Financial Aid ctcLink Resource Overview Document



Table of Contents

Introduction **3**
- Training 3
- Immediate Go Live Support is available! 3
- Support Staff Contacts 3
  - ctcLink Customer Support (FA) 3
  - Legacy Support 4
- Getting Started in ctcLink Financial Aid 4
  - Getting to Know You 4
- ctcLink Financial Aid Support Distribution List (eList aka Listserv) 4
  - Join the listserv for timely announcements and tips! 4
- Ticketing System 4
  - Submitting Support Tickets in SolarWinds 4

Security Roles Review **6**
- Query Security 6
- SACR Security 7
- Service Indicator and Student Group Security 8
- Dual Processing Security 11

Dual Processing Overview **12**
- Recommendations for successful processing 12
- Set Up Dual Processing Jobs **13**
- Critical Notes about Dual Processing & Legacy Systems 13
- Scheduling CTCFADP & HPUX Jobs 13
- Recommendations for FAM Disbursement 14
- Other Recommendations for Disbursement 14

Dual Processing Known Issues **15**
- Incorrect/Missing Crosswalk Dual Processing 15
- Student Worker Payroll Extract 16
- Award Sub Codes 16
- Processing Census 16
- Students Not Enrolled 16
- WASFA Students/Students with No SSN 16
- Nightly Jobs 17

Dual Processing Crosswalk Review **17**

SAP Configuration Review **17**

Bank Mobile Review **19**

Other Tips & Resources **21**
- Dual Processing Guide 21

BankMobile Student Data Process (for BankMobile colleges) 21
(Biodemo data sent to BM) 21
FAM Disbursement Processing 21
Data Validation 21
Reporting Tools 21

Introduction

Welcome to the world of Financial Aid in PeopleSoft!

This document has been created to assist you in navigating the first week/first month of working in PeopleSoft.

Please feel free to save a copy to use while proceeding through your workday and let us know of any updates or how to make this better.

Training

Quick Reference Guides and Canvas Courses are available. Please review and learn about these two areas **as much as you can** before *Go Live.* It is also recommended that you explore the ctcLink Reference Center as your first resource for business process overviews and step-by-step instructions for processing in ctcLink.

Immediate Go Live Support is available!

During the first two weeks of Go Live, please visit our live support WebEx for immediate assistance. Information on the Go Live Support WebEx will be provided to you/your PM prior to Go Live. Each pillar has planned specific activities meant to orient you to your new world of processing in ctcLink. You may find some other sessions offered by our SF Support and CS Support teams valuable for you or any of your staff to attend. Explore your college's ctcLink post go-live Activity Outline to view the support sessions planned for go-live for all ctcLink Pillars.

Support Staff Contacts

ctcLink Customer Support (FA)

If you have any detailed questions, please contact the following support staff and we'll be happy to assist. In addition, you can email all of the PeopleSoft FA Support staff listed below by emailing fasupport@sbctc.edu.

Staff	Role	Email
Kelly Forsberg	FA Support Training	kforsberg@sbctc.edu
Deborah Englehardt	FA Functional Analyst	denglehardt@sbctc.edu
Stephanie Casino	FA Senior Functional Analyst	scasino@sbctc.edu
Jedidiah Lara	FA Functional Analyst	jlara@sbctc.edu
Britney Corbitt	FA Functional Analyst	bcorbitt@sbctc.edu
Connie Burrow	FA Functional Analyst	cburrow@sbctc.edu

Legacy Support

Becky Phillips - FAS Product Manager

bphillips@sbctc.edu
Please contact Becky Phillips for questions about Legacy processing and functionality while in Dual Processing. Our team will work closely with you and Becky to monitor file transmission and to answer questions about processing that crosses FAM and PS.

Getting Started in ctcLink Financial Aid

Getting to Know You

FA Support would like to know your subject matter experts (SMEs) who will be responsible for each area of FA Processing. For example, who will be running and reviewing your Dual Processing Jobs? Who will be working with Student Financials for Disbursement? Once you are fully processing aid for your new aid year, it will be helpful to know who processes Pell, Loans, R2T4, SAP, Communications, State Grants, Authorization and Disbursement, etc. This will help monitor processes for your college and quickly work to resolve any problems.

ctcLink Financial Aid Support Distribution List (eList aka Listserv)

Join the listserv for timely announcements and tips!

