

# 9.2 Assigning and Generating SAP Status Notifications to Students

**Purpose:** Use this document as a reference on how to assign and send SAP notifications to students in ctLink.

**Audience:** Financial Aid Staff.

Sending out SAP Status notifications to students is a two-step process:

1. **Assigning SAP Status Notifications** (Assigning the Event ID).
2. **Generating SAP Status Notifications** (Sending out the notification).

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

- ZC 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.

## Assigning and Generating SAP Status Notifications to Students

### Assigning SAP Status Notifications to Students

**Navigation:** NavBar > Navigator > Campus Community > Communications > Run 3C Engine

1. The Run 3C Engine Search Criteria page displays.
2. Enter the **Run Control ID**.
3. Select the **Add** button if adding this **Run Control ID** for the first time, or select the **Search** button if using an existing **Run Control ID**.

## 3C Engine

The screenshot shows the '3C Engine' interface. At the top, there are two buttons: 'Find an Existing Value' and 'Add a New Value'. Below these is a search bar labeled 'Run Control ID' containing the text 'WA220\_SAP\_WARN\_NOTIF\_KF'. A red box highlights the search bar, and a black circle with the number '2' is positioned above it. Below the search bar is a green 'Add' button, which is also highlighted with a red box and a black circle with the number '3' above it.

4. The Run 3C Engine page displays.
5. In the **Process 3Cs** group box, check the **Population Selection** checkbox.
6. In the **Event Selection** group box, enter the **Academic Institution**.
7. Enter the **Administrative Function** -- in this example, **FINT** is used.

 Recall that **FINT** is a *Term-specific Administrative Function Group*. When running quarterly SAP notifications, **FINT** is used, rather than **FINA** (which is *Aid Year-specific*).

8. Enter the **Event ID** - in this example, the Event ID is for SAP Warning notices.

 Note that the **Event ID** will be different for Suspension or Probation notices, and this process must be run quarterly for each specific **Event ID** notification (WARN, SUSP, PROB, etc.)

9. In the **Population Selection** group box, select **PS Query** from the **Selection Tool** drop down box.
10. In the **Query Name** field, select the **Look Up Tool** and select the corresponding query. In this example, the query **CTC\_FA\_SAP\_STATUS\_COMM\_SELECT** is used.
11. Select the **Edit Prompts** link.

The screenshot shows the '3C Engine Parameters' interface. At the top, there are tabs for '3C Engine Parameters' and 'Manage Duplicate Assignment'. Below this, there are buttons for 'Run Control ID', 'Report Manager', 'Process Monitor', and a 'Run' button. The 'Run Control ID' is set to 'WA220\_SAP\_WARN\_NOTIF\_KF'. There are two main sections: 'Process 3Cs' and 'Process Joint Records'. In 'Process 3Cs', the 'Population Selection' checkbox is checked and highlighted with a red box and a circled '5'. In 'Process Joint Records', the 'No Joint Processing' radio button is selected. Below these is the 'Event Selection' section, which contains several input fields: 'Academic Institution' (WA220, Tacoma CC), 'Administrative Function' (FINT, Financial Aid Term), and 'Event ID' (FLG4WARN, Financial Aid Warning Status). Below these are expandable sections for 'Communication Key', 'Checklist Code', and 'Comment Category'. At the bottom is the 'Population Selection' section, which includes a 'Selection Tool' dropdown (PS Query), a 'Query Name' field (CTC\_FA\_SAP\_STATUS\_COMM\_SELEC), and an 'Edit Prompts' button highlighted with a red box and a circled '11'. There are also 'Save', 'Notify', 'Add', and 'Update/Display' buttons at the bottom.

