Target Incident Listing

Product Update	**SA Bundle 9**
Release	**8 SP1**
Target Post Date	**7/1/2005**
Listing 'as of' Date	**5/31/200**

Impacted Product	**Incident Report ID**	**Impacted Feature**	**Problem Title**	**Problem Description**
Academic Advisement	1259720000	Other	Authorize Student Exception - Course Source Trnsfr \ doesn't process internal.	DAR>Use>Authorize Student Exceptions. Override Operation Code is Course Directive. On the To page, using Directive Type of Substitute, Course Source of Transfer. When trying to Substitute an Internal Transfer Credit course, the override exception does not print on the Advisement Report. If user changes this to an External Transfer Course, the override does print on the report. Client would like to have Internal Transfer Credit working the same as External. Using Offerings is a short term solution, but it does not bring in the correct term need for an accurate audit.
Academic Advisement	1222503000	Print Control	Print option flexibility: Ability to hide/display Operator ID of person entering exception on the Advisement Report; ability to hide/display the following on the Advisement Report.	Enhance Print option flexibility: Ability to hide/display Operator ID or Name of person entering exception on the Advisement Report; ability to display the following on the Advisement Report: (1) Course Topic Titles, (2) Requirement Designations, (3) Course Repeat Codes This is an enhancement from the Academic Advisement PAG created from the HEUG conference in 2004 and requested by the Product Strategy team.
Academic Advisement	1286946000	Requirement Overrides	After SA Bundle 8, cannot create a requirement change for level RG on Authorize Student Exceptions.	On Authorize Student Exceptions page, user tries to create an exception with operation code of Requirement Change and a level value of RG. Click the Create Exception link and populate the Requirement Group value and minimum units value. When clicking OK or Apply, the error message 'Enter a value for Requirement Group (14600,439)' is returned. The exception cannot be saved.
Academic Advisement	1114198000	What-If	Error Running Advisement transcripts if global restrctions exist and student active in 2 careers.	If the student is active in multiple careers and you are running a degree audit or performing a what-if advising transcript to a 2nd career and the student has a class where the UNT_EARNED has been removed, a remote call error is received. This occurs when there is a global restriction set on both careers. Error is: Object Code error : file '/apps/home/psoft1/pt820/cblbin/SRPCARQL.gnt' error code: 48, pc=0, call=1, seg=0

Campus Community	1188710000	Addresses	SR8SP1: Cannot enroll students with "old" invalid postal codes.	Since installing up to bundle 5, if a student has an invalid postal code user cannot enroll them in classes. Web enrolment also errors out. The invalid postal codes are not always the most current effdt row, history rows. This happens when using Quick Admit.
Campus Community	1170393000	Checklists	To-Do Self-service page showing checklists for multiple applications.	On the View Application Status page you select the "View outstanding items for this application" link for a specific term, the To Do List displays checklist items for both applications, even though the checklist is only attached to one application number. On the Checklist management page,the variable data shows the correct application number for the checklist, but it is attaching itself to both of the students applications numbers, even though one has a program
Campus Community	728547000	Enrollment Verification	Self Service: Invalid character in postal code causes errors in self service enrollmnt verification.	The system allows a staff member to generate an Enrollment Verification (via Manage Student Records, Manage Academic Records, Inquire, Enrollment Verification) with an invalid postal code. There are no edits on this field. Subsequently, when the student attempts to request verification via self-service, the system displays the Invalid Postal Code error message and does not allow the student to process the request.
Campus Community	736815000	Organizations	EXT_ORG_TBL effective dated address updating error.	impact to EXT_ORG_TBL, unless the user manually refreshed the organization primary location indicator on the EXT_ORG_TBL by manually deleting and re-adding the same organization location to the page. The new PeopleCode added to ORG_LOCATION.ORG_LOCATION.SavePreChange now automatically updates the primary location address on EXT_ORG_TBL. However, the PeopleCode left out the effective date to limit the update to the most current row on EXT_ORG_TBL. Therefore, any historical rows of data stored in EXT_ORG_TBL are being updated with the new address. In other words, historical data is being lost. The current PeopleCode is as follows: SQLExec("Update PS_EXT_ORG_TBL set ORG_LOCATION =: 1, ADDRESS1 =: 2, ADDRESS2 =: 3, ADDRESS3 =: 4, ADDRESS4 =: 5, CITY =: 6, IN_CITY_LIMIT =: 7, COUNTY =: 8, STATE =: 9, POSTAL =: 10, COUNTRY =: 11 where EXT_ORG_ID=: 12", ORG_LOCATION, ADDRESS1, ADDRESS2, ADDRESS3, ADDRESS4, CITY, IN_CITY_LIMIT, COUNTY, STATE, POSTAL, COUNTRY, EXT_ORG_TBL.EXT_ORG_ID); The suggested code: SQLExec("Update PS_EXT_ORG_TBL A set A.ORG_LOCATION =: 1, A.ADD

