

# **Student Services Redesign – Part 2.2**

## **Business Process Redesign - Appendix 2**

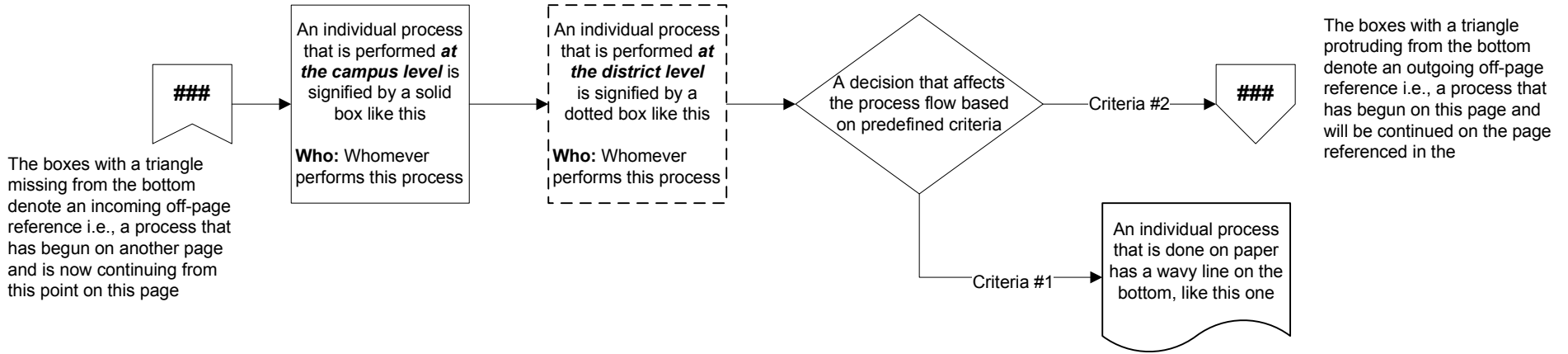
### **Proposed Process Flows**

March 10, 2008

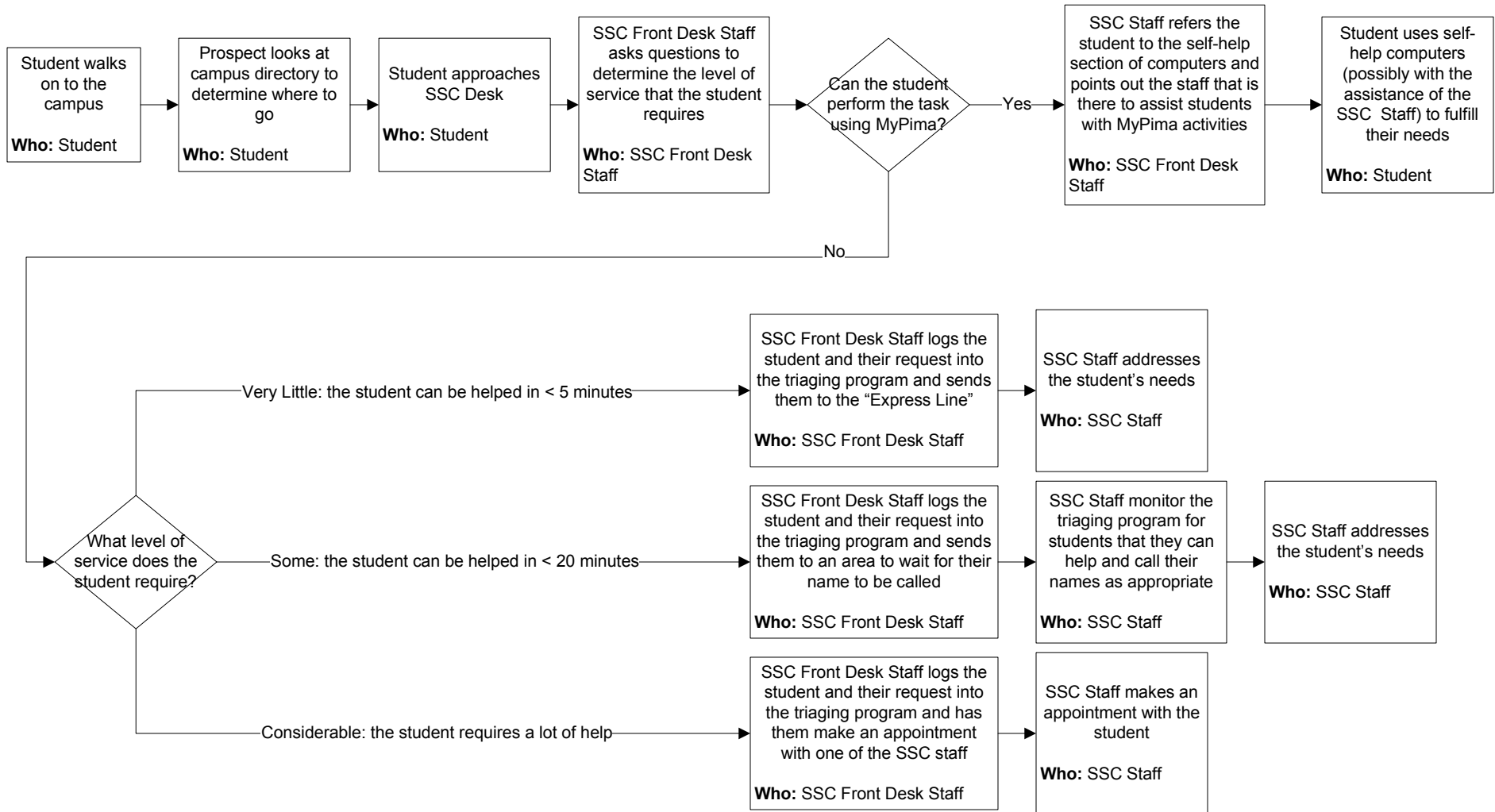
###

The box in the top left-hand corner of the page is an abbreviation of the full title and exists for referencing