If you're not already subscribed to the **ctclinkfinaidsupport** listserv, please subscribe-- and encourage your staff to subscribe—to the listserv so you don't miss updated documentation announcements and other information from FASupport. ctclinkfinaidsupport list serv

Ticketing System

Submitting Support Tickets in SolarWinds

Please note, upon conversion, in the ticketing system, your legacy account was closed and you will need to switch to the ctcLink. This switch is easy, you will need to create a new Service Desk profile, using your ctcLink account. Simply browse to https://servicedesk.sbctc.edu and log in with your ctcLink username (101XXXXXX) and password. You will be prompted to fill in some info (email, phone, etc), and the system will create your account.

After this is done, you can open a ticket with the SBCTC Helpdesk, and request that all of the tickets associated with your legacy account profile be switched to the new profile, and remove your old one. ***Going forward, you will always log into the Service Desk with your ctcLink credentials.***

Help us help you! The FA Customer Support Team is committed to responding within one business day after submitting ALL the required information for your ticket.

How to Submit a ctcLink Support Ticket

Required information:

- Describe the problem and steps you took
- Provide the EMPLID of a student example

- Attach any files, screenshots and/or reports related to the issue
- If process related, reference the processing guide/QRG used, the EMPLID of the staff who ran the process, navigation to the page used and screenshots of their Run Control ID parameters
- Indicate any deviations from the global process

During the two-week Support Live, we'll be submitting tickets on your behalf related to Dual Processing setup and cleanup.

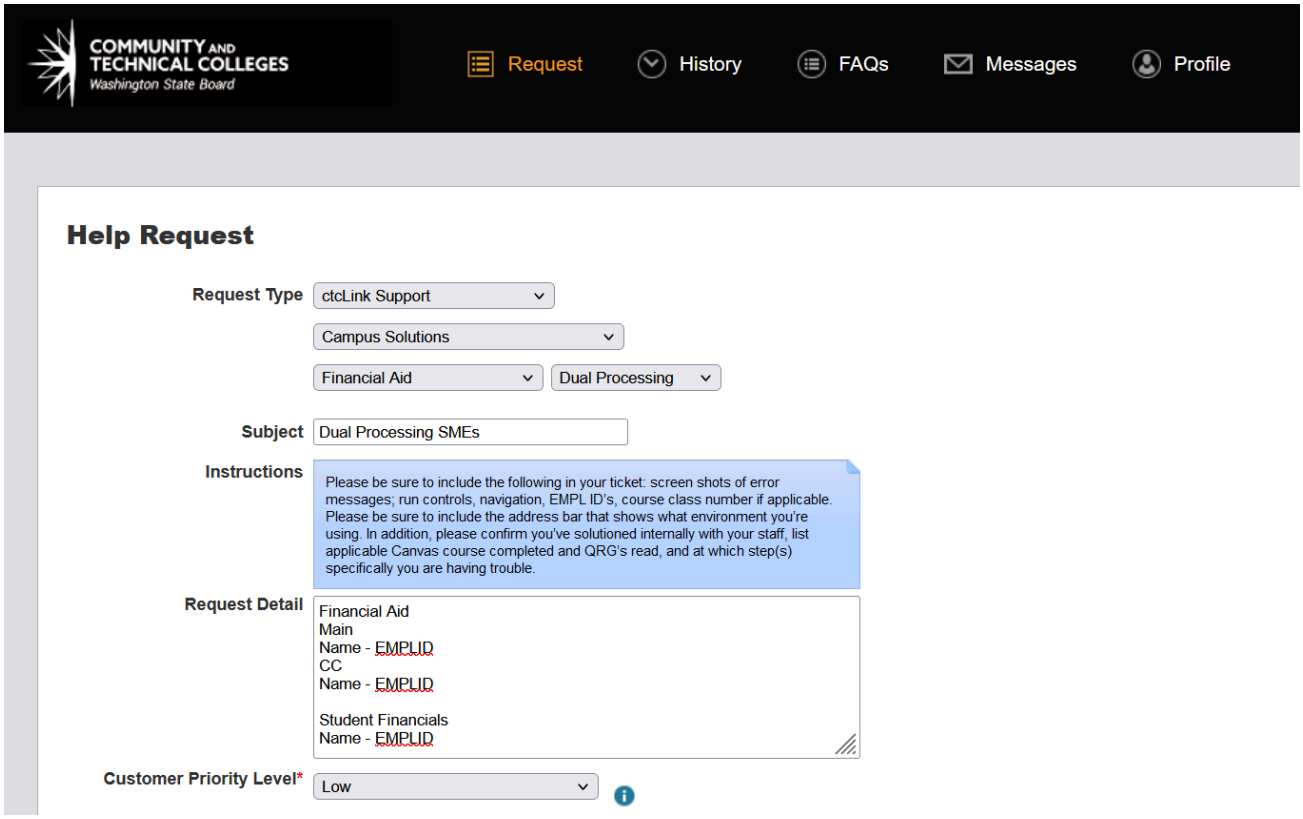
So that we know who to assign the Dual Processing setup and cleanup tickets to, please submit a Dual Processing SMEs ticket.

