

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 ctcLink.

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, a text input field labeled 'Run Control ID' contains the value 'WA220_SAP_WARN_NOTIF_KF'. A red box highlights the 'Run Control ID' label, and a black circle with the number '2' is next to it. Below the input field, there is a green 'Add' button, which is also highlighted with a red box and a black circle with the number '3'.

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 these are links for 'Run Control ID', 'Report Manager', 'Process Monitor', and a 'Run' button. The 'Run Control ID' is set to 'WA220_SAP_WARN_NOTIF_KF'. The interface is divided into several sections:

- Process 3Cs:** Contains checkboxes for 'Population Selection' (highlighted with a red box and callout 5), 'Trigger Table', and 'Mass Change'.
- Process Joint Records:** Contains radio buttons for 'No Joint Processing', 'Yes, all Joint IDs', and 'Yes, if match exists'.
- Event Selection:** A form with fields for 'Academic Institution' (WA220, Tacoma CC), 'Administrative Function' (FINT, Financial Aid Term), 'Event ID' (FLG4WARN, Financial Aid Warning Status, highlighted with a red box and callout 8), 'Communication Key' (FAWARN, Financial Aid Warning Status), 'Checklist Code', and 'Comment Category'. Callouts 6, 7, and 8 point to the Institution, Function, and Event ID fields respectively.
- Population Selection:** A form with a 'Selection Tool' (PS Query, highlighted with a red box and callout 9), a 'Query Name' (CTC_FA_SAP_STATUS_COMM_SELEC, highlighted with a red box and callout 10), and an 'Edit Prompts' button (highlighted with a red box and callout 11). There are also links for 'Launch Query Manager' and 'Preview Selection Results'.

At the bottom, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

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.

3C Engine Parameters | Manage Duplicate Assignment

Run Control ID: WA220_SAP_WARN_NOTIF_KF | Report Manager | Process Monitor | Run

Process 3Cs

- ☒ Population Selection
- ☐ Trigger Table
- ☐ Mass Change

Process Joint Records

- ☒ No Joint Processing
- ☐ Yes, all Joint IDs
- ☐ Yes, if match exists

Event Selection

Academic Institution: WA220 Tacoma CC

Administrative Function: FINT Financial Aid Term

Event ID: FLG4WARN Financial Aid Warning Status [Detail](#)

Communication Key

FAWARN Financial Aid Warning Status

Checklist Code

Query Prompts

Institution: WA220 13

Term: 2205 14

Calc SAP: WARN 15

Letter: LG4 16

OK 17 Cancel

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.

3C Engine Parameters | **Manage Duplicate Assignment**

Run Control ID: WA220_SAP_WARN_NOTIF_KF | Report Manager | Process Monitor | Run

Process 3Cs

- ☒ Population Selection
- ☐ Trigger Table
- ☐ Mass Change

Process Joint Records

- ☒ No Joint Processing
- ☐ Yes, all Joint IDs
- ☐ Yes, if match exists

Event Selection

Academic Institution: WA220 Tacoma CC

Administrative Function: FINT Financial Aid Term

Event ID: FLG4WARN Financial Aid Warning Status [Detail](#)

Communication Key

FAWARN Financial Aid Warning Status

Checklist Code

Comment Category

Population Selection

Selection Tool: PS Query [Edit Prompt](#)

Query Name: CTC_FA_SAP_STATUS_COMM_SELECT [Launch Query Manager](#) **Preview Selection Results**

Save Notify Add Update/Display

- 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.

3C Engine Parameters

Manage Duplicate Assignment

Run Control ID WA220_SAP_WARN_NOTIF_KF

Report Manager

Process Monitor

Run

Duplicate Communication Check

☒ Check Duplicate Communication

Explain

Additional Conditions to Prevent Duplicate Communication

Variable Data

Match

Explain

Communication Status

Completed

Explain

Duplicate Checklist Check

☒ Check Duplicate Checklist

Explain

Additional Conditions to Prevent Duplicate Checklist

Variable Data

Explain

Checklist Status

Explain

Save

Notify

Add

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 [Reset to Current Date/Time](#)

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

[OK](#) [Cancel](#)

- The Run 3C Engine page displays.
- Note your **Process Instance** number assigned to this process.
- 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](#) [Run](#)