Campus Community	46826000	Personal Data	Employee ID delete & ID change processes are very slow on certain DB platforms.	On Oracle, it is taking around 20 minutes to load the page for Employee ID delete in the HRMS DMO database. If it takes such a long time with minimal data, this might be a huge problem as time goes on and more customers start using this. Customer is experiencing performance issue with ID Delete process in HRMS 8.8 Database on DB2 OS390 running 8.42 Tools. It took approximately 4 mins to perform ID Delete in GSC Demo Database(MSS).
Campus Community	1248313000	Pfolio: Names	SA Self Service: Saving without changes on Publications Page (SS_CC_PUB_D) reverses name on Personal_Data.	Problem with names changing on PS_PERSONAL_DATA. The format for names on PS_PERSONAL_DATA is last name, first name. They seemed to be magically changed to First name Last name after going to page SS_CC_PUB_D . The navigation is as follows: Home> SA Self Service> Personal Portfolio> Tasks> Publications. Click on the "Add Publication" button. Do not enter anything. Click on the "Save". Miraculously your name is changed on PS_PERSONAL_DATA and the audit table PS_AUDIT_PERSON_DT indicates that you have changed your name.
Campus Community	568374000	SEVIS	SEVIS: How will PASS deal with tracking online/distance courses?	INS allows students to take one online or distance learning course. How will PASS track to ensure that no more than the one is taken?
Campus Community	606973000	SEVIS	SEVIS: SIP - Additional Edits requested for DS-2019.	Please add/consider additional edits on various fields in the DS-2019 functionality.
Campus Community	615185000	SEVIS	SEVIS: Change Search behavior in SEVIS Import Results.	Issue #31 of CC Bundle #13 addressed this same issue for SEVIS Events History and SEVIS Master. If one has both a school code and program number set in operator defaults, both fields are populated on the Search dialog for SEVIS Import Results. The same fix that was applied to SEVIS Events History and SEVIS Master should be applied to SEVIS Import Results.
Campus Community	630196000	SEVIS	SEVIS: Cosmetic changes for SEVIS Pages.	Various cosmetic changes are required for SEVIS pages.
Campus Community	678439000	SEVIS	SEVIS: PASS EditStudentFinancial problem.	PASS does not seem to be configured to send zero dollar amounts for funding amount fields. For instance, if we completely remove funding from an I-20 School Funds field and put it in Personal Funds instead, the structure sent by PASS in the XML file does not include the new zero amount for the School Funds field. The result is that the SEVIS system retains the old amount for the School Funds field, resulting in incorrect I-20 financial data. Have verified with SEVIS Help Desk that it is possible to send zero dollar amounts in the School Funds Amount XML structure.

Campus Community	678738000	SEVIS	SEVIS: Name Search fields not working on some pages.	Unable to search for names with spaces or punctuation on the following panels under Maintain Foreign Nationals: I-20 Form (add mode only) DS-2019 Form (add mode only) Employment Authorizations (add mode only) Alerts (F/M and J) when inserting manual event, and using Ctrl-F4 to search for the emplid. To find a lst name of O'Connor, I have to type "OConner" in the last name search field because the punctuation and spaces are not being removed automatically.
Campus Community	702243000	SEVIS	SEVIS: Add the creation reason = Initial Attendance - Change of Status Requested.	*Navigation:* Home, Build Community, Foreign Nationals Data, Use, I-20 Form Add the creation reason = Initial Attendance - Change of Status Requested so they can enter the correct reason they entered in RTI on the I-20 form.
Campus Community	716600000	SEVIS	SEVIS: Can PASS track SEVIS Status?	Client is preparing to migrate our visa and SEVIS processing from a third party vendor package to the PeopleSoft PASS module. One of the features that their foreign student advisors asked for is the ability to track a student's SEVIS status within the PASS module. They have that ability now using their current software. The statuses on SEVIS include Active/Enrolled, complete, no show, SEVIS Active, SEVIS Pending or Terminated.
Campus Community	718119000	SEVIS	SEVIS: Links on DS2019 page should be delivered w/default of Enable when Display Only.	The Select Program Information on the DS-2019 form page is not available for users who have view only access to the page. The page should be delivered with the Enable when page is display only checkbox turned on on Page Field Properties.
Campus Community	726222000	SEVIS	SEVIS: DS-2019 can be saved with funding verified checked and no financial data entered.	SEVIS-DS-2019 can be saved with funding verified checked, but with no financial support data populated. No error occurs in Alerts, and the resulting xml export file gets sent to SEVIS.
Campus Community	728223000	SEVIS	SEVIS: Need automated way to update SEVIS Master without creating a file.	SEVIS does not allow batch updates for certain actions. Users need a way to get data onto SEVIS Master tables in PASS after they have done a manual action in RTI. We have a general design for the process and will be able to send a detailed design in the near future. Please consider adding this to the changes required for SEVIS batch 5.

Campus Community	1118689000	SEVIS	SEVIS: Can't update SEVIS Master employment start and end dates.	The user is attempting to manually enter data into SEVIS Master > Employment/SOA. The Employment Type field is initially blank and Start/End dates are grayed out. When the user fills in Employment Type, the date fields are still grayed out. User must save the page, then go back into it in order to fill in the date fields.
Campus Community	1142858000	SEVIS	SEVIS: Alert error when dependent exists on previous row but not current row.	On a create student event, we get an alert error when the person had a dependent on an earlier effective dated I-20 row but does not have a dependent on the latest effective dated row. It appears that dependent table is not joined with the main I-20 table on effective date. The error appears even if the dependent is inactivated.
Campus Community	1161596000	SEVIS	SEVIS: Display problem on I20_FORM5 page for Venezuelan student.	When an I20 is entered for a student from Venezuela, the state description on the I20_FORM5 page (school certification) displays Miranda instead of Michigan. Miranda is a state in Venezuela. It appears that the page is getting the country of Venezuela when deciding which description to display for the state code of MI. This does not happen on the DS2019_FORM5 page where a view is used to get the state description. The country USA is hard coded into the view. Venezuela has a state code of MI in the state names table.
Campus Community	1174010000	SEVIS	SEVIS: No detail report for the EditBio event in the Sevis Alerts Process.	After users run the SEVIS Alerts process, customer is unable to identify what changes are occurring in the BIO DEMO Data. The Alerts process (in the EditBio event) is not showing the changes in detail. We need a report that should provide all the information about the changes that occurs in the Bio demo data. We need it for both F and J visa type.
Campus Community	1175646000	SEVIS	SEVIS: Full Course Exception does not adjust eligibility when it is to student's advantage.	Students are eligible for a full course exception if they are a grad student assistant or if they are in the Dissertation group. If they are a gsa, they need 6 units to be full time. If they are in the dissertation group, they don't need any. Students are sometimes both gsa and in the dissertation group. Usually, they are hired first. In that case, they are added in batch to the full course exception record with units of 6. If they join the dissertation group later, their eligibility for a full course exception is not adjusted to 0 by the program. The program currently checks to see if the student is already in the full course exception table. If the student is, the program does not do updates. The program should check the number of units associated with that student in the full course exception table. If the student is now eligible for a full course exception with fewer units, the row in the full course exception table should be adjusted.

