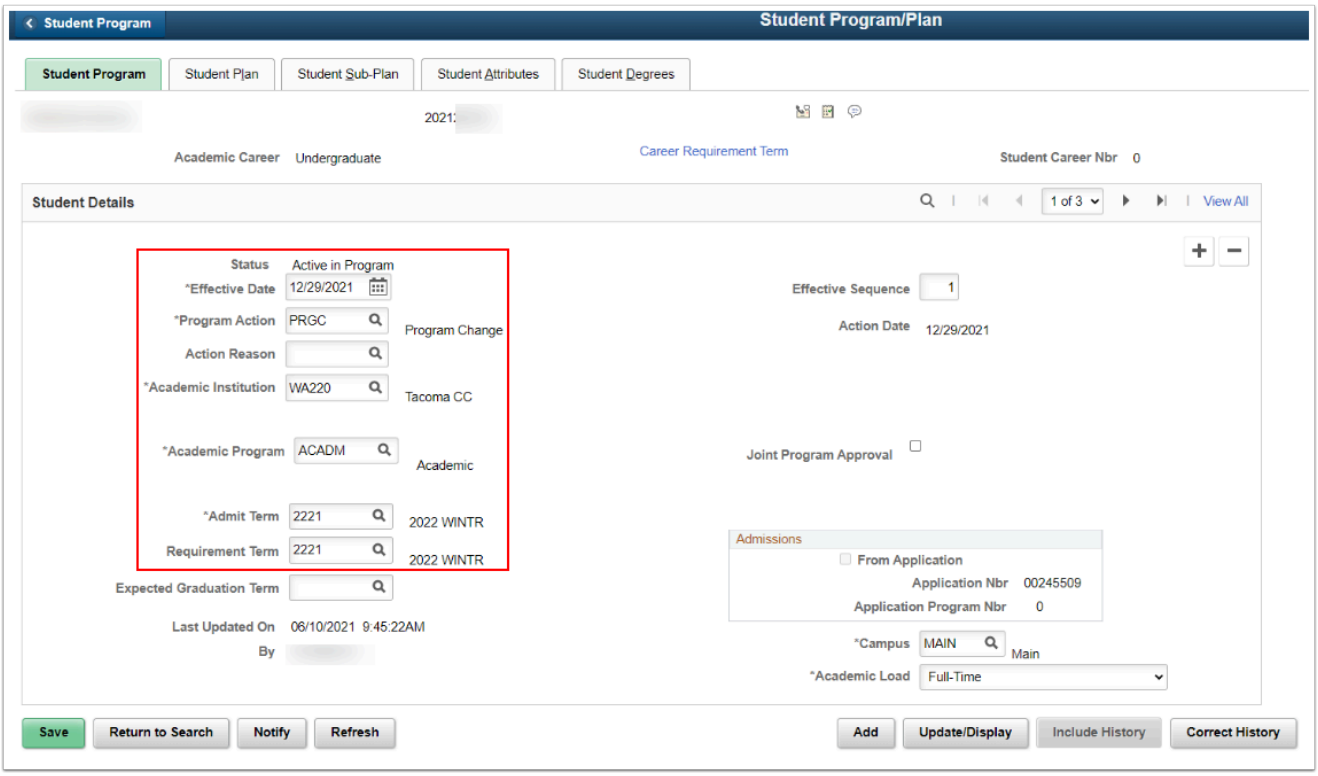
1. The **Student Program/Plan** search page displays.
2. Enter **Search Criteria** to identify your student and check the **Include History** box. You will only view the results for your institution.
3. Select **Search**.
4. A student may return multiple program rows in the Search. If so, select the appropriate record by confirming the proper **Student Career Nbr, Academic Career,** and **Program**.



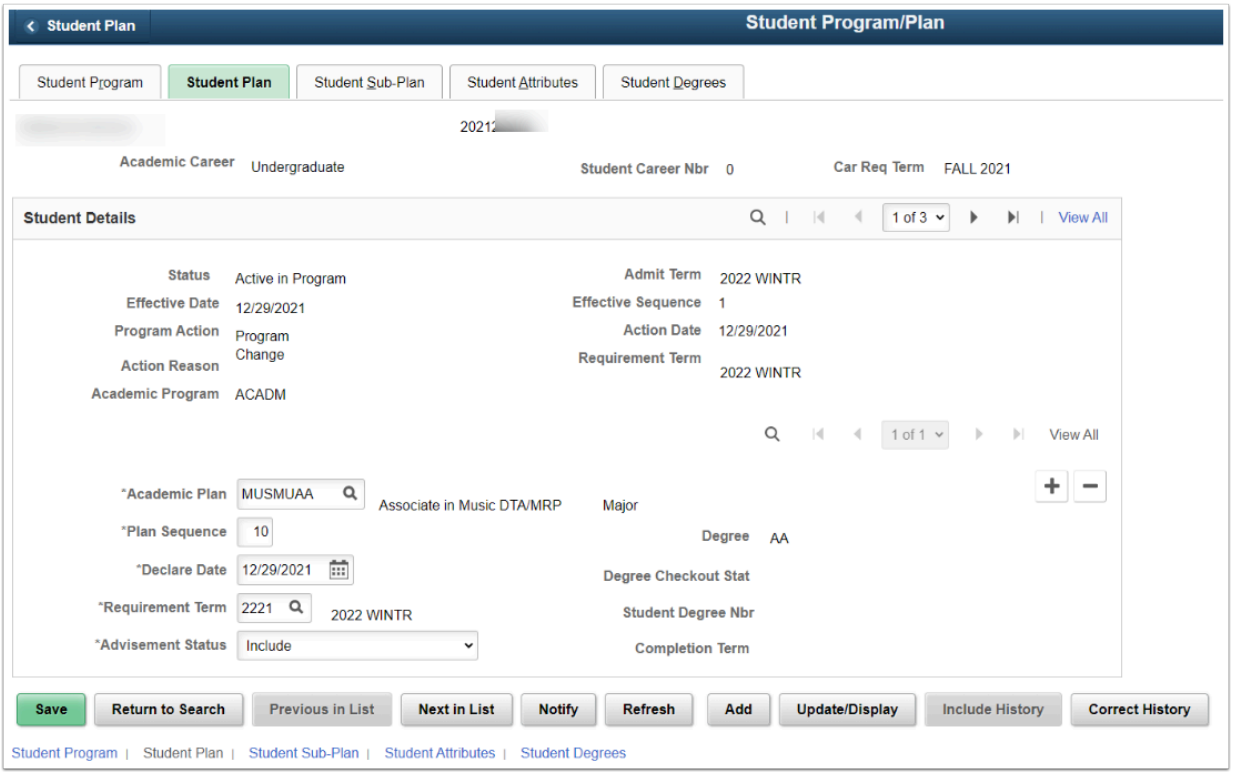
5. The **Student Program** tab displays.
6. Select the **Add a New Row [+]** icon at the top right of the page.



