

# How to Troubleshoot a Tuition Calculation Error Caused by Student Program Plan Stack/Term Activation

**Purpose:** Use this document to fix a student's record when tuition cannot be calculated.

**Audience:** Student Records Staff

**i** The Tuition Calculation process will calculate the tuition for every term a student is Term Activated. The student must have an active program for the activated term, or you will receive the following messages:

- **Unable to calculate Tuition Group or evaluate Fee Trigger/Waiver. (14815,26).**
- **Unable to calculate Tuition Group or evaluate Fee Trigger / Waiver because the student is not on the Select Student View (SEI\_STDNORES\_VW). Check to see ( Student (ID) exists on the view (or given key fields.**

The screenshot shows the 'Student Finances Summary' interface. At the top, there's a 'Finances' tab and a 'Student Finances Summary' title. Below this, the 'Customer Accounts' section displays 'Business Unit WA210' and 'Total 0.00'. The 'Academic Information' section shows 'Anticipated Aid 0.00'. The 'Account Details' table lists various accounts with columns for Account Type, Account Number, Term, Balance, Currency Code, Open Date, and Status. The table includes rows for Conversion, MandFees, and Tuition for WINTER 2023, WINTER 2022, and FALL 2021. An error message box is overlaid on the bottom right of the table, stating: 'Unable to calculate Tuition Group or evaluate Fee Trigger / Waiver. (14815,26)'. The error box has an 'OK' button.

Account Type	Account Number	Term	Balance	Currency Code	Open Date	Status
Conversion	CNV001		0.00	USD	10/23/2021	Active
MandFees	FEE001	WINTER 2023	0.00		12/05/2022	Active
Tuition	TUT001	WINTER 2023	0.00		12/05/2022	Active
MandFees	FEE001	WINTER 2022	0.00		12/31/2021	Active
Tuition	TUT001	WINTER 2022	0.00		12/31/2021	Active
MandFees	FEE001	FALL 2021	0.00		10/23/2021	Active
Tuition	TUT001	FALL 2021	0.00		10/23/2021	Active

## Troubleshooting Checklist

1. Determine which term has the **Tuition Calculation Flag** set.
  - **Navigation: Student Financials > Tuition and Fees > Tuition Calculation**

2. Verify that the student has a [Residency](#) row at your institution and is equal to or less than the term you are calculating. In addition, verify the appropriate **Career**.
  - **Navigation: Campus Community > Personal Information (Student) > Identification (Student) > Residency Data**
3. Confirm that the student has an active [Student Program/Plan](#) stack.
  - Select include history to view all the rows.
  - You must look for the program action **COMP** (completed) or **DISC** (discontinued). When the term activated career number on the student program/plan is inactive, you cannot calculate the student's tuition.
  - Adding a new career number will be necessary if there are no active program plans but the student is currently enrolled. Additionally, you must update the career number in the term activation.
  - If the program plan is active, your next step is to look at the term activation page.
  - **Navigation: Records and Enrollment > Career and Program Information > Student Program/Plan**
4. Confirm that the student's [Term Activation](#) references an active Student Program/Plan stack. Students could have more than one Career number if they change programs, etc.
  - Term activation needs to reference an active program plan. Students should not have a term activation in an academic program that is not active.
  - Verify previous rows to ensure terms are not activated to a DISC or Completed program plan stack.
  - **Navigation: Records and Enrollment > Student Term Information > Term Activate a Student**
5. Identify term-activated and inactive student program plan stacks by running the following query: **QCS\_SR\_TERM\_ACT\_INACTIVESTACK**. The query **QCS\_SF\_TUT\_CALC\_ERRORS** identifies tuition calculation errors.