Request Type: ctcLink Support > Campus Solutions > Financial Aid > Dual Processing

Subject: Dual Processing SMEs

Request Detail:
Financial Aid
Main
Name - EMPLID
CC
Name - EMPLID

Student Financials
Name - EMPLID



Dual Processing Run Control IDs and Security Quick Reference Document



Dual Processing Run Controls IDs and Secu

Security Roles Review

In order to proceed smoothly through the Dual Processing Guide, having the proper security is important. Make sure to review each security area mentioned below before moving on.

Query Security

Confirm staff assigned to run Dual Processing have access to the following pages and queries.

Page navigations:

Nav Bar > Reporting Tools > Query > Query Viewer

Nav Bar > Reporting Tools > Query > Schedule Queries

Dual Processing queries:

CTC_FA_I111_BIODEMO_VALIDATION
CTC_FA_I121_SDNTENR_VALIDATION
CTC_FA_I112_SDNTCAR_VALIDATION
CTC_FA_I123_STDNDEG_VALIDATION
CTC_DUAL_PROC_THIRD_PARTY_PMTS
CTC_FA_CENSUS_EXTRACT_I113
CTC_FA_DUAL_PROCESSING_WDRW
QCS_FA_DUAL_PROCESSING_UNOFF_W
CTC_FA_STDWRK_EXTRACT_I115
CTC_FA_RECON_EXTRACT_I114
CTC_FA_AIDYR_ACTIV_I118
CTC_FA_SAP_I118
CTC_FA_DUAL_PROCESSING_SAP_RPT
CTC_FA_ACAD_PLAN_EPC
QCS_FA_FAM_CROSSWALK_ITEMTYPE
QCS_FA_FAM_CROSSWALK_ACADPLAN
QCS_SF_ITM_TYPE_GL_INTERFACE
CTC_SF_VAL_CHRG_PRI_BI

If you get, “**No matching values were found,”** when you search for a query, you are missing a role or record needed to access the query.

Common roles FA users need to get access to the queries listed above:

ZD_DS_QRY_FA_SSN_HIGHSENS
ZD_DS_QRY_FINANCIAL_AID
ZD_DS_QRY_STUDENT_FINANCE
ZD_DS_QRY_STUDENT_RECORDS

Your local security team can run QCS_DS_QUERY_RECORD_USER_RPT query to figure out which roles/records you are missing in order to get access to a query you need

SACR Security

For data validation and troubleshooting, it is helpful to have certain view-only roles in Student Records and Student Financials. We have listed pages that FA users commonly navigate to outside of Financial Aid. If you do not have access to any of the following pages, work with those areas to get the view-only roles assigned.

Page navigation:

Nav Bar > Set Up SACR > Product Related > Student Financials > Item Types
Nav Bar > Curriculum Management > Course Catalog > Course Catalog
Nav Bar > Records and Enrollment > Career and Program Information > Student Program/Plan

Student Records security roles:
ZD CM Course and Class Inquiry or ZD CM Course Catalog
ZD SR Student Program

Student Financial security roles:
ZD SACR SF Item Type Config
ZD SACR SF All Config

Set Up SACR and View Only Security References for Local Security Team

Set Up SACR
All ZD Security Roles View Only

Service Indicator and Student Group Security

Service Indicator and Student Group security is another area where you will want to work with Student Records and Student Financials to get view-only access to certain Service Indicators or Student Groups they put on students.

For Financial Aid, below is a list of globally used Financial Aid Service Indicators that your staff will need access to view/add/release.

