

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

i 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**.

Student Program/Plan

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

▼ Search Criteria

Empl ID begins with

Academic Career =

Student Career Nbr =

Campus ID begins with

National ID begins with

Last Name begins with

First Name begins with

☒ Include History ☐ Correct History ☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

Find an Existing Value | Add a New Value

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

Student Program/Plan

Student Program | Student Plan | Student Sub-Plan | Student Attributes | Student Degrees

202

Academic Career Undergraduate Career Requirement Term Student Career Nbr 0

Student Details

Status Active in Program

*Effective Date 06/10/2021

*Program Action MATR Matriculation

Action Reason

*Academic Institution WA220 Tacoma CC

*Academic Program NOAWS Non-Award Seeking

*Admit Term 2217 2021 FALL

Requirement Term 2217 2021 FALL

Expected Graduation Term

Last Updated On 06/10/2021 9:45:22AM

By

Effective Sequence 2

Action Date 06/10/2021

Joint Program Approval

Admissions

☒ From Application

Application Nbr 00245509

Application Program Nbr 0

*Campus MAIN Main

*Academic Load Full-Time

Save Return to Search Notify Refresh Add Update/Display Include History Correct History

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**.

Student Program/Plan

Student Program | Student Plan | Student Sub-Plan | Student Attributes | Student Degrees

2021: [dropdown]

Academic Career Undergraduate Career Requirement Term Student Career Nbr 0

Student Details 1 of 3 View All

Status Active in Program
*Effective Date 12/29/2021
*Program Action PRGC Program Change
Action Reason
*Academic Institution WA220 Tacoma CC
*Academic Program ACADM Academic
*Admit Term 2221 2022 WINT
Requirement Term 2221 2022 WINT
Expected Graduation Term
Last Updated On 06/10/2021 9:45:22AM
By

Effective Sequence 1
Action Date 12/29/2021
Joint Program Approval
Admissions
From Application
Application Nbr 00245509
Application Program Nbr 0
*Campus MAIN Main
*Academic Load Full-Time

Save Return to Search Notify Refresh Add Update/Display Include History Correct History

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

Student Program/Plan

Student Program | **Student Plan** | Student Sub-Plan | Student Attributes | Student Degrees

2021: [dropdown]

Academic Career Undergraduate Student Career Nbr 0 Car Req Term FALL 2021

Student Details 1 of 3 View All

Status Active in Program
Effective Date 12/29/2021
Program Action Program Change
Action Reason
Academic Program ACADM

Admit Term 2022 WINT
Effective Sequence 1
Action Date 12/29/2021
Requirement Term 2022 WINT

1 of 1 View All

*Academic Plan MUSMUAA Associate in Music DTA/MRP Major
*Plan Sequence 10 Degree AA
*Declare Date 12/29/2021
*Requirement Term 2221 2022 WINT Degree Checkout Stat
*Advisement Status Include Student Degree Nbr
Completion Term

Save Return to Search Previous in List Next in List Notify Refresh Add Update/Display Include History Correct History

Student Program | Student Plan | Student Sub-Plan | Student Attributes | Student Degrees

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**.

The screenshot shows the 'Enrollment Request' page. At the top right, there is a dark blue header with the text 'Enrollment Request'. Below this, the page title 'Enrollment Request' is displayed in blue. There are two tabs: 'Find an Existing Value' and 'Add a New Value', with the latter being highlighted with a red border. Below the tabs, there is a red-bordered box containing four input fields: 'ID' (empty), 'Academic Career' (containing 'UGRD'), 'Academic Institution' (containing 'WA220'), and 'Term' (empty). Each input field has a magnifying glass icon to its right. Below this box is a yellow 'Add' button with a red border. At the bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

