

PEOPLESOFT CAMPUS SELF-SERVICE



CONNECTING INFORMATION TO ACTION IN SELF-SERVICE

- Improved navigation in the Student Center
- Enrollment Backpack tool for students to plan and manage their academics
- Advisors and administrators can see the student's personal view of the center to facilitate assisting the student
- Students can post external financial awards
- Personal data pages can be updated and managed by all your campus community
- Fundraisers and recruiters have instant access to information about prospects
- Intuitive navigation to engage guests or prospects visiting your site
- Information linked to appropriate action enhances the user experience and productivity

Student, faculty, staff, alumni and donor expectations for access to information, transactions and services over the internet continue to rise. All your institution's constituents want to go online to find the information they need to make decisions or perform tasks quickly, easily, and efficiently. By stripping processes of unnecessary administrative layers, you establish a self-service connection for people who expect to perform tasks themselves. And you free up administrative time and resources—valuable commodities at a time when higher education is under great pressure to reduce administrative costs and increase academic performance.

Meeting Expectations

Campus Solutions 9.0 builds on previous releases by increasing both the functionality and ease-of-use in self-service applications across all the modules in the suite. The new self-service features give your constituents greater insight and adaptability because they:

- Tightly integrate information to appropriate action
- Deliver an intuitive user experience
- Improve collaboration and interaction
- Offer many choices in how and to whom you deploy self-service features

We designed Campus Solutions 9.0 so you can achieve both your goals of improving user satisfaction and gaining administrative efficiencies. Here are some examples of how this new release will accomplish these goals for your institution.

The Student Center

First introduced with the last release, the Student Center structure is a personalized Web page through which the student can access all the information required to manage his or her campus life, academics, financial transactions, and collaborate with other students, faculty, advisors, and staff.

In addition to giving students access to class schedules, financial data, contact information, course offerings, announcements, planning tools, enrollment, and advisement; the student center links all this information directly to specific actions a student may need to take to complete a particular process.

For example, from the Center a student can search for classes, plan his course roadmap and view academic information. From each of these areas, the student is led to transactions such as add, drop, or swap courses so she can successfully complete her enrollment without opening new windows or going to another location on your website.

Another example of information leading to action in the Center is while a student is attempting to view his grades. The student can see his grades (including assignment grades) and academic standing unless service indicators such as overdue fees, library fines, or parking tickets are outstanding. In this case, the student is provided with a direct link to the action he needs to take to lift the hold on his grades.

A third example is the course catalog search and browse capabilities that allow the student to search by a combination of criteria such as a specified number of course credit units or for a particular class on a specific day at a specific time. Then the student can make his course selection, place his selection in his personal planner for a specific term, and save all his selections—including optional classes. The institution can alert the student when he is able to enroll, and he can complete enrollment directly from his planner.

Khanom Keshishi

go to ...

Search Plan Enroll My Academics

my class schedule || add || drop || swap || edit || term information

Add Classes

1. Select classes to add

To select classes for another term, select the term and click Change. When you are satisfied with your class selections, proceed to step 2 of 3.

Select Term: 2006 Summer change

Open Closed Wait List

Add to Cart:

Enter Class Nbr: enter

Find Classes:

Class Search

My Requirements

My Planner

search

2006 Summer Shopping Cart						
Delete	Class	Days/Times	Room	Instructor	Units	Status
	ARTHIST 276-SF (1010)	TBA	TBA	P. Acosta	3.00	

Student Center enhancements provides the student with all the information needed to plan and manage his academic life, then links that information to an appropriate action or next required steps.

Another unique feature of the Student Center is that it allows an administrator, faculty member, or advisor to see the exact same view the student has of his personalized Center. This makes it much easier for them to help the student while he is in the process of trying to complete any task through self-service.

Enrollment Backpack

Enrollment Backpack is a powerful tool that students access through the Student Center to obtain extensive academic information, perform transactions, analyze and report his progress towards satisfying academic goals, and deliver the information he needs to make informed decisions about class enrollment. Additionally, the self-service planner feature provides convenience and flexibility for students to plan courses on a short- or long-term basis and directly enroll in planned classes as academic terms become available.

Self-Service Miscellaneous Fees

Most institutions have some sort of miscellaneous charges that they assess through the student receivables system. In many cases these miscellaneous charges are optional or triggered only when the student requests the service associated with the charge, such as purchasing a yearbook, a parking permit, or an athletic center membership. Because these items tend to be ad hoc in nature, administrative overhead is significantly reduced if students can select and pay for these items directly through self-service.

Now the student can select the item and be led through the process where she will be required to pay for the charge before completing the transaction. Once the student has completed the payment process, both the charge and the payment are posted immediately to the student’s account.

Purchase Items 1 2 3 4 5 6

2. Select Items

Enter the quantity for the items you wish to purchase. Use the calculate total push button to calculate the total amount of your purchase. Click NEXT to confirm your purchases.

Football Tickets				
Available Items	Unit Price	Quantity	Item Total	
PS Uni vs. Cal Tech	35.00	<input type="text"/>	0.00	
PS Uni vs. USC	38.00	<input type="text"/>	0.00	
Football Tickets Total			0.00	

Parking Permit				
Available Items	Term	Unit Price	Quantity	Item Total
Parking Lot A	2006 Fall	45.00	<input type="text"/>	0.00
Parking Lot B	2006 Fall	48.00	<input type="text"/>	0.00
Parking Lot C	2006 Fall	50.00	<input type="text"/>	0.00
Parking Permit Total				0.00

Currency used is US Dollar. **Total 0.00**

calculate total

Students can select and pay for miscellaneous charges through self-service.

