

Assigning and Sending an Individual Award Letter Communication

Purpose: Use this document as a reference on how to generate an award letter for one student

Audience: Financial Aid staff.

There may be instances when you need to print off an award letter and give it to a student via email or hand to them in person. Using 3Cs speed keys* for communications in the **View Financial Aid Status** page, you can generate a new award letter for a student, or you can print one that has previously been assigned/generated.

Step 1) Assign the Award Letter

Step 2) Send out the Award Letter

Step 3) Print the award letter from View Fin Aid Status page

***Note**, if you have not set up **Communication Speed Keys**, please set up your speed keys so you can move through the steps.

How to set up communication **Speed Keys** for your staff:

<http://ctclinkreferencecenter.ctclink.us/m/79552/l/941799-9-2-communication-speed-keys-set-up>

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

- ZD FA Director
- ZD FA Student Aid Info
- ZZ FA Student Aid Info

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

Assigning and Sending an Individual Award Letter Communication

Assigning an Award Letter from the View Financial Aid Status page

Navigation: Financial Aid > View Financial Aid Status

1. The View Financial Aid Status search page displays.
2. Enter data in the following fields:
 - **EMPL ID**
 - **Academic Institution**
 - **Aid Year**
3. Select the **Search** button.
4. The Financial Aid Status page displays.
5. Select the **Communication Speed Key** icon at the top right of the page -- this step will then take you out to the Communication Management page.
6. The Communication Management page displays.
7. Enter:
 - **Administrative Function** = FINA
 - **Institution** = (select your institution from the drop down list, i.e., Tacoma CC)
8. Enter the **Communication Key** of "FAAWARD" -- note the subsequent fields will populate all the way down the column to the **Letter Code** being assigned.
9. Select the **Variable Data** button.
9. The Variable Data pagelet displays.
10. Enter the **Aid Year** in which you are queuing the communication.
11. Select the **OK** button.



Note the **Letter Code** assigned; you will use it in the next step of the process.

12. *Optional* -- define the user ID assigning the communication, and the Department from which the communication is coming (Financial Aid).
13. Select the **Save** button.
14. Process complete.



You can return to the **View Financial Aid Status** page to verify the communication was successfully assigned -- Next, you must *send out* the communication using **Communication Generation**.

Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is no audio included with this video. Select the play button to start the video.

Video Tutorial via Panopto

View the link to [Assigning an Award Letter from the View Financial Aid Status Page](#).
This link will open in a new tab/window.

Send Out the Communication Using Communication Generation

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

- ZC CC 3Cs User
- ZD CC 3Cs User
- ZZ CC 3Cs User

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

Navigation: Campus Community > Communications > Communication Generation

1. The Communication Generation page displays.
2. At the **Selection Parameters** tab, in the **ID Selection** group box, select "**One Person ID**" from the drop-down box.
3. Select **Person ID** - note the student's ID you assigned in the previous step should appear as an available ID to select.
4. Next, select the **Lookup Tool** in the **Letter Code** field.
5. The Look Up Letter Code pagelet displays.
6. Note the **Letter Code** you assigned in the previous process should be an available option from which to select.
7. Select that **Letter Code** you noted in the previous process.

8. The Selection Parameters tab displays.
9. Note the fields have now populated with the relevant items associated with the **Letter Code**.
10. In the Communication Method Usage section, select **Email** for the **Method** field.
11. Select the **Process Parameters** tab.
12. The Process Parameters page displays.
13. In the **Person Communication Usage** group box, define the:
 14. **Address** = FA Email and Postal Address
 15. **Address Name** = FA Student Name
 16. **Salutation** = FA Student Name
 17. **Extra Name** = FA Student Name
18. In the **Communication Date Range Selection** group box, select the date/range you used when you *assigned* the **Communication**. In this QRG, the 1/08/2024 date example was used -- make sure you use a date that begins with the date you assigned the communication so that **Communication Assignment** date is picked up in this process.
15. Next, select the **Email Parameters** tab.
16. The Email Parameters page displays.
17. In the **Email Parameters** group box, define the fields for:
 - **From** = your work email or your office's general email
 - **Subject** = Award Notification
 - **Reply To** = your work email or your office's general email
 - **Sender** = your work email or your office's general email
 - **Bounce To** = your work email or your office's general email
18. When satisfied, select the **Run** button.
19. The Process Scheduler Request page displays.
20. Select the **OK** button.
21. The Communication Generation page displays.
22. Select the **Process Monitor** link to track the run process.
23. The Process Monitor page displays.
24. At the **Process List** tab, ensure the process runs to **Success** and **Posted**.
25. Select the **Details** link, located under **Actions**, to view any process messages.
26. The Process Detail page displays.
27. Select the **Message Log** link.
28. Note in the **Message Log** detail, the message displays the process was a success - as noted in the highlighted message text "**Number of Communication Records Process: 2**".
29. Student can retrieve award letter from email.
30. Process complete.


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Optional - Printing the Letter Off from the View Financial Aid Status Page

 If the student is at your counter, and is requesting a printed letter -- you can print the letter you just assigned/comm gen'd out to the student at the **View Financial Aid Status** page -- steps for that are below

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

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- ZD FA Student Aid Info
- ZZ FA Student Aid Info

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Navigation: Financial Aid > View Financial Aid Status

1. The **View Financial Aid Status** page displays.
2. At the **Communications** group box, find the line item with the date you assigned the communication. Then select the **FACNXT** link to view the Award Letter.
3. The **Communication Detail** page displays.
4. Scroll to the bottom of the page, and select the **View Generated Communication** link.
5. The View Communication pagelet displays.
6. Select the **View** button.
7. The award letter displays.
8. Select the **print icon** (or select Ctrl + P) to print out your letter.
9. Or, save and attach to email.
10. **End of procedures.**

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