7. **Effective Date**. All new rows are effective dated. Changes on the Student Program/Plan page should be **effective dated** between terms [starting the day after the last day of the term and before the first day of the next term]. It is recommended to future effective dates based on subsequent actions on that record in the system. Under particular circumstances, an effective date may need to be backdated.
8. Select **PRGC** for the **Program Action**.
9. Enter the **Academic Institution**. If your user defaults have been set, this field will be populated with your institution.
10. Select the correct **Academic Program**.
11. Enter or look up the **Admit Term** reflecting the change. Press "Enter," and the **Requirement Term** will auto-populate.
12. Enter or look up the **Requirement Term**.



13. Select the **Student Plan** tab to the right of the Student Program tab.



14. Click the looking glass in the **Academic Plan** field and select the desired plan.
15. The **Declare Date** and **Requirement Term** will auto-populate with values established on the Student Program tab.
16. Select **Save**.

Step 2 - Change Student's Program on Enrollment Request (or Quick Enroll) Page

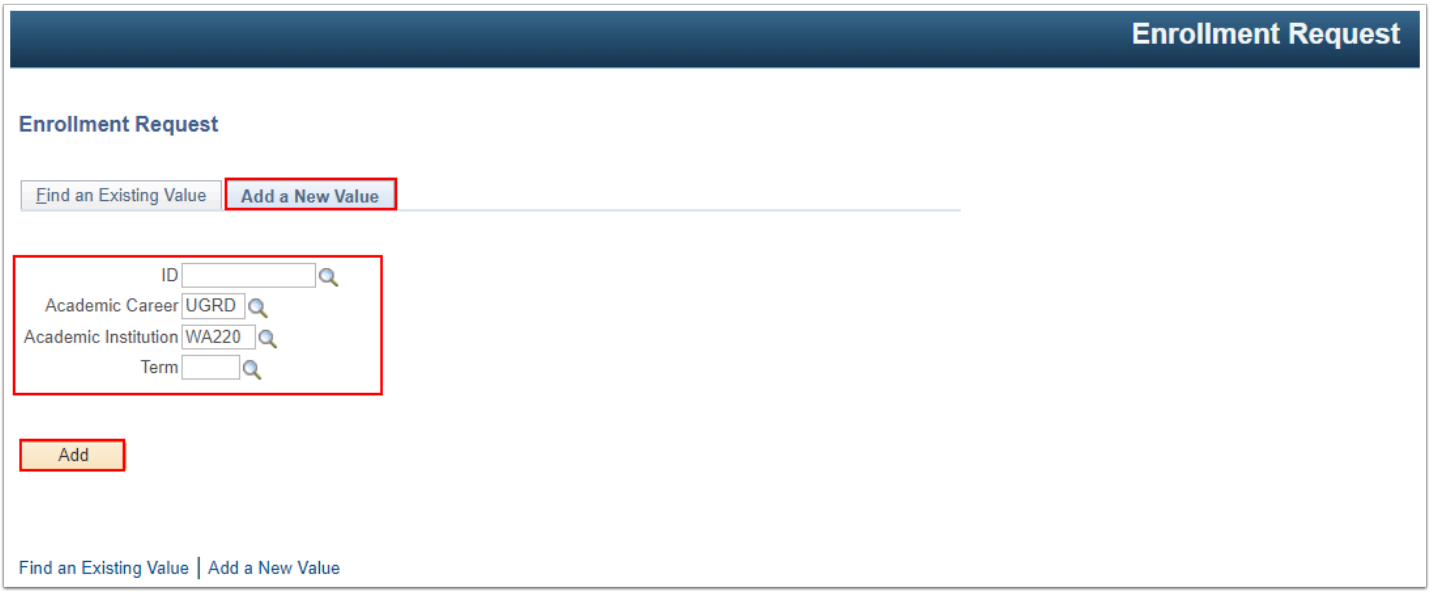
You must have at least one of these local college managed security roles:

- ZD SR Enroll Students
- ZD SR Super User
- ZZ SR Enroll Students

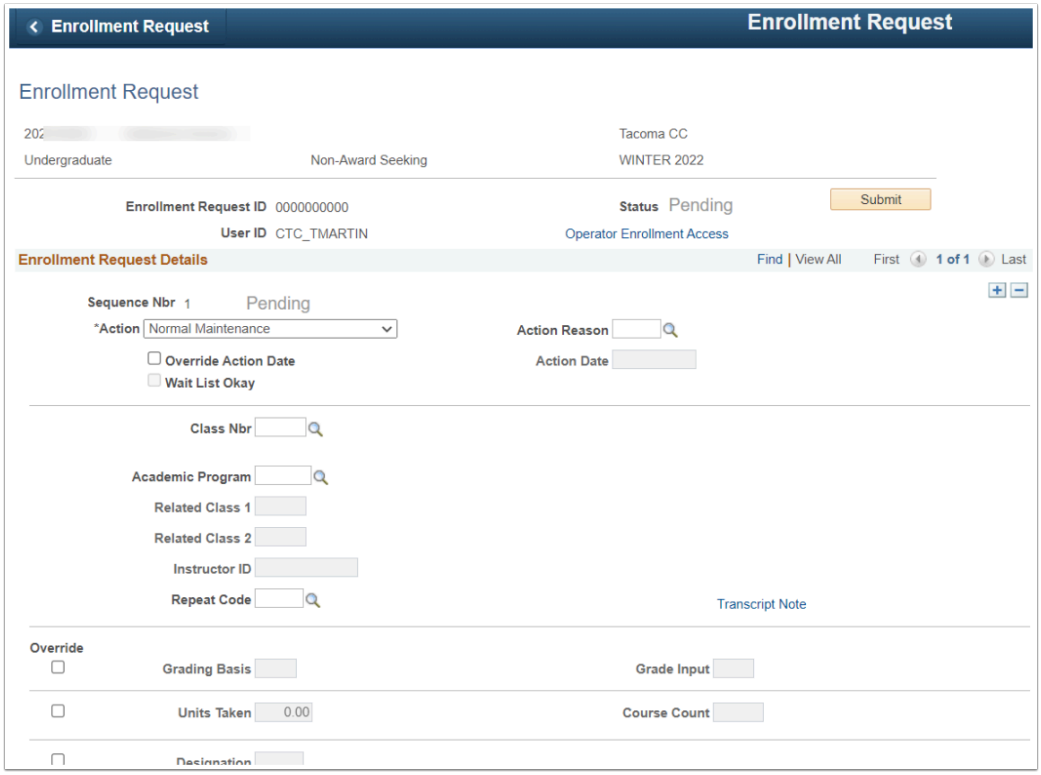
If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: NavBar > Navigator > Records and Enrollment > Enroll Students > Enrollment Request

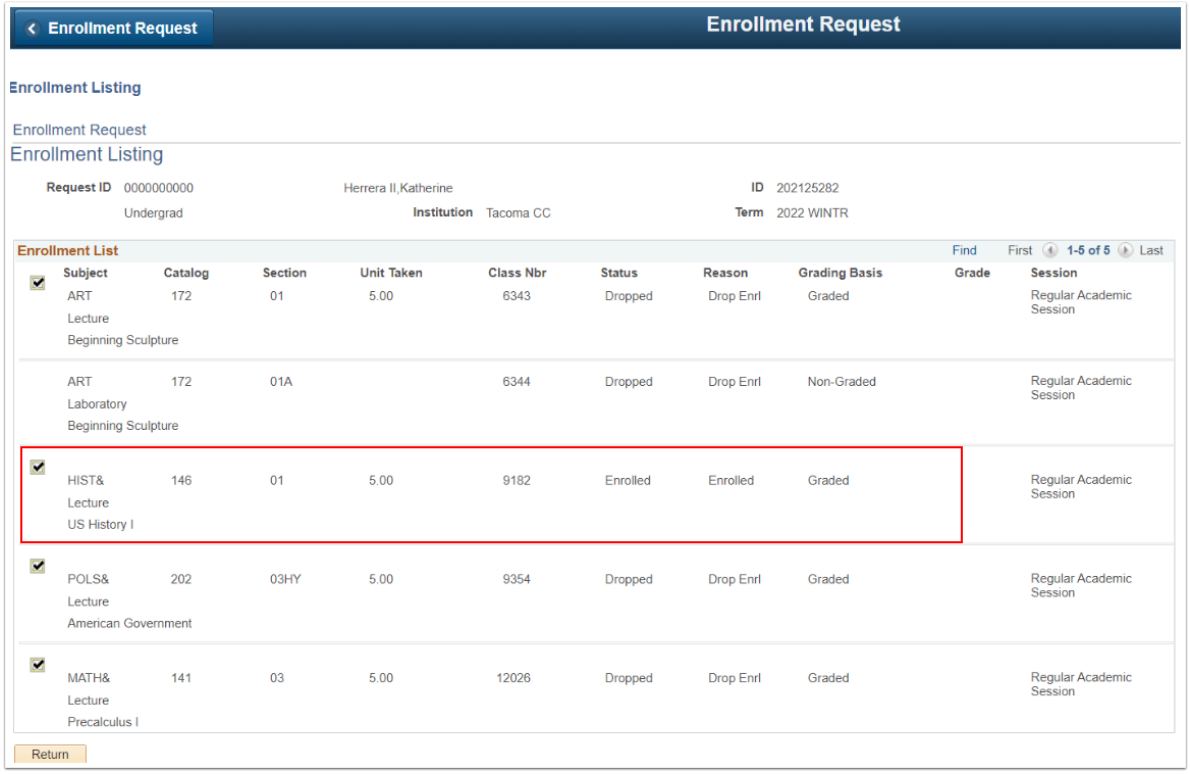
1. Select the **Add a New Value** tab.
2. **ID:** Enter or look up.
3. **Academic Career:** Enter or look up.
4. **Academic Institution:** Enter or look up.
5. **Term:** Enter or look up the term with the enrollment attached to the wrong program.
6. Select **Add**.