Campus Community	1197875000	SEVIS	SEVIS: After SA bundle #6 a save message always pops up when filtering alerts.	*Navigation:* Home > Build Community > Foreign Nationals Data > Use > Alerts - F/M When you set the filters on alerts and hit the apply button, you get a save message asking if you want to save your changes. Since you are only filtering, there is nothing to save and it adds an extra step to the process.
Campus Community	1198667000	SEVIS	SEVIS: Add ability to indicate which events types should be auto checked to Send to SEVIS.	*Navigation:* Home > Build Community > Foreign Nationals Data > Setup > SEVIS Event Types Add flag to set-up table that allows users to indicated which events should be automatically checked Send to SEVIS. Customer added this modification to the program but would like ability to control it online.
Campus Community	1198701000	SEVIS	SEVIS: Need a way to track Transfers (In and Out) and Reinstatements.	Currently, client uses workarounds to track transfers and reinstatements for both F and J. It would be useful to have some additional fields added to the I-20 and Ds-2019 and SEVIS Master to facilitate this tracking. These could include school transferred to or from, date of transfer.
Campus Community	1198715000	SEVIS	SEVIS: Add ability to change DSO/RO on the fly from Alerts page.	We would like to be able to reassign the DSO/RO while working the alerts. Our business process requires that we change DSO/RO when the person arrives on campus.
Campus Community	1199143000	SEVIS	SEVIS: Allow Student Regristration reporting prior to first day of classes.	Customers bases their stdnt reg event on the removal of a negative service indicator. This srvc ind is removed after the student attends physical presence check-in at the International Center. This occurs for most students during the month of august. We would like to get students active for SEVIS as soon as possible after the check-in. Starting in mid-August, students may not be able to get an SSN until they are active in SEVIS because SSA is asking DHS to check SEVIS b/f issuing an SSN.
Campus Community	1209230000	SEVIS	SEVIS: Problem in outbound J file when exchange visitor returns-new DS-2019 is created.	When a new DS-2019 row is added for someone who had a prior DS-2019 for continued attendance, the outbound extract includes the initial start date and Form number from the prior row. This causes the record to fail at SEVIS. The reason code on the outbound file is 'New' but the initial start date and the form number should not be included in the extract.
Campus Community	1221439000	SEVIS	SEVIS: Blank page data when there are two DS2019s on one Emplid.	When we add a new DS2019 long form, and use view all to see both forms on one page, the Financial information and a portion of the site of activity are both blank.
Campus Community	1224742000	SEVIS	SEVIS 5.0 New Functionality.	Includes new SEVIS reporting functionality required by United States government.

Campus Community	1241497000	SEVIS	SEVIS: CCSEVI20 is not adding run control days to OPT end date in all scenarios.	CCSEVI20 is not adding run control days to OPT end date in all scenarios. Cient is getting complete program events when the OPT end is past not when the OPT end plus the days from the run control has passed. They add 60 days to their run control and do not expect Complete Program events before that grace period has passed.
Campus Community	1254767000	SEVIS	SEVIS: ADBFC should not be triggering when FCE = 0.	If a student (thesis or otherwise) has Academic Load = No Units and Full Course Exception = 0.00 s/he should NOT get an ADBFC event triggered.
Campus Community	726962000	Transcripts	SR 8 SP1: Unable to fix Postal Code error on Send to address in transcript request.	*Navigation:* Manage Academic Records, Inquire, Transcript Request If a user makes an error in the Postal Code field when adding an address using the Send push button on transcript request, the error is not returned on the Send sub-page but at the Request Details page and the data can no longer be access via the page to correct. Query must be used to determine which address has the error and the correction needs to be made directly in the db using sql. The error regarding postal code needs to be returned when the user tries to save the Send sub page so there is a chance to correct it before returning to Process Request.
Contributor Relations	684996000	General	Person Profile does not display if a seasonal address is in effect.	When viewing the Person Profile one cannot tell if the address that is displayed is a seasonal address. Client would like to have a notation - similar to the flag on the Address Entry page that shows that a seasonal address is in effect.
Contributor Relations	708225000	General	Employee list Workset PeopleCode error.	When at Home > Manage Contributor Relations > Manage Organizations > Inquire > Employee List and trying to create an employee workset, user gets the following error message: Field does not exist -- Personal_data.Years_of_exp. (2,104) at Priorwork_exper.start_date.savedit pcpc:187 statement:3 Also, when you click 'Build' on the Employee List page, under Manage Organizations - Workset - Employee LIst, the following error is received: ActiveRowCount: Record 'EMAIL_ADDRESSES' not found in scroll level 0 at EMAIL_ADDRESSES.PREF_EMAIL_FLAG.SavePostChange.
Contributor Relations	1125289000	General	Revocable/Irrevocable flag missing from Planned Giving Inquiry Page.	Planned Giving Profile (AV_PG_PROFILE, AV_PG_PROFILE1) is missing the Revocable/Irrevocable flag for Trusts. It is important for Development Officers to know at a glance whether a trust is revocable. Irrevocable trusts indicate future cash flow, whereas revocable trusts are treated as just 'nice to know about'. Having to drill down 3 screen levels is not acceptable.

