

## 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.

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** [Search] [1 of 3] [View All]

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

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 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** [Search] [1 of 3] [View All]

Status Active in Program Admit Term 2022 WINTR  
 Effective Date 12/29/2021 Effective Sequence 1  
 Program Action Program Action Date 12/29/2021  
 Action Reason Change Requirement Term 2022 WINTR  
 Academic Program ACADM

\*Academic Plan MUSMUAA Associate in Music DTA/MRP Major  
 \*Plan Sequence 10 Degree AA  
 \*Declare Date 12/29/2021  
 \*Requirement Term 2221 2022 WINTR 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

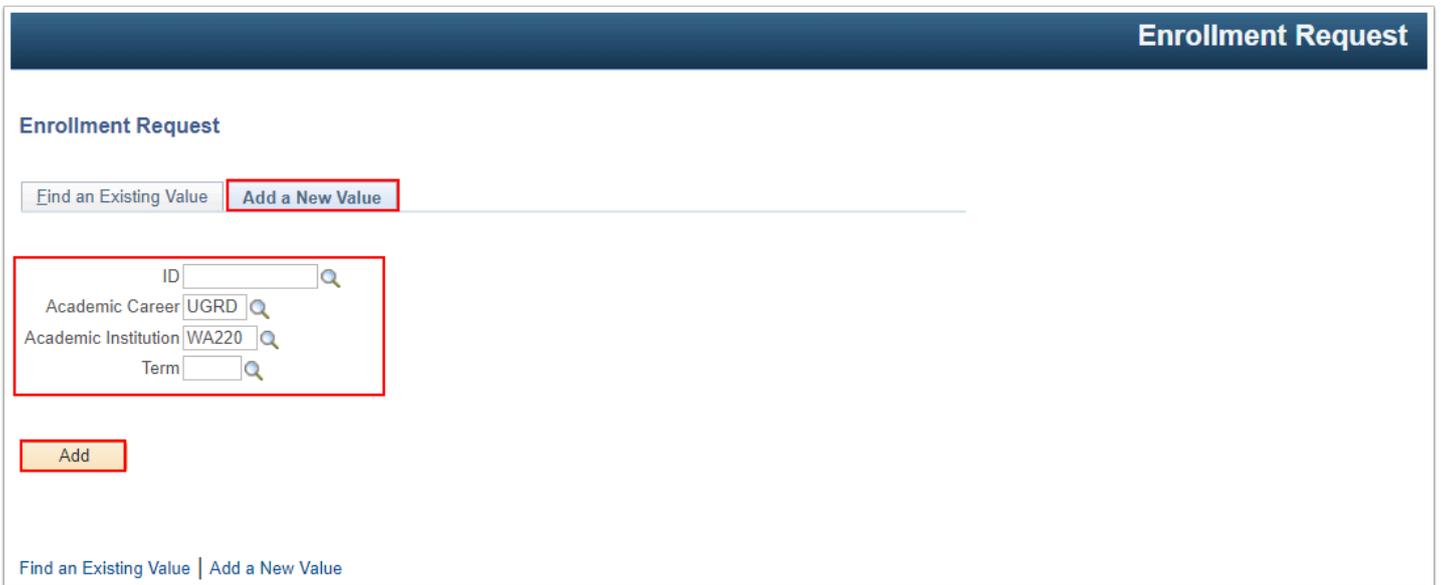
! You must have at least one of these local college managed security roles:

- 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. There are two tabs: 'Find an Existing Value' and 'Add a New Value', with the latter being highlighted in red. Below the tabs, there is a form with four input fields, each with a search icon: 'ID', 'Academic Career' (with the value 'UGRD'), 'Academic Institution' (with the value 'WA220'), and 'Term'. A red box highlights these four fields. Below the form is an 'Add' button, also highlighted in red. At the bottom left, there is a link 'Find an Existing Value | Add a New Value'.