Page navigation:
Nav Bar > Campus Community > Service Indicators > Person > Mass Assign

Global Financial Aid Service Indicators

Service Indicator Code	Description	Reason Code	Description
F01	FA Disbursement Hold	FMULT	Aid received at diff college
		FOWES	Owes repayment on FA funds
		FPLAN	Taking Courses not in AcadPlan
		NSLDS	NSLDS Transfer Monitor Alert
F02	Tuition Deferred-Possible FA	FAPND	Financial Aid Award Pending
F03	FA Refund Hold	DROP	Dropped Units
		FATIV	Repayment Calculation
		FENRL	Change in enrollment status
F04	FA Ineligible Academic Plan	FIP	Ineligible Acad Plan for FA
F05	Financial Aid Repayment	CBS	Owes CBS Repayment
		FSEOG	Owes FSEOG Repayment
		PASSF	Owe PassportFosterYouth Repymt
		PASSI	Owes Passport Incentive Repymt
		PELL	Owes Pell Repayment
		PLUS	Owes PLUS Repayment

		SNG	Owes SNG Repayment
		SUB	Owes Subsidized Loan Repayment
		UNSUB	Owes Unsubsidized Loan Repymnt
F08	SULA Review	SULAR	SULA Review
FLF	Financial Aid Less than FT	FALFT	Less than Full Time Enrollment

Global Student Groups Commonly Financial Aid Users Request Access To

Student Group	Description	Short Description
ROPG	Opportunity Grant	Opp Grant
RPTC	Passport to College	Passport
SAPR	Apprenticeship	Apprentice
SBFT	Basic Food, Employment & Train	BFET
SBST	Intgrtd Basic Ed Skill Traing	IBEST
SEAG	Early Achievers Grant	EAG
SEAP	Student Emergency Assistance	EmrgcyAsst
SFCY	Foster Care Youth	FosterCare
SINT	International Student	Intnl Stu
SRSL	Running Start Waiver	RS Waiver
SRSR	Running Start	RS Student
SSEH	Stds Experiencing Homelessness	HomelesStu
SVBA	Chapter 30 MGIB	Ch30 MGIB

SVBB	Chapter 31 VR&E	VR&E
SVBC	Chapter 32 VEAP	VEAP
SVBD	Chapter 33 Post 9/11 Veterans	9/11 Vets
SVBE	Ch 33 Post 9/11 TOE Dep Child	9/11 TOE C
SVBF	Chapter 35 Dependent Child	Ch 35 DepC
SVBG	Chapter 1606 MGIB	Ch1606MGIB
SVBH	Chapter 1607 REAP	REAP
SVBJ	Active Duty TA	Active TA
SVBK	Active Duty Military Benefits	Active Ben
SVBL	Active Duty Dependent Benefits	Act Dp Ben
SVBM	Ch 33 Post 9/11 TOE Elg Spouse	9/11 TOE S
SVBN	Chapter 35 Eligible Spouse	Ch 35 ElgS
SVBP	All Other Veterans w/Ben	Othr VwBen
SVBV	VRAP	VRAP
SVBZ	All Other Veterans No Ben	Othr VnoBn
SVET	Veteran Information	ReqVetInfo
SWRF	WorkFirst	WorkFirst
SWRT	Worker Retraining	WrkrRetrng

Service Indicator and Student Group Security QRGs for Local Security Team

SACR Security Service Indicator Security
Student Group Security

Dual Processing Security

In order to complete the steps for Dual Processing, there are some security roles that Financial Aid and Student Financials staff need to have assigned to their EMPL ID. Below are the navigations as well as the roles to be assigned.

Financial Aid Roles:

Nav Bar > PeopleTools > CTC Custom > Extensions > Upload/Download Files

ZZ_FA_UPLOAD_DOWNLOAD

Nav Bar > Campus Community > CTC Custom > CTC Query Reporting Table

ZZ_CC_QRY_RPT_TBL

Nav Bar > Financial Aid > CTC Custom > CTC Interfaces > FAM > FAM

ZZ_FINANCIAL_AID_MANAGEMENT

Student Financials Role:

Nav Bar > Financial Aid > CTC Custom > CTC Interfaces > FAM > FAM Disbursement Data Process

ZZ_FINANCIAL_AID_DISBURSEMENT

Note: It is <u>not</u> recommended for a staff person to have access to both the FAM page as well as the FAM Disbursement Data Process page

Additional Security References for Local Security Team

Security Access to Student Service Tabs
All ZZ Security Roles Processor

Dual Processing Overview

Dual Processing was created to allow Financial Aid users to finish their current Aid Year processing in the Legacy system after PeopleSoft go live. This solution allows users the ease of continuing Financial Aid processing without converting over live data. Users will finish processing in Legacy while preparing for the upcoming Aid Year in the PeopleSoft system.