# Process Flow Legend

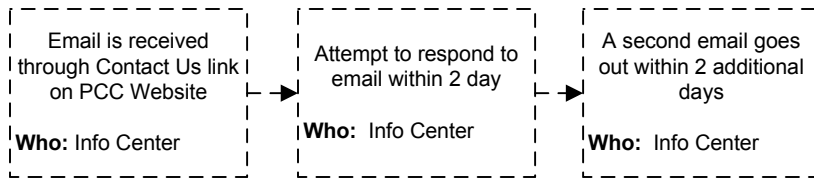


# Student Services Center

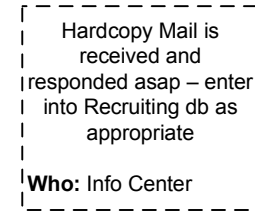


# Information Center and Recruiting Processes

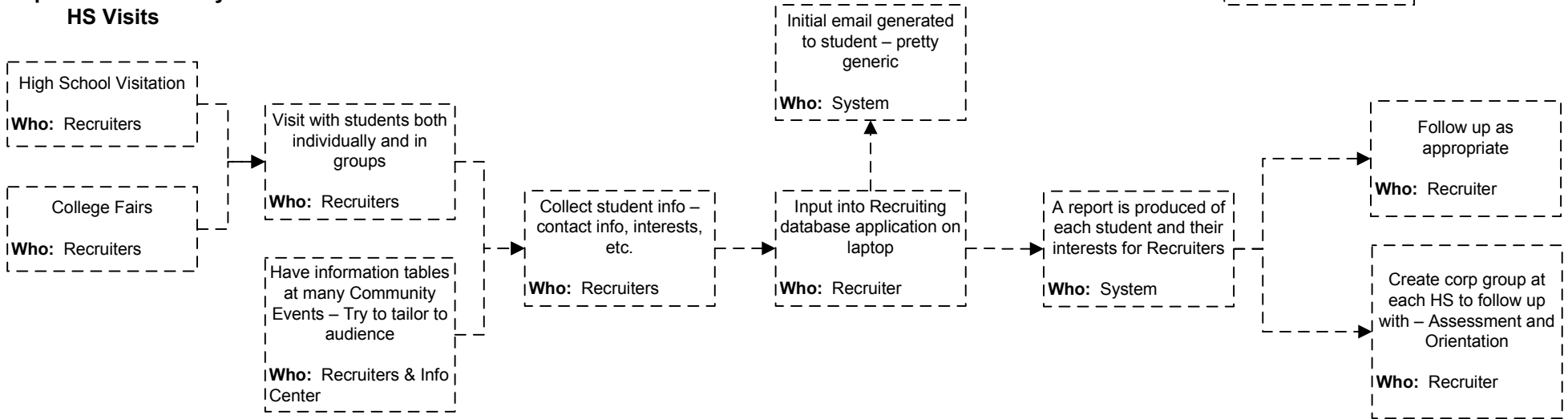
## Email Requests



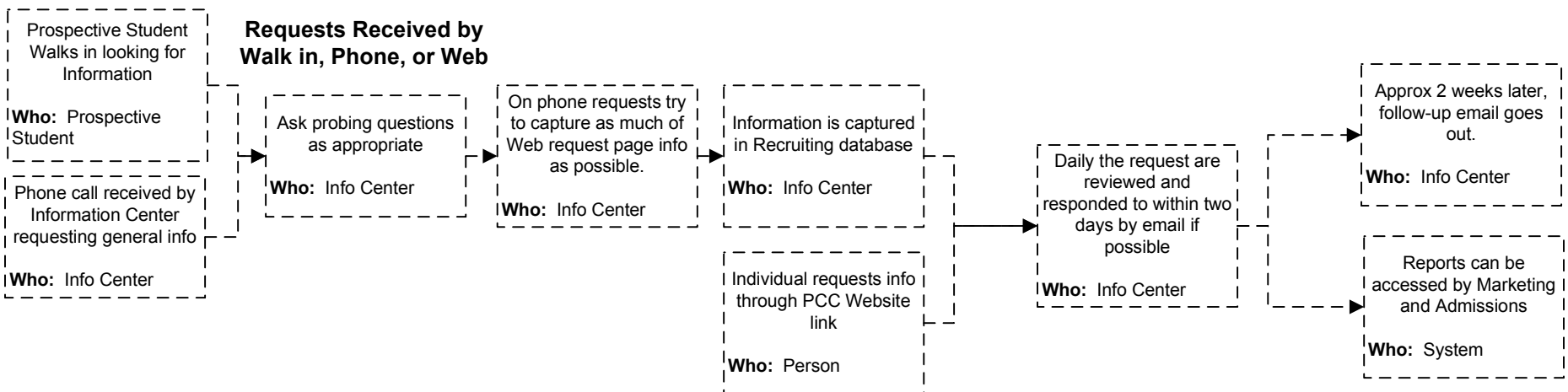
## Requests Received by Hard Copy Mail



## Requests Received by HS Visits

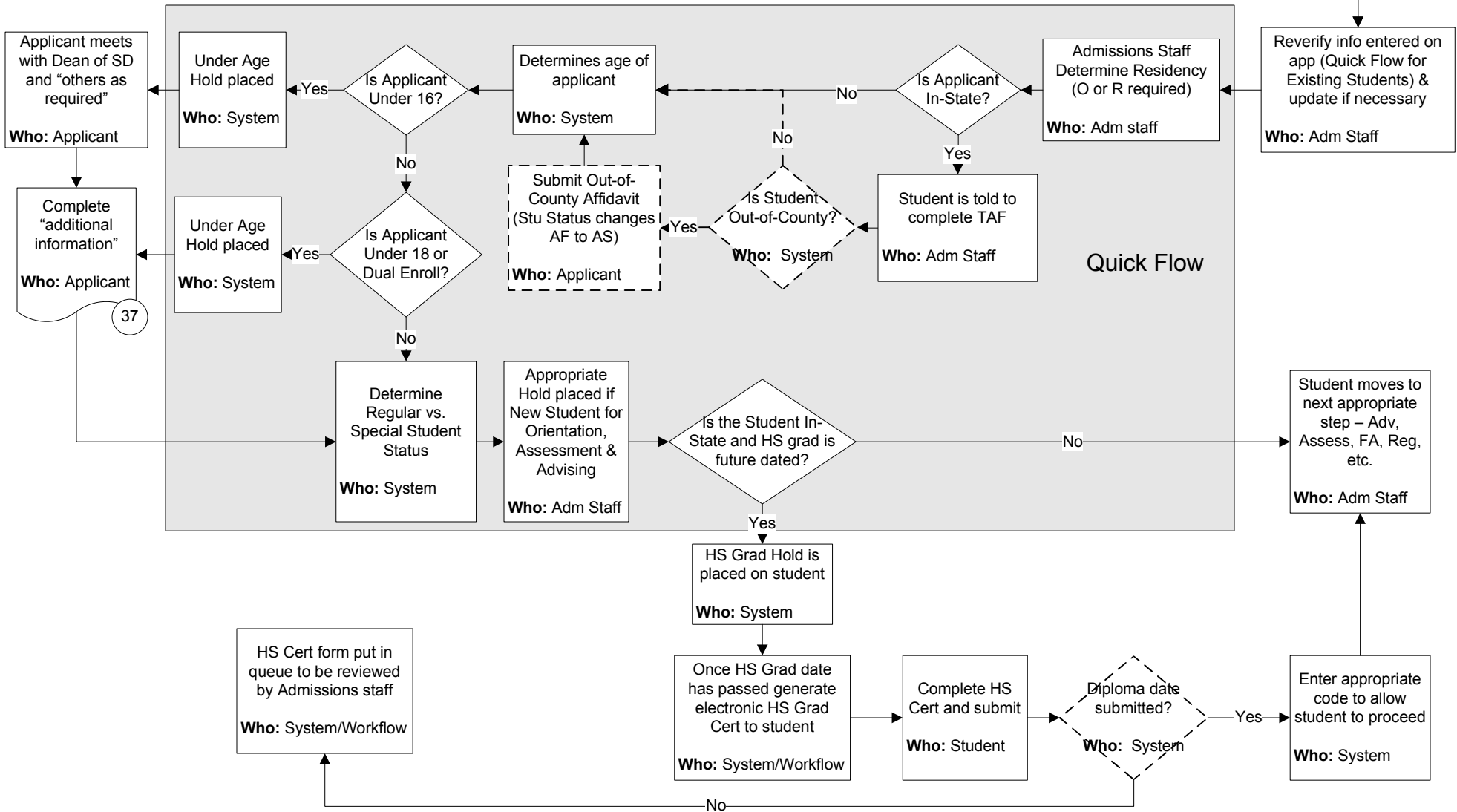
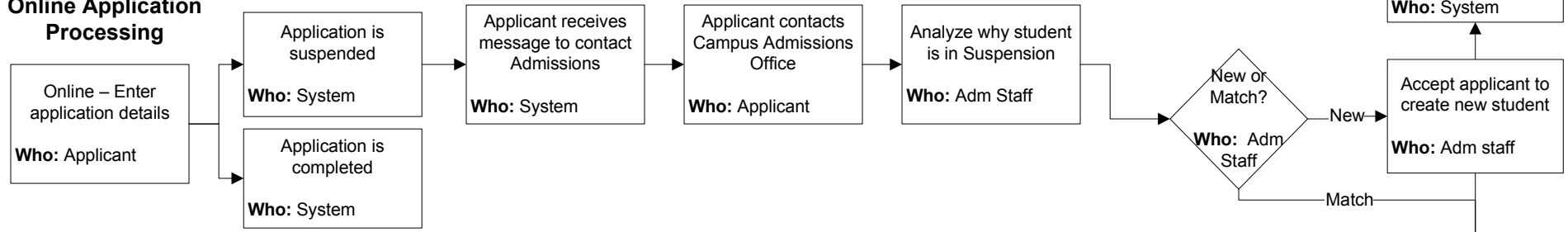