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

**Enrollment Request**

Enrollment Request

202 Undergraduate Non-Award Seeking Tacoma CC WINTER 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 Action Reason  Action Date

Override Action Date  Wait List Okay

Class Nbr

Academic Program

Related Class 1

Related Class 2

Instructor ID

Repeat Code  Transcript Note

Override  Grading Basis  Grade Input

Units Taken 0.00 Course Count

Prerequisite

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.

**Enrollment Request**

Enrollment Listing

Enrollment Request

Enrollment Listing

Request ID 0000000000 Undergrad Herrera II, Katherine Institution Tacoma CC ID 202125282 Term 2022 WINTR

**Enrollment List** Find First 1-5 of 5 Last

Subject	Catalog	Section	Unit Taken	Class Nbr	Status	Reason	Grading Basis	Grade	Session
<input checked="" type="checkbox"/> ART Lecture Beginning Sculpture	172	01	5.00	6343	Dropped	Drop Enrl	Graded		Regular Academic Session
ART Laboratory Beginning Sculpture	172	01A		6344	Dropped	Drop Enrl	Non-Graded		Regular Academic Session
<input checked="" type="checkbox"/> HIST& Lecture US History I	146	01	5.00	9182	Enrolled	Enrolled	Graded		Regular Academic Session
<input checked="" type="checkbox"/> POLS& Lecture American Government	202	03HY	5.00	9354	Dropped	Drop Enrl	Graded		Regular Academic Session
<input checked="" type="checkbox"/> MATH& Lecture Precalculus I	141	03	5.00	12026	Dropped	Drop Enrl	Graded		Regular Academic Session

Return

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

**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

12. 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** 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 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

13. Status = Success.

**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

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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

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**Override**

Grading Basis GRD      Graded      Grade Input

Units Taken 5.00      Course Count 1.00

Designation      Take Requirement Designation      PD 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**

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**Grading**      **Units**

Override Grading Basis

\*Grading Basis GRD      Graded      Units Taken 5.00      Units Earned 5.00  
Grade In/Official      Course Count 1.00      Progress 5.00  
Repeat Code      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

**i** 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.

Field	Career 1 (Discontinued)	Career 2 (Active)
Status	Discontinued	Active in Program
*Effective Date	09/23/2022	09/22/2022
*Program Action	DISC	PRGC
Action Reason	Discontinuation	Program Change
*Academic Institution	WA220 Tacoma CC	WA220 Tacoma CC
*Academic Program	TRNST Transitional Studies	PRFTC Professional Technical
*Admit Term	2145 2014 SUMMR	2227 2022 FALL
Requirement Term	2145 2014 SUMMR	2227 2022 FALL
Expected Graduation Term		
Last Updated On	09/27/2022 1:17:27PM	09/27/2022 1:18:34PM
By	CTC_TMARTIN	CTC_TMARTIN

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

**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 Action Reason  
 Override Action Date Action Date  
 Wait List Okay

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

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.

**Student Program**

Angelique Ray 201163814 Angelique Ray 201163814  
Academic Career Undergraduate Career Res Academic Career Undergraduate Career R

**Student Details**

Status Discontinued \*Effective Date 06/01/2022  
\*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 2:03:26PM  
By CTC\_TMARTIN

**Student Details**

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 2:06:09PM  
By CTC\_TMARTIN

Save Return to Search Previous in List Next in List Notify Refresh

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

**Enrollment Request**

Enrollment Request  
 201163814 Angelique Ray Tacoma CC  
 Undergraduate Professional Technical FALL 2022

Enrollment Request ID 000000000 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 28902 ABE 83  
 Regular Academic

Academic Program TRNST  
 Related Class 1  
 Related Class 2  
 Instructor ID  
 Repeat Code

Override  
 Grading Basis BGB BEGA 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

Empl 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](https://dataservicesmetalink.sbctc.edu).
- Discover the best methods for finding queries and reports by visiting [Recommended Methods for Searching Queries and Reports](#).