

**North Dakota University System**  
**Campus Solutions – Financial Aid**  
**Award Notification Using Communications Generation**

*The first step in the process is to create a communication.*

Campus Community > Communications > Person Communications > Communication Management	
<p>You can either create a communication individually, as shown here, or in batch, as shown below.</p> <p>The <b>Variable Data</b> required is <i>Aid Year for Functions</i> <b>AWRD</b> and <b>FINA</b></p> <p><b>Comm Keys</b>, if set up for your userID, will speed up this process considerably. If you frequently create communications manually, contact Campus Solutions for assistance in setting up Comm Keys.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black;"> <span>Person Communication</span> <span style="background-color: #e0e0e0; padding: 2px;">Communication Recipient Data</span> </div> <div style="margin-top: 10px;"> <p style="text-align: center;">Justin <span style="float: right;">ID: 0800</span></p> <hr/> <div style="background-color: #d0d0d0; padding: 2px; margin-bottom: 5px;">Communication Assignment</div> <p>Assign DateTime: 02/02/2010 11:26:35</p> <p>*Function: <input type="text" value="AWRD"/> <small>Awarding</small> <span style="float: right; background-color: #ffff00; padding: 2px;">Variable Data</span></p> <p>*Institution: <input type="text" value="North Dakota State University"/></p> <p>Comm Key: <input type="text"/></p> <p>*Category: <input type="text" value="FAAWRD"/> <small>AWRD Financial Aid Award Offer</small></p> <p>*Context: <input type="text" value="FAAWRD"/> <small>AWRD InitialOffer Notification</small></p> <p>*Method: <input type="text" value="E"/> <small>E-Mail</small></p> <p>*Direction: <input type="text" value="Outgoing Communication"/></p> <p>Letter Code: <input type="text" value="NMC"/> <small>Academic Award Notif Email</small> <input type="checkbox"/> <small>Include Enclosures</small> <span style="float: right; background-color: #ffff00; padding: 2px;">Enclosures</span></p> <div style="display: flex; justify-content: space-between; border-top: 1px solid black; border-bottom: 1px solid black;"> <span style="background-color: #d0d0d0; padding: 2px;">Communication Process Details</span> <span style="background-color: #d0d0d0; padding: 2px;">Checklist Association</span> </div> </div> </div> <p>The e-mail “letter code” uses the same format as the existing letter codes, but replaces the “L” with an “M”. So, for example, the e-mail award notification “letter codes” for NDSU are <i>NMC</i> (annual) and <i>NMN</i> (summer)</p>

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#### NDU Applications > NDU Financial Aid > Process > NDU Award Ltr Select

If you are creating letters in batch, use one of our processes, such as the **Award Letter Select** shown here.

When you choose a **Comm Method** of *E-Mail*, you still enter a **Print Letter Code**, as that is what will be assigned to any students without an e-mail address. Enter an **E-Mail Letter Code** (*\_MC, \_MN, for example*) for AY or Summer FA Notification. Also enter an **Email Address Usage**. The three currently available are *e-mail* (Campus, Dorm, Home, Other), *e-mailHOOT* (Home, Other, Campus) and *e-mailCAMP* (Campus only). These are the only address usage types that will work in this field, although the system will happily let you enter the others.

The other Financial Aid letter select processes work very similarly to this example

If you are creating letter communications, you no longer need to enter an **Email Letter Code**. Nonetheless, the system will check that the student hasn't already had a corresponding e-mail communication created.

Run Control ID: NDU\_Award\_Ltr\_Sel\_dej

*Academic Institution:	NDSU1
*Aid Year:	2012
*Award Period:	Academic
*Academic Career	Undergrad
Exclude Scholarship only:	<input type="checkbox"/>
*Method Used	E-Mail
*Print Letter Code	NLC
Email Letter Code	NMC
Email Addr Usage	E-MAILCAMP

*Side Note:* When you run the process for **Comm Method Letter**, it will work just as it has done in the past. If you run the process for **Comm Method E-Mail**, it will assign e-mail letter codes to selected students who have an e-mail address that is in the address usage type specified. **If the student doesn't have such an e-mail address, then a Print letter code will be assigned to that student.**

If a Print letter code was applied, you can see on query **NDU\_0084\_CC, Ltrs to Generate**, that there are uncompleted communications with a **Comm Method** of *Letter* for your letter code.