Recommendations for successful processing

It is highly recommended that you review the Dual Processing Business Process Guide end-to-end. Plan to have the guide available at all times while processing for a quick reference.

- Plan your desired processing schedule, i.e. How often do you want to Disburse? Daily? Tuesdays and Thursdays only? Your other processes will need to be coordinated around your desired processing schedule.

- Set up your Dual Processing Jobset to run outbound processes automatically. ***DG6 Colleges will complete this work together during the go-live support session with the help of ctcLink and Legacy Support Teams.***
- Review your Legacy side processing and reports that will be run as part of Dual Processing.
- Ensure that you are running your PS INBOUND processes that are required to process disbursements, SAP, and reconciliation -- *in addition to* your PS OUTBOUND processes.
- Coordinate your refund schedule with your SF/Business Office responsible staff. Ensure that this staff has the proper security access to execute these processes.

Preparing for Disbursements

- It is critical that you do not initiate disbursements before FA Support and SF Support inform your office that any conversion clean up needed after go live is complete.
- Please inform FA Support and your SF staff of your target first disbursement date after go-live so that the process can be coordinated.
- There are business process changes at go live which are covered in detail in the Dual Processing Business Process Guide, among them are disbursing from FAM while in Dual Processing and Disbursing when you are fully in PeopleSoft.
- Due to the need for Separation of Duties, your SF staff will run the Dual Processing disbursement process in PS. Please see the QRG below for an overview of these steps. There are related security roles needed to run this process:
  9.2 FAM Disbursement Data Process (Post)

Set Up Dual Processing Jobs

Dual Processing jobsets will be built together during the go live webex with support from ctcLink FA Support and the Legacy FAS Product Manager.

Critical Notes about Dual Processing & Legacy Systems

Dual Processing actually means much more than disbursing using FAM and PS. The other jobs do need to run daily so you can continue to process aid in FAM.

While in Dual Processing you'll use data from PS instead of from SMS. One example is the program information that is needed to create loan and Pell records for COD reporting. Now that you are in Dual Processing that program data will derive from PS instead of SMS, and will be continued to report out of FAM.

After you have reviewed the crosswalk data and have returned any changes to SBCTC FA Support, the Dual Processing jobs can be set up. FA Support and Legacy Support will coordinate the best time to schedule the automated jobs needed for processing after your jobset run controls are created by your designated staff.

Timing of the jobs is important. The PS processes that create the four extract files need to be scheduled to run at least an hour before the corresponding HPUX batch job group (AG995R) is scheduled. These also need to be scheduled to run on a daily basis (Monday through Friday). The best time to run these processes is late evening depending on when your HPUX system goes into Production mode. Any other HPUX batch jobs can run after the AG995R has posted the PS data to the cloned databases on the HPUX.

Scheduling CTCFADP & HPUX Jobs

Here's an example of the scheduling:

NOTE: the times at your colleges may be different

10:00 PM – PS job set to create the 4 extract files
Axway picks up the files and moves them to the HPUX

11:00 PM – P110 HPUX goes into Production Mode
Process Level A - AG995R launches and posts the data from the 4 files into the cloned databases.
Process Level B – KW5001J launches and creates the file of rollover track codes. Files is sent to PS via Axway
Process Level C through Process Level _ – other legacy HPUX batch jobs used to process financial aid.

The following are typically scheduled by a college to process financial aid but there are many more you might typically schedule. All should be scheduled in their own Process Level in Production:

SM9108J – (Finaid Bio Update from SMS)
AG905R – (Preliminary Check Calc)
SM9110J – (Finaid Academic Attempted Hours Update) – one instance for every quarter at different Process Levels
SM9111J – (FAS Academic Enrolled Program Data Update) – one instance for every quarter at different Process Levels

You can find the list of HPUX Batch jobs available while in Dual Processing in the BPG.

Recommendations for FAM Disbursement

We do recommend that you run the Preliminary Check Calc job group (AG905R) on a daily basis. After reviewing the reports from AG905R and when you are ready to create a disbursement file, you will schedule AG996R. This job group can be run as frequently as you need; however, since you cannot pull back any disbursements once AG996R creates the disbursement file it is important to review the reports from the preliminary job group first to ensure all records are valid. Please coordinate with your SF staff who will be running the PeopleSoft Disbursement and Refund Processes before processing disbursements.