Contributor Relations	1126047000	General	Planned Giving Summary Needs Gift Amounts.	Planned Giving Profile Summaries (AV_PG_PROFILE, AV_PG_PROFILE1) do not display Gift Amounts. The gift amount is a key piece of information for Development Officers and should not be buried on a sub-page.
Contributor Relations	1225681000	General	Person Profile Field Length for Addr Display is too short.	The Address display on Person Profile is too short to show the entire address if it is a certain length. This can cause important address info to not display.
Contributor Relations	1292415000	General	Unable to save Workset Mass Assignments (Staff/Unit/Volunteer).	Workset - Mass Assignment (Staff/Unit/Volunteer) is pulling all members of any workset with that name (not pulling based on userid + workset code). When user tries to save the page, the following error message is received because of duplicate IDs being selected: "Data being added conflicts with existing data. (18,2)".
Contributor Relations	681506000	GP Entry	AVPGPLOA. cbl - Credit Card Gift Data Not Loading in Gift / Pledge Mass Load.	When AVPGPLOA. cbl is run, Credit Card info is saved on AV_GIFT_DTL but does not display on Tender Detail page when inquiring. MANAGE CONTRIBUTOR RELATIONS-->ENTER COMMITMENTS-->INQUIRE2-->SUPERVISOR GIFT SUMMARY-->DETAILS
Contributor Relations	1135399000	Manage Campaigns	Inability to enter more than one bequest expectancy in a person's record.	After navigating to the Bequest area (Manage Prospects>Use>Bequests, one can enter a bequest into a person's record but only once. Client has several constituents for whom we need to enter more than one bequest.
Contributor Relations	1279698000	Manage Campaigns	Field "ROLE" is on use on at least one record" (47,58).	Customer is copying PPLTLS81CURDEL project during tools upgrade to 821 and getting a error message " Field "ROLE" is on use on at least one record" (47,58). This field is being used by the record "Derived_AV" and a page and a Peoplecode in Learning Solution application. Please let the customer know whether he can ignore this message.
Contributor Relations	734043000	Manage Orgs	Employee List Inquiry lacks link to related Bio/Demo information.	The Contributor relations inquiry panel: *Navigation:* Home > Manage Contributor Relations > Manage Organizations > Inquire > Employee List displays a list of employees linked to a specific employer. While the list is displayed with some small amount of detail, there is no way to easily navigate from a listed employee to their biographic information. Getting further informaton requires navigating manually to the employee's record. This is wasted effort, especially since you have all the information (the emplid) needed to link over to the bio/demo detail or person profile. A hot-link for each employee to their Person Profile (ideally) or to their Bio/demo record would resolve the issue.

Contributor Relations	606970000	Manage People	Person Profile shows inactive addresses but with no indicator.	Person Profile is showing inactive addresses and yet there is no status field. Either inactive addresses shouldn't display at all, or the status field should be added to the page so it is clear whether the address is good or bad.
Contributor Relations	1274789000	Outreach	CR Outreach Email template not populating external org ID.	The new outreach email template delivered with SA Bundle 8 is leaving the ID field blank when the action is for an external organization.
Contributor Relations	52580000	Prospect Manager	Bequests -- Cannot be deleted.	*Navigation:* Manage Prospects - Use - Bequests: If you save Bequest information, it cannot be deleted. Changes can be made, but if an entry is incorrect, or a donor changes their mind, that info stays on the record. Client would like to be able to remove the information.
Financial Aid	1218968000	COD DL	DL Orig Change, Pending status getting updated incorrectly to Accepted.	The Direct Loan Orig Actions page (Process Loans > Inquire 1 > DL Actions Inquiry) shows a row with 'Orig Change', Action Status = 'Pending'. Directly above that row there's an 'Orig Change', Action Status = 'Accepted' row. The Orig Change was never transmitted to COD so why does it show 'Accepted'? Here's the scenario: 1) DL Sub Stafford was originated for $5500. It was transmitted to COD and an accepted .xml file was received and loaded into the system. 2) 1st disbursement was disbursed to the student's account and a DL disbursement .xml file was transmitted to COD. 3) COD sent back an accepted DL disbursement .xml file which was loaded into the system. 4) The loan was then cancelled and the 1st disbursement was backed out. 5) In addition an Unsub Stafford for $1000 was awarded to the student. 6) The loan origination/adjustments process was run. 7) The sub stafford now has a status of change pending and the unsub stafford was originated. 8) The DL Out process was run with the Orig Outbound, the Orig Change Outbound, and the Disbursement Outbound checkboxes checked. 9) Next the Common Orig and Disb Outbound process was run. The .xml that 10) COD sends back a response .xml file. 11) The file is loaded into the system. The Sub disbursement is accepted. The Client believes that because the .xml file contained the originated unsub inforn

Financial Aid	1251359000	COD DL	COD rejects DL disbursement records due to DisbDate issues.	When an outbound flat file for DL disbursement is sent to COD a record error occurs and the disbursement information is rejected. A Different date from the date sent to COD for the initial disbursement is being sent to COD for reduced disbursements. This may be due to authorization running just before midnight and disbursement running after midnight, but the authorization date is being sent when the disbursement is first reported and the disbursement date is being sent for the reduction of that disbursement. This is causing a reject of the disbursement reduction with and error code of 057. The Disbursement Error includes the following information: Field: DisbursementDate Edit Number: 057 Description: A change/adjustment to a disbursement date and disbursement were submitted on the same transaction. Edit Status: Rejected
Financial Aid	1281636000	DL miscellaneous	Bundle 9: Direct loan updates - Student account summary & history pages.	Annual Updates for Direct Lending School Account Summary and Menu Paths.
Financial Aid	1163550000	DL MPN/PNOTE	FAPLDPN2 process creates multiple VAR_DATA_SEQ values, impacts letter generation.	Process: FAPLDPN2 When DL Pnote Print (FAPLDPN2) runs, multiple rows are created in VAR_DATA_LOAN, with multiple VAR_DATA_SEQ values. If this data is used to create a missing information letter for the student, the checklist data is not selected as Letter Gen requires the VAR_DATA_SEQ to be the same for the communication and checklist.
Financial Aid	555393000	FA Term	Rows inserted into STDNT_FA_TERM with the same effective date do not sequence properly.	When you manually insert multiple effective dated rows into STDNT_FA_TERM, they have the same effective sequence, '1'. Sequence does not increment automatically with each row inserted. The sequence must be corrected manually before the page can be saved.
Financial Aid	604503000	FA Term	Request enhancement to "lock override" functions in FA Term.	Request: In version 8, the override checkboxes no longer appear on FA Term. The Overrides/Lock are still used, but the fields are hidden. For example, if you override a value, the lock flag does get turned on and the new, overridden field value is protected in subsequent builds. However, there are some features that customers lost when the Override/Lock fields were hidden. Sometimes the user doesn't want the field value to be locked when they change a value. There is no way to unlock the field and remove the override for a field that was changed. Secondly, users sometimes need the ability to lock a field that hasn't had the field value change to protect that value from being overwritten in a future build.