When you select a **Comm Method** of *Letter*, it allows you to enter the **Print Letter Code** (*\_LC, \_LN*) as usual. It will also ask you to enter a corresponding **E-Mail Letter Code**, solely so when it is checking to see if the student had a communication since the last change to awards, it can check for both a letter and an e-mail.

The ".out" file produced by this process and available on **Process Monitor** will show you who had a *Letter* or *E-Mail* communication assigned by the process.

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The “out” file will indicate the Comm Method. If you are running the select process for email but some students do not have a valid e-mail address of the usage type you indicated, they will have a letter code assigned and you will see a Comm Method of “L” on the “out” file instead of “E”.

```
Institution: MISUB
Aid Year: 2011
Print Ltr Cd: TLC
Acad Career: UGRD
Awd Period: A
Comm Method: E
Email Ltr CD: TMC
Addr Usage: E-MAILCAMP
```

Emplid	3C Seq	Comm Method	Name
0123456	09	E	Strar, Reggie E.

**Note:** if your .out file reflects both “E” and “L” Comm Methods, you will need to run Comm Gen twice, once for each letter code that has been created

*The second step in the process is to run Communication Generation.*

### Campus Community > Communications > Communication Generation

On your Comm Gen run control, fill out the following:

**ID Selection:** Must be *All Person IDs*.

**Letter Code:** Use same letter code used to create the communication. *The drop down only reflects letter codes that have been assigned and not yet completed.*

**Communication Method Usage:** Defaults to *Letter* when originally setting up the run control. For emails, you will need to change it to *E-mail*.

The screenshot shows the 'Communication Generation' interface. Key elements include:

- ID Selection:** A dropdown menu set to 'All Person IDs'.
- Letter Code Selection:** A search box containing 'DMC' and a dropdown menu.
- Template Selection:** A table with columns: Report Name, Data Source ID, Template ID, Description, Language, Method, and Default Template. The table shows one entry: NDU\_FAALNDMC\_1, Academic Award Notif Email, English, E-Mail, and checked for Default Template.
- Communication Language Usage:** Radio buttons for 'Specified' and 'Preferred', with a dropdown menu set to 'English'.
- Communication Method Usage:** Radio buttons for 'Specified' and 'Preferred', with a dropdown menu set to 'E-Mail'.

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#### On the second tab:

**Address:** Use the same choice selected on the Award Letter Select run control. For e-mail, be sure the address type starts with “E-mail”

**Address Name:** Enter *Legal*

**Salutation:** Enter *Legal*

**Extra Name:** Enter *Legal*

**From Date:** Ensure the date includes the earliest date a communication may have been assigned.

**To Date:** Ensure the date includes the latest date a communication may have been assigned.

**Online Preview:** Checkmark if you wish to preview the output (either letter or e-mail). This is the only option available when sending e-mails. *The communication does not get completed if it is previewed.*

**Email Address:** Enter an address for a preview e-mail to be sent, if desired. If no address is entered, the e-mail can be previewed on **Report Manager**.

Selection Parameters | Process Parameters | **Email Parameters** | Checklist Parameters

Run Control ID: Comm\_Gen\_dj      [Report Manager](#)   [Process Monitor](#)   **Run**

<b>Usage Tables</b>	<b>Communication Processing Dates</b>
<b>Person Communication Usage</b> Address: E-Mail Home, Other, Campus Address Name: Legal Salutation: Legal Extra Name: Legal	<b>Communication Date Range Selection</b> *From Date: 01/21/2011 *To Date: 07/01/2015
<b>Joint Salutation Usage</b> Joint Name:	<b>Update Communication Generation Date With</b> <input type="radio"/> Communication Date <input checked="" type="radio"/> System Date <input type="radio"/> User Supplied Date
<b>Org Communication Usage</b> Org Recipient: Contact Name:	<b>Update Communication Completed Date With</b> <input type="radio"/> Communication Date <input checked="" type="radio"/> System Date <input type="radio"/> User Supplied Date
<b>Output Settings</b> *Sort Option: All Alphabetically by ID Type <input checked="" type="checkbox"/> Online Preview      Email Address: dennis.junk@ndus.edu <input type="checkbox"/> Send to Printer <input type="checkbox"/> Send to File <input type="checkbox"/> Create Envelopes <input type="checkbox"/> Create Labels	
<b>Missing Critical Data</b> <input type="checkbox"/> Produce Communication <input type="checkbox"/> Complete Communication	

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**If you are sending an email, nothing needs to be checked in “Output Settings”. If sending a letter, check the “Send to File” box.**

**Send to File:** Checkmark if you wish to process the letters. The letters will be placed in the reports folder on Sophie in PDF format. Change the last item in the path to your folder name. The name will be like CG\_99999999 with the Process instance as the numbers in the file name.