## Requests Received by Walk in, Phone, or Web



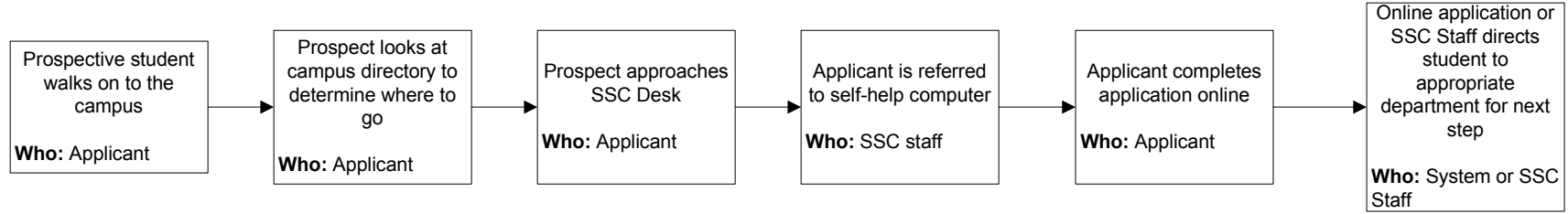
# Typical Admissions Processes

## Online Application Processing

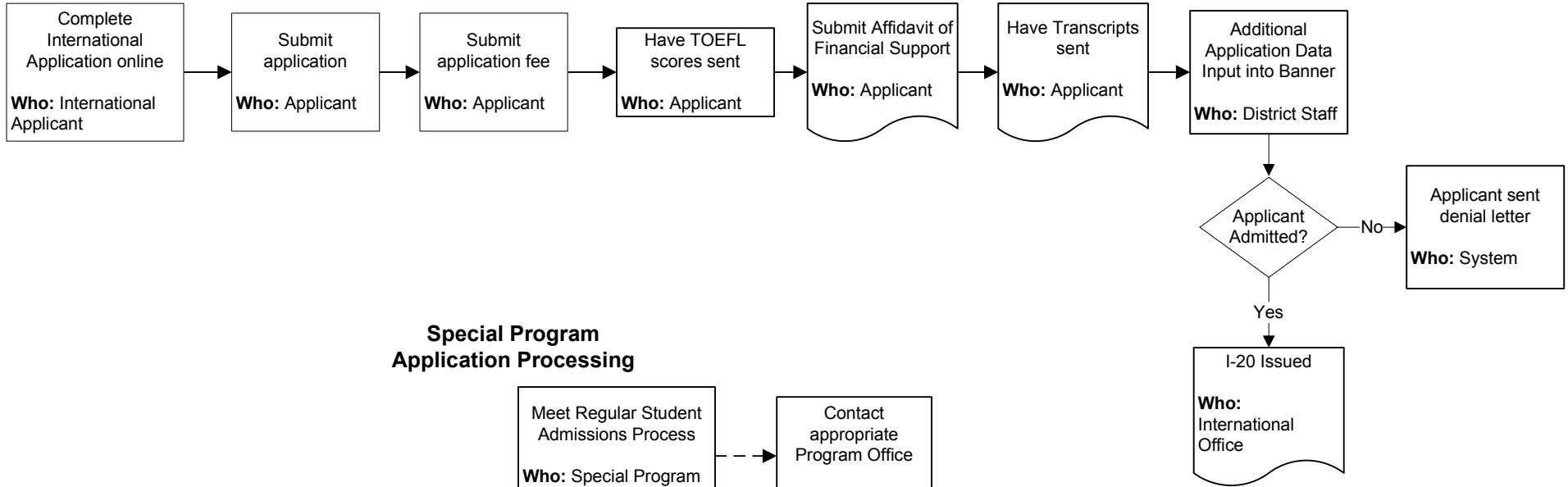


# Other Admissions Processes

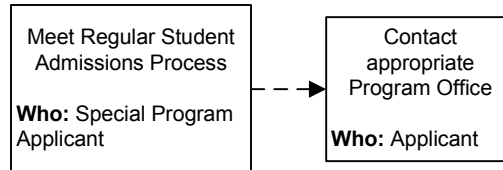
## Walk-in Application Processing



## International Application Processing

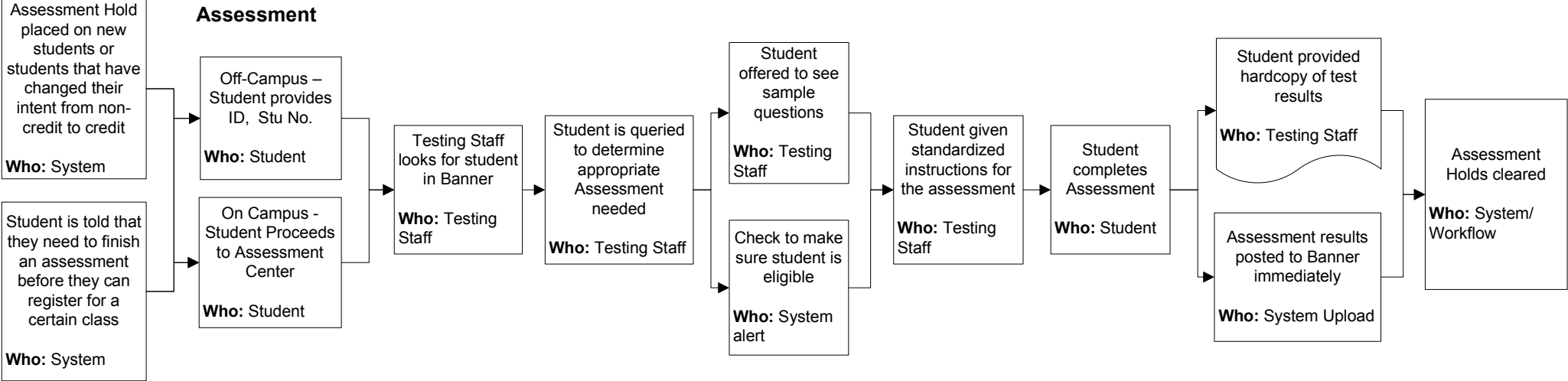


## Special Program Application Processing

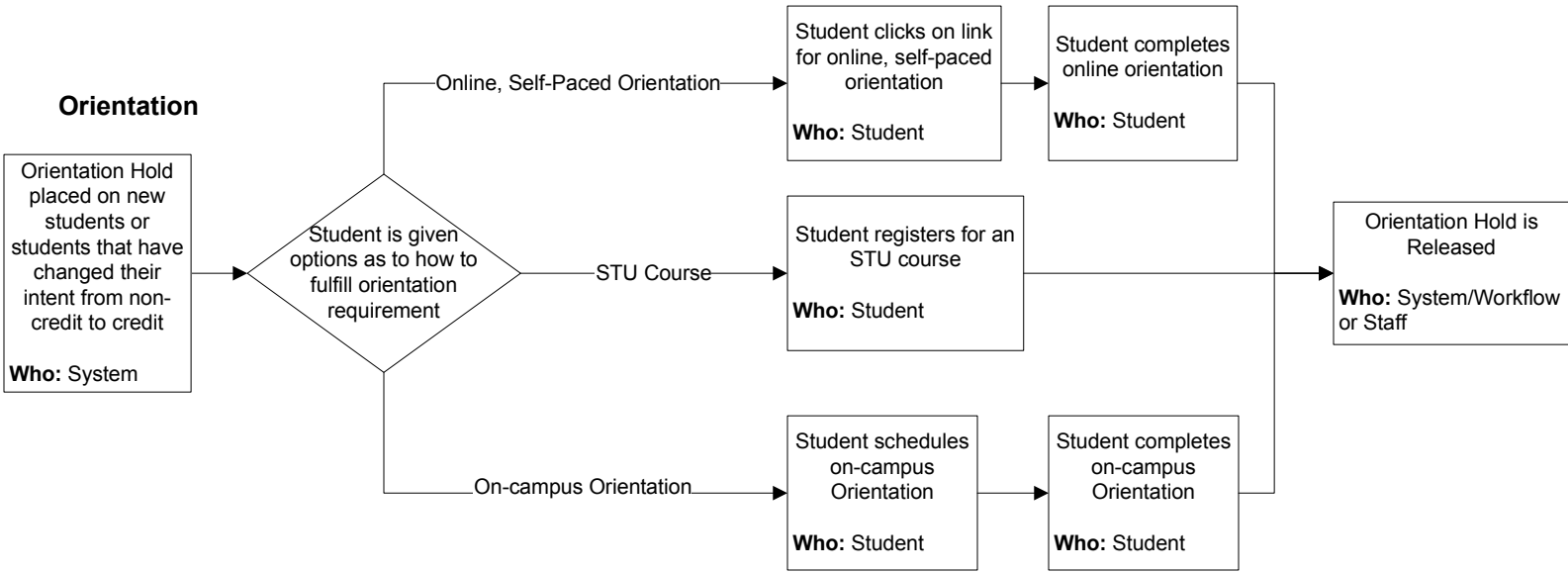


# Assessment and Orientation Processes

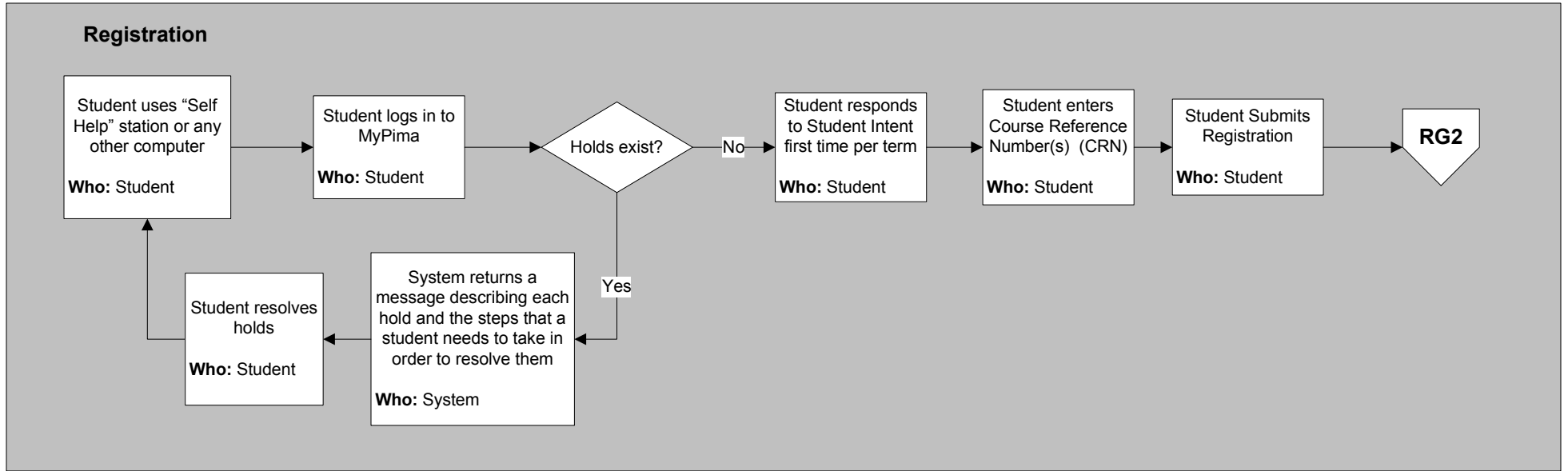
## Assessment

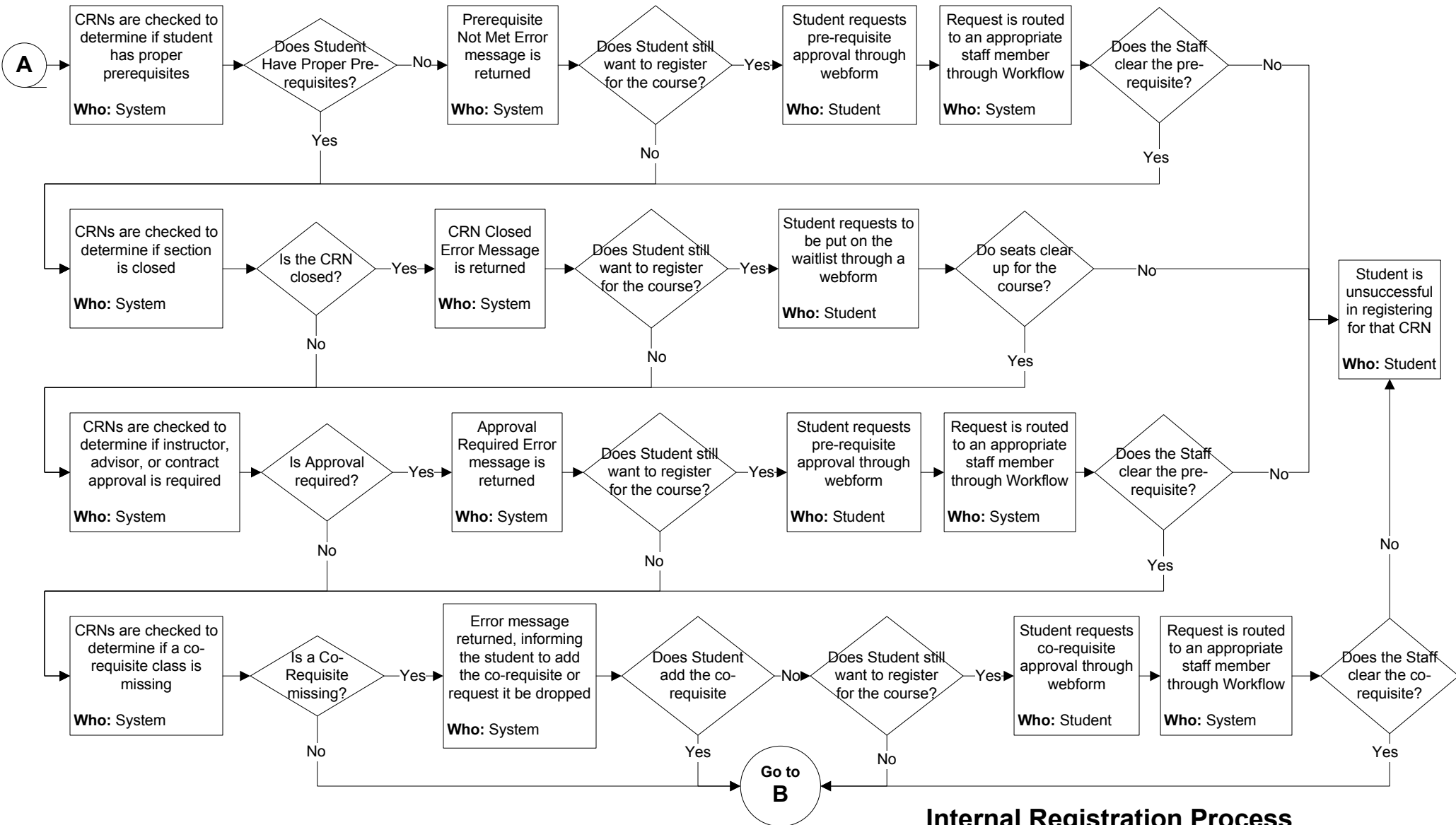
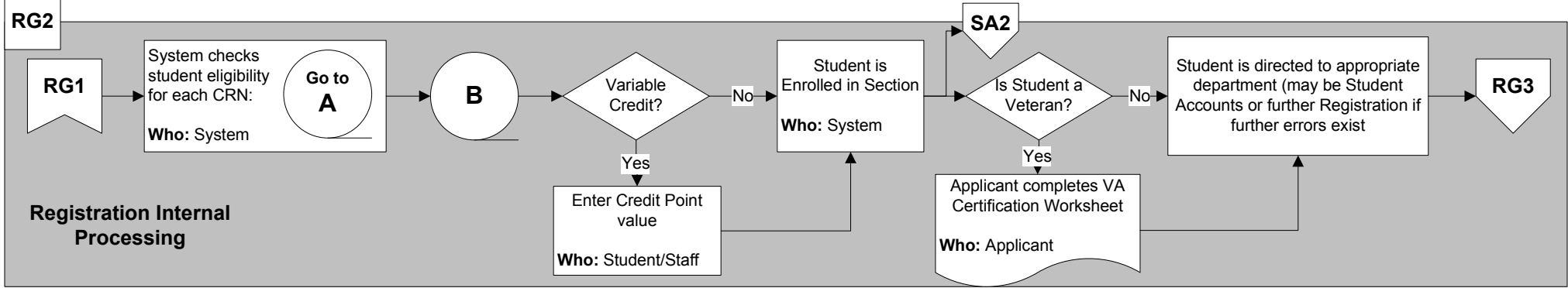


## Orientation

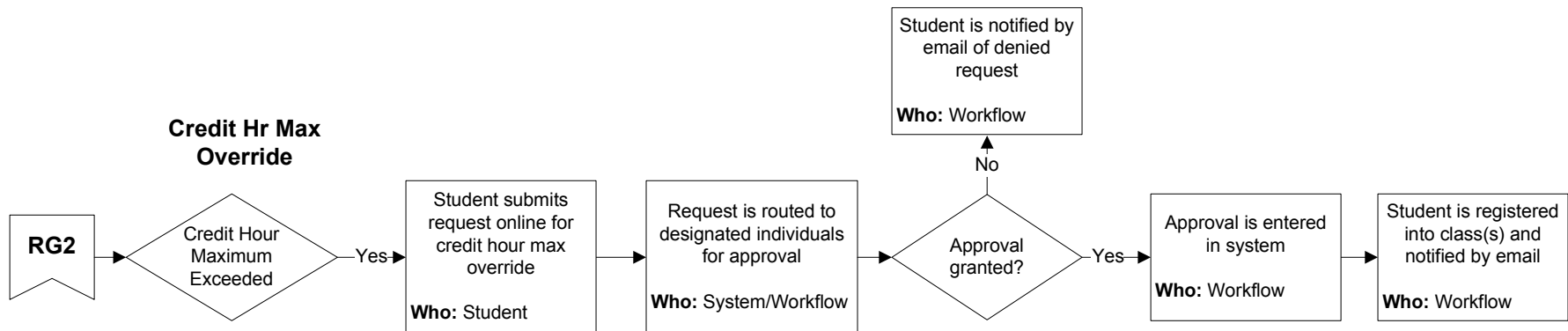
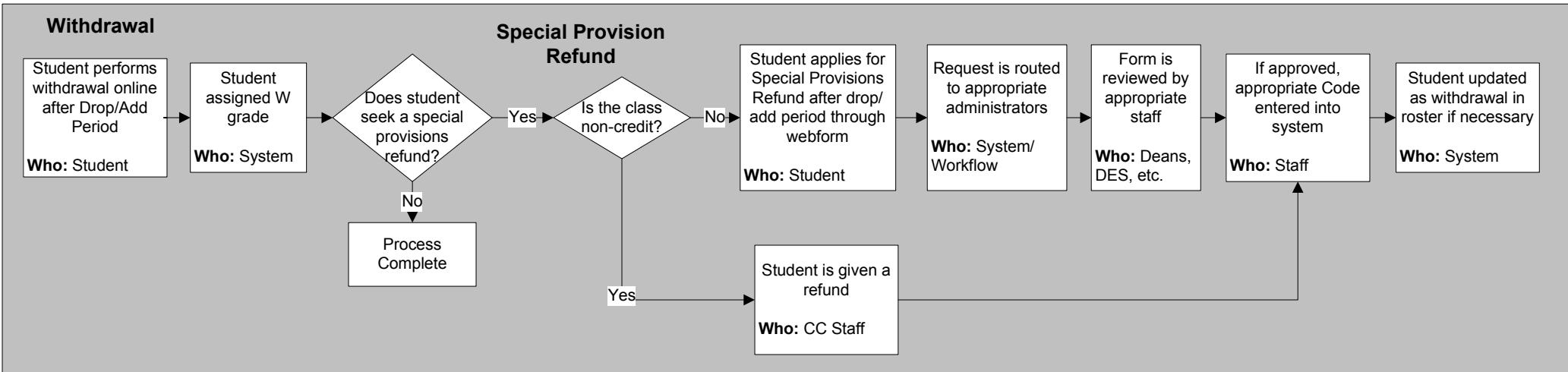
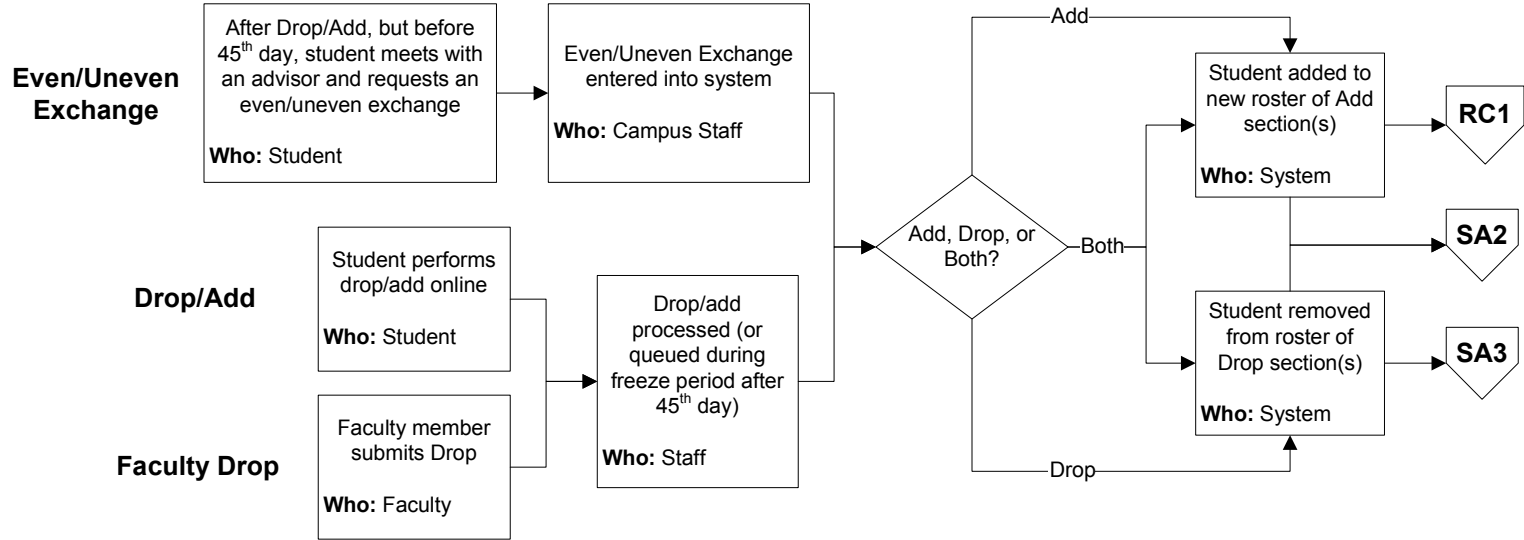