Process Instance: 42697050

Duplicate Communication Check

☒ Check Duplicate Communication [Explain](#)

Additional Conditions to Prevent Duplicate Communication

Variable Data [Explain](#)

Communication Status [Explain](#)

Duplicate Checklist Check

☒ Check Duplicate Checklist [Explain](#)

Additional Conditions to Prevent Duplicate Checklist

Variable Data [Explain](#)

Checklist Status [Explain](#)

[Save](#) [Notify](#) [Add](#) [Update/Display](#)

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

Process List

Server List

View Process Request For

User ID

CTC_KFORSB

Type

Last

5

Days

Refresh

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_KFORSB	07/24/2020 10:53:13AM PDT	Success	Posted	Details

[Go back to 3C Engine](#)

Save

Notify

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

Find an Existing Value


Add a New Value

Run Control ID

WA220_SAP_WARN_COMM_GEN_KF

Add

- The Communication Generation page displays.
- 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.

- 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.
- In the **Communication Usage Method** group box, change the **Method** selection to **E-Mail**.
- 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: FINI | Financial Aid Term

Template Selection: Report Name: CTCFA_TC_LG4 | FA Warning Status | View Report Definition | Data Source ID: CTC_FA_DATASOURCE_FINI

Template List

Template ID	Description	Language	Method	Default Template
CTCFA_TC_LG4_1	WARNINGSTATUS_Email TCC	English	E-Mail	
CTCFA_TC_LG4_2	WARNINGSTATUS_Printer TCC	English	Letter	

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: WIA220_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

07/29/2020

*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

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_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

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

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

Process Scheduler Request

User ID CTC_KFORSBERG Run Control ID WA220_SAP_WARN_COMM_GEN_KF

Server Name

Run Date

Recurrence

Run Time

Reset to Current Date/Time

Time Zone

Process List

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

OK

Cancel

18. The Email Parameters tab displays.
19. Note the **Process Instance Number**.
20. Select the **Process Monitor** link.

Selection Parameters

Process Parameters

Email Parameters

Checklist Parameters

Run Control ID WA220_SAP_WARN_COMM_GEN_KF

Report Manager

Process Monitor

Run

Process Instance 42697053

Email Parameters

From finaid@tacomacc.edu

Subject Financial Aid | Satisfactory Academic Progress Notification

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

21. The Process Monitor page displays.
22. At the **Process List** page, you may select the **Refresh** button until the **Run Status** runs to **Success**, and the **Distribution Status** runs to **Posted**.
23. Select the **Details** link.

Process List

Server List

View Process Request For

User ID CTC_KFORSB

Type

Last

5 Days

Refresh

Server

Name

Instance From

Instance To

Run Status

Distribution Status

☒ Save On Refresh

Process List

1-2 of 2

View All

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	42697053		Application Engine	SCC_COMMGEN	CTC_KFORSBERG	07/24/2020 1:06:14PM PDT	Success	Posted	Details
<input type="checkbox"/>	42697050		Application Engine	3CEENGINE	CTC_KFORSBERG	07/24/2020 10:53:13AM PDT	Success	Posted	Details

Go back to Communication Generation

Save

Notify

24. The Process Detail page displays.
25. Select the **Message Log** link to view your results.

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	Explain
10	1:12:41PM	Validating Report Definition(s)	Explain
10	1:12:42PM	Validating Communications	Explain
10	1:12:53PM	Person Communication ID: 2013- missing critical data	Explain
	1:13:00PM	Number of communication records not processed: 1	Explain
	1:13:08PM	Number of communication records to process: 451	Explain
10	1:13:09PM	Generating XML Data Sources for Communications	Explain
10	1:14:02PM	Generating Communications	Explain
	1:15:39PM	Number of communication records processed: 451	Explain
	1:15:39PM	Number of communication records marked as unsuccessful: 1	Explain
10	1:15:39PM	CommGen Finished	Explain
	1:15:42PM	Published message with ID 731872f8-cdea-11ea-8d23-af23433b34f to create entry in folder GENERAL.	Explain
	1:15:42PM	Successfully posted generated files to the report repository	Explain

[Return](#)

27. End of procedure.