Other Recommendations for Disbursement

Run the Disbursement job one batch at a time. Wait for it to Post to SF before running the next batch Disbursement. Review the outcome of each batch by viewing the Process Monitor and the log that is attached to each process before running the next disbursement job. Detailed instructions are provided in the Dual Processing Business Process Guide under the Disbursement (PeopleSoft) section. The example in the screenshot below indicates a missing FAPC. Should this occur, please open a ticket with FA Support to correct your crosswalk values.



```
                        PS FAM Disbursement Check Data Summary Log
                        ------------------------------------------


Run Control Parameters
----------------------
Institution      : WA140
Use System Date  : N
Operator ID      : [redacted]
Run DateTime     : 2019-06-21-15.24.16.000000
Process Instance : 30496403


The selected File: WA140DISBURSMENT_201906171650.dat is loaded.

The Total number of rows loaded: 54


                        Error Information
                        -----------------

Error: Invalid Epic Code i.e. No valid Item Type mapped in CTC_PSFAM_AE crosswalk:
--------------------------------------------------------------------------------

Emplid       FAPC Codes
[redacted]   924000000010

Emplid       FAPC Codes
[redacted]   561

Total rows not processed due to invalid legacy FAPC codes is: 2


                        Reconcile Report
                        ----------------


Total rows in file                    : 54
Total rows not processed due to errors : 2
Total rows processed successfully     : 52


Note: To review the processed row please navigate to Home > Student Financials > Charges and Payments > Group Processing > Create Group Data Entries page
      The Group ID to view is: 00000000001020
```

Dual Processing Known Issues

Incorrect/Missing Crosswalk Dual Processing

Dual Processing Outbound and Inbound processing utilizes crosswalk values to translate PeopleSoft data to corresponding Legacy data and vice-versa.

FA Support will open tickets for each college and provide a current list of these values at Go Live. You will have an opportunity to review these values and correct any incorrect or missing values.

Why this is important

- *You will not be able to disburse to students that do not get successfully processed through Dual Processing.*
- *You will have manual disbursement cleanup to do if FAPCs are not cross walked correctly.*

Student Worker Payroll Extract

You may see changes in the total earnings depending on when you run the process. For example, you may run the process in January to get total Fall Quarter earnings, but the process is tied to an

HR table that has a delay so you will want to look at the Fall Quarter numbers again when you run it in February.

Award Sub Codes

Dual Processing is not designed to handle enrollment levels as award sub codes. If you will be using Award Sub Codes to track enrollment levels during Dual Processing, submit a ticket to FA ERP Support because the reconciliation file will need manual manipulation.

Processing Census

Contrary to the word “Census” in the name of the process, it is not a process that should be run only once after Census. This is a process you will fun frequently.

Students Not Enrolled

Although there is an override currently to use on the Legacy side, it is recommended that you become familiar with the Processing Disbursements for Students with No Enrollment on PS Side steps in the Dual Processing Guide.

WASFA Students/Students with No SSN

There are a few workarounds and the workaround you choose will depend on how your college decides to code the FAM, SMS records. Keep a list of records you are using these workarounds on so that they can be updated at a later time to include an actual ITIN (if available) and a row with an SSN of all XXX’s can be added back when the student’s aid applications will be fully processed in PS.

Workaround 1

If you are using the Legacy SID as the SSN and ITIN in FAM, have Records and Enrollment add a row for an ITIN National ID Type. Then have them list the Legacy SID as the ITIN number. Finally, make the ITIN the “flagged” primary National ID. Ensure there is no SSN row with XXX’s on the Add/Update Person Screen. If there is, delete it.

Workaround 2

If you are using the EMPLID as the SSN and ITIN in FAM, have Records and Enrollment add a row for an ITIN National ID Type in PS. Then have them list the EMPLID as the ITIN number. Finally, make the ITIN the “flagged” primary National ID. Ensure there is no SSN row with XXX’s on the Add/Update Person Screen. If there is, delete it.

Nightly Jobs

There may be times when you come in in the morning and notice that your Dual Processing ran to Error or No Success. We have seen Dual Processing jobs run unsuccessfully because a previous job in the queue did not finish running by a certain time or there is some data PS is unable to process. Becky and FA ERP Support will work with you to troubleshoot the issue and get jobs set back on the recurrence again.

