

## 9.2 OAAP Suspense Management

**Purpose:** Use this document as a reference for managing suspended applications in ctcLink.

**Audience:** Admissions Staff.

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

- ZC AD App Entry
- ZD AD App Entry
- ZZ AD App Entry
- SACR - CTM Transaction Security - ADMISSIONS\_APPLICATION

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

**i** **Supporting Information:**

### **OAAP Application Emails:**

- Once an OAAP Account is created the connection is permanent: The OAAP account will always be associated with the email used to create it. Additionally, any notifications will go to that email.
- When a student creates their first application, that application will auto-populate the email address field with the one that they used to create the account.
- Once they submit an application and a student record (EMPLID) is created, any new applications will be populated by the biodemo in ctcLink at the time. This includes email address. That means, if the email address is updated in ctcLink PRIOR to the application being started THEN that email address will be the one listed on the application.
- When a subsequent application is processed some, but not all, ctcLink fields with existing data are updated. Email is one of the fields that is not updated. If a student edits the email on the application to an email that is not in ctcLink, and submits that application, that email address will not overwrite the data that already exists in the

corresponding ctcLink email field. A query exists to identify these cases:  
QCS\_AD\_OAAP\_PREF\_EML\_NOT\_PRD.

- If a student no longer uses the email address that was used to create the account, one option the student can consider is creating a new OAAP account with their current email address, transitioning to that account and submitting any new application from that account. That choice could depend on if they plan to submit additional applications or not/in what quantity.

#### Queries:

- **QCS\_RA\_APPLICATION\_STAGING** - Query was developed for colleges to identify students prompted by institution in the staging table that are suspended.
- **QCS\_AD\_OAAP\_PREF\_EML\_NOT\_PRD** - List of students whose OAAP preferred email is not the same as their ctcLink preferred email.

## Application Transactions

**Navigation: Student Admissions > Application Transaction Mgmt > Application Transactions**

**Navigation: ctcLink CS Staff Homepage > Admissions Processing Tile > Application Transactions**

1. The **Application Transactions** search page displays. It is recommended to use two computer monitors when processing applications. This allows you to compare records side-by-side before processing the suspended application.
2. Several search criteria are available. It is recommended to search by **Academic Institution** and **Constituent Status**, at a minimum.
3. Enter the **Search Criteria**.
4. Select the **Search** button.

## Application Transactions

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

### ▼ Search Criteria

Temp Constituent ID	=	<input type="text"/>	<input type="button" value="Q"/>
Academic Institution	begins with	<input type="text"/>	<input type="button" value="Q"/>
Academic Career	=	<input type="text"/>	<input type="button" value="Q"/>
Application Nbr	begins with	<input type="text"/>	
Last Name	begins with	<input type="text"/>	
First Name	begins with	<input type="text"/>	
Application Status	=	<input type="text"/>	<input type="button" value="Q"/>
Application Status Date	=	<input type="text"/>	<input type="button" value="Q"/>
Application Fee Status	=	<input type="text"/>	<input type="button" value="Q"/>
Constituent Status	=	<input type="text"/>	<input type="button" value="Q"/>

Search

Clear

Basic Search

Save Search Criteria

5. The **Search Results** displays.
6. If no search results are found, remove some criteria for a broader search.
7. Select a link for the applicable record.

