

9.2 Message Center - Tuition Due Reminder Notice

Purpose: Use this document as a reference for how to send reminder notices that tuition is due through Message Center.

Audience: Staff Setting Up Communications.

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

- ZC CC 3Cs Config
- ZD CC 3Cs Config
- ZZ CC 3Cs Config
- ZZ CC Standard Letter Tbl

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

You must also set the following SACR Security permissions:

- [CS 9.2 SACR Security: Basic Requirements for Staff](#)
- [CS 9.2 SACR Security: 3Cs Group Security](#)

The Tuition Due Reminder notice can be sent through the 3C's Communication Generation process. However, Message Center is utilized to allow for text flexibility regarding differing messages for pre-term start, post-term start, and any additional information. This is because the college's business process may require differing instruction and information spontaneously. To review the Message Center template navigate to: *Highpoint > Letter Codes > Letter Code Text*.

Message Center - Tuition Due Reminder Notice

Message Center Template

Highpoint > Letter Codes > Letter Code Text.

1. To review a letter code, it is first required that you have a letter code setup under Setup Communications. Standard Letter Codes are created by SBCTC.
2. To update this Letter Code Text standard template, please submit a ticket to SBCTC.
 - a. If you need to make an ad hoc adjustment to the template, please utilize the **Send Messages** section below (updates made at Step 3).

Letter Code Text

Letter Code: BG1 Tuition Due Reminder Clark

Default Expiration Timeframe: 7 Year(s)

Our records indicate your tuition for {{H.DESCR}} is still outstanding. The balance owed is due by 5:00 pm, {{DAY_DATE}}. If the amount owed is not paid in full by the due date you **will** be dropped from your classes. If you believe you should be getting financial aid that covers your tuition, please contact the Financial Aid Office at (360)992-2153 or log into your [financial aid portal](#) to ensure all required documents are submitted.

You can make payment in full to the cashier's office in Gaiser Hall or by phone at (360) 992-2177. To pay online log in at https://www.clark.edu/current_students/index.php and select the Pay by Credit Card. If you would like to sign up for the [Student Tuition Easy Payment Plan \(STEPP\)](#), you will need to visit the cashier's office to complete the sign up process.

Save Return to Search Previous in List Next in List Notify Add Update/Display

Message Center - Send Messages

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


- ZD HP Msg Center User
- ZZ HP Msg Center Config
- ZZ HP Msg Center User

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

Navigation: Highpoint > Message Center > Processes > Send Messages

1. The query: **CTC_SF_TUT_EREMINDER_PS** is being used to send the Tuition Due Reminder. This query returns fields that include **DAY_DATE** (Due date spelled out Day of Week, month, year) and **H.DESCR** (Term being reminded for).
2. The **CTC_SF_TUT_EREMINDER_PS** query prompts for:
 - **SetID:** Institution code **Example: WA140**

- **Account Term:** Term for which student needs reminder they still owe for Example: 2193
- **Tuition & Fees Only:** When the box is checked the population selected is limited to those that owe for Tuition and Fees.
- **Days Before Due Dt:** Indicate the number of days before someone's due date to start sending Tuition Due reminders, since every individual's due date could vary based on when they enroll (Billing and Due Calendar). In the example below, this notice will start notifying an individual 15 days prior to being due, then every time the query is ran, until the due date and then dropped for non-payment.

 ***Note** - Best practice suggests running process daily from when enrollment begins until after enrollment has ended.

Send Messages

Run Control ID BG1_
Report Manager
Process Monitor
Run

Population Selection

*Selection Tool: PS Query

Query Information

*Owner: Public

*Query Name: CTC_SF_TUT_EREMINDER_PS
Query Manager
View IDs
View Query

Update Prompts

Field Name	Value
SetID	WA140
Account Term	2193
Tuition & Fees Only	Y
Days Before Due Dt	15

Thread Information

*Institution: Clark College

*Department: Accounting Services

*Regarding: Outstanding Balance

*Subject: Tuition Due Reminder Notice
☐ Allow Replies

- After selecting the appropriate **Letter Setup** fields in the Populate Message Text from Letter Code section of the Message Details area, the letter template will be pulled in.

Message Details ?

Populate Message Text from Letter Code ?

Letter Setup

Function: General - GEN *Category: Student Financials General - BCLGEN

*Context: Tuition Due Reminder Clark - BCLBG1 *Letter: Tuition Due Reminder Clark - BG1

Thread Expiration ?

☒ Expire Thread When: Amount of Time 7 Year(s)

*Message Text: ? Open in Full Screen

Format Font Size B I U

Source

Our records indicate your tuition for {{H.DESCR}} is still outstanding. The balance owed is due by 5:00 pm, {{DAY_DATE}}. If the amount owed is not paid in full by the due date you **will** be dropped from your classes. If you believe you should be getting financial aid that covers your tuition, please contact the Financial Aid Office at (360)992-2153 or log into your [financial aid portal](#) to ensure all required documents are submitted.

4. Select the **Run** button to send the Tuition Due Reminder Notice text to the Message Center.

Message Center

Message Center 1

Search for threads

INBOX (3) ARCHIVED (0)

Sort By: Date/Time

CLARK COLLEGE Drop for Non-Payment Outstanding Balance Jul 31

CLARK COLLEGE Dropped for Non-payment Dropped for Non-Payment Jul 31

CLARK COLLEGE Tuition Due Reminder Notice Tuition Due Reminder Notice Jul 15

Tuition Due Reminder Notice

Regarding: Tuition Due Reminder Notice Institution: Clark College

Expires: Jul 15, 2020

07/15/2019 - 2:47 pm | Charles Vemangala

Our records indicate your tuition for FALL 2018 is still outstanding. The balance owed is due by 5:00 pm, **TUESDAY , January 08, 2019**. If the amount owed is not paid in full by the due date you **will** be dropped from your classes. If you believe you should be getting financial aid that covers your tuition, please contact the Financial Aid Office at (360)992-2153 or log into your [financial aid portal](#) to ensure all required documents are submitted.

You can make payment in full to the cashier's office in Gaiser Hall or by phone at (360) 992-2177. To pay online log in at https://www.clark.edu/current_students/index.php and select the Pay by Credit Card. If you would like to sign up for the [Student Tuition Easy Payment Plan \(STEPP\)](#), you will need to visit the cashier's office to complete the sign up process.

If you are not planning on attending Winter 2019, please withdraw from your classes by logging in at https://www.clark.edu/current_students/index.php and select Web Registration to drop your classes.

5. To view threads sent to a student, you can navigate to: *Highpoint > Message Center > Search for Threads*.
6. Process complete.