Dual Processing Crosswalk Review

FA Support has created tickets for review and approval of your crosswalk values for Dual Processing. Errors in these values may not be apparent until you are running your Dual Processing validation extracts and your preliminary check calc process.
We will be reviewing these more together during our crosswalk review session on day two of the go-live support webex and on the days beyond. These crosswalks should be reviewed before planning to process a LIVE disbursement via Dual Processing.

FA Go Live Crosswalk Review

SAP Configuration Review

Before you can run SAP, FA Support must finalize your SAP Configuration, or results will not be accurate. FA Support staff will open a ticket for you to review Remedial Course values that should be excluded from SAP calculations. You must review these Remedial Course Values to verify they are courses you wish to exclude from the SAP calculation's "max attempted units" test.

To better understand how these values are used in PeopleSoft SAP Processing, review the SAP Processing Guide (SAP Setup pp. 1–28)

SBCTC will run a script that should list all of your remedial coursework. The results will be attached to a ticket for your review. Below is a snapshot of what the output may look like.

	A	B	C	D	E	F
1	INSTITUTI	CRSE_ID	CRSE_OFF	ACAD_CA	SUBJECT	CATALOG_NBR
2		077428	1	UGRD	ART	90
3		077429	1	UGRD	ART	91
4		077430	1	UGRD	ART	92
5		077431	1	UGRD	ART	93
6		077587	1	UGRD	ABE	1
7		077588	1	UGRD	ABE	2
8		077589	1	UGRD	ABE	3
9		077590	1	UGRD	ABE	10
10		077591	1	UGRD	ABE	11
11		077592	1	UGRD	ABE	12
12		077593	1	UGRD	ABE	14
13		077594	1	UGRD	ABE	17
14		077595	1	UGRD	ABE	19
15		077596	1	UGRD	ABE	20
16		077597	1	UGRD	ABE	21

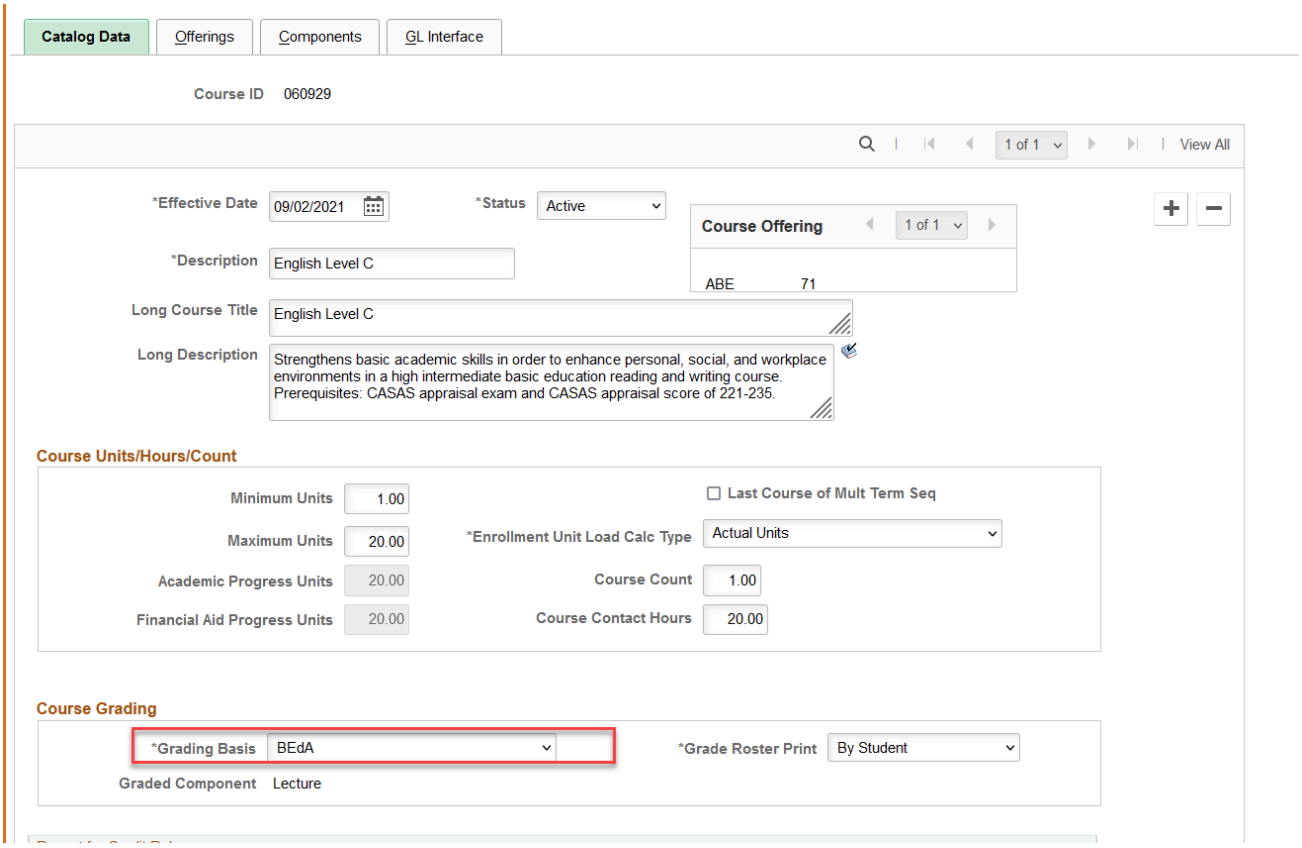
The courses in this list should be eligible for exclusion when determining a student's maximum timeframe, up to a limit set by the institution (typically 45 credits). If a course is NOT in this list, it will always count towards max timeframe.**