## External Registration Process



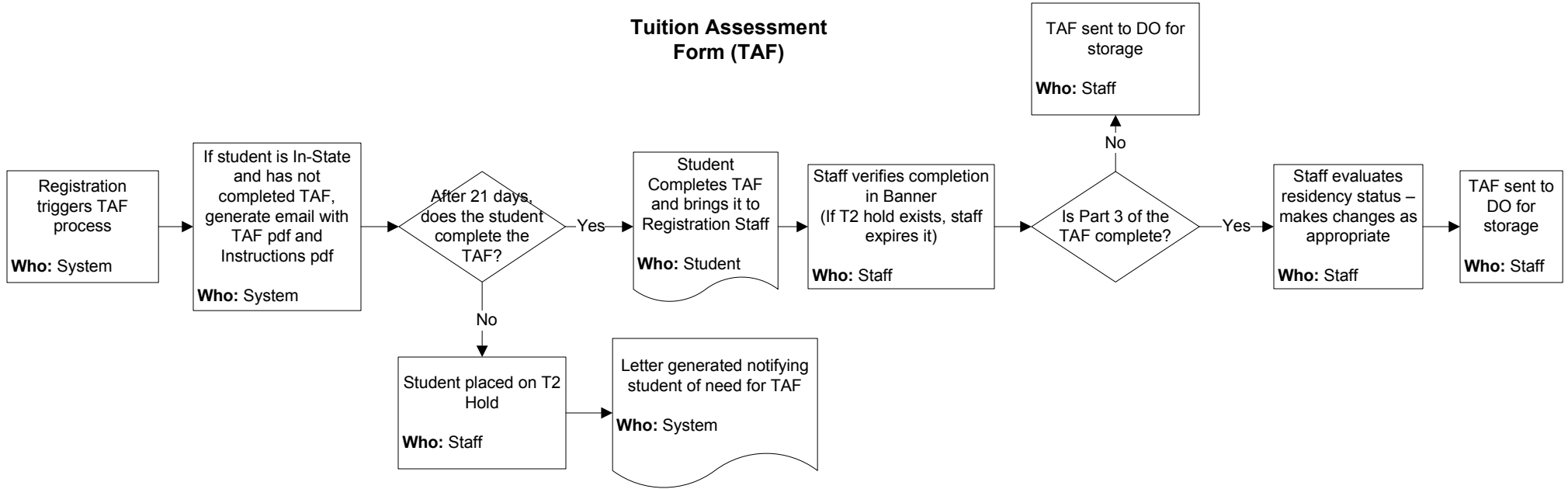


# Registration Process – Overload, Add/Drop, and Withdrawal

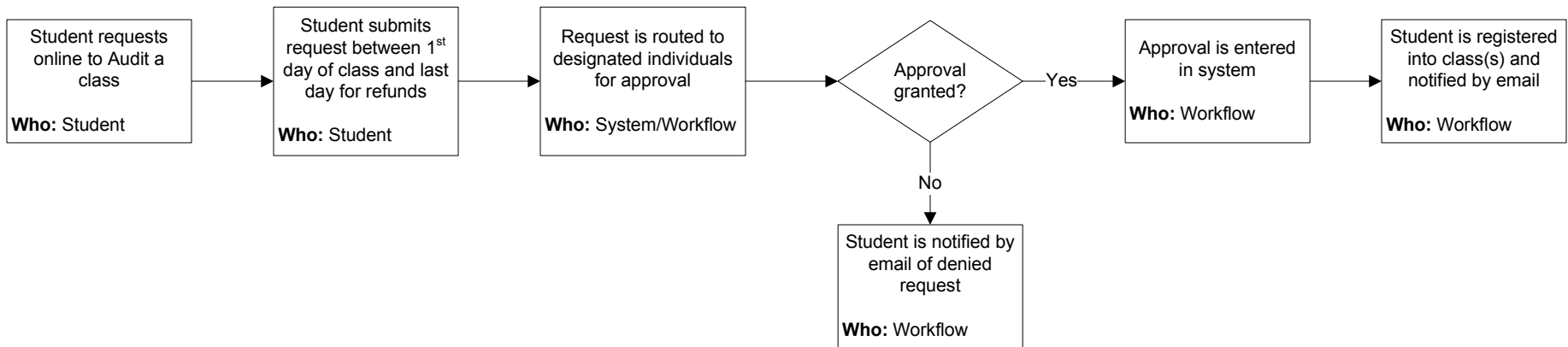


# Other Registration Processes

## Tuition Assessment Form (TAF)

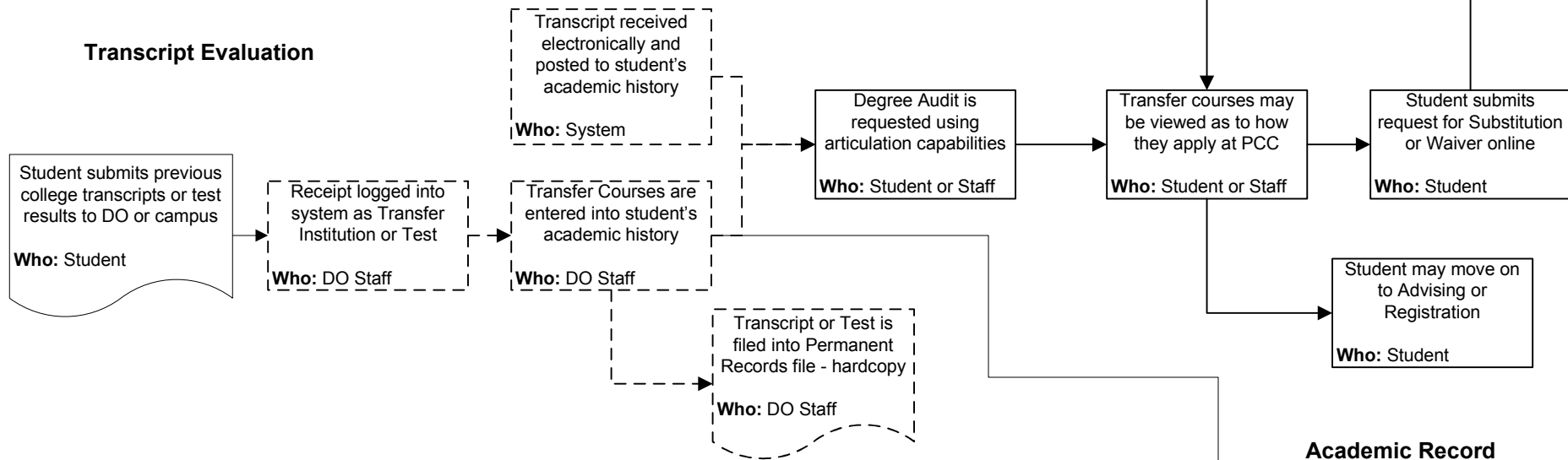


## Audit a Class

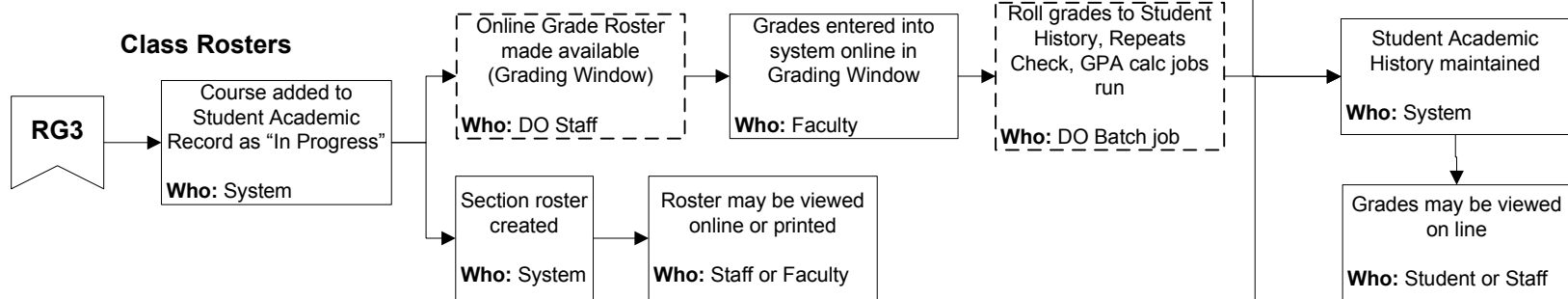


# Maintenance of Academic History Processes

## Transcript Evaluation

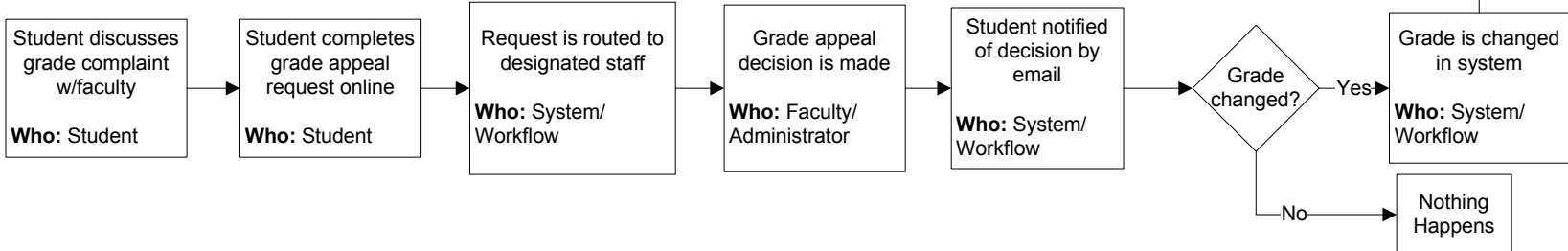


## Class Rosters



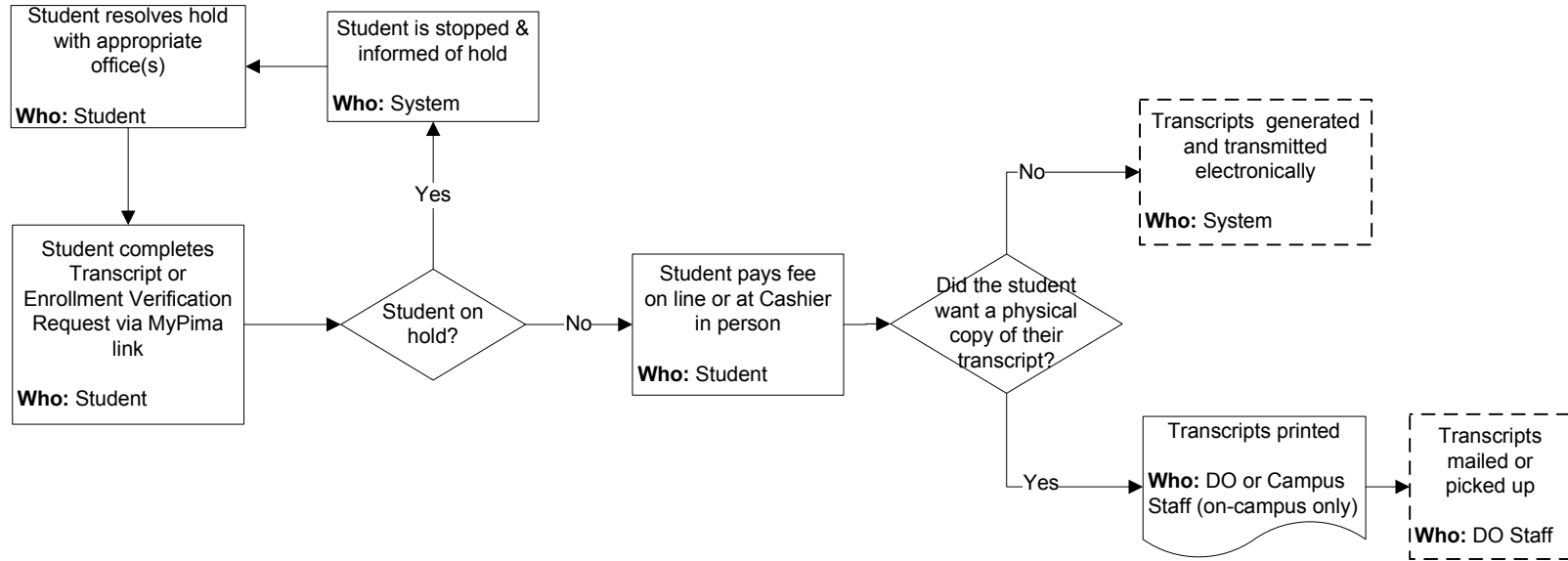
## Academic Record

## Change of Grade



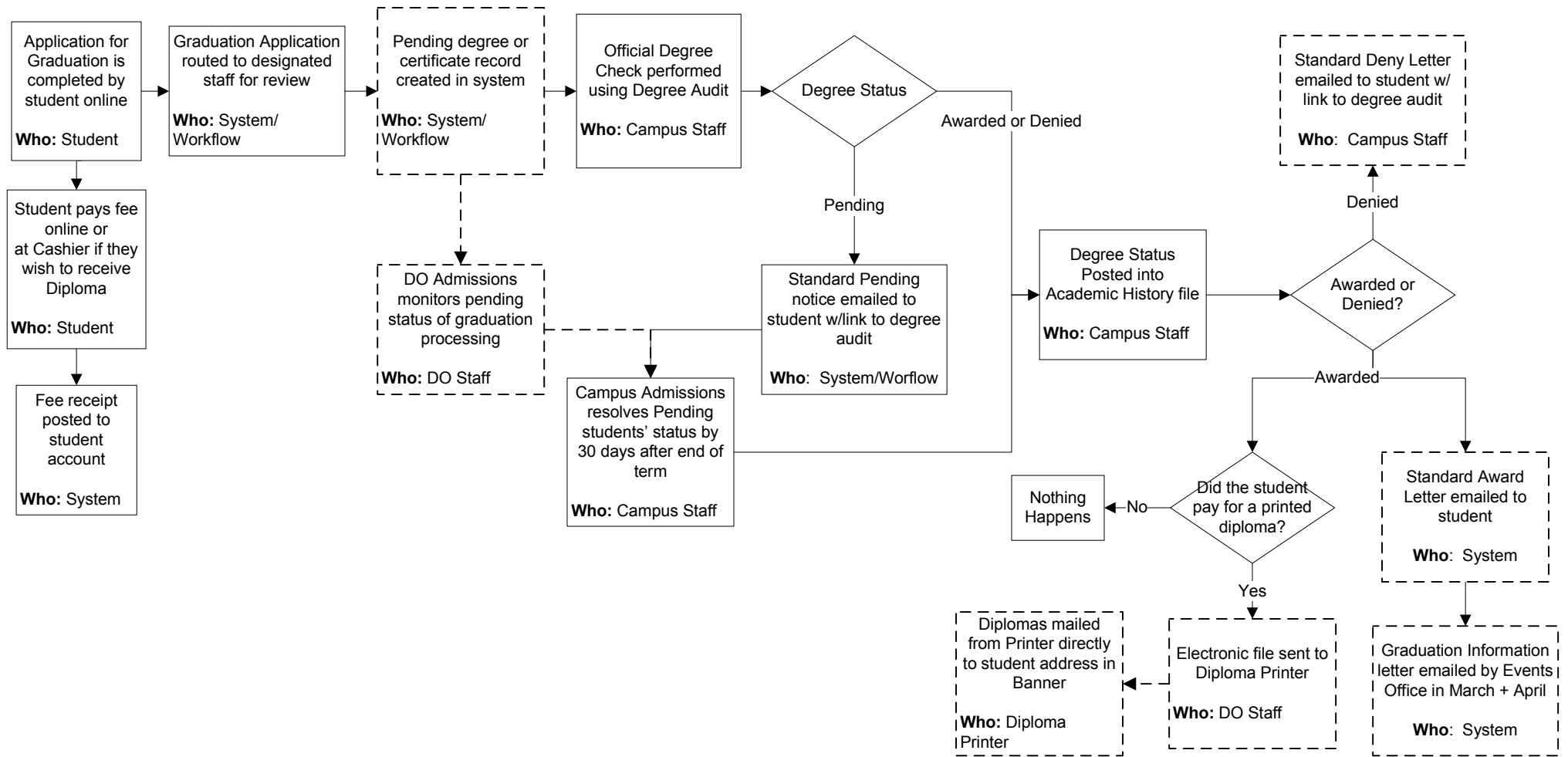
# Official Transcript or Enrollment Verification Request Process

## Transcript or Enrollment Verification Request

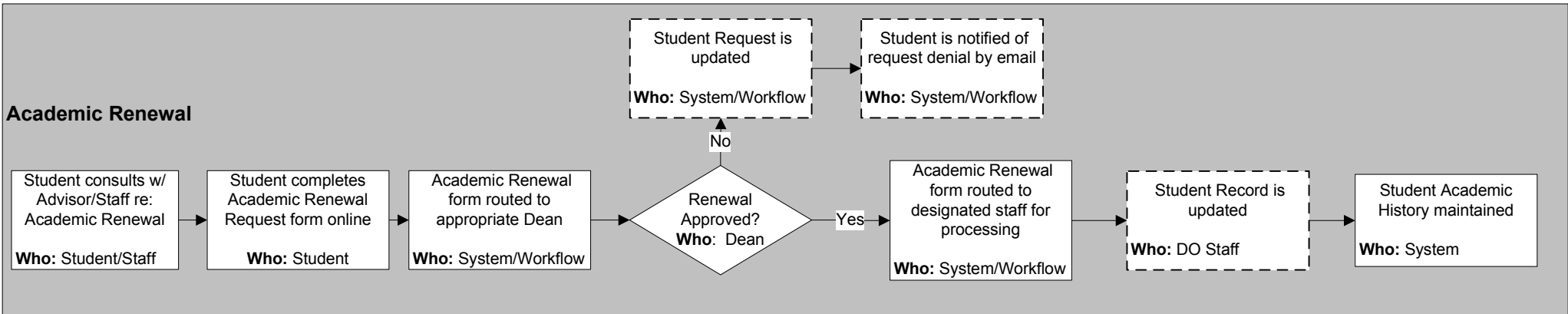