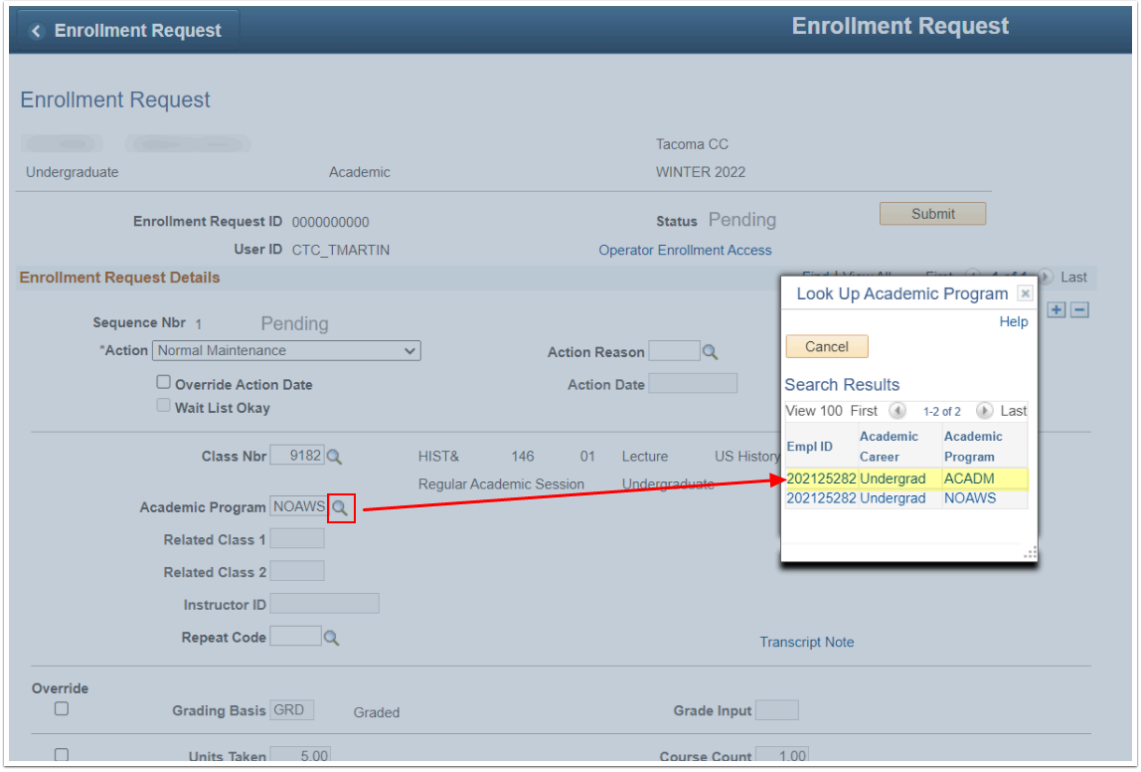
7. On the **Enrollment Request** page, select **Normal Maintenance** from the **Action** field drop-down list.



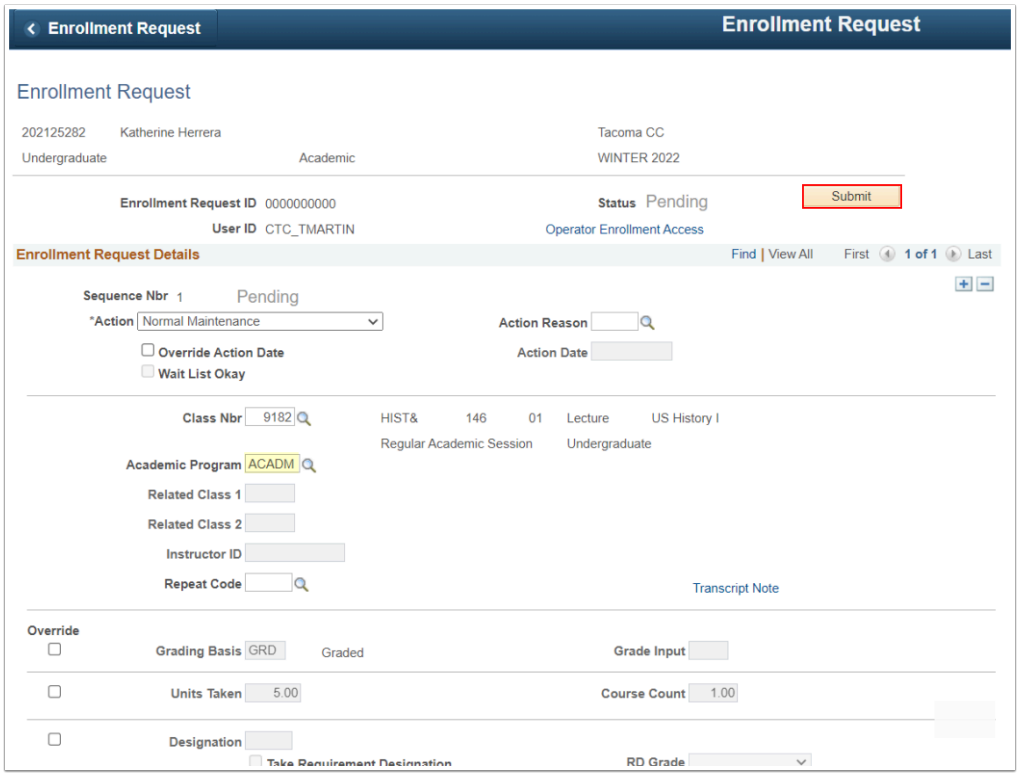
8. Select the **Class Nbr** looking glass.
9. Select the class(es) with the status of "Enrolled." Add a row and repeat if the student is enrolled in more than one class.