Self-Service 1098T Forms (United States)

Institutions based in the United States are required annually to issue IRS Form 1098T to students so they can report tuition and fee amounts on their tax returns. With this new self-service feature, students can display and print their completed 1098T forms in PDF format via self-service, thereby further supporting your institution in its effort to reduce costs and streamline administrative processes.

Like all of PeopleSoft Campus Self Service, the Student Center, Miscellaneous Fees, and 1098T Forms features are configurable. You decide which content and links to add, so your students are just a click away from the information and transactions they access most often. Their satisfaction goes up, and your administrative support costs drop.

Managing Student Financial Aid Through Self-Service

Institutions are moving more and more financial aid processes online and putting them in the hands of the students through self-service. Oracle continues to build out




self-service features and added flexibility in the financial aid process so institutions can choose and configure the solutions to meet their needs and requirements.

Some of these unique features include:

- Students can report external awards through self-service which will immediately populate suspense tables so the institution can make adjustments to the previously offered financial aid package.
- Institutions can provide each student with the most current and accurate notification of the financial aid award package through self-service which the student can view and print.
- For institutions who would prefer the student select the lender for her financial aid, Oracle is providing that option through self-service.
- Financial aid administrators can use self-service tracking for compliance with required loan counseling for first-time student loan borrowers.
- Students can use self-service to authorize the institution to apply financial aid awards to a different term or ineligible charges.

The Faculty and Advisor Centers

The Faculty Center is the self-service hub for faculty and advisors. From a single site, faculty members can see class schedules and locations, view a dynamically updated class roster with a view of each student’s photo, and post grades. They can instantly connect to one or all of their students by e-mail. Like the Student Center, this page is configurable. You can link to PeopleSoft Gradebook, learning management systems, and any other applications you wish.

Enrolled Students				Customize	Find	First	1-3 of 3	Last
		ID	Name	Grade	Units	Program and Plan	Level	
<input type="checkbox"/>	1	 SR12206	Kalombo,Chantal	Graded	3.00	Liberal Arts Undergraduate - Biology (BS)	Freshman	
<input type="checkbox"/>	2	 SR12201	Keshishi,Khanom	Graded	3.00	Liberal Arts Undergraduate - Psychology	Sophomore	
<input type="checkbox"/>	3	 SR12202	Lancet,Amit	Graded	3.00	Liberal Arts Undergraduate - Philosophy (BA)/English Minor	Freshman	

Clicking on the icon displays the students picture and high-level academic information.

Advisors can access lists of assigned advisees and review individual class schedules, enrollment appointments, and to-do items. They can check for holds on student records, request unofficial transcripts and degree progress reports, find grades for a given term, and view their final examination schedule. Also, the advisor can see each advisee’s Student Center and other pertinent academic information to facilitate dynamic advisement with the student. Advisors also have a one-click connection with their advisees via e-mail.

Campus Community Self-Service

PeopleSoft Campus Solutions Self-Service provides online directories and access to personal profiles. Campus community self-service means that students, faculty, and staff can update their own personal profiles and data online, reducing the possibility for errors and the need for administrative data entry.

The Personal Data Summary page is intended as the jumping-off point for all self-service information related to a person's bio-demographic and résumé-type information. Any person authorized by the institution can use this page, not just students. So your expanded community can include faculty, staff, alumni, prospects, donors, and others.

Betty 's Personal Data Summary

Personal Information		Holds No Holds.								
Names Emergency Contacts Internet Addresses Demographic Data	Contact Information <table border="1"> <tr> <td>Home Address</td> <td>Campus Address</td> </tr> <tr> <td>643 Robinson St Buffalo, NY 74940</td> <td>None</td> </tr> <tr> <td>Home Phone</td> <td>Campus Email</td> </tr> <tr> <td>555/123-4567</td> <td>None</td> </tr> </table>	Home Address	Campus Address	643 Robinson St Buffalo, NY 74940	None	Home Phone	Campus Email	555/123-4567	None	To Do List No To Do's.
Home Address	Campus Address									
643 Robinson St Buffalo, NY 74940	None									
Home Phone	Campus Email									
555/123-4567	None									
Security Settings Personal Identification Number FERPA Restrictions User Preferences										
Credentials Information Languages Licenses and Certificates Memberships Work Experience										
Participation Information Publications Extracurricular Activities Honors/Awards										

The personal data page contains résumé-type information.

You can also offer a choice of online services to prospective students by allowing them access to campus information, see how course credits will transfer, or submit an application through community self-service.

Contributor Relations

For fundraisers and recruiters, PeopleSoft Campus Self Service offers a relationship management tool that provides instant access to information about prospective contributors and students. Armed with this information, your institution can improve its outreach—building stronger, more lasting relationships with these groups.

Fundraisers and recruiters have online access to information about prospect assets, interests, relationships, giving history, ratings, contact history, and more. They can add, update, or view prospect strategies; link actions to those strategies; update and share contact reports; create and view to-do lists; and analyze prospect data to determine if strategies are on target.

Contributor Relations 9.0 delivers more intuitive navigation for a better user experience for guests coming to your website. And, as with the Student and Faculty Centers, your prospect managers will find links to action intuitively positioned on each page to help the user choose the next step she might want to complete next for each visitor or prospect.

Oracle's PeopleSoft Campus Self-Service Datasheet
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