Financial Aid	1293453000	FA Term	Transfer credits are not included in Cumulative Taken total.	Transfer credits are not be included in the Cumulative Taken total when student is activated in a term(s) that is/are not built in FA Term and that term seperates terms that are built in FA Term. For example, student is Term activated (Records) in Fall, Winter and Spring. Student has 12 hours of transfer credit in Fall. FA Term built for only Fall and Spring. Transfer credits show up in the Cumulative Taken total in Fall but not in Spring.
Financial Aid	1262123000	FISAP	Need to add logic to the FISAP to pick up student with blank citizenship who passes DHS match.	A couple of years ago, PS fixed a problem where the FISAP was not counting students with a blank citizenship. PS added code to accept the student as an eligible citizen if the citizenship was blank and the student passed the Social Security Citizenship data base match. That was good, but PS also needs to add a condition if student passes the Department of Homeland Security database match. Client has students every year who have a blank citizenship and passed the DHS match as an eligible non-citizen, but the FISAP does not pick them up. They have to be added to the grid manually.
Financial Aid	1281653000	FISAP	Bundle 9: FISAP Updates.	Annual Updates to FISAP Report.
Financial Aid	1231661000	Forms Engine FAN	Unable to print item as Other Resource on Forms Engine FAN.	Unable to print Item Types as Other Resource on delivered FE FAN. PeopleBooks indicates user should be able to print Other Resource items on FAN. Other Resource - ...Select to have awards of this financial aid item type considered as resources and included in the Other Resources total on the FAN letter, but not listed as awards. In FA Item Type setup, when the Print Letter Option of 'Print' is selected, radio buttons become available giving the user the option to either 'Print as Award Item' or to print as 'Other Resource'. However, regardless of which of these radio buttons are selected ('Print as Award Item' or 'Other Resource'), testing indicates that the awarded FA Item Type always prints in the 'Financial Aid Offer' section and never prints in the 'Estimate of Resources' section of the FE Award Notification (FE FAN). Further, if 'Other Resource' is selected in the setup, the amounts awarded with this special FA Item Type are not reflected in 'Estimate of Resources' nor are these resources properly reflected in the 'Budget Summary' section that prints on the second page of the FE FAN.

Financial Aid	1244122000	Forms Engine FAN	Single Parenthesis in Award Message Causes FE FAN Not to Print Last Page	Single Parenthesis in Award Message Causes FE FAN Not to Print Last Page For example, the following award message would cause a problem: You have been awarded a Federal student loan. You will need to: 1) Attend a loan counseling session 2) Sign a promissory note If a complete pair of (parentheses) are in the text of the Award Message, there is no problem.
Financial Aid	1268934000	Pell Payment	Performance problems with Pell Outbound Batches page	Users are unable to open the Pell Outbound Batches page due to very slow performance. The delivered page has a hidden field (ECQUEUESTATUS from PS_ECQUEUE) which corresponds to every row returned by the inquiry page view. This is apparently causing the performance issue. The impact on the users is if they need to re-generate an outbound Pell origination or disbursement batch they cannot reset it using the page.
Financial Aid	1275587000	Perkins Loan	Create inquiry page for Perkins MPN.	Page will be used by administrative user and will be linked to the FA Status page.
Financial Aid	1283279000	Perkins Loan	Perkins MPN is creating multiple records for MPN Type = Multi-Year.	Each time the process is run it generates and prints a new MPN for the student unless the signature date is complete. Since client is awarding Perkins well into the aid year and students aren't known for sending back these documents the very moment they get them this becomes problematic.
Financial Aid	1230638000	Pkg - Miscellaneous	Anticipated Aid Expiration Date being updated even though no change made to award	In certain circumstances, the Anticipated Aid Expiration Date is being reset even though no change is made to the award. This has been replicated when the student was originally package with a packaging plan and the user returns in Manual Mode and clicks the Validate and Post button (without making any changes to the award).
Financial Aid	1274836000	Pkg - Miscellaneous	Copy Button - Split Code Formula has an error.	When using the copy button function on the split code formula page, an error message occurs.