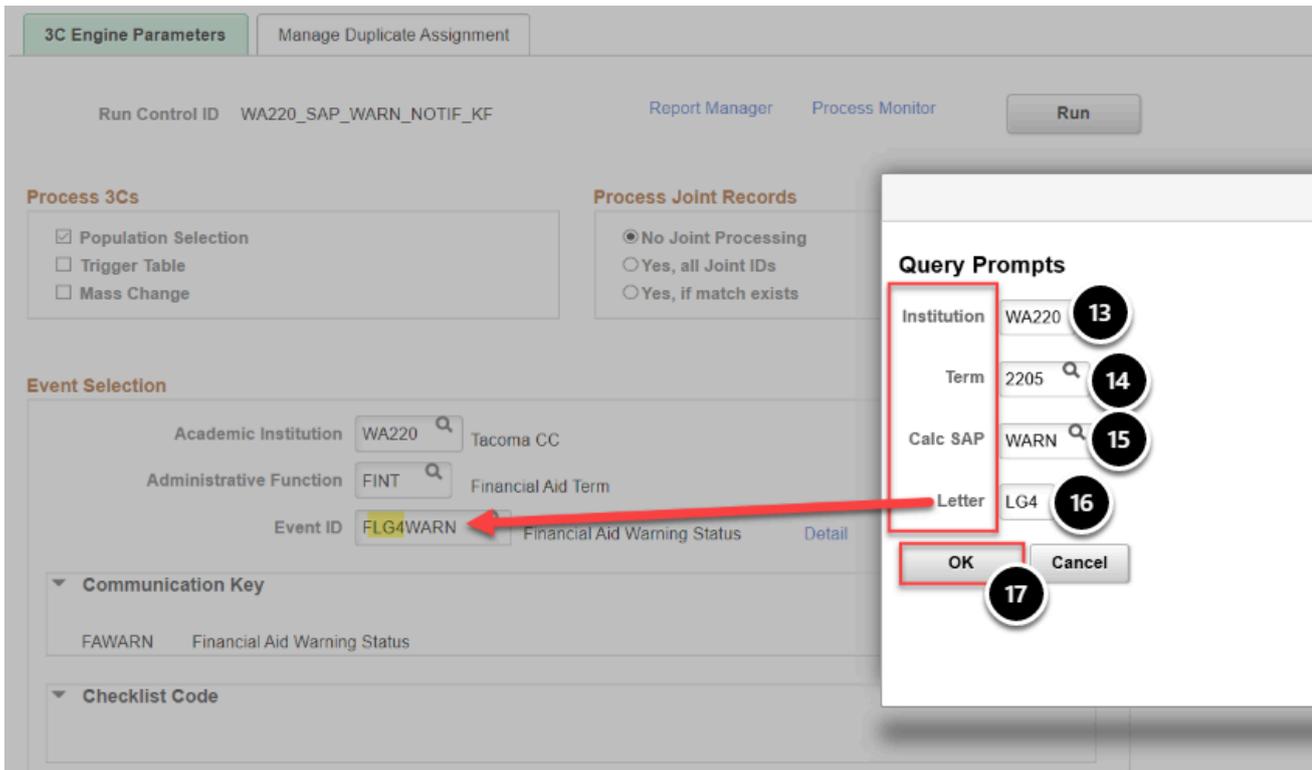
12. The Query Prompts pagelet displays.
13. Enter the **Institution**.
14. Enter the **Term** -- in this example, Summer 2020 (**2205**) is used.
15. Enter the **Calc SAP** (Status) - in this example, **WARN** is used.
16. Enter the **Letter** (Code) - in this example, the specific **Letter Code** for SAP Warning is used.
17. Select the **OK** button.

 If you do not know your letter code for your SAP statuses, look in the **Event ID** -- the **Letter Code** is displayed in the **Event ID**.

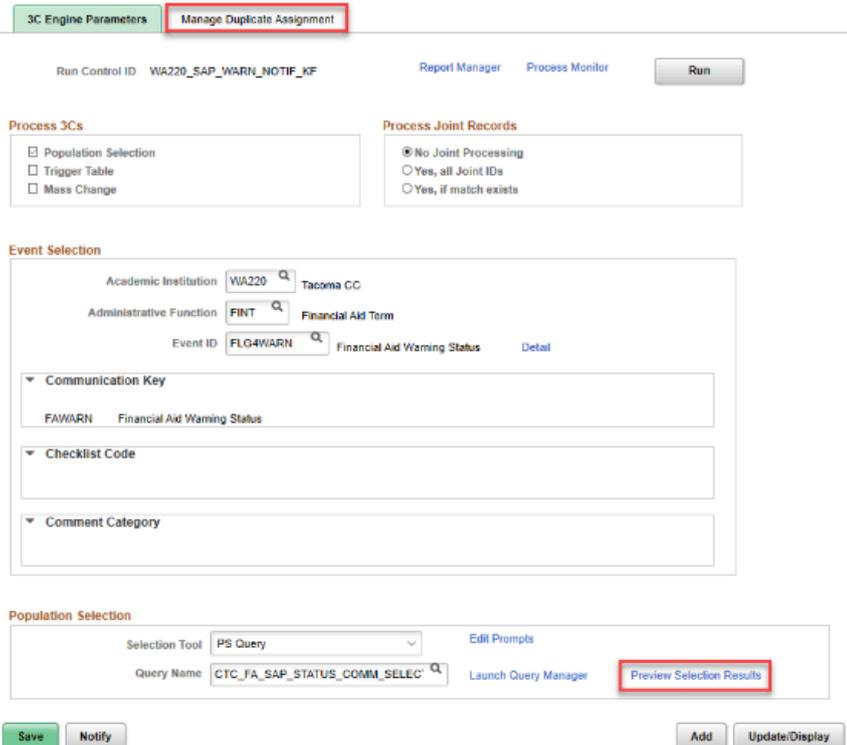
For example, the SAP Warning **Event ID** for Tacoma Community College is "FLG4WARN". The SAP Warning **Letter Code** for Tacoma Community College is **LG4**.

