

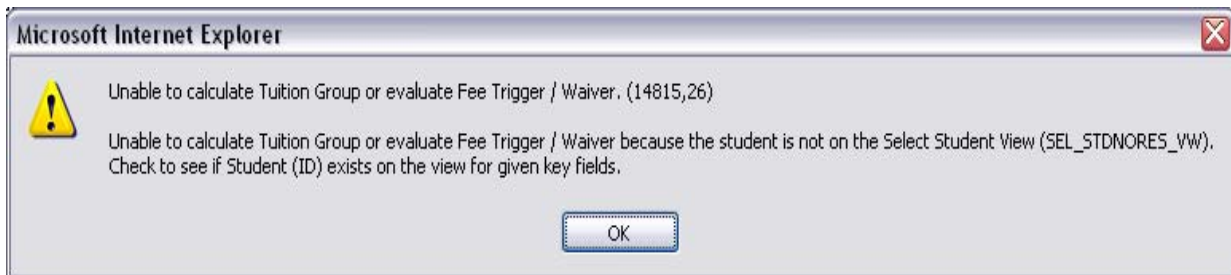
# Tuition Calculation Errors & Resolutions

## Errors and Resolutions

The following are issues and resolutions related to calculating tuition for students.

**#26 Unable to Calculate Tuition Group or Evaluate Fee Trigger/Waiver** errors are generated when there is a problem with the Program Plan Stack. If a Program Plan Stack has a Program Action **WADM/NOSH** (Cancelled Status), **DISC** (Discontinued Status), **COMP** (Completed Program Status), or **DISM** (Dismissed Status) row, then Tuition Calculation Error #26 is generated. Tuition Calculation is not affected by whether the **Eligible to Enroll** flag is set to **Yes** or **No**.

**Resolution:** For Program Actions of **WADM/DISC/DISM**, add a row of **RADM/REIN** to Program Plan Stack and make the effective date on or before the beginning of the Term. After tuition is calculated successfully, restore the record to its original state. For a Program Action of **COMP**, navigate to *Use/Student Degrees* and **delete the degree row**; go to the Program Plan Stack and **delete the COMP row** and calculate tuition. Once tuition has successfully calculated, restore the record to its original state.



**#41 Unable to Calculate Tuition** errors are generated when there are multiple term activation rows for the same term. This error is generated, regardless of whether these rows cross institutions or careers, if they are for the same term. Whether the **Eligible to Enroll** checkbox is checked or not checked, has no impact on the success or failure of the Tuition Calculation.

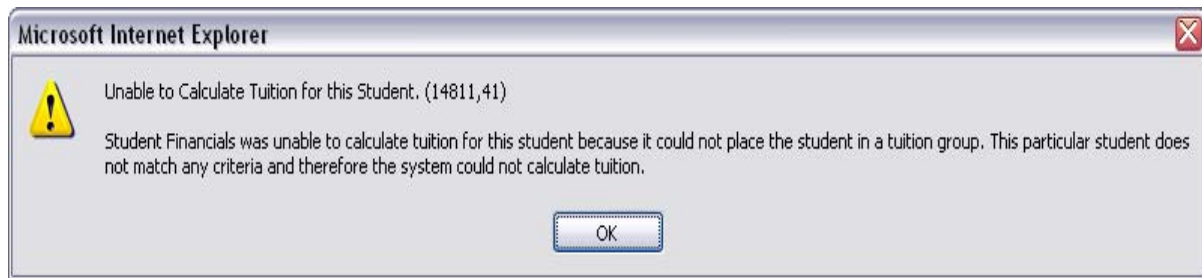
**Resolution:** **Delete the Term Activation row for which the student did not enroll.** If transfer credit exists and has been posted to the record, then the operator must first unpost the course credits. The operator can delete the term activation row and tuition will calculate successfully. The operator must then go back and post the course credits to the record.

In some cases, the term activation row cannot be deleted because enrollment records exist. If enrollment records exist, the operator must have access to the *Enrollment* pages.

