

IT Service Notice

Subject: PeopleSoft Reminders for all Student Financial Users

Details: When using PeopleSoft please keep the following items in mind to help maintain optimum performance.

1) Scheduling Tuit Calc when running Enrollment Cancellation

Reminder: It is not necessary to run Tuition Calc when running Enrollment Cancellation.

Full Description: Enrollment Cancellation does the equivalent of a Tuit Calc required when it is run so it is not necessary to run Tuit Calc for terms you are cancelling. Avoiding this will make everyone's jobs run quicker.

2) Tuit Calc All

Reminder: Run Tuition Calc All only on the weekend, except in emergencies.

Full Description: Tuit Calc All uses significantly more system resources than a Tuit Calc for Required students. Please only use Tuit Calc All on the weekends except under very unusual circumstances.

3) SF Table Validation Reminder

Reminder: Run SF Table Validation only on the weekends, except when cleaning up data errors.

Full Description: In support of the good neighbor policy, please do not run the SF Table Validation process on weeknights (Sunday through Thursday night), unless you have data errors on your Table Validation Report that need to be cleaned up. We recommend that SF Table Validation be run on the weekend (Friday night or anytime on Saturday or Sunday during the day) for routine maintenance purposes. If the process is run separately for Individuals and Organizations please schedule the two processes far enough apart so they aren't running at the same time.

4) Inactivate TPCs to Improve Tuition Calc Performance

Reminder: Inactivate Third Party Contracts to Improve Tuition Calc Performance

Full Description: This is a reminder to colleges. Research has shown that inactivating third party contracts for past terms can improve Tuition Calc performance. When Tuition Calc runs, it executes logic that updates corporate account balances. It recalculates all active third party contracts that students are actively attached to (including contracts in terms other than those chosen on the run control). Since the corporate account balance for these older contracts is not likely to change, there is no need for this logic to execute each time batch Tuition Calc runs.

When the status of a third party contract is changed to inactive, students should remain actively attached to the contract; only the third party contract status should be changed to 'Inactive'. If any changes are needed to the contract or if students need to be attached or cancelled, the contract can be reactivated by the college to make these changes.

We are requesting each college to identify past terms where most of the third party contract processing and billing has been done and you are unlikely to modify or adjust contracts. Please open an IssueTrak ticket requesting that third party contracts for these past terms (specify the terms) be inactivated. ASC has an update script that can be run to inactivate third party contracts for these terms. We appreciate your assistance.

5) Quick Post Audit Query

Reminder: AUDIT you quick post process.

Full Description: This query, "VXX050_AUDIT_QUICK_POST_ORG" should be used by colleges to regularly review and audit transactions that have been posted using Corporate Post.

6) Group Post Best Practices

Reminder: Based on research recently performed on a long-running Group Post process, we identified (6) key recommendations that should help improve processing times for any process that performs posting to a student's account, such as Tuition Calc, Refunding, Group Post, etc. We recommend that colleges review these suggestions and apply them as soon as possible. If you need assistance from ITS, please open an IssueTrak ticket.

- a) Uncheck the Payment Priority Flag on a credit item type, when the payment priority is set to the default value '999'. SIS automatically handles the '999' default payment priority setting and the flag is not needed. When the flag is checked, additional unnecessary processing logic is executed causing posting processes to run longer.
- b) Run query to identify Organizations with unapplied payments regularly. A new query has been created to help colleges identify Organizations with unapplied payments. It's called 'VX_SF_ORG_UNAPPLIED_PMT' and is in all the SIS databases. We recommend running it often.
- c) Run Payment Applier to post unapplied payments for Organizations regularly (for Orgs identified by query in #2 above). When an Organization has an unapplied payment it causes additional processing to occur within the Payment Applier program. When Payment Applier is run regularly on these organizations to post these unapplied payments, it eliminates the need for this processing step in other posting processes.
- d) Run Table Validation for Organizations regularly (in addition to running it for students) to clean up the Org and student accounts. We recommend running it weekly, on the weekend. Colleges should manually fix any errors that the program does not automatically resolve.
- e) Limit the number of students attached to an Organization's third party contracts. Create new contracts and organizations each term in order to minimize the number of students attached to one Organization. Try to keep student attachments per Organization limited to 200 or less students. If necessary, break

down contracts and organizations into multiple contracts and organizations, when possible.

- f) Inactivate older third party contracts when little, if any, activity is expected. Leave the students actively attached to the contract, just inactivate the contract's status. This eliminates unnecessary processing from occurring on these older contracts in order to maintain Org account balances. Keep in mind, that you can 'reactivate' the inactivated third party contracts any time you need to make changes. Open an IssueTrak ticket to request assistance from ITS if you want help inactivating a large number of contracts. Be sure to provide details on the contracts you want inactivated. Note: if changes are later needed to the contract, it should be reactivated first.

7) Tuition Calc Controls Best Practices

Reminder: Verify appropriate Tuit Calc controls.

Full Description: PeopleSoft has advised us that turning off the 'Auto Tuition Calc' and 'Auto Calc Waiver' checkboxes on the Tuition Calc Controls page for prior terms should have a positive impact on online Tuition Calc performance. Many colleges have these checked for terms back for older terms. This causes the student's tuition to be calculated for prior terms when online Tuition Calc is run or 'View Customer Accounts' is accessed and the student's 'Tuition Calc Required Flag' is set to 'Yes'. It results in longer wait times when running online Tuition Calc.

8) Tuit Calc Message Configuration

Reminder: Turn off the "Include Status of Warning" and/or the "Include Status of Message".

Full Description: Last week, VCCS investigated another issue reported by a college of timeouts while trying to inquire on Tuition Calc Messages. We found that the college was logging a large number of Tuition Calc Messages within the 21 day limit. The majority of these messages were 'Warning' and 'Message' types. After reviewing the message logging level set for each college, we found many colleges are logging 'Warning' and 'Error' messages, resulting in a large volume of records being written to the Tuition Calc table.

'Error' messages are always logged while 'Warning' and 'Message' types are controllable at the college and term level. Turning off the "Include Status of Warning" and/or the "Include Status of Message" would help control the rapid growth rate of the Tuition Calc Messages table.

Please review your college's message logging settings and discontinue logging of lower severity messages by un-checking "Include Status of Warning" and the "Include Status of Message" on the following page: Home>Manage Student Financials>Calculate Tuition and Fees>Setup>Tuition Calculation Controls, Display Error/Warning Controls tab. Of course, there are always exceptions. If your college has reasons for wanting to continue to log these message types, please let us know.

If you have received this email from a colleague and would like to be permanently added to the dlist for these reminders, please contact VCCS ITS Client Services.

To view this information at anytime as well as all other PeopleSoft reminders click on the following link.

<http://helpnet.vccs.edu/ASC/Psoft/PsoftReminders/SFUsers.htm> *(This is not a real link at this time)*

Thank you,

VCCS ITS Client Services

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