Recruiting and Admissions	707038000	Test Scores/Loads	Changes to TOEFL Layout Effective September 2005.	ETS will be changing the TOEFL test score layout effective September. Details from ETS: Beginning in September 2005, the next generation TOEFL test will measure all four skills of communication: reading, writing, listening and speaking. Both the score scale and the score report will change as a result. There will be three types of scores on the new score report: * Scores for each of the four skills. * A total score that includes all four skills. * A TOEFL CBT (computer-based test) score, which can be used for comparison. In June 2004, schools will receive information about the new scores and guidance for setting score standards. In July 2004, TOEFL will send score record data layout information so schools can update their electronic databases well in advance of the new scores. PeopleSoft, SCT-Banner, Oracle, Datatel, and Jenzabar will also be informed of these changes.
Student Financials	740920000	Billing	Request to allow for zero bill suppression of account statements.	Currently, if an account statement is created during billing, there is no suppression of account statements in which there is no new activity AND the balance on the account is equal to zero. This effectively makes account statements unusable since there is no way to prevent the billing of students in this category - which can grow to thousands since there is no check for students who are no longer enrolled but still have a Carreer record. Customers would like to be able to suppress the Account Statements if the beginning and ending balances are zero, and there is no new activity on the statement.
Student Financials	1267837000	Cashiering - G/L Interface	GL Interface process pages do not manage different run controls correctly.	*Navigation:* Home, Manage Student Financials, Administer GL Interface; Process, Cashiering GL Interface; Process, GL Interface When an oprid uses a specific run control on the Process, Cashiering GL Interface and updates the run control with the cashier office, and business date and saves, and then navigates using Process, GL Interface, the operator is not prompted for a new run control id. The GL interface page displays, using the run control value from the Cashiering GL Interface page. If the run controls contain different values, such as Journal Template, and the GL Interface run control is saved, the subsequent process will generate incorrect SF_ACCTG_LN information. It seems the component buffer is not being re-initialized between the menu items.

Student Financials	1268479000	Cashiering - G/L Interface	Declined Credit Card Transactions Create Over/Short Entries In SF_ACCTG_LN.	*Navigation:* Home, Manage Student Financials, Administer GL Interface; Process, Cashiering GL Interface Incident 1121865000, delivered a fix to not include declined credit card transactions in Cashier Closing amounts. The Cashiering module was fixed by this incident, but the declined credit card amounts are creating over/short entries in the Cashiering GL interface process. The accounting lines generated by this process are therefore overstated, and are being posted to the General Ledger.
Student Financials	58578000	Inquiry - Corp Accounts	Corporate account should display organization name & ID.	Open Manage Student Financials, Administer Payment Plans, Use, Third Party Contract. Click the new "Corp Accounts" link at the bottom of the page to review the corporate account. The corporate account doesn't display the external Org ID and name. You have to drill to a sub-page like "Detail Trans" to see which organization this account is for. Please add the BU, External Org ID, and name to the Corp Account page just like it displays on the "Detail Trans" sub page. (From PAG review 6/25/01)
Student Financials	72727000	Inquiry - Student Accounts	Enhancement Request to Customer Account/Detail Transaction display problems in 8 SP1.	*Navigation:* Go, Manage Student Financials, Maintain Receivables, Inquire, Customer Accounts (Detail Trans hyperlink) The Customer would like the Detail Trans hyperlink which displays detail item information in a grid format to be enhanced to enable answering questions and troubleshooting issues in a timely manner. There are several display changes from version 7.6 that take away from the Customers' ability to review student accounts in an easy manner. Customer has outlined the main points for enhancements below. 1) Customer needs the ability to sort grids by column headings (TPRD T-KMILLE-WH9G9 has been created to address this issue for Tools 8.1x) 2) Rearrange the columns so that Term, Posted Date, Effective Date, Item Type, and Item Amount all appear within the first tab (Item Description tab) 3) Enable being able to toggle between the tab view and the horizontal scroll view for all fields (turn on the "Show Tab Control Button") 4) Include the Emplid and Name on all drill down pages so that users always know which student they are looking at 5) Include the emplid and name on the drill down for service indicators.

Student Financials	1280157000	Inquiry - Student Accounts	Reference display should be at the detail level allowing the reference information for all lines to be viewed.	*Navigation:* Go, Manage Student Financials, Maintain Receivables; Inquire, Customer Accounts Panel modification to Customer Account to fix PS in which the reference information for a particular type of transaction is displayed at the header level on the item_line_sf_sp and item_line_orgsf_sp subpanels causing only the reference information for the first detail line to appear. The reference display should be at the detail level allowing the reference information for all lines to be viewed. This would allow for information to match a transaction to provide accurate detail of the transactions that are enter via student post and corp post.
Student Financials	1216660000	Payment Plans	Lump sum payment plan rows being created with SF default term.	*Navigation:* Go, Manage Student Financials, Administer Payment plans; Setup, Payment plan When attaching a student to a lump sum payment plan the rows in the payment plan acct are created with a blank Account term. The Item term is populated with the SF Default term in effect at the time of the payment plan post. The payment plan rows should reflect the Acct term and item term of the original charge AND/OR the term designated on the payment plan.
Student Financials	1216703000	Payment Plans	Lump sum payment plan will reduce receivable if cancelled and reactivated.	Lump sum payment plan will reduce receivable if cancelled and reactivated *Navigation:* Go, Manage Student Financials, Administer Payment Plans; Use, Payment Plan If a lump sum payment plan is cancelled, the amt adjusted and the payment plan reposted the payment plan credit will reduce the account balance but there are no offsetting payment plan debits posted.
Student Financials	1216722000	Payment Plans	Lump sum payment plans increase student account after cancel and reactivation.	*Navigation:* Go, Manage Student Financials, Administer Payment plans; Use, Payment Plans After Cancelling a student on a payment plan, changing the lump sum payment plan amount on the use page the post icon will light up (even though the payment plan is still marked inactive). If you press the post button, payment plan debits will be posted to the students account but a payment plan credit will not post, leaving the student owing more then they started with. Other variations of problems are attached. Most notable, the error you get when attempting to cancel an already cancelled payment plan and a way to get it to allow you to post the credit by to correct this.