You can indicate missing courses in a ticket, which will be created for you.

Exception: ABE will never count towards max timeframe if courses are configured correctly. Please review your ABE courses on the Course Catalog page (Nav > Curriculum Management > Course Catalog > Course Catalog**).

Reviewing ABE Courses

The remedial course list will not exclude ABE courses from SAP correctly. To ensure that ABE courses are treated properly by the SAP calculation, verify that your ABE courses are using the correct grading basis. You can view this on the Course Catalog page.



The grading basis should be BEdA for ABE courses. To view all of your ABE courses at a glance, you can run the query **QCS_CM_BASICSKILLS_GRADEBASIS.**

If you don't have access to the Course Catalog page or the query, please contact your security team.

Bank Mobile Review

Below is a general overview of the tasks that take place prior to and at go-live to transition to processing for Bank Mobile now that you are on PeopleSoft. FA Support will work with you to keep you informed on the progress of the transition and will also reach out to you for approval of test and live files during this transition period.

Process	Responsible Party	Description	Coordination
File Transfer Set Up	Bank Mobile & SBCTC Server Team	Set up of new account security keys(?)	SBCTC's Jim H and Bank Mobile
Conversion List	Bank Mobile	Sends Project conversion list of existing active student data	Server team assisting with file transfer
Conversion Files	Bhuvana/Project	Project returns files with converted data to be validated	Server team assisting with file transfer
Turn Off Auto-Send of Enrollment Files	SBCTC Data Services	At some point, SBCTC needs to turn off the automated process for sending Enrollment Files and update with the new ID format.	SBCTC Data Services
Bank Mobile Ready for Test Files	Bank Mobile & SBCTC Server Team	Bank Mobile approves conversion; requests one of each file type before turning directories back on	SBCTC's Jim H and Bank Mobile
First Enrollment File sent	SBCTC Data Services	Data services sends first enrollment file; BM confirms valid format. BM gives greenlight to enable auto-transfer.	Steven Marx – coordinate via email; Support will open a ticket for each DG
First Test File - Demo file	Support with colleges	Bank Mobile Student Data process generates file. College affirms file is good to process via email with BM.	Server team assisting with test file transfer. BM emails all and waits for college response. Gives greenlight to enable auto-transfer.
First Test File – Refund file	Support with colleges	Bank Mobile Refunds process generates file	Server team assisting with test file transfer. BM emails all and waits for college response. Gives greenlight to enable auto-transfer.

			(SBCTC's Jim H and Bank Mobile's Amy Duong/Jack DePalma)

Other Tips & Resources

Dual Processing Guide

Financial Aid Dual Processing Business Processing Guide

BankMobile Student Data Process (for BankMobile colleges) (Biodemo data sent to BM)

BankMobile Student Data

FAM Disbursement Processing

FAM Disbursement Data Process Posting

Data Validation

Data Validation Financial Aid Draft Presentation

Reporting Tools

- A PeopleSoft Query is a tool that extracts institutional information from a database and displays that data via Excel, HTML, or XML. These queries are also used to identify and track student data (and financial accounts) so that the database can operate as intended.
- Please consider taking part in the ctcLink PS Query Development training Materials and Courses to learn more about this invaluable tool.
  - Most Used and Favorite Queries
  - CS Pillar Specific Queries