# Student Status Records Processes

## Graduation Application



## Academic Renewal



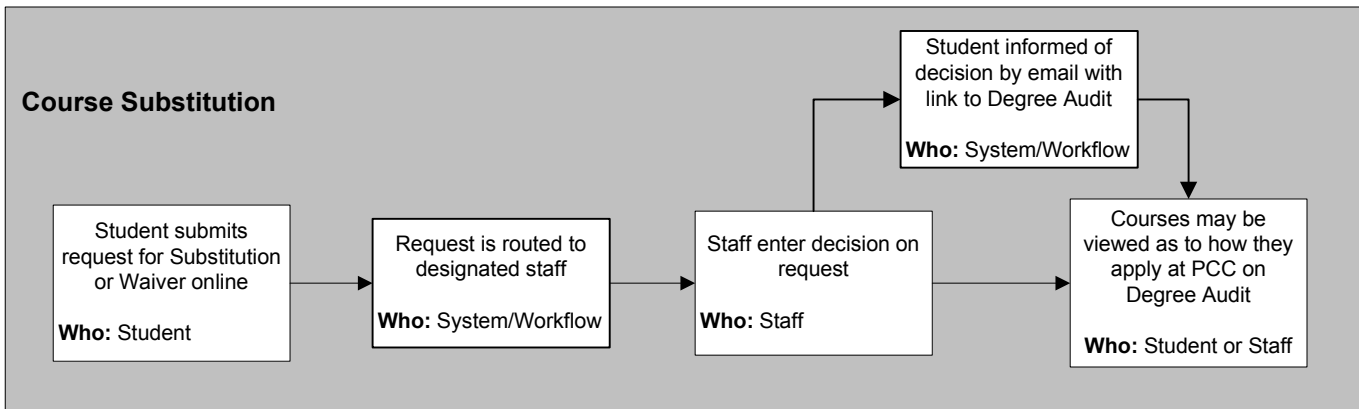
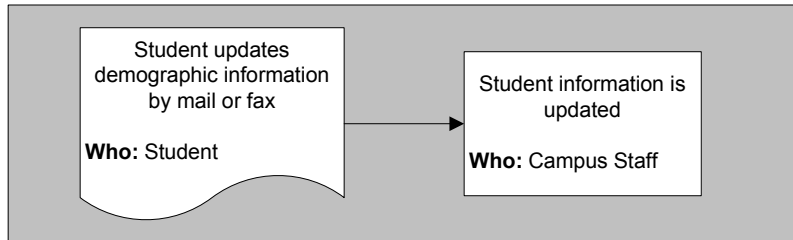
# Records Processes

## Update of Student Personal Information

Student updates Student Intent and demographic information online first time they register each term  
**Who:** Student

Student updates demographic information online thru My Account > Personal Information tab  
**Who:** Student

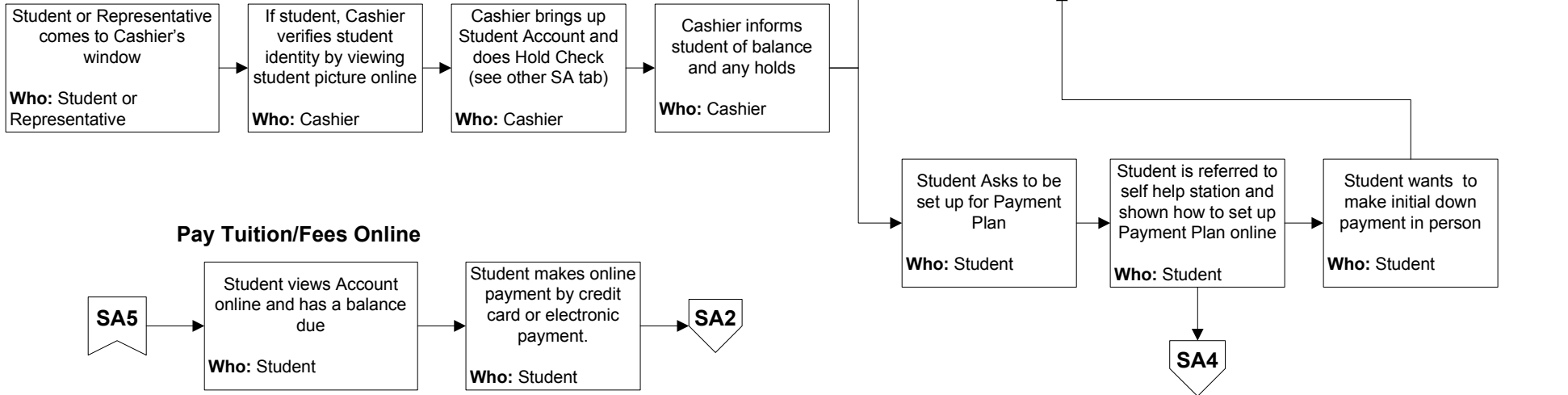
Student updates their Disclosure information to request Directory Information not be released by updating Personal Information thru My Account > Personal Information tab  
**Who:** Student



SA1

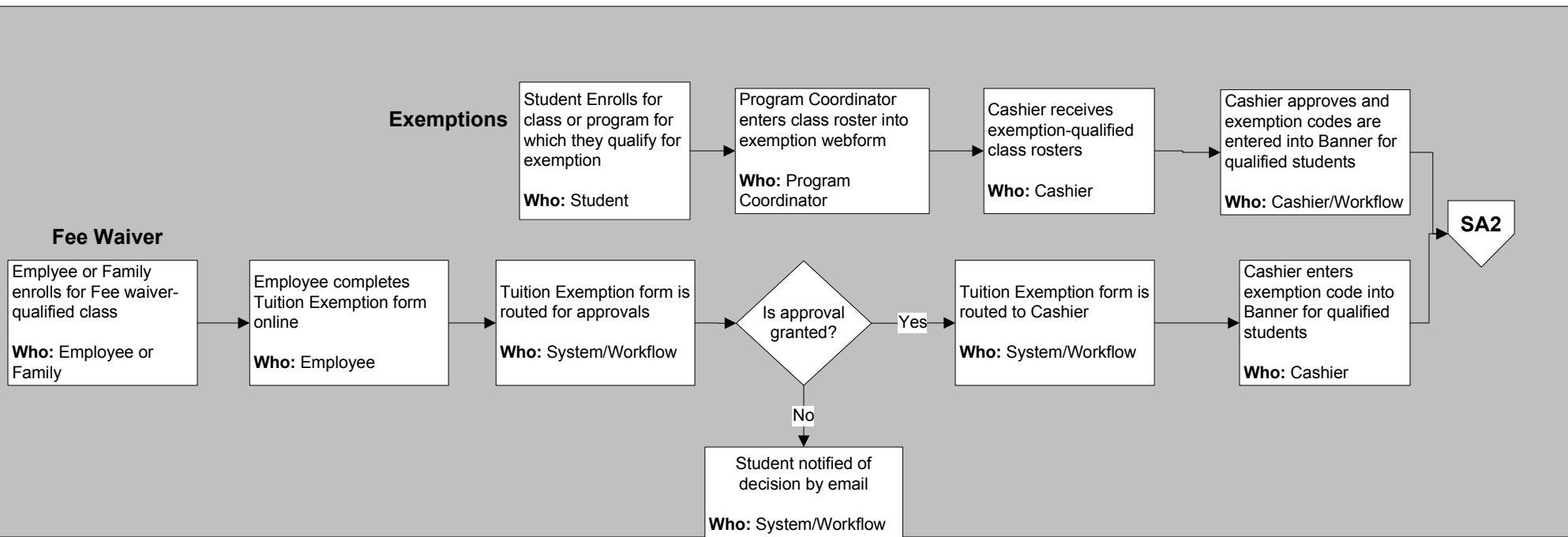
# Student Accounts: Tuition Payment Process