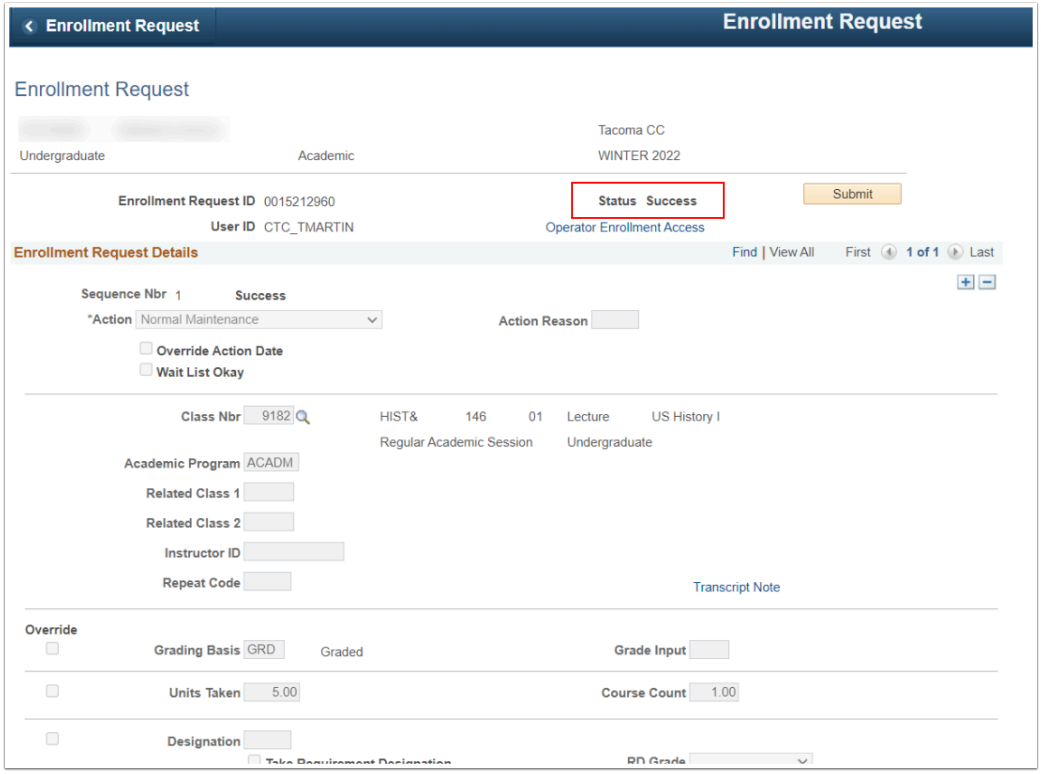
10. The Enrollment Request page displays.
11. Enter or look up the correct/new program in the Academic Program field.