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

Enrollment Request

Enrollment Request

Undergraduate Academic Tacoma CC WINTER 2022

Enrollment Request ID 0000000000 Status Pending Submit

User ID CTC_TMARTIN Operator Enrollment Access

Enrollment Request Details

Sequence Nbr 1 Pending

*Action Normal Maintenance Action Reason Action Date

☐ Override Action Date ☐ Wait List Okay

Class Nbr 9182 HIST& 146 01 Lecture US History I

Regular Academic Session Undergraduate

Academic Program NOAWS

Related Class 1

Related Class 2

Instructor ID

Repeat Code

Transcript Note

Override

☐ Grading Basis GRD Graded Grade Input

☐ Units Taken 5.00 Course Count 1.00

Look Up Academic Program

Cancel Help

Search Results

View 100 First 1-2 of 2 Last

Empl ID	Academic Career	Academic Program
202125282	Undergrad	ACADM
202125282	Undergrad	NOAWS

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

Enrollment Request

Enrollment Request

202125282 Katherine Herrera Tacoma CC WINTER 2022

Undergraduate Academic

Enrollment Request ID 0000000000 Status Pending Submit

User ID CTC_TMARTIN Operator Enrollment Access

Enrollment Request Details

Sequence Nbr 1 Pending

*Action Normal Maintenance Action Reason Action Date

☐ Override Action Date ☐ Wait List Okay

Class Nbr 9182 HIST& 146 01 Lecture US History I

Regular Academic Session Undergraduate

Academic Program ACADM

Related Class 1

Related Class 2

Instructor ID

Repeat Code

Transcript Note

Override

☐ Grading Basis GRD Graded Grade Input

☐ Units Taken 5.00 Course Count 1.00

☐ Designation Take Requirement Designation RD Grade

- Status = Success.

Enrollment Request

Enrollment Request

Enrollment Request

Undergraduate

Academic

Tacoma CC

WINTER 2022

Enrollment Request ID 0015212960

Status Success

Submit

User ID CTC_TMARTIN

Operator Enrollment Access

Enrollment Request Details

Find | View All First 1 of 1 Last

Sequence Nbr 1 Success

*Action Normal Maintenance

Action Reason

☐ Override Action Date
 ☐ Wait List Okay

Class Nbr 9182

HIST& 146 01 Lecture US History I

Regular Academic Session Undergraduate

Academic Program ACADM

Related Class 1

Related Class 2

Instructor ID

Repeat Code

Transcript Note

Override

☐ Grading Basis GRD Graded

Grade Input

☐ Units Taken 5.00

Course Count 1.00

☐ Designation

☐ Take Requirement Designation

RD Grade

14. Process complete



You can verify the Program change on the Enrollment page.

Enrollment Request

Enrollment

Student Enrollment 1

Student Enrollment 2

Student Enrollment 3

Student Enrollment 4

Last Enrollment Action

Term 2022 WINTR

Career Undergraduate

Institution Tacoma CC

Class Details

Find | View All First 3 of 5 Last

*Class Nbr 9182

Description US History I

Component Lecture

Subject HIST&

Catalog Nbr 146

Class Section 01

Academic Group Arts, Humanities/Soc Sciences

Career Undergrad

Session Regular

Status Enrolled

Reason Enrolled

Status Date 11/23/2021

Action

Reason

Program ACADM

Grading

Units

☐ Override Grading Basis

*Grading Basis GRD Graded

Grade In/Official

Repeat Code

Units Taken 5.00

Units Earned 5.00

Course Count 1.00

Progress 5.00

Billing Units 0.01

FA Progress 5.00

Go to

Term History

Enrollment Summary

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

Student Enrollment 1

Student Enrollment 2

Student Enrollment 3

Student Enrollment 4

Last Enrollment Action

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.