## Pay Tuition/Fees in Person

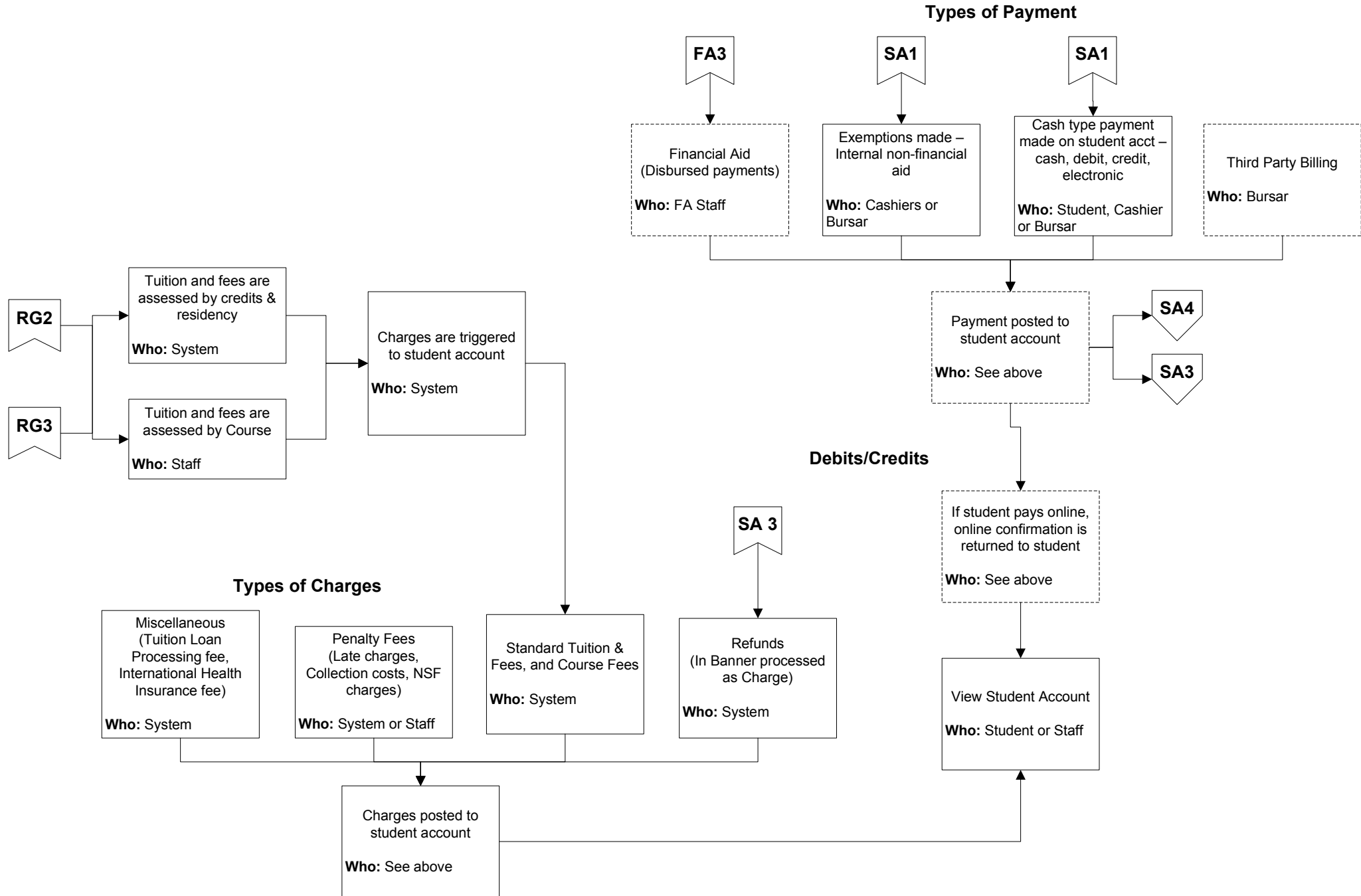


## Exemptions

## Fee Waiver

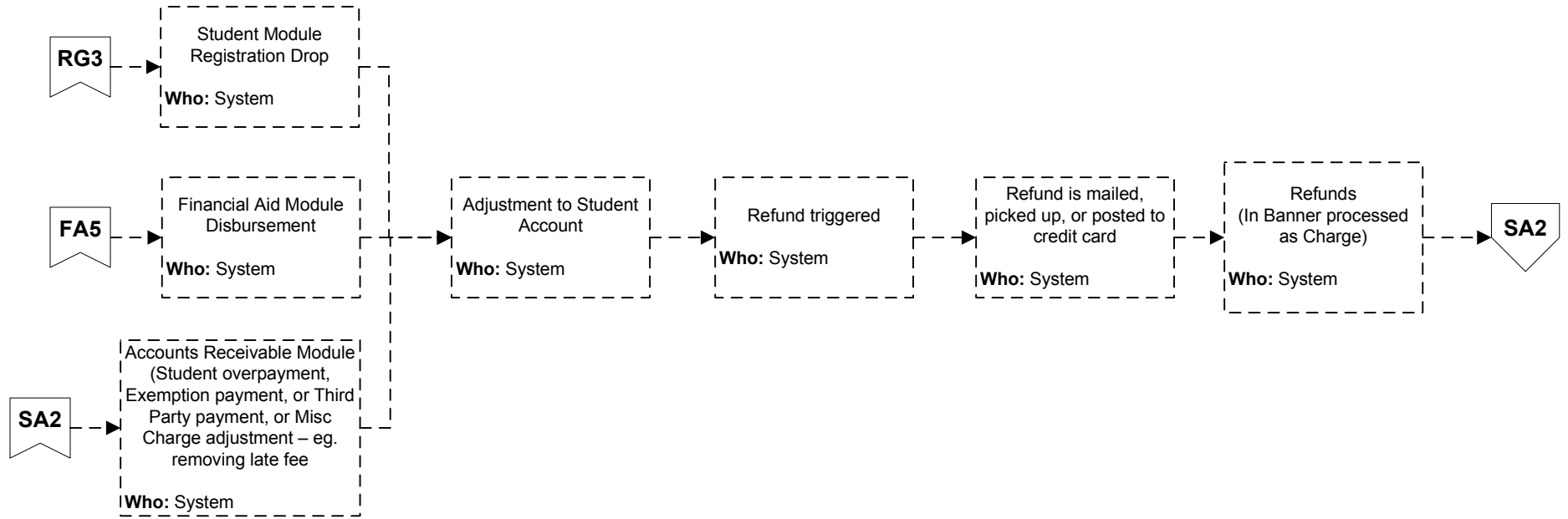


# Student Accounts: Tuition Charge/Payment Process

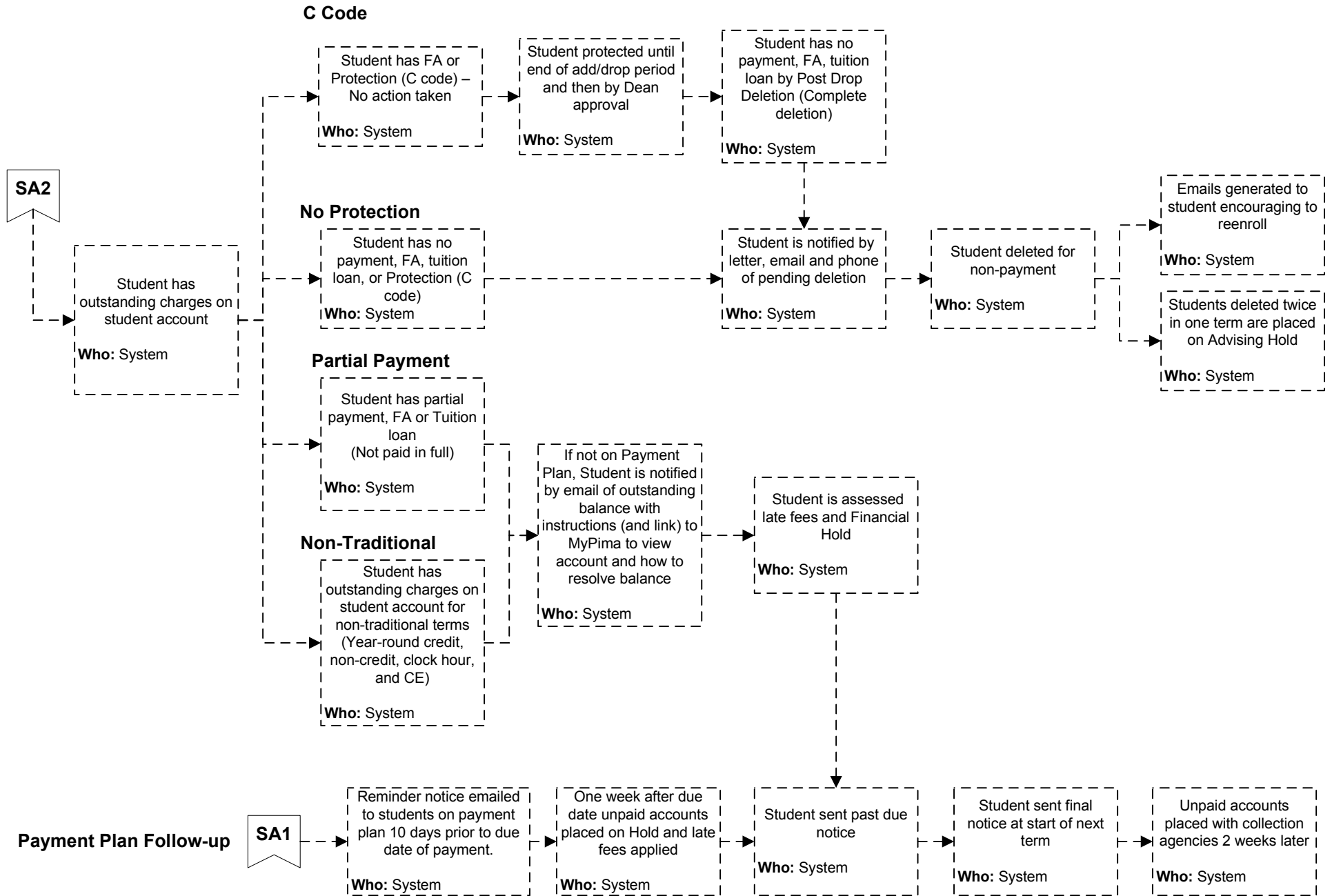


# Student Accounts: Adjustments

## Adjustments



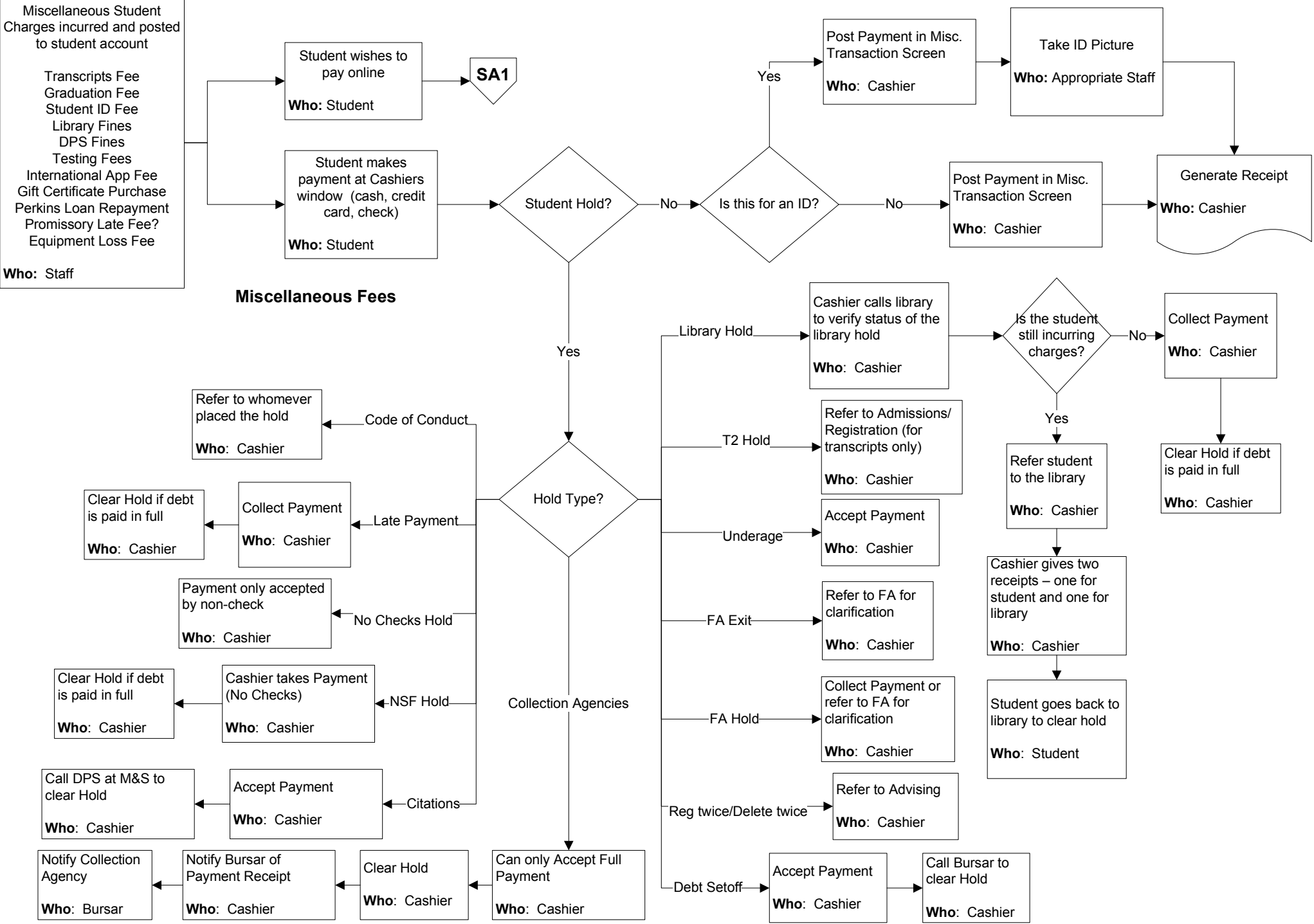
# Student Accounts: Outstanding Charges Process



# Student Accounts – Miscellaneous Fees Process

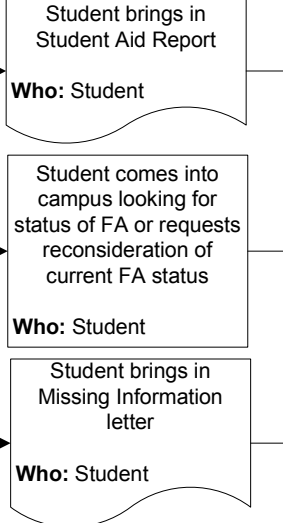
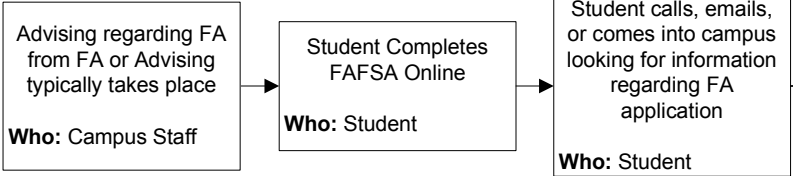
- Miscellaneous Student Charges incurred and posted to student account
- Transcripts Fee
  - Graduation Fee
  - Student ID Fee
  - Library Fines
  - DPS Fines
  - Testing Fees
  - International App Fee
  - Gift Certificate Purchase
  - Perkins Loan Repayment
  - Promissory Late Fee?
  - Equipment Loss Fee
- Who: Staff

## Miscellaneous Fees



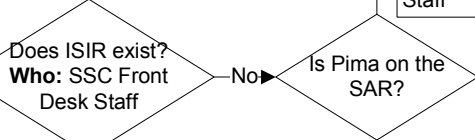
# Campus Financial Aid Eligibility Processes

## Application Process

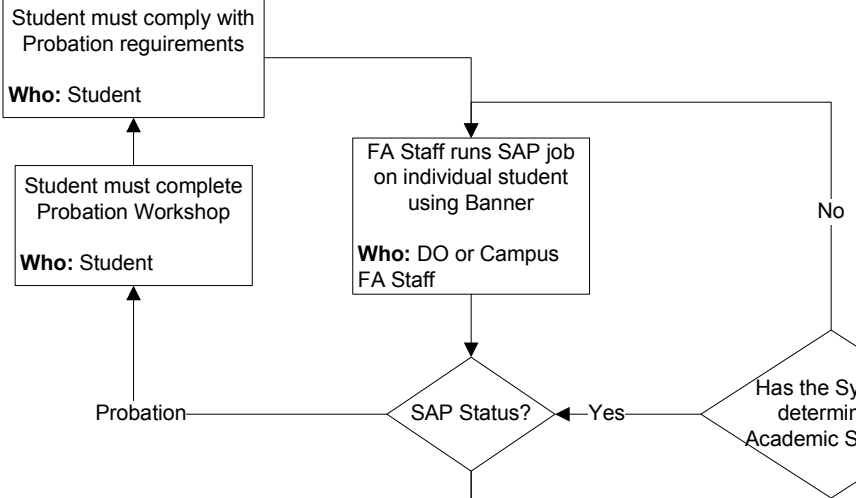
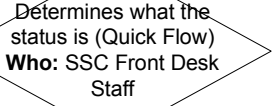


Student is told to wait and given additional information regarding SAR  
**Who:** SSC Front Desk Staff

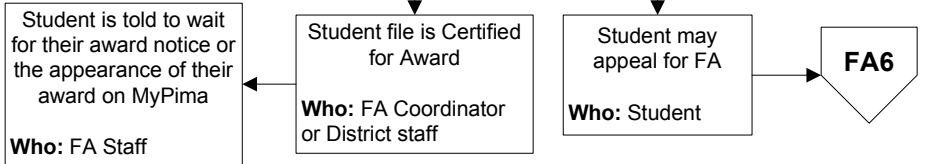
Give the student the website and/or phone number to Dept. of Ed.  
OR  
Have the student sign the SAR and add Pima to their SAR on CPS online  
**Who:** SSC Front Desk Staff



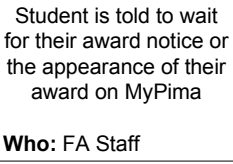
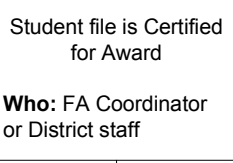
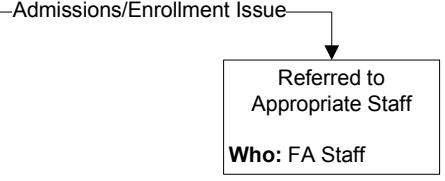
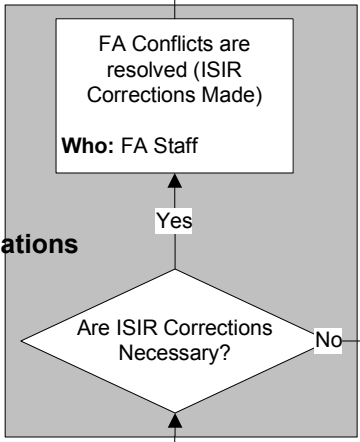
## Application Status



## SAP Status



## Verifications



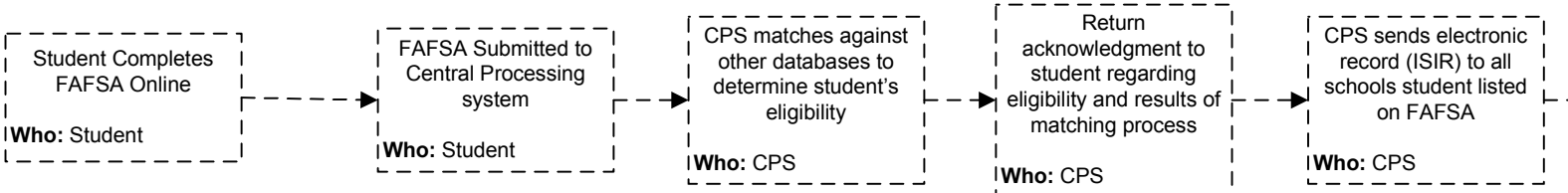
FA2

### Application processing

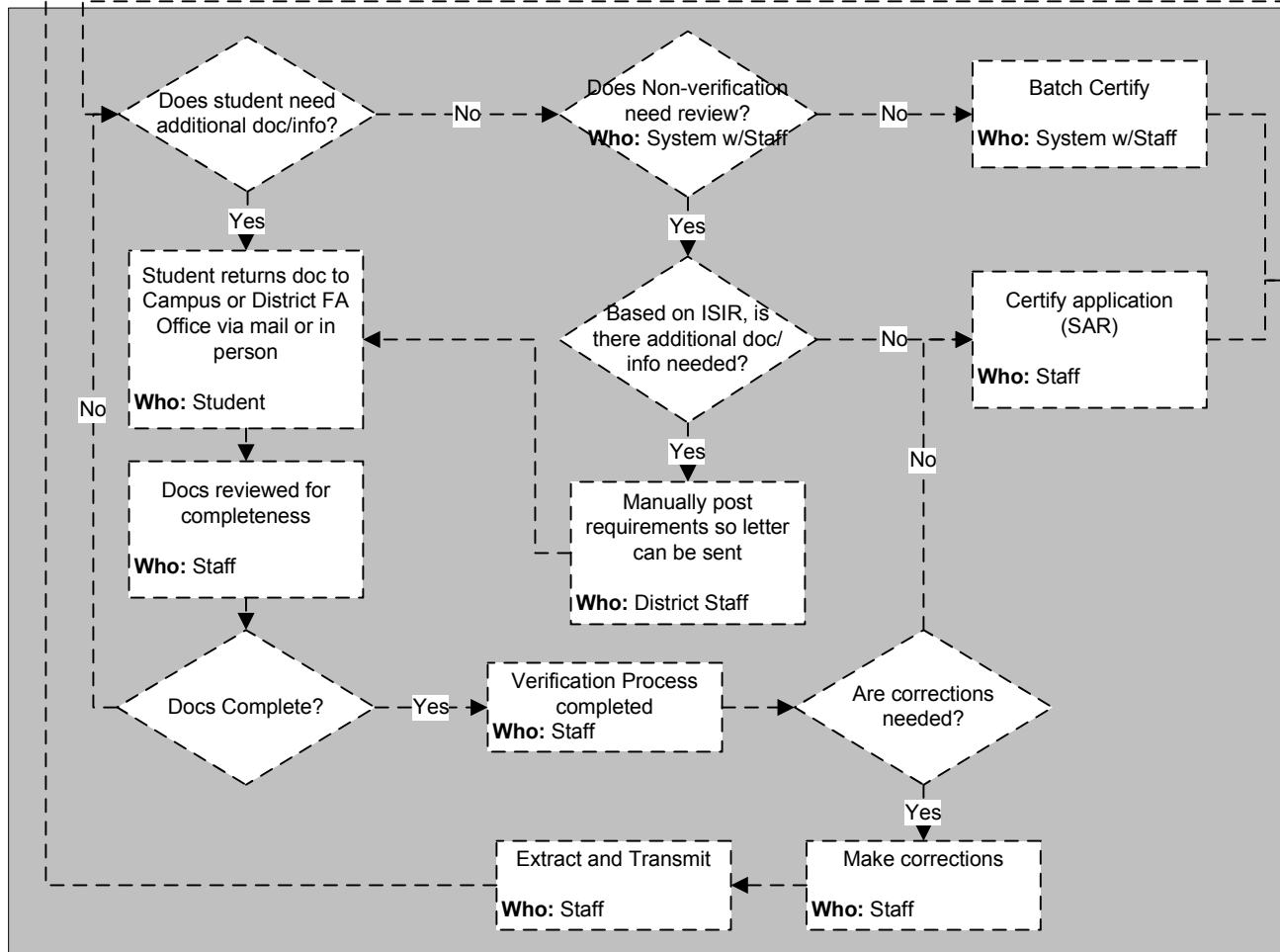
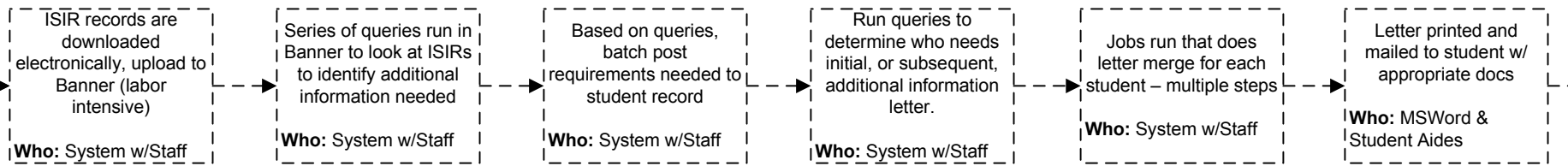
# District Financial Aid ISIR Verification Process

**PCCCD Financial Aid will be going through a review of their Internal FA processes by Financial Aid Services of Atlanta, GA in late February.**

**Our understanding is that Banner has many automated capabilities not currently being utilized by the College. We recommend that as part of the review, these be examined.**