Student Financials	1223006000	Payment Plans	Existing TP_STUDENT row updated with new EMPLID number causing ITEM_SF and TP_STUDENT to be out of sync.	*Navigation:* Go, Manage Student Financials, Administer Payment Plans; Use Payment plans When 2 windows are open for Use > Payment plan the post icon on the 2nd window will update the tp_student row of the emplid in the 1st window with the emplid in the 2nd window. The result of this will be that a student attached to a payment plan will lose their link it tp_student and appear to not be attached to the plan, yet their charges will be in the payment plan account. The corollary of this: A student in tp student will have no charges go over to the payment plan and must be cancelled and reattached to see their charges move over.
Student Financials	1286232000	Payment Plans	Lump Sum Credit does not apply correctly when paying for more than 2 charges.	The lump sum credit applies an extra payment option logic when paying off charges. The payment application program assumes the lump sum credit is a payment to the installment charges, instead of a payment to the student's charges. For example, with a lump sum plan set up for $150 with an extra payment option of All Bills, with a student having 3 charges for $100 each, due 06/01, 07/01 and 08/01, the first charge is paid for $100, the second for $25 and the third for $25. When the extra payment option is First Bill, the charges that is due first is paid off for $100, and the next due charge is paid for $50. When the extra payment option is Last Bill, the charge that is due first is paid off, and the charge the is due last is paid for $50.
Student Financials	1264249000	Posting	Course Fee Waivers thru Waiver groups back out after drop.	Waivers attached to course fees thru waiver groups will not calc and post correctly after drop and recalc. After a course with associated course fee waivers is dropped the course fee is correctly adjusted according to the refund calendar, and the waiver is correctly adjusted according to the course fee BUT a reversal of the waiver and then immediately reverses the waiver by creating a new row in item line sf that does not include the class number. The drill down on the Course CHARGE will show that there is a waiver, but a drill down on the waiver will show that the waiver was set to 0, and an inquiry in item sf shows the waiver as set to $0.

Student Financials	1237642000	Refunding	Refunds posted via batch and online assign Item Terms differently causing problems with Financial Aid.	Batch Refunding will assign Item Terms to refunds based on the SF Default Term Settings. Online Refunding will assign Item Terms to refunds based on the Item Term of the payment being refunded. If multiple payments are being refunded in separate terms, the Item Term will be assigned from only one of the payments, possibly randomly. This causes problems when refunded financial aid is reversed and then reawarded as the Refund may not be in the same term as the original aid which will not apply to the refund properly.
Student Financials	1207729000	Tut Calc	Waitlisted Units Being Used by TOTAL_BILL_UNITS In Criteria for Waivers.	*Navigation:* Home, Manage Student Financials, Calculate Tuition and Fees; Use,Tuition Calc When waivers are assigned based upon the TOTAL_BILL_UNITS field in the criteria, tuition calc is including units from waitlisted classes. As a result, a student who is fully enrolled in some units, and waitlisted in other classes, and the sum of the units from all classes meets the criteria, the waiver is being applied. Calculation of the charges, however, does not include these waitlisted classes, as the inclusion of waitlisted units can be controlled via term fees, etc. Tuition calc does not use waitlisted units, by default, in the 'total billing unit' calculation, and waiver processing should not include waitlisted units either.
Student Records	530776000	Academic Level/Load	Quick Admit does not update student level when Level Determination = "Term".	Quick Admit does not update student level on STDNT_CAR_TERM consistently when using a Level/Load Rule with Level Determination = "Term" This issue appears to apply only to term activation when the Level/Load rule uses a Level Determination = "TERM".
Student Records	726962000	Addresses	Unable to fix Postal Code error on Send to address in transcript request.	*Navigation:* Manage Academic Records, Inquire, Transcript Request If a user makes an error in the Postal Code field when adding an address using the Send push button on transcript request, the error is not returned on the Send sub-page but at the Request Details page and the data can no longer be access via the page to correct. Query must be used to determine which address has the error and the correction needs to be made directly in the db using sql. The error regarding postal code needs to be returned when the user tries to save the Send sub page so there is a chance to correct it before returning to Process Request.

Student Records	728547000	Addresses	Self Service: Invalid character in postal code causes errors in self service enrollmnt verification.	The system allows a staff member to generate an Enrollment Verification (via Manage Student Records, Manage Academic Records, Inquire, Enrollment Verification) with an invalid postal code. There are no edits on this field. Subsequently, when the student attempts to request verification via self-service, the system displays the Invalid Postal Code error message and does not allow the student to process the request.
Student Records	1236826000	Class Search	Class Search performance problem related to campus location.	*Navigation:* Home | Manage Student Records | Manage Academic Records | Use | Quick Enroll. When clicking on the Class Nbr magnifying glass, it takes up to 30 seconds to display the Class Search page. The problem seems to be with view ps_campus_loc_vw2 and the statement that is executed when clicking the magnifying glass is: SELECT institution, location, descr FROM ps_campus_loc_vw2 a WHERE institution = :1 AND effdt = (SELECT max(b.effdt) FROM ps_campus_loc_vw2 b WHERE b.institution = a.institution AND b.effdt <= to_date(:2, 'YYYY-MM-DD')) ORDER BY institution, location AND problem as reported by another The Class Search in both SA Self Service and Manage Student Records > Manage Academic Records>Inquire>Class Search takes 2.5 minutes. When you go the next page for Basic Class Search, that takes 2 minutes 20 seconds.
Student Records	1198095000	Enrollment	Time Conflicts occur between a class being added and a dropped class with a Penalty grade.	When student drops a class and receives a W, can not enroll for another class for that time - but can swap into course for same time. They receive a time conflict.
Student Records	1268457000	Enrollment	Waitlist totals can become out of sync.	Several enrollment sections of a class auto enroll into a non enroll section. If students are waitlisted and one then successfully enrolls into an open section of the same class, the waitlist total is decremented by more than one when the student is dropped from the waitlisted section. If a student subsequently drops from the waitlist, a negative total will calculate for the waitlist total.