12. Once the correct program populates, click the Submit button in the upper-right corner of the page.

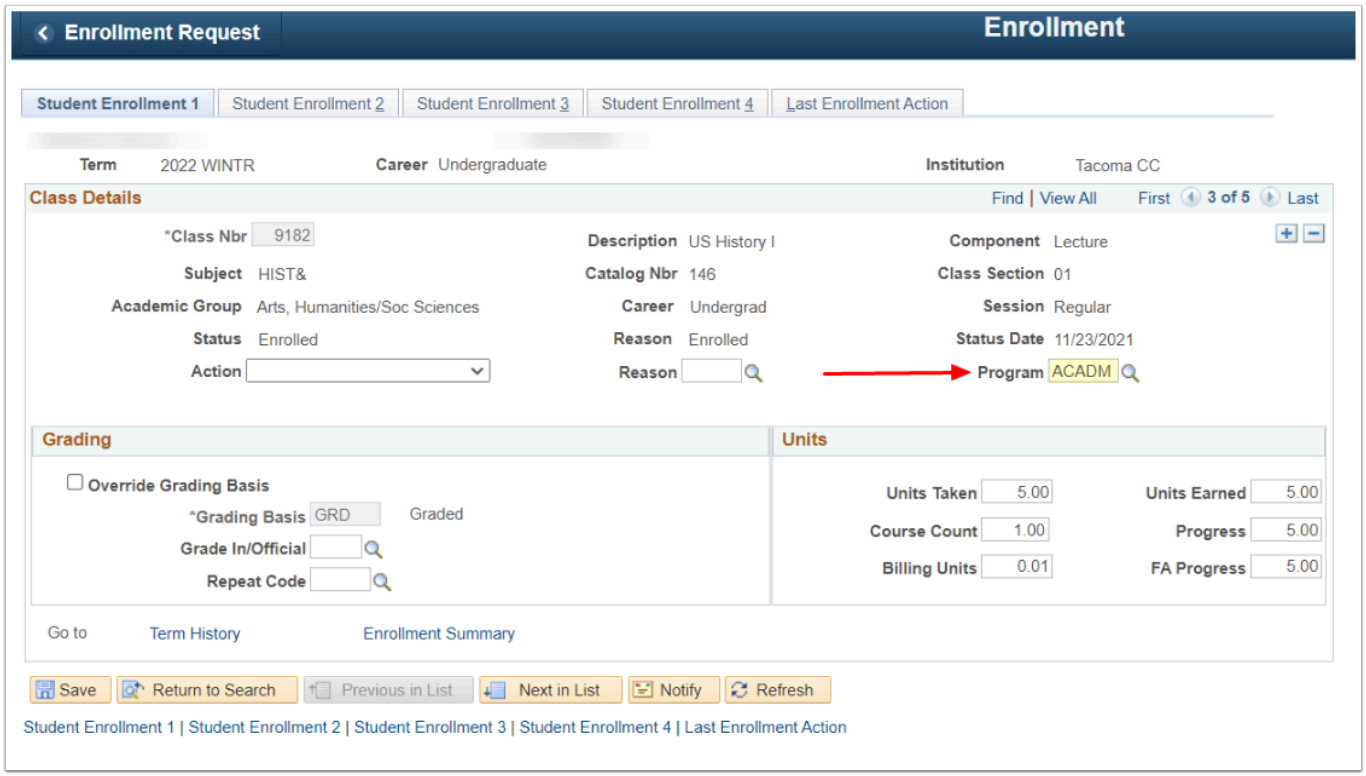


13. Status = Success.



14. Process complete

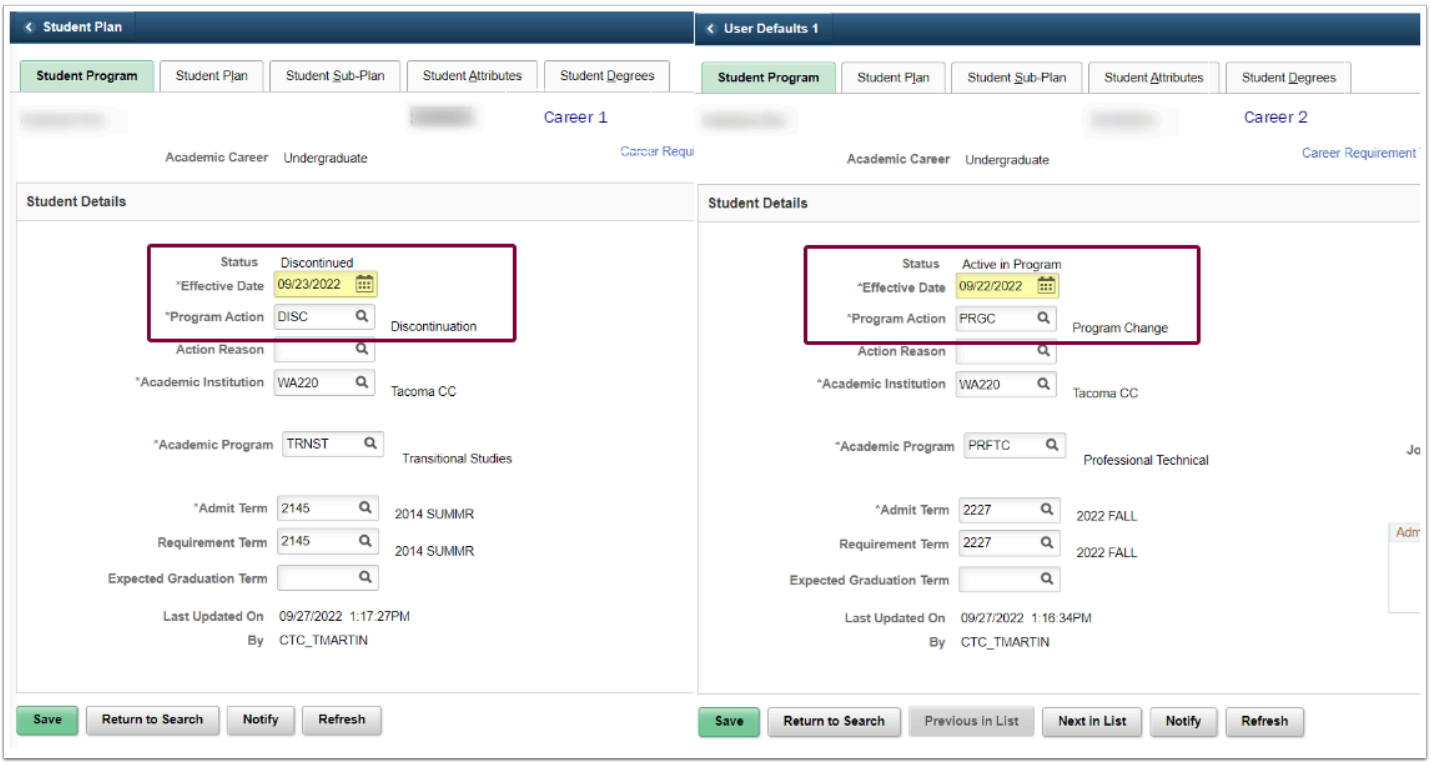
You can verify the Program change on the Enrollment page.



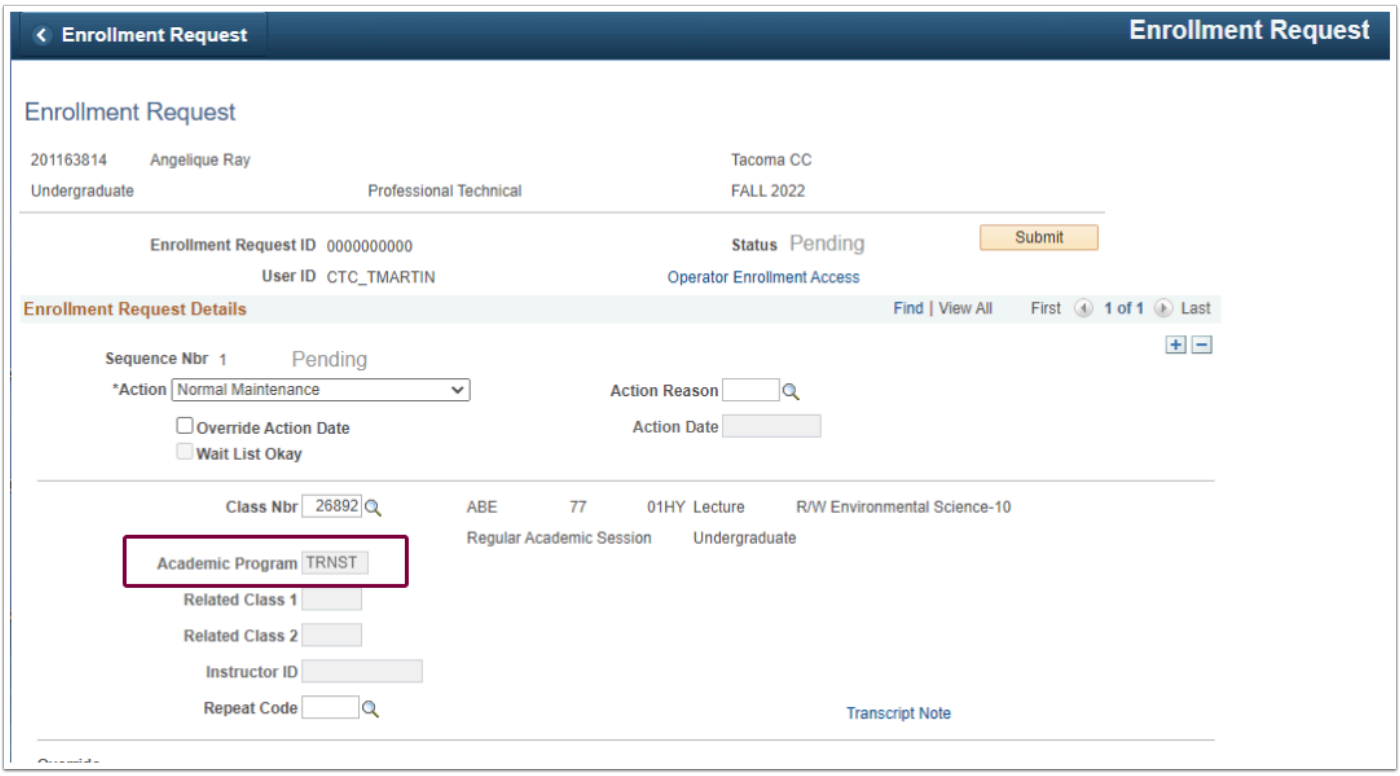
Discontinued Stack and Effective Dating

Suppose a student has multiple stacks and one stack is discontinued. The **discontinued stack's effective date** must be before the effective date of the term activated career number.

