Call in numbers

1.800.893.8850
6384637

Attendees: Patty, Mae, Barbara, Lora, Jane, Shirlee, Anita, Jennifer, Sandy
No additions to the agenda
Modification to the student schedule printout –Mae (see handouts) approved by UAS, UAA, UAF
Location Base Alert WF TR – Patty (see handout) approved by UAS, UAA, UAF to move to the WF team.
Create a workflow that will kick-off each night an email to a student who enrolled in any course during that day that has a session code of –
> 1 = 1-20% location based
> 2 = 21-50% location based
> 3 = Traditional ->50% location based
Of which that course campus code found on SSASECT is not equal to the student's primary campus found on SGASTDN.
From Mary
I spoke with Kenny and Martha from the help desk. New students receive something (acceptance letter, pin mailer, email from admissions office) indicating that they've been accepted and/or to login to UAOnline for the first time. The new student goes to UAOnline (or ELMO then UAOnline), enters in their temporary pin, completes the prompt for them to reset their pin, and then the student's screen errors out. The error indicates that the student does not have a campus affiliation set up yet, and the student can go no further in UAOnline.

What happens next varies, but apparently many times the students call the registrar's office, and then are getting forwarded to the help desk. The help desk is seeing an increasing number of calls coming in with this issue. This is happening across the system; it's not exclusive to a single campus.

Questions:
1) The calls with this issue have become more prevalent in the past approximately four months - what has changed? **Could it be the email migration; No changes**
2) What can we do to help solve this? **Seems like the SGASTDN record is not built – could we see a couple of students to help diagnose the issue? We are in the dark without some examples.**
3) What does the registrar's office or admissions office do when they get these calls coming in? **Not sure – but I am certain we would research -**
4) What should the help desk be doing? Right now the help desk staff forwards the call back to the registrar's office once they determine the issue. However, they really don't want to be giving this new student the run-around.
This is a tough one without knowing what the issue may be (most likely they need the SGASTDN screen which is needed; the unsecured side a help link has the OIT support center at the top…someone has to scroll down to see another campus contact.
Waitlist – need to set up a time to meet and have the timers on; Perhaps the next meeting?
Thanks Lora for taking over the Reg team!!!! Three Cheers for Lora