<b>NOTE:</b>	<b>Deletion of enrollment rows in this manner is only done under extreme circumstances when no other options are available; access to perform this transaction is restricted to authorized personnel having the appropriate row level security.</b> The operator must delete all associated enrollment rows for that Institution, Career, and Term. Then the operator can delete the term activation row and tuition will calculate successfully.
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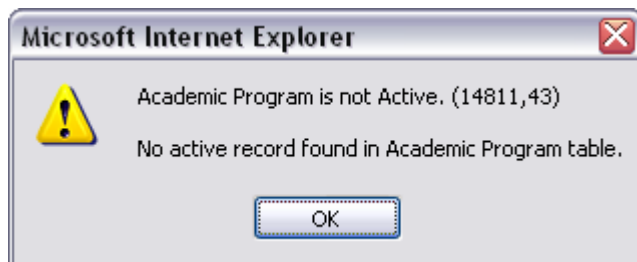
**Exception:** A #41 tuition calculation error will always be generated when trying to manually calculate tuition, if the Institution = IUCSA. Student Financials does not assess any tuition or fees for IUCSA, so in the nightly batch processes IUCSA is skipped. Registrars will often calculate tuition manually, whenever they are in the process of resolving tuition calculation errors or manipulating program plan stacks. Given this scenario, the error should be ignored.

# Tuition Calculation Errors & Resolutions



**#43, 14811 Academic Program is not Active** errors result from having multiple Term Activation rows for the same Term. Although these records show up on the audit report and actually do generate tuition calculation errors, it appears that these are really false positives. Tuition has actually been calculated correctly for the correct Institution, Career, and Term, but there is an unneeded Term Activation row for that Term for a different Institution or Career.

**Resolution:** Delete the Term Activation row for which the student did not enroll. In some cases, the term activation row cannot be deleted because either enrollment records exist or transfer credit has been posted. If enrollment records exist, the operator must have access to the *Enrollment* pages and must delete all associated enrollment rows for that Institution, Career, and Term. If transfer credit exists, then the operator must unpost the course credits. Then the operator can delete the term activation row and tuition will calculate successfully.



**#43, 14813 Unable to Get Term Begin Date** errors are the most difficult to resolve from the Student Records perspective. In these cases, an SR operator has cleaned up the record by deleting unneeded term activation rows, or by moving enrollment from one career to another. After the SR operator has cleaned up the record, SF runs tuition calculation and picks up the rows that had been deleted on the SR side and an error is generated.

**Resolution:** Resolution depends on the extent of the record that has been deleted from the SR side. The first step is to figure out where the discrepancy exists. Start by looking at the student's enrollment activity via the *Enrollment Request* pages. This is where you will likely discover that at some point the student had enrollment activity for this term under a different Institution/Career. Once you discover what is missing, begin to rebuild the record on the SR side by first seeing if there is a corresponding Term Activation row. If there is no Term Activation row, look for the appropriate Program Plan Stack (PPS) and then create the Term Activation row. In some cases, there is neither a Term Activation row nor a PPS, so you have to go to Admissions and find the appropriate application and move it to the SR side via matriculation in order to create an active PPS and then a Term Activation row can be added. After all of this has been done, tuition can be calculated without generating an error, as the tuition calculation process looks for the term activation row for which tuition was initially calculated. After tuition has been successfully calculated the record has to be restored to its original state. This may only require the

# Tuition Calculation Errors & Resolutions

deletion of a term activation row, but could include revoking the program plan stack and sending it back to Admissions.

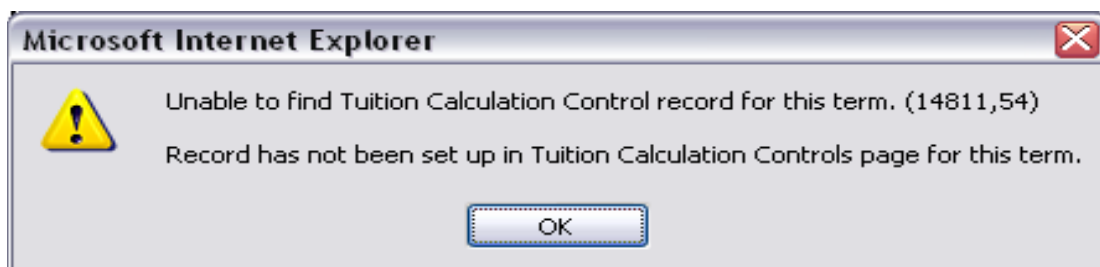


**#46 Primary Active Program is No Longer Active** errors are generated when the **Eligible to Enroll** checkbox has not been checked and then the operator checks it. This error is primarily informational by indicating a problem with the status of the Program Plan Stack as it relates to tuition calculation. If the operator hits the **Calculate Tuition** button, then error #26 **Unable to Calculate Tuition Group or Evaluate Fee Trigger/Waiver** is generated. See error #26 for resolution.