### Search Results

View All

1-28 of 28

Temp Constituent ID	Academic Institution	Academic Career	Application Nbr	Last Name	First Name	Application Status	Application Status Date	Application Fee Status	Constituent Status
322102	WA220	Academic	00146313	WENTLER	LEWIS	Submitted	02/25/2020	Pending	Suspend
336009	WA220	Academic	00154044	LOWERY	JAKE	Submitted	04/24/2020	Pending	Suspend
338117	WA220	Academic	00155154	SALUSKIN	CASANDRA	Submitted	05/02/2020	Pending	Suspend
340037	WA220	Academic	00156183	ITICHA	YOSEPH	Submitted	05/11/2020	Pending	Suspend
343881	WA220	Academic	00158161	KINNEY	NASTALJA	Submitted	05/19/2020	Pending	Suspend
351091	WA220	Academic	00162262	REMACLE	NICOLE	Submitted	06/04/2020	Pending	Suspend
352242	WA220	Academic	00162849	KLUCK	WILLIAM	Submitted	06/07/2020	Pending	Suspend
360090	WA220	Academic	00167039	LAND	BREANNA	Submitted	06/26/2020	Pending	Suspend
361498	WA220	Academic	00169361	LEAUSA	SILAILAI	Submitted	07/11/2020	Pending	Suspend
362744	WA220	Academic	00169918	WILLIAMS	KOURTNI	Submitted	07/15/2020	Pending	Suspend
363489	WA220	Academic	00168844	BELL	SARABI	Submitted	07/08/2020	Pending	Suspend
363616	WA220	Academic	00168910	WILLIAMS	SHALUJUAN	Submitted	07/08/2020	Pending	Suspend
363887	WA220	Academic	00169058	BELL	SARABI	Submitted	07/09/2020	Pending	Suspend
364448	WA220	Academic	00169354	GRUNOW	TODD	Submitted	07/11/2020	Pending	Suspend

💡 Data on the four tabs (**Application Data**, **Education History**, **Additional Academic Info**, and **Supplemental Information**) can be validated by comparing it to the data submitted by the student in the Online Admissions Application Portal.

8. The **Application Data** tab displays.
9. After information has been updated or validated, select the **Constituent Staging** link.

The screenshot displays the 'Application Data' tab of an online admissions portal. The tab is highlighted with a red box. The page contains several input fields and buttons. A 'Constituent Staging' link is highlighted with a red box. Below the main form are expandable sections for Program Data, Application Data, Application Fees, Recruiting Categories, Student Response, Other Institutions, and Source of Interest. At the bottom are buttons for Save, Return to Search, Previous in List, Next in List, and Notify.

Temporary ID	338117	Name	Saluskin, Casandra
User ID	saluskin33	Constituent Status	Suspended
Created Datetime	05/02/2020 10:53AM	ID	
Created By	saluskin33	Run Search/Match/Post	
Institution	Tacoma CC	Academic Career	Academic Career
Application Nbr	00155154	Application Status Date	05/02/2020
Application Status	Submitted	Expand All	Collapse All

▶ Program Data

▶ Application Data

▶ Application Fees

▶ Recruiting Categories

▶ Student Response

▶ Other Institutions

▶ Source of Interest

Save Return to Search Previous in List Next in List Notify

10. The **Summary Information** tab displays.
  - **Note:** You can navigate through the other tabs to view applicant Bio/Demo data.
11. On the **Summary Information** tab, you can select the **Search/Match Results** link to view the results found when the application was suspended. It will open in a new browser window.

[Summary Information](#)
[Constituent Details](#)
[Participation Details](#)
[Additional Personal Info](#)
[Regional](#)

Temporary ID 338117  
User ID saluskin33  
Created Datetime 05/02/2020 10:53AM  
Created By saluskin33

Name Saluskin, Casandra  
Constituent Status Suspended  
ID  
Run Search/Match/Post

Related Transactions

Personalize | Find | View All | 
First 1 of 1 Last

Status	Transaction Code	Transaction Name	Status Date	Online	Search/Match Results
Submitted	ADMISSIONS_APPLICATION	Application Data	05/02/2020	<input checked="" type="checkbox"/>	<a href="#">Search/Match Results</a>

Save
 Return to Search
 Notify
 Refresh

[Summary Information](#) | [Constituent Details](#) | [Participation Details](#) | [Additional Personal Info](#) | [Regional](#)

- ! Search for records using various combinations of data to avoid adding a duplicate record. Records in suspended status have matched on some pieces of data, such as SSN only, and therefore need to be evaluated carefully.

12. The **Integrated Search Results** page displays.
13. Select the **Detail** link to view the data for the matched record.

## Integrated Search Results

Search Type Person
☐ Ad Hoc Search

Search Parameter PSCS\_OAA
RS Applicant - Basic Search

Search Result Code PSCS\_TRAD\_RESUL
CS\_Person Traditional Results

▶ Match Criteria

▼ Search Results Summary

Number of ID's Found 1

Search Order Number 40
SSN Only

Search Results

Personalize | Find | View All | 
First 1-2 of 2 Last

Results	Results2	Additional Information						
		Emplid	%Score	Name Type	Name Effective Date	First Name	Middle Name	Last Name
<a href="#">Carry ID</a>	<a href="#">Detail</a>	201381422		PRI	08/13/2019	Casandra	Askiaapm	Saluskin
<a href="#">Carry ID</a>	<a href="#">Detail</a>	201381422		PRI	07/29/2019	Casandra	Askilapm	Sauskin



To access the 'Detail' link, a user must have the **ZD CC Personal Information** role or they will receive an error stating that they are 'not authorized to access this component.' Keep in mind, the navigation access granted by the **ZD CC Personal Information** role extends beyond looking at personal information for students. It grants access to view personal information to all ctcLink users in the system, even employees. Thus the role should be given with caution.

14. The **Add/Update a Person page - Biographical Details** page displays in a new window.

**Add/Update a Person**

**Biographical Details** | Addresses | Regional

Casandra Saluskin 201381422 [Names](#)

**Person Information**

Date of Birth: 04/28/1987 [Birth Information](#) Campus ID:

**Biographical History** [1 of 1](#) [View All](#)

\*Effective Date: 07/29/2019 [+](#) [-](#)

\*Marital Status: Unknown [As of](#) 07/29/2019

\*Sex: Female [Legal Definition of Sex](#)

**National ID**

-Country	-National ID Type	National ID	Primary	
USA	Social Security Number	535-11-8189	<input checked="" type="checkbox"/>	<a href="#">-</a>

[Add](#)

15. If the record is indeed a match, go to the **Search/March Results** window and select the **Carry ID** button.

## Integrated Search Results

Search Type Person

☐ Ad Hoc Search

Search Parameter PSCS\_OAA

RS Applicant - Basic Search

Search Result Code PSCS\_TRAD\_RESUL

CS\_Person Traditional Results

► Match Criteria

▼ Search Results Summary

Number of ID's Found 1

Search Order Number 40 SSN Only

### Search Results

Personalize | Find | View All | First 1-2 of 2 Last

Results	Results2	Additional Information						
		Emplid	%Score	Name Type	Name Effective Date	First Name	Middle Name	Last Name
Carry ID	Detail	201381422		PRI	08/13/2019	Casandra	Askiapm	Saluskin
Carry ID	Detail	201381422		PRI	07/29/2019	Casandra	Askilapm	Sauskin

16. Return to the **Summary Information** tab on the **Constituent Staging** page in the first window to update the record based on the results found. Note that the current **Constituent Status** is "Suspended".

Summary Information | Constituent Details | Participation Details | Additional Personal Info | Regional

Temporary ID 338117

User ID saluskin33

Created Datetime 05/02/2020 10:53AM

Created By saluskin33

Name Saluskin, Casandra

Constituent Status Suspended

ID

Run Search/Match/Post

Related Transactions

Personalize | Find | View All | First 1 of 1 Last

Status	Transaction Code	Transaction Name	Status Date	Online	Search/Match Results
Submitted	ADMISSIONS_APPLICATION	Application Data	05/02/2020	<input checked="" type="checkbox"/>	Search/Match Results

Save

Return to Search

Notify

Refresh

Summary Information | Constituent Details | Participation Details | Additional Personal Info | Regional

17. After Search/Match is completed, you have several choices in the Constituent Status drop-down menu for processing the suspended record:
- **Add New ID:** This will create a new ID in the system. You can assign this status when you have determined that the staging record should be added with a new Student ID.
  - **Cancelled:** This will do nothing with the suspended record. This status indicates that you have determined the transaction is incomplete, duplicate, or should not be processed further.
  - **Ignore:** This will do nothing with the suspended record. This status indicates that you have determined this record should be passed over for further processing.