\*The **Letter Code** and **Event ID** will be different for WARN, SUSP, PROB, etc.

\*Recall that your Institution's **Event IDs** and **Letter codes** are specific to *your institution*, and will not be the same as the examples displayed in this QRG.



18. The Run 3C Engine page displays.
19. At the **Population Selection** group box, select the **Preview Selection Results** link -- When satisfied with the list of **EMPLs** in the results, select the **Return** button to return to the **Run 3C Engine** page.
20. Select the **Manage Duplicate Assignment** tab.

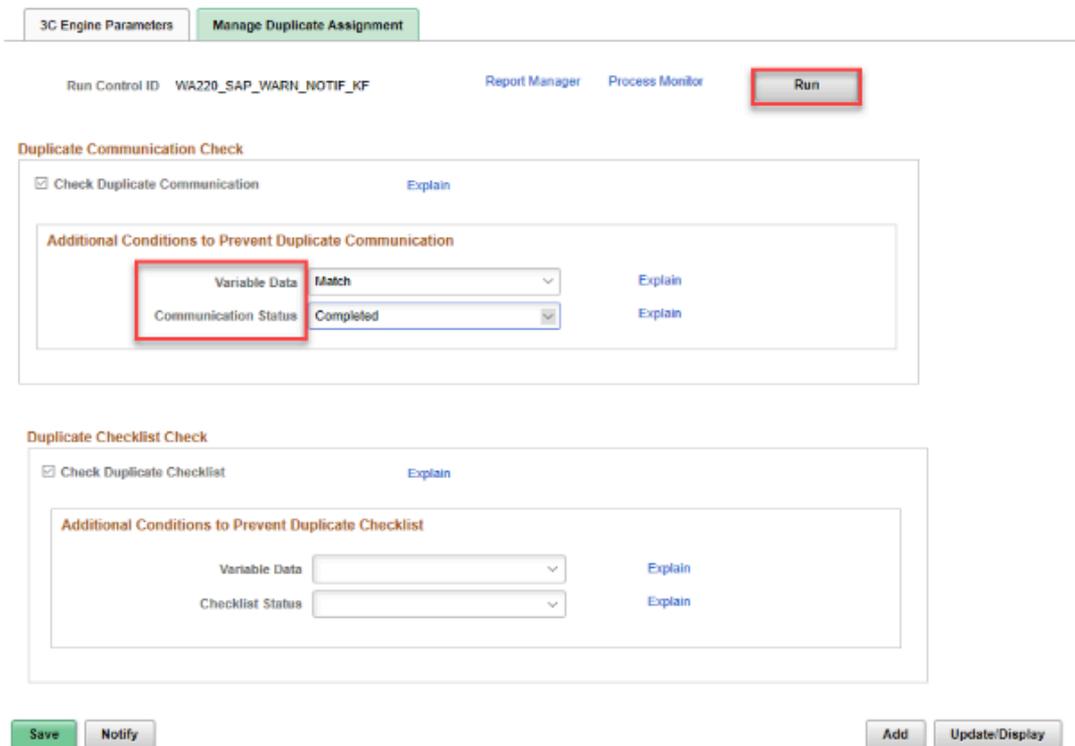


21. The Manage Duplicate Assignment tab displays.
22. In the **Duplicate Communication Check** group box, move the **Variable Data** drop-down box to display "**Match**".
23. Move the **Communication Status** drop-down box to display "**Completed**".
24. Select the **Run** button.

 Defining the **Manage Duplicate Assign** variables will prevent the notice from being sent more than once to the same student.

For example, if you sent out SAP Warning letters to a handful of students last week, and today, you are notifying returning or late applicants of their SAP status, you do not want them to receive the notification twice if they were already picked up in the last run of notifications.