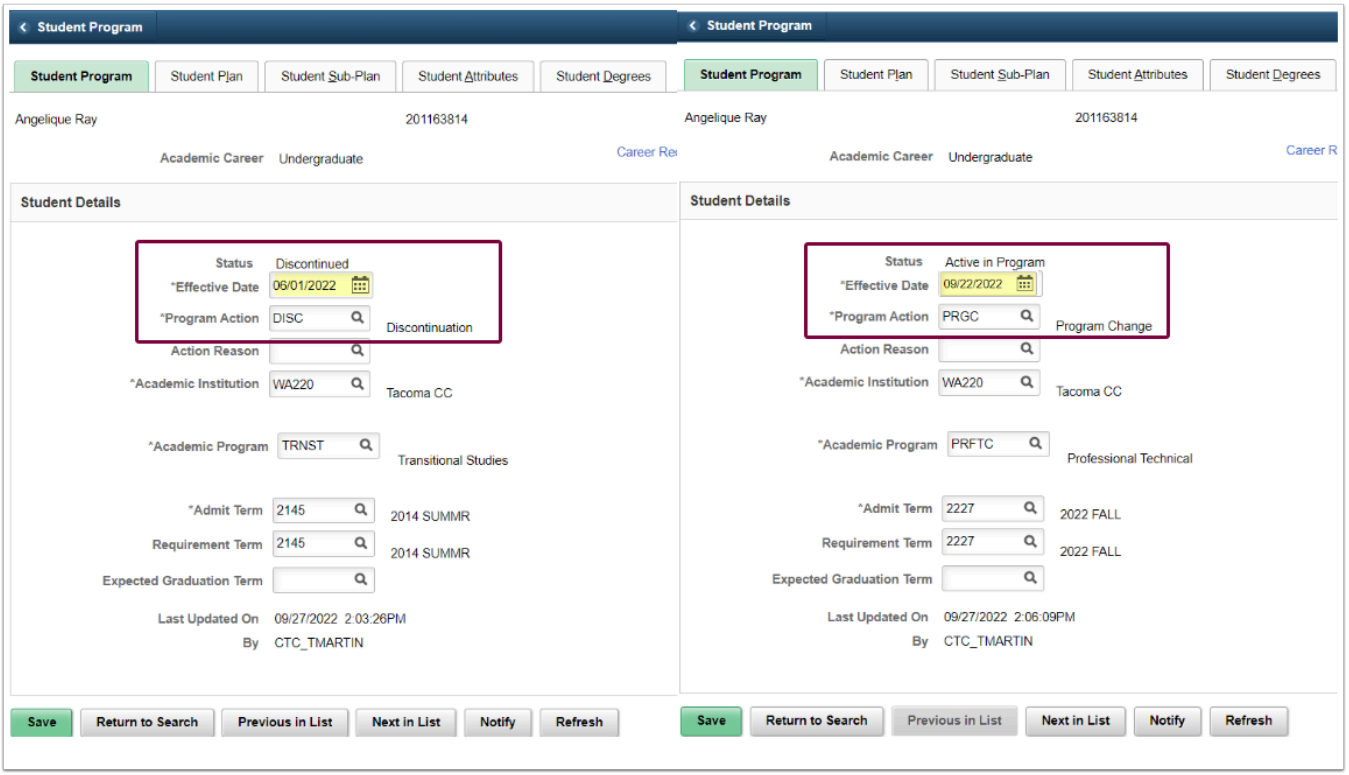
1. The discontinued career number must have an effective date before the term activated career number. Given this, the Active (Term Activated) stack has an effective date of 09/22/2022. The below image (left side) displays the discontinued stack with an effective date of 09/23/2022.



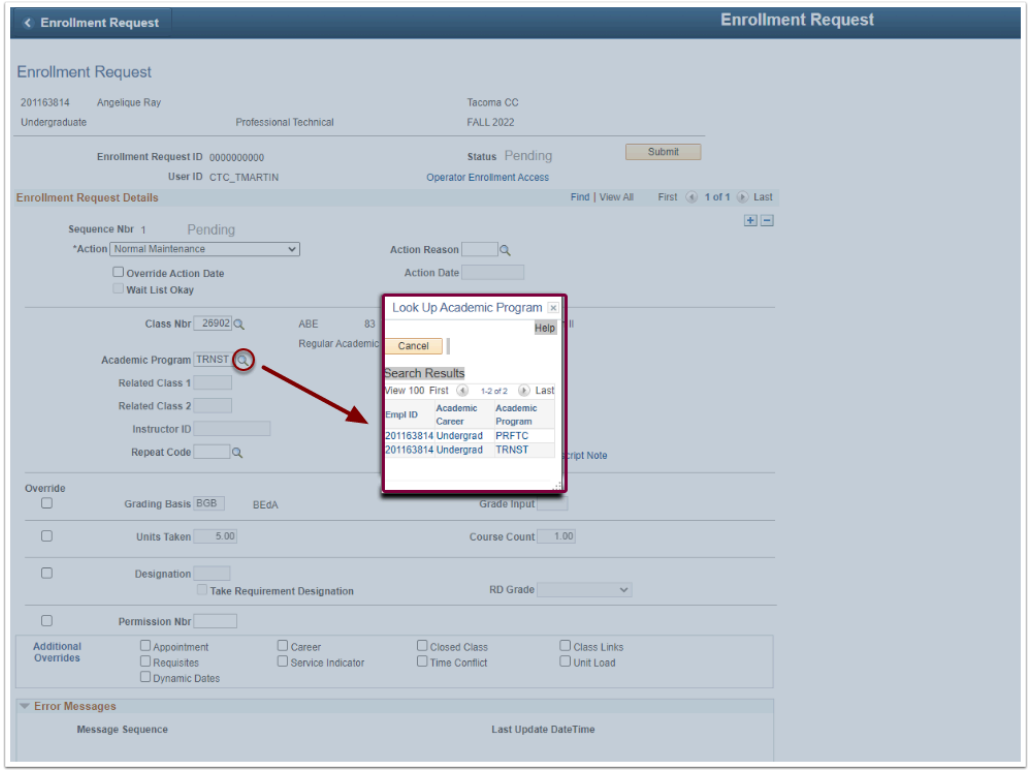
2. As a result, when performing the Normal Maintenance, the Academic Program is unavailable.



3. Change the effective date, ensuring the term activated stack has the most recent effective date. Remember to effective date changes between terms. In the example below, the image illustrates the discontinued stack with an effective date of 06/01/2022.



4. The Academic Program becomes available when performing the Normal Maintenance.



Queries

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