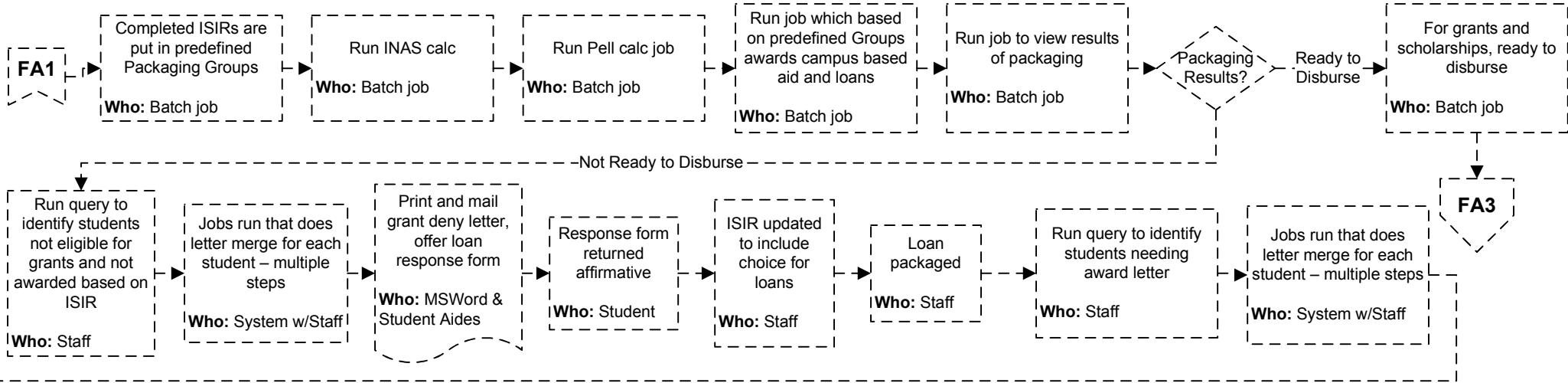
### ISIR processing



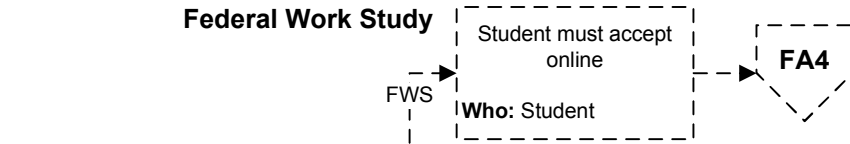
FA3

# Financial Aid Packaging Process

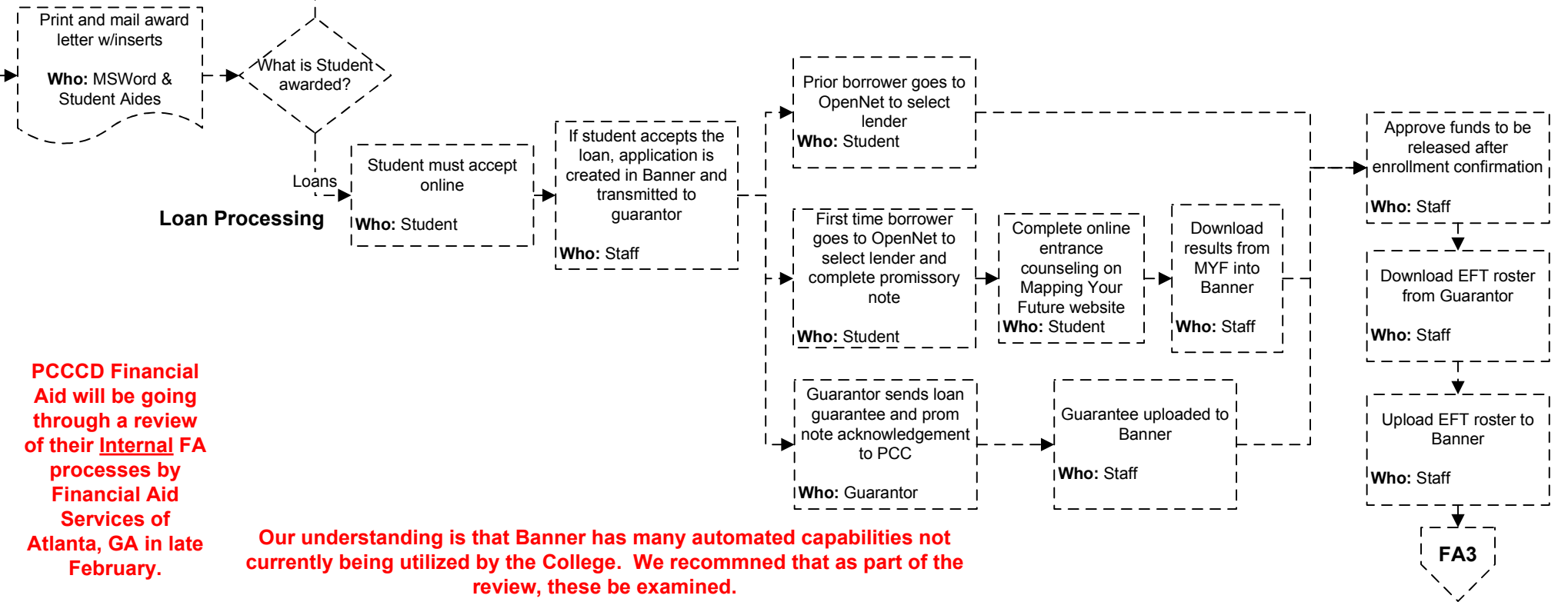
## Packaging/Awarding



## Federal Work Study



## Loan Processing

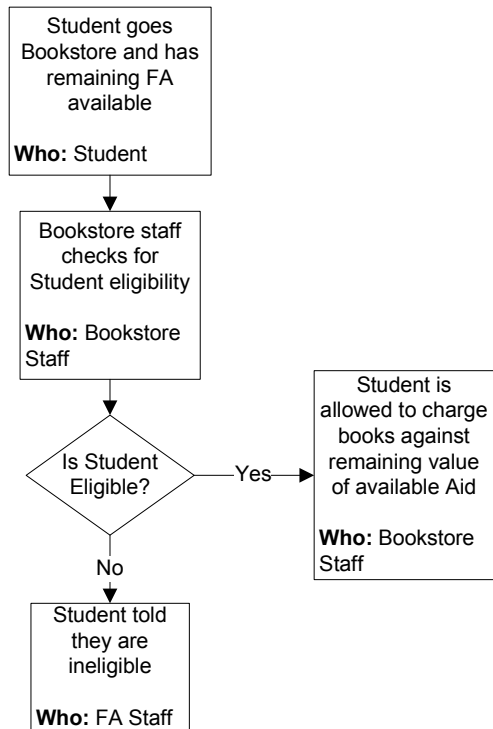


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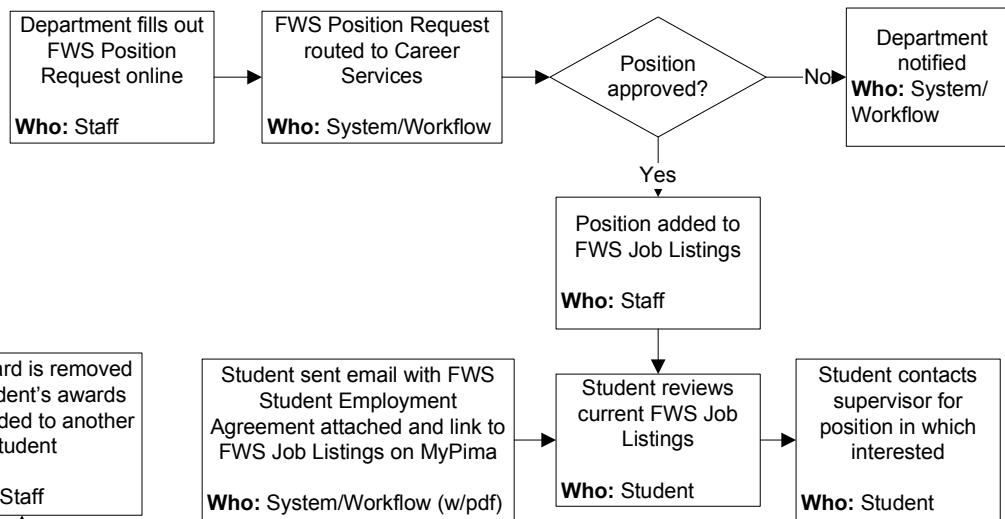
**Our understanding is that Banner has many automated capabilities not currently being utilized by the College. We recommend that as part of the review, these be examined.**

# Financial Aid Process – FA Awarding and Customer Service

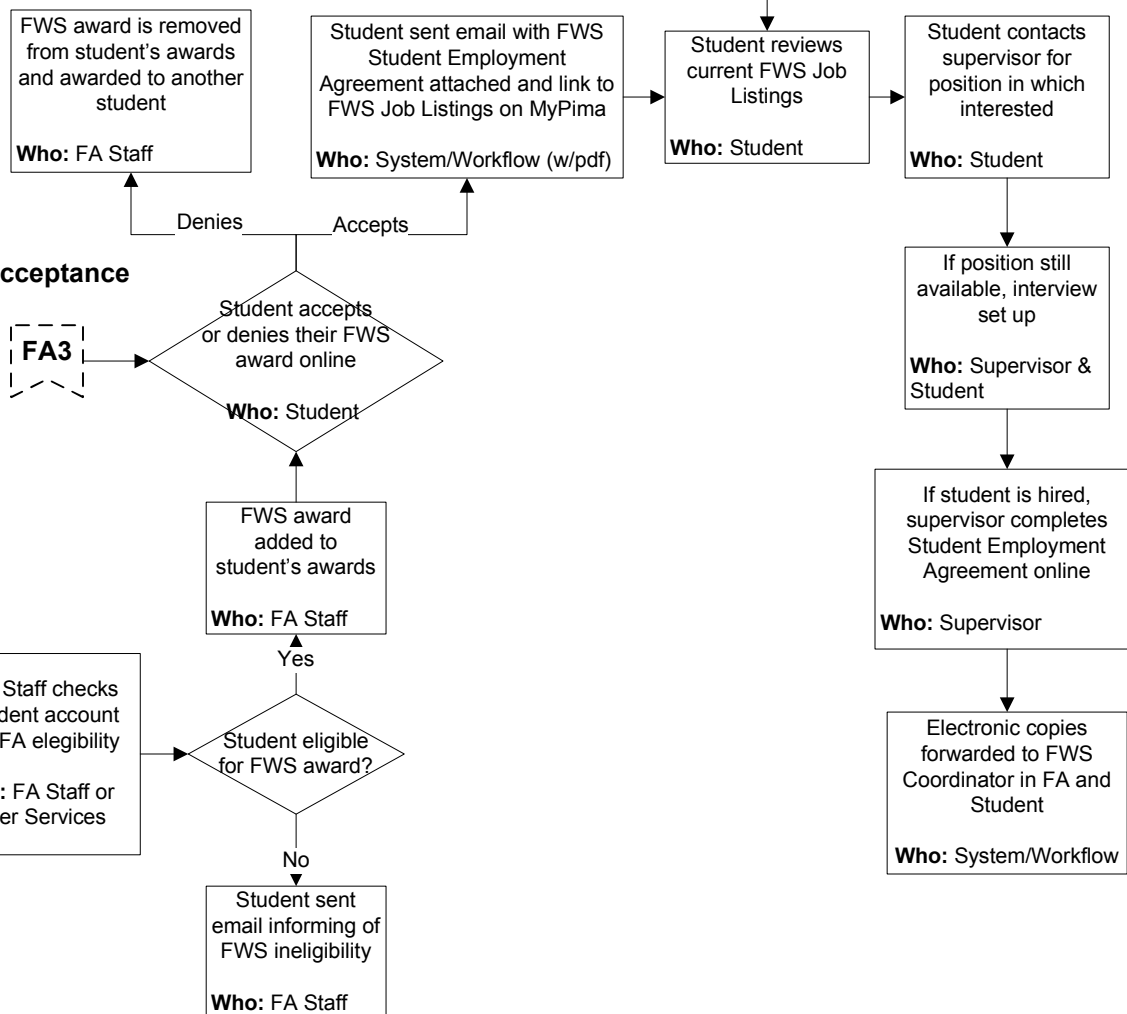
## Bookstore Payment



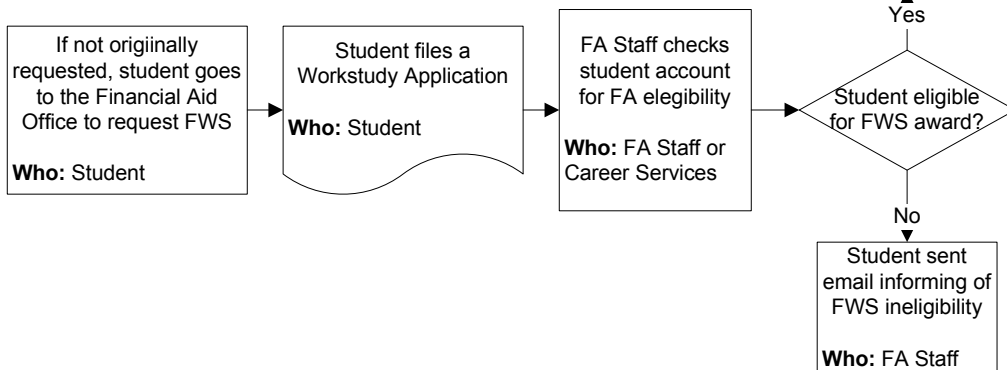
## FWS Position Requests



## Student Acceptance

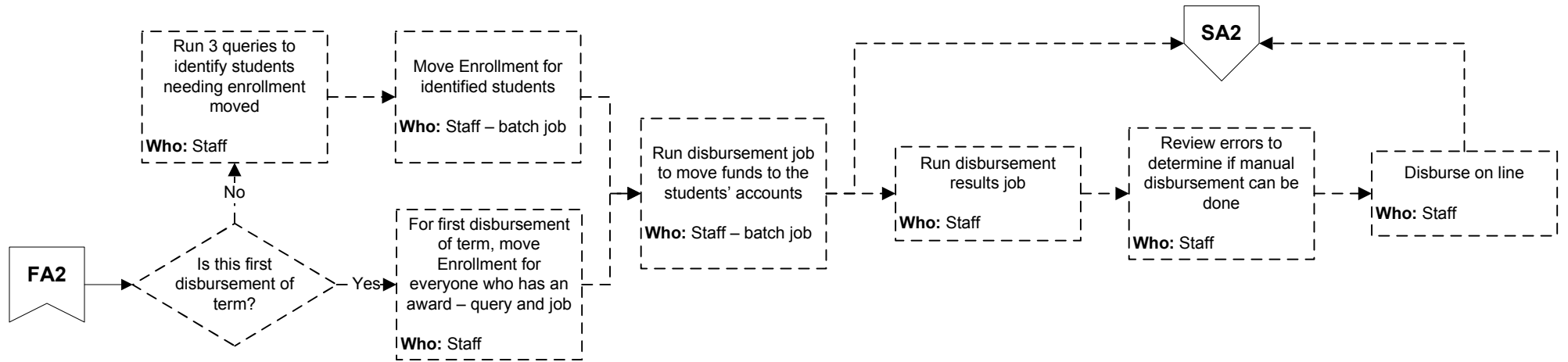


## FWS Awarding



# Financial Aid Disbursement Process

## Disbursement



# Financial Aid Process – SAP Appeals

## SAP Appeal processing

