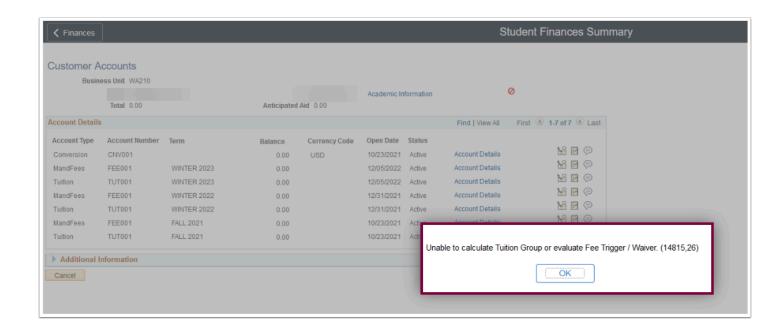
How to Troubleshoot a Tuition Calculation Error Caused by Student Program Plan Stack/Term Activation

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

Audience: Student Records Staff

- 1 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 Tngger / 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.



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 <u>Term Activation</u> 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 <u>not</u> 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.