By defining the **Variable Data** and **Communication Status** as described above, doing this prevents the system from duplicate-assigning a communication that has already been assigned.



The screenshot shows the 'Manage Duplicate Assignment' tab in a software interface. At the top, there are tabs for '3C Engine Parameters' and 'Manage Duplicate Assignment'. Below the tabs, there is a 'Run Control ID' field with the value 'WA220\_SAP\_WARN\_NOTIF\_KF', and buttons for 'Report Manager', 'Process Monitor', and a highlighted 'Run' button. The main content area is divided into two sections: 'Duplicate Communication Check' and 'Duplicate Checklist Check'. The 'Duplicate Communication Check' section has a checked checkbox and an 'Explain' link. Below it, there is a box titled 'Additional Conditions to Prevent Duplicate Communication' containing two dropdown menus: 'Variable Data' (set to 'Match') and 'Communication Status' (set to 'Completed'), each with an 'Explain' link. The 'Duplicate Checklist Check' section also has a checked checkbox and an 'Explain' link, with a box titled 'Additional Conditions to Prevent Duplicate Checklist' containing two empty dropdown menus, each with an 'Explain' link. At the bottom of the interface, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

25. The Process Scheduler Request page displays.
26. Select the **OK** button.

## Process Scheduler Request

User ID CTC\_KFORSBERG Run Control ID WA220\_SAP\_WARN\_NOTIF\_KF

Server Name  Run Date 07/24/2020

Recurrence  Run Time 10:53:13AM

Time Zone

**Process List**

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	3C ENGINE	3CEngine	Application Engine	Web	TXT	Distribution

27. The Run 3C Engine page displays.
28. Note your **Process Instance** number assigned to this process.
29. Select the **Process Monitor** link to track the Instance on the Process List page.

3C Engine Parameters **Manage Duplicate Assignment**

Run Control ID WA220\_SAP\_WARN\_NOTIF\_KF [Report Manager](#) **Process Monitor**

Process Instance: 42697050

**Duplicate Communication Check** [Explain](#)

Check Duplicate Communication

Additional Conditions to Prevent Duplicate Communication

Variable Data: Match [Explain](#)

Communication Status: Completed [Explain](#)

**Duplicate Checklist Check** [Explain](#)

Check Duplicate Checklist

Additional Conditions to Prevent Duplicate Checklist

Variable Data:  [Explain](#)

Checklist Status:  [Explain](#)

30. The Process Monitor page displays.
31. At the **Process List** tab, you can select the **Refresh** button.
32. Ensure your process **Run Status** runs to **Success**, and the **Distribution Status** to **Posted**.

Process List    Server List

**View Process Request For**

User ID:     Type:     Last:     5 Days   

Server:     Name:     Instance From:     Instance To:

Run Status:     Distribution Status:      Save On Refresh

**Process List**

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	42697050		Application Engine	3CEngine	CTC_KFORSBERG	07/24/2020 10:53:13AM PDT	Success	Posted	<a href="#">Details</a>

[Go back to 3C Engine](#)

33. Now that SAP Status notifications have been "**Assigned**" through **3C Engine**, the notifications must now be "**Generated/Sent**" to the student using **Campus Community's Communication Generation**.

## Generating SAP Notifications to Students

**!** 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: NavBar > Navigator > Campus Community > Communications > Communication Generation**

1. The Communication Generation search page displays.
2. Enter the desired **Run Control ID**.
3. Select **Add** if adding this **Run Control** for the first time, or **Search** if using an **Existing Run Control ID**.

## Communication Generation

4. The Communication Generation page displays.
5. In the **ID Selection** group box, select **All Person IDs** from the drop-down list.

 Note that if you do not select **All Person IDs**, the process may not produce results. [A common user error](#) is selecting the **All IDs** option, which includes staff at the college. The intended recipients for SAP Status notification may not be selected if using the **All IDs** versus the **All Person IDs** selection in the **ID Selection** list.

6. At the **Letter Code Selection** group box, enter in the specific **Letter Code** used in the Assign SAP Status Notification step. In this example, **LG4** is used, which is specific to Tacoma Community College.
7. In the **Communication Usage Method** group box, change the **Method** selection to **E-Mail**.
8. Next, select the **Process Parameters** tab.