Student Plan

User Defaults 1

Student Program

Student Plan

Student Sub-Plan

Student Attributes

Student Degrees

Student Program

Student Plan

Student Sub-Plan

Student Attributes

Student Degrees

Career 1

Career 2

Academic Career Undergraduate Career Requi

Academic Career Undergraduate Career Requirement

Student Details

Student Details

Status Discontinued

*Effective Date 09/23/2022

*Program Action DISC Discontinuation

Action Reason

*Academic Institution WA220 Tacoma CC

*Academic Program TRNST Transitional Studies

*Admit Term 2145 2014 SUMMR

Requirement Term 2145 2014 SUMMR

Expected Graduation Term

Last Updated On 09/27/2022 1:17:27PM

By CTC_TMARTIN

Status Active in Program

*Effective Date 09/22/2022

*Program Action PRGC Program Change

Action Reason

*Academic Institution WA220 Tacoma CC

*Academic Program PRFTC Professional Technical

*Admit Term 2227 2022 FALL

Requirement Term 2227 2022 FALL

Expected Graduation Term

Last Updated On 09/27/2022 1:18:34PM

By CTC_TMARTIN

Save

Return to Search

Notify

Refresh

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

2. As a result, when performing the [Normal Maintenance](#), the Academic Program is unavailable.

Enrollment Request

Enrollment Request

201163814

Angelique Ray

Tacoma CC

Undergraduate

Professional Technical

FALL 2022

Enrollment Request ID 0000000000

Status Pending

Submit

User ID CTC_TMARTIN

Operator Enrollment Access

Enrollment Request Details

Find | View All First 1 of 1 Last

Sequence Nbr 1 Pending

*Action Normal Maintenance

☐ Override Action Date
 ☐ Wait List Okay

Action Reason

Action Date

Class Nbr 26892

ABE 77 01HY Lecture R/W Environmental Science-10

Regular Academic Session Undergraduate

Academic Program TRNST

Related Class 1

Related Class 2

Instructor ID

Repeat Code

Transcript Note

- 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.

Student Program

Student Program

Student Program

Student Plan

Student Sub-Plan

Student Attributes

Student Degrees

Angelique Ray

201163814

Angelique Ray

201163814

Academic Career Undergraduate

Career Re

Academic Career Undergraduate

Career R

Student Details

Student Details

Status Discontinued

*Effective Date 06/01/2022

*Program Action DISC

Action Reason

*Academic Institution WA220

*Academic Program TRNST

*Admit Term 2145

Requirement Term 2145

Expected Graduation Term

Last Updated On 09/27/2022 2:03:26PM

By CTC_TMARTIN

Status Active in Program

*Effective Date 09/22/2022

*Program Action PRGC

Action Reason

*Academic Institution WA220

*Academic Program PRFTC

*Admit Term 2227

Requirement Term 2227

Expected Graduation Term

Last Updated On 09/27/2022 2:06:09PM

By CTC_TMARTIN

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

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

Enrollment Request

201163814 Angelique Ray Tacoma CC
Undergraduate Professional Technical FALL 2022

Enrollment Request ID 0000000000 Status Pending **Submit**
User ID CTC_MARTIN Operator Enrollment Access

Enrollment Request Details Find | View All First 1 of 1 Last

Sequence Nbr 1 Pending
*Action Normal Maintenance Action Reason Action Date
☐ Override Action Date
☐ Wait List Okay

Class Nbr 29902 ABE 83
Academic Program TRNST Regular Academic
Related Class 1
Related Class 2
Instructor ID
Repeat Code

Override
☐ Grading Basis BGB BEDA Grade Input
☐ Units Taken 5.00 Course Count 1.00
☐ Designation
☐ Take Requirement Designation RD Grade
☐ Permission Nbr

Additional Overrides
☐ Appointment ☐ Career ☐ Closed Class ☐ Class Links
☐ Requisites ☐ Service Indicator ☐ Time Conflict ☐ Unit Load
☐ Dynamic Dates

Error Messages
Message Sequence Last Update DateTime

Look Up Academic Program
Cancel Help

Search Results
View 100 First 1-2 of 2 Last

Enroll ID	Academic Career	Academic Program
201163814 Undergrad	PRFTC	
201163814 Undergrad	TRNST	

Queries

- To access the most up-to-date query information, visit dataservicesmetalink.sbctc.edu.
- Discover the best methods for finding queries and reports by visiting [Recommended Methods for Searching Queries and Reports](#).