Output Settings

\*Sort Option: Country, Postal

Online Preview

Send to Printer

Send to File File Path: //sophie.cnd.nodak.edu/home/financialaid/Reports/NDUS1/

Create Envelopes

Create Labels

When processing emails, do not checkmark any of the **Output Settings** boxes. The email process will send out a maximum of 4000 emails. If there are more than 4000, you will have to run the process more than once.

The print letter process will send out a maximum of 2000 letters. If there are more than 2000, you will have to run the process more than once.

If you select **Online Preview** only the first 10 Letters will be extracted; none will be “completed”.

The **Send to File** file path should be like //sophie.cnd.nodak.edu\home\financialaid\Reports\NDUS1\, with your school code replacing “NDUS1”.

To **Create** (address) **Labels** at the same time as a letter, select this Output Setting. Also click on the “*Report Name*” and select the appropriate label report. Choose:

- NDU\_FALBAWRD for Award address labels.
- NDU\_FALBFINA for Verification and SAP address labels.
- NDU\_FALBLOAN for Loan Counseling address labels.

The **Send to Printer** and **Create Envelopes** Output Settings should **NOT** have a checkmark entered because they are not functional at this time.

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#### On the Third Tab:

**From:** Does not need to be a valid e-mail address, but does need to be in an e-mail format. May be descriptive, like *Financial\_Aid\_Office@XXX.edu*

**Subject:** Should be descriptive, like *Award Notification*.

**Reply to:** Must be a valid school address; overrides the *From* address if recipient replies.

**Sender:** Optional

**Bounce to:** Enter an appropriate school address.

The screenshot shows a web interface with four tabs: 'Selection Parameters', 'Process Parameters', 'Email Parameters', and 'Checklist Parameters'. The 'Email Parameters' tab is active. At the top, it displays 'Run Control ID: Comm\_Gen\_dj' and a 'Run' button. Below this are links for 'Report Manager' and 'Process Monitor'. The main section is titled 'Email Parameters' and contains several fields: '\*From:' with the value 'campus.solutions@ndus.edu', '\*Subject:' with 'Summer Award Notification', 'Reply to:' with 'susan.applegren@ndus.edu', 'Sender:' with 'dennis.junk@ndus.edu', and 'Bounce to:' with 'susan.klava@ndus.edu'. At the bottom, there are two sections: 'Importance' with radio buttons for 'low', 'normal' (selected), and 'high'; and 'Sensitivity' with radio buttons for 'normal' (selected), 'personal', 'private', and 'company-confidential'.

Your school should have a plan for dealing with bounces. In response to a bounce, if a valid e-mail address can be established for the student and entered into **Campus Community > Personal Information > Biographical > Addresses/Phones > Electronic Addresses**, then the communication should be “uncompleted” so an e-mail can be resent. Otherwise, a paper communication should be assigned on **Communication Management**.

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The **fourth tab** does not require an entry for **award letters**.

Selection Parameters | Process Parameters | Email Parameters | Checklist Parameters

Run Control ID: Comm\_Gen\_dj      [Report Manager](#)   [Process Monitor](#)   **Run**

Checklist Item Selection      Find | View All      First 1 of 1 Last

\*Administrative Function:

The **fourth tab** should look like this for **verification letters**.

Set it up as follows:

- **Administrative Function:** FINA
- **Checklist Context:** Tracking Group
- **Checklist Type:** Requirements List
- **Tracking Group:** FAPPL
- **Tracking Group Status:** Initiated
- **Checklist Item Status:** Initiated

Selection Parameters | Process Parameters | Email Parameters | Checklist Parameters

Run Control ID: Comm\_Gen\_Ver\_dj      [Report Manager](#)   [Process Monitor](#)   **Run**

Checklist Item Selection      Find | View All      First 1 of 1 Last

\*Administrative Function:  Financial Aid

Checklist Context

Checklist Type       Tracking Group       Checklist Code

Checklist Type      Find | View All      First 1 of 1 Last

\*Checklist Type

Requirements List

Tracking Group      Find | View All      First 1 of 1 Last

\*Tracking Group      Description      Institution

FAPPL      FA UG Application Verification      BSC01

Tracking Group Status      Find | View All      First 1 of 1 Last

\*Group Status

Initiated

Checklist Item Status      Find | View All      First 1 of 1 Last

\*Item Status

Initiated

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If you wish to view the communication, you may do so:

#### Reporting Tools > Report Manager

If you ran the Comm Gen process with the **Online Preview** box checked and did not provide an e-mail address in the adjacent box, you can preview the e-mail here.