Selection Parameters | **Process Parameters** | Email Parameters | Checklist Parameters

Run Control ID: WA220\_SAP\_WARN\_COMM\_GEN\_KF | Report Manager | Process Monitor | Run

ID Selection: ID Selection | All Person IDs

Letter Code Selection: Letter Code: LG4 | Financial Aid Warning Status | Administrative Function: FIN | Financial Aid Term

Template Selection: Report Name: CTCFA\_TC\_LG4 | FA Warning Status | View Report Definition | Data Source ID: CTC\_FA\_DATASOURCE\_FIN

Template ID	Description	Language	Method	Default Template
CTCF_A_TC_LG4_1	WARNINGSTATUS_Email TCC	English	E-Mail	<input type="checkbox"/>
CTCF_A_TC_LG4_2	WARNINGSTATUS_Printer TCC	English	Letter	<input type="checkbox"/>

Enclosures Assigned (Softcopy):

No Matching Template Found:  Use Default Template |  Do Not Produce Communication | Refresh Enclosure List

Communication Language Usage:  Specified |  Preferred | Language: English

Communication Method Usage:  Specified |  Preferred | Method: E-Mail

9. The Process Parameters tab displays.
10. In the **Usage Tables** group box, define the **Person Communication Usage** to:
  - **Address** - FA Email and Postal Address
  - **Address Name** - FA Student Name
  - **Salutation** - FA Student Name
  - **Extra Name** - FA Student Name

 Note that you have the *option* to use student's preferred name and preferred email. The student must define their preferred name and preferred email in Student Center for this information to be properly delivered to those defined parameters.

For instance, if the student never updates their preferred name, or preferred email, they might never receive the email.

The best practice, is to use the parameter definitions outlined above, which derives from the ISIR.

11. Next, in the **Communication Processing Dates** group box, define the **Communication Date Range** selection with the desired dates. In the example in the image below, the date range assumes one week -- that these notices are sent out weekly as new SAP statuses and notifications are delivered to new or returning students, and/or late applicants.

Selection Parameters | **Process Parameters** | Email Parameters | Checklist Parameters

Run Control ID: WA220\_SAP\_WARN\_COMM\_GEN\_KF | Report Manager | Process Monitor | **Run**

**Usage Tables**

**Person Communication Usage**

Address: FA Email and Postal Address  
 Address Name: FA Student Name  
 Salutation: FA Student Name  
 Extra Name: FA Student Name

Use Preferred Email Address

**Joint Salutation Usage**

Joint Name: \_\_\_\_\_

**Org Communication Usage**

Org Recipient: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_

**Communication Processing Dates**

**Communication Date Range Selection**

\*From Date: 07/20/2020  
 \*To Date: 07/24/2020

**Update Communication Generation Date With**

Communication Date  
 System Date  
 User Supplied Date

**Update Communication Completed Date With**

Communication Date  
 System Date  
 User Supplied Date

**Output Settings**

\*Sort Option: Country, Postal

Online Preview  
 Send to Printer  
 Send to File  
 Create Envelopes  
 Create Labels

**i** Note in the **Output Settings** group box, in the **Missing Critical Data** grouping area, the **Complete Communication** checkbox is selected by default. Once this process is run, the **Communication** is marked "**Completed**" in the **Communication Management** page.

**Missing Critical Data**

Produce Communication |  Complete Communication

**Save** | **Notify** | **Add** | **Update/Display**

12. Next, select the **Email Parameters** tab.

Selection Parameters | **Process Parameters** | **Email Parameters** | Checklist Parameters

Run Control ID: WA220\_SAP\_UARN\_COMM\_GEN\_KF | Report Manager | Process Monitor | **Run**

**Usage Tables**

**Person Communication Usage**

Address: FA Email and Postal Address  
 Address Name: FA Student Name  
 Salutation: FA Student Name  
 Extra Name: FA Student Name  
 Use Preferred Email Address

**Joint Salutation Usage**

Joint Name: [Dropdown]

**Org Communication Usage**

Org Recipient: [Dropdown]  
 Contact Name: [Dropdown]

**Communication Processing Dates**

**Communication Date Range Selection**

\*From Date: 07/20/2020  
 \*To Date: 07/24/2020

**Update Communication Generation Date With**

Communication Date  
 System Date  
 User Supplied Date

**Update Communication Completed Date With**

Communication Date  
 System Date  
 User Supplied Date

**Output Settings**

\*Sort Option: Country, Postal

Online Preview  
 Send to Printer  
 Send to File  
 Create Envelopes  
 Create Labels

13. The Email Parameters page displays.

14. Define the following:

- **From** - i.e., finaid@tacomacc.edu
- **Subject** - i.e., Financial Aid | Satisfactory Academic Progress Notification
- **Reply To** - i.e., finaid@tacomacc.edu
- **Sender** - i.e., finaid@tacomacc.edu
- **Bounce To** - i.e., finaid@tacomacc.edu

 Note that the **Checklist Parameters** tab does not need to be defined; no Checklist is assigned to the to SAP Notification Status process.

15. Select the **Run** button.

Selection Parameters | Process Parameters | **Email Parameters** | Checklist Parameters

Run Control ID WA220\_SAP\_WARN\_COMM\_GEN\_KF | Report Manager | Process Monitor | **Run**

**Email Parameters**

From: finaid@tacomacc.edu  
\*Required if communication method usage is specific email or preferred.

Subject: Financial Aid | Satisfactory Academic Progress Notification  
\*Required if communication method usage is specific email or preferred.

Reply to: finaid@tacomacc.edu

Sender: finaid@tacomacc.edu

Bounce to: finaid@tacomacc.edu

**Importance**

low  
 normal  
 high

**Sensitivity**

normal  
 personal  
 private  
 company-confidential

Save | Notify | Add | Update/Display

- The Process Scheduler Request page displays.
- Select the **OK** button.

**Process Scheduler Request**

User ID CTC\_KFORSBERG | Run Control ID WA220\_SAP\_WARN\_COMM\_GEN\_KF

Server Name: [dropdown] | Run Date: 07/24/2020 [calendar icon]

Recurrence: [dropdown] | Run Time: 1:12:32PM | **Reset to Current Date/Time**

Time Zone: [dropdown]

**Process List**

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	SCC_COMMGEN	SCC_COMMGEN	Application Engine	Web [dropdown]	TXT [dropdown]	Distribution

**OK** | Cancel

- The Email Parameters tab displays.
- Note the **Process Instance Number**.
- Select the **Process Monitor** link.



## Process Detail

### Process

Instance	42697053	Type	Application Engine
Name	SCC_COMMGEN	Description	SCC_COMMGEN
Run Status	Success	Distribution Status	Posted

### Run

Run Control ID	WA220_SAP_WARN_COMM_GEN_KF
Location	Server
Server	PSUNX
Recurrence	

### Update Process

Hold Request  
 Queue Request  
 Cancel Request  
 Delete Request  
 Re-send Content  
 Restart Request

### Date/Time

Request Created On	07/24/2020 1:12:22PM PDT
Run Anytime After	07/24/2020 1:06:14PM PDT
Began Process At	07/24/2020 1:12:27PM PDT
Ended Process At	07/24/2020 1:15:42PM PDT

### Actions

[Parameters](#)  
[Message Log](#)  
[Batch Timings](#)  
[View Log/Trace](#)  
[Transfer](#)  
[View Locks](#)

26. The Message Log page displays.

 In the **Message Log** detail, note that 451 notifications were sent. Note also that 1 communication was *not* sent.

In the highlighted area, there is detail that defines the EMPL is "missing critical data".

To ensure this student receives future email communications from the Financial Aid Office, check the ISIR to see if the student listed an email, and cross check it with the Campus Community Bio Demo record to see if anything needs to be updated on the ISIR, from where the data pulls.

## Message Log

### Process

Instance: 42697053      Type: Application Engine  
Name: SCC\_COMMGEN      Description: SCC\_COMMGEN

Severity	Log Time	Message Text	Explain
10	1:12:28PM	CommGen Started	<a href="#">Explain</a>
10	1:12:41PM	Validating Report Definition(s)	<a href="#">Explain</a>
10	1:12:42PM	Validating Communications	<a href="#">Explain</a>
10	1:12:53PM	Person Communication ID: 2013- missing critical data	<a href="#">Explain</a>
	1:13:08PM	Number of communication records not processed: 1	<a href="#">Explain</a>
	1:13:08PM	Number of communication records to process: 451	<a href="#">Explain</a>
10	1:13:09PM	Generating XML Data Sources for Communications	<a href="#">Explain</a>
10	1:14:02PM	Generating Communications	<a href="#">Explain</a>
	1:15:39PM	Number of communication records processed: 451	<a href="#">Explain</a>
	1:15:39PM	Number of communication records marked as unsuccessful: 1	<a href="#">Explain</a>
10	1:15:39PM	CommGen Finished	<a href="#">Explain</a>
	1:15:42PM	Published message with ID 731872f8-cdea-11ea-8d23-af23433b34f1 to create entry in folder GENERAL.	<a href="#">Explain</a>
	1:15:42PM	Successfully posted generated files to the report repository	<a href="#">Explain</a>

[Return](#)

27. End of procedure.