**#54 Unable to Find Tuition Calculation Control Record for this Term** errors are generally related to past or future terms for which the tuition control records have not been set up or were not created. For future terms, it is likely an issue of timing. If the Trustees have not set fee rates for the next fiscal year, then control table values needed to calculate tuition will not have been populated, causing the tuition calculation error.

**Resolution:** For past terms there should be no need to calculate tuition, since these activities were carried out historically in the legacy system. For future terms, patience is the answer. Until the Trustees set the fee rates for the next fiscal year, Bursars are not going to set up the control tables needed to calculate tuition. Once the control tables are set up for a term, this type of tuition calculation error should disappear.



# Tuition Calculation Errors & Resolutions

**#79 Unable to Find Adjustment Calendar** errors generally occur after a student has enrolled in classes and then withdraws, or is withdrawn. Not only does SR drop students' classes, but after the 100% refund period they also place a note on the transcript which lists the actual date of withdrawal when a student drops all of his/her classes. The date of withdrawal gets propagated to the transcript when it is recorded on the *Term History/Term Withdrawal/Session Withdrawal* pages. 1) If the SR operator fails to populate the Withdrawal/Cancel Reason, then a tuition calculation error is generated. 2) In a different scenario, if SF tries to calculate tuition after the SR operator has recorded the withdrawal within the *Term History* pages, then a tuition calculation error is generated.

**Resolution:** 1) If the **Withdrawal/Cancel** Reason is blank (even for prior terms) on the *Term History/Term Withdrawal* page, then populate the field, click the **Post Term Withdrawal** button if highlighted, and save the record. 2) If the **Term Withdrawal** and **Reason** fields are populated and a tuition calculation error is generated, then SR has to remove/blank out the Cancelled/Withdrew values from the *Term Withdrawal/Session Withdrawal* pages, navigate to the pages to Calculate Tuition in order to remove the error. The operator has to then restore the record by adding back the **Cancelled/Withdrew** values on the *Term Withdrawal/Session Withdrawal* pages, so that the transcript has correctly noted the official date of withdrawal.



# Tuition Calculation Errors & Resolutions

## General Troubleshooting Tips

Within several of the Student Financials pages there is a hyperlink entitled **Academic Information**. The *Academic Information* page provides clues for what might be causing a tuition calculation error. The presence of a **blank** in the **Primary Program**, **Residency**, **Group**, or **Level** fields often indicates either that specific data is missing or that a particular row of data is the cause of the tuition calculation error.

**Term:** Of note are multiple rows of data for the same term; this happens frequently when students are term activated for multiple careers or campuses. In most cases, the offending row of data will likely contain a blank **Residency**, **Group**, or **Level** field, providing a clue as to where the problem lies.

**Group:** Of all of the fields displayed on this page, the **Group** field is the most likely to be blank; however, it is difficult to consistently attribute this blank field to a specific type of tuition calculation error.

**Residency:** If **Residency** is blank, you need to check and be sure there is an active residency row with an Effective Term that matches the term of first enrollment for each campus and by each career.

**Level:** A blank **Academic Level** field usually indicates that the levels will need to be manually overridden on the *Term Activation* pages. This is done by checking the **Override All Academic Levels** and **Override Projected Level** boxes, which allows the operator to edit the levels. After the levels have been edited, the operator should go back and uncheck the override level boxes.

Home > Manage Student Financials > Calculate Tuition and Fees > Use > Tuition Calculation [New Window](#)

### Tuition Calculation

#### Academic Information

Bio/Demo Data

ID: 0000001111	Name: Student,Ima B
Gender: Female	

Citizenship		National ID	
Country	Citizenship Status	NID Type	National ID
United States	Native		

Career Term Data							View All	First	1-2 of 2	Last
Term	Career	Prim Prog	Residency	Group	Units	Tot Units	Level	Acad Load		
Fall 2007	UGRD	Ugrd Educ	Nonresidnt	UGRD Group	12.000	12.000	Freshman Full-Time		<a href="#">Academic Plan</a>	<a href="#">Enrollment</a>
Fall 2006	UGRD	Ugrd Educ	Nonresidnt		0.000	0.000	Freshman No Units		<a href="#">Academic Plan</a>	<a href="#">Enrollment</a>

[Return](#)