Student Records	1289447000	Enrollment Appointments	Problems with page SS_TERMS_LIST and View Enrollment Appointment after SA Bundle 8.	*Navigation:* SA Self Service > Learner Services > Academics > View Enrollment Appointment After the application of SA Bundle #8, any student signing on to the Web and Viewing Enrollment Appointments sees a message toward the bottom of the screen saying that the student has a hold. This occurs whether the student has a hold or not.
Student Records	1269956000	Gradebook	In gradebook, grades can be assigned to dropped students.	When you first enter a class (Access Grades, Class Gradebook), the grade boxes for students who have dropped are grayed out and you can't type anything in. However, if you click the Next button (available only when there are more than 7 assignments for the class), the student's grade boxes are live again. If you click Previous, the boxes that were grayed out on the first 7 assignments are now editable and grades can be entered for the student.
Student Records	594622000	Grading	Self Service: Wrong career displays on the Faculty Self-Service Grade Roster.	The wrong career shows up on the Faculty Self-Service Grade Roster for a course. The problem is there is not ACAD_CAREER in the SS_GRADE_RSTSRC view. When the instructor selects the course to input grades, it pulls the first Career from the ACAD_CAR_TBL and not the correct one attached to the course in the CRSE_CATALOG record.
Student Records	727017000	Grading	Grade Review does not select students using the correct criteria.	Manage Academic Records, Process, Grade Review When using the criteria of expected graduation term and degree checkout status to process Grade Review, students are skipped if they have an effdt date on PS_ACAD_PROG with matching criteria that falls within the expected graduation term. If students apply for graduation in the same term as the expected graduation term, they don't get selected by the process.
Student Records	739402000	Grading	Self Service: View My Grades shows enrollment in all careers but statistics for only one.	*Naviagation:* SA Self Service > Learner Services > Academics > View My Grades If a student has enrollment in multiple careers, enrollment in all careers is included on the the grade report. Statistics, however, are for the selected career only. Either only the selected career's classes should be on the page or term and cum statistics for both careers should display.

Student Records	1169635000	Grading	Classes Dropped for Penalty Grade Not Receiving separate RD Grade. Causes Grade Roster Problems.	In the Enrollment Request component you are not able to add a grade to any classes that have an RD attached without getting the appropriate error that the RD must be graded as well. That functions the way it should. But when you drop a class after the penalty grade period has begun, the enrollment engine assigns the penalty grade of W but does not update the RD grade. When user creates the grade roster the student shows with the grade basis of WDR and the appropriate W grade but the RD field has not been updated and is not available to update. So the grade roster cannot be approved and posted.
Student Records	1232886000	Grading	Self service grade roster transcript notes link functions inconsistently.	*Navigation:* SA Self Service, Learning Management, Management, Record Grades When an instructor enters all grades and transcript notes in the Record Grades pages and sets the Approval Status to Approved, the transcript notes are still editable. When the user exits the particular grade roster and brings it up again later, and clicks on the transcript notes link, the secondary page is displayed all gray. If the user then updates the approval status to Not Reviewed in order to edit one ot he transcript notes, the user must save, exit the page, and reload the class grade roster before the secondary page becomes editable. It appears the component peoplecode on SS_GRADE_RSTR.GRADE_ROSTER RowInit does not get refreshed until the user exits the component and comes back in.
Student Records	736187000	Term Activation	Academic levels incorrectly set on the STDNT_CAR_TERM records in batch Term Activation.	In the batch term activation process, the academic levels (beginning of term, end of term, and projected) are frequently being set incorrectly in the STDNT_CAR_TERM table which has affected approximately 1,000 students for the upcoming term. This occurs only for students whose primary academic program has a level load rule of the 'default' type. For example, a student who is a non-degree undergraduate and should receive a default level of 'non-degree' will instead receive a level of freshman, sophomore, etc.
Student Records	509281000	Transcripts	Performance problems searching for emplid on Transcript Request Detail.	Using the prompt on the emplid field on the transcript request detail panel and searching on a student's last name, it takes 9-10 minutes for the view (PS_TSCRPT_CAR_VW) to return any valid values. Search on this panel group needs to be rewritten for better performance.

Student Records	1275056000	Transfer Credit	Course Credit - cannot fetch data for more than 175 courses.	Receiving an array error on Course Credit page when student has more than 175 courses (in one instance) or 75 courses (in another instance). Error: Object Code error : file '/opt/apps/hr/82012_130/h8sjidp/cblbin/SRPCCART.gnt' error code: 153, pc=0, call=1, seg=0 153 Subscript out of range (in SRCCARTP.cbl, line 950)
Student Records	1285233000	Transfer Credit	Inappropriate academic level error occurs when unposting transfer credit when tc units adjust value exists.	In a specific situation, clicking the Unpost button in the transfer credit model causes a No Academic Level found for SETID.... (14600,118) message based on a negative value for cumulative total units. Users should be receiving message Unposting this model will result in a negative number in the Total Units field. Remove the TC_UNITS_ADJUST value for this term before continuing. The situation occurs when a student has posted transfer credit, a value in the TC Units Adjust field, the transfer credit articulation term is the earliest term activated term on the student's record, and the student has enrolled, passed units in the same term as the articulation term.
Student Records	1234286000	Waitlist	Waitlist process enrolls student into multiple sections of same class in the same term.	*Navigation:* Manage Student Records, Process, Waitlist Student is waitlisted on two sections of the same class, either in the same or different sessions within the same term. If space opens up in both classes, the waitlist process will enroll the student into both sections even if the class is not set up to allow multiple enrollments in the term.
Student Records	1268140000	Withdrawal	Cannot session-withdraw a student without "Withdraw with Greater Penalty" data.	No longer able to session-withdraw a student past the "Withdraw with Penalty" date since Bundle #6. "Withdraw with Greater Penalty" is now required to be populated. When not populated, the withdrawal process does not complete successfully and an error is returned stating that the withdraw with greater penalty grade fields are blank. All of customer's "Withdraw with Greater Penalty" values are empty for all sessions of all terms.