- **Update ID:** This status indicates that you have determined an existing record should be updated with the staging data. Once selected, an ID field will open and an ID can be entered. If you selected the **Carry ID** button in step 7 above, the ID should auto-populate.

! If **Update ID** is selected, the process will update an existing ID with the information provided on the new application for effective dated rows.

18. Select the appropriate **Constituent Status** (**Update ID** or **Add New ID**).
19. Input the **ID** (if required).
20. Select **Run Search/Match/Post** to process the application.

Summary Information | Constituent Details | Participation Details | Additional Personal Info | Regional

Temporary ID 338117  
 User ID saluskin33  
 Created Datetime 05/02/2020 10:53AM  
 Created By saluskin33

Name Saluskin, Casandra  
 Constituent Status Add New ID  
 ID  
 Run Search/Match/Post

**Related Transactions** Personalize | Find | View All | First 1 of 1 Last

Status	Transaction Code	Transaction Name	Status Date	Online	Search/Match Results
Submitted	ADMISSIONS_APPLICATION	Application Data	05/02/2020	<input checked="" type="checkbox"/>	Search/Match Results

Save Return to Search Notify Refresh

Summary Information | Constituent Details | Participation Details | Additional Personal Info | Regional

21. The Run Search/Match/Post button is replaced with **Post Transaction Data**, Constituent Status field = **New ID Created**, and **ID** now has a value.

Summary Information | Constituent Details | Participation Details | Additional Personal Info | Regional

Temporary ID 338117  
 User ID saluskin33  
 Created Datetime 05/02/2020 10:53AM  
 Created By saluskin33

Name Saluskin, Casandra  
 Constituent Status New ID Created  
 ID 202075163  
 Post Transaction Data

**Related Transactions** Personalize | Find | View All | First 1 of 1 Last

Status	Transaction Code	Transaction Name	Status Date	Online	Search/Match Results
Posted	ADMISSIONS_APPLICATION	Application Data	12/14/2020	<input checked="" type="checkbox"/>	Search/Match Results

Save Return to Search Notify Refresh

Summary Information | Constituent Details | Participation Details | Additional Personal Info | Regional



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

- ZC AD App Entry
- ZC CC SOGI
- ZD AD App Entry
- ZD CC SOGI
- ZZ AD App Entry
- ZZ CC SOGI

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

22. Navigate to **Application Maintenance** to view the new application.

- **Navigation: Student Admissions > Application Maintenance > Maintain Applications.**

23. The **Maintain Applications** search page displays. Review information.

24. If, instead of selecting **Update ID** or **Add New ID**, you select **Cancelled** or **Ignore**, scroll to the bottom of the page and select **Save**. No further processing is required on applications with those statuses. An example is displayed in the following screenshot.

The screenshot shows the 'Application Transactions' page with the 'View Status' tab selected. The page displays application details for a user named Nicole Ecklund, including application number 0001575 and application status 'Submitted'. The 'Program Data' section shows details for the 2018 SPRNG program. The 'Application Data' section shows details for the application, including application center, applicant, and application fee. The 'Application Fees' section is expanded, showing a list of fees. The 'Save' button is highlighted at the bottom left.

25. Otherwise, you can confirm the new ID assigned to the application from the Maintain Applications page. In this QRG, the original ID was 201381422. A new ID is assigned as: 202075163.

Biographical Details	Addresses	Regional	Application Program Data	Application Data	Application School/Recruiting	Application Student Response
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Casandra Saluskin 202075163

Academic Institution Tacoma CC

Academic Career Academic Career

Application Number 00155154

**Application Data**

*Application Center	W220	Applicant	*Admit Type	FYR	First Yr
*Application Date	05/02/2020		Academic Level		
*Created On	05/02/2020		*Notification Plan	Regular Admission Decision	
<input type="checkbox"/> Prior Application <input type="checkbox"/> Previous Attendance <input type="checkbox"/> Graduated early? <input type="checkbox"/> Not Currently Attending School <input type="checkbox"/> Electronic Signature <input type="checkbox"/> Criminal Conviction			Application Method	Web Application	
			From Date		
			To Date		

26. Process complete.