Preview letters will also be seen here as well.

Administration Archives

View Reports For

User ID:  Type:  Last:  Days

Status:  Folder:  Instance:  to:

Report List Find | View All | First 1-36 of 36 Last

Select	Report ID	Prce Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	23484	1986704	NDU_FAALNNMCJ080( JUSTIN 1 Academic Award Notif Email	02/02/2010 11:30:13	HTML Documents Posted (*.htm)		<a href="#">Details</a>

#### Campus Community > Communications > Person Communications > Communication Management

Once the communication has been generated, you can view it from a link on the student's **Communication Management** page.

In the interest of privacy, a link to the Parent PLUS letters will not show up on the student **Communication Management** page, nor on the student's **Student Center**. However, the record of the letter will be on the student's **Communication Management** page.

\*Function:  Awarding Variable Data

\*Institution:

Comm Key:

\*Category:  AWRD Financial Aid Award Offer

\*Context:  AWRD InitialOffer Notification

\*Method:  E-Mail

\*Direction:

Letter Code:  Academic Award Notif Email  Include Enclosures Enclosures

Communication Process Details Checklist Association

Communication Date:   Begin Time:  End Time:  Sequence:

Comments:   Print Comment Item Sequence:

Communication ID:  Junk,Dennis Edward

Department:

Create Joint Communications

Communication Outcome

Communication Generation Date: 02/02/2010

Communication Completed Date Activity Completed:

Unsuccessful Outcome Reason:

Language Used:

Method Used:

Process Used:

Process Instance:

[View Generated Communication](#)

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**Student Center**

The student will also be able to view, on their **Communications Management** page, any communications produced through Comm Gen.

**Academics**

SEARCH FOR CLASSES

Search  
Plan  
Enroll  
My Academics

other academic...

This Week's Schedule		
Class	Schedule	
ELED 352-1 LEC (5246)	TuTh 14:00 - 15:15 MISU Swain, Rm 118	
ELED 361-1 LEC (5251)	Internet	
GEOL 108-1 LEC (3047)	MoWeFr 08:00 - 08:50 MISU Moore Science Ctr, Rm 231 Tu 08:00 - 09:50 MISU Moore Science Ctr, Rm 111	
MATH 277-2 LEC (24832)	MoWeFr 09:00 - 09:50 MISU Model Hall, Rm 205	
MUSC 101-2 LEC (3381)	MoWe 12:00 - 12:50 MISU Old Main, Rm 120	
SPED 113-2 LEC (2701)	MoWeFr 10:00 - 10:50 MISU Model Hall, Rm 205	

Program Advisor  
Lisa  
701/852-  
details ▶

**Student Communications**  
Has communications. details ▶

View Generated Communications					
Date Generated	Description	Method	From	View	
1 05/11/2011	Third Party Award Letter	Letter	Financial Aid	<a href="#">View</a>	
2 04/25/2011	Academic Award Notif Email	Email	Financial Aid	<a href="#">View</a>	
3 04/25/2011	Summer Award Notif Email	Email	Financial Aid	<a href="#">View</a>	
4 04/25/2011	Summer Award Notif Email	Email	Financial Aid	<a href="#">View</a>	

**Letters can be Reset if necessary:**

**Campus Community > Communications > Reset Communication**

Running this process resets the communication to “uncompleted” so Comm Gen could be rerun.

It could be run for e-mails, but the original e-mail will most likely have been sent and cannot be recalled.

**Reset Communication**

Run Control ID: Reset\_Comm\_dj [Report Manager](#) [Process Monitor](#) [Run](#)

\*Process Instance

Process Name: SCC\_COMMGEN    Run Date/Time: 03/26/2012 12:02:19    Run Status: Success

**ID Selection**

ID Selection: