

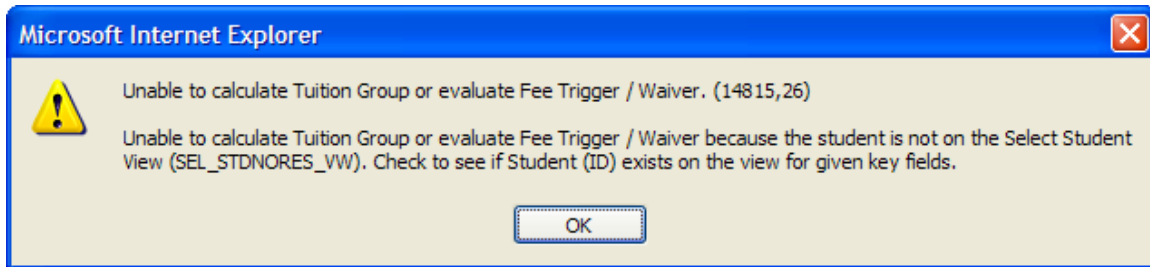


## NDUS Training and Documentation

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### Unable to Calculate Tuition Group or Evaluate Fee Trigger / Waiver

WHAT TO DO WHEN YOU GET THIS ERROR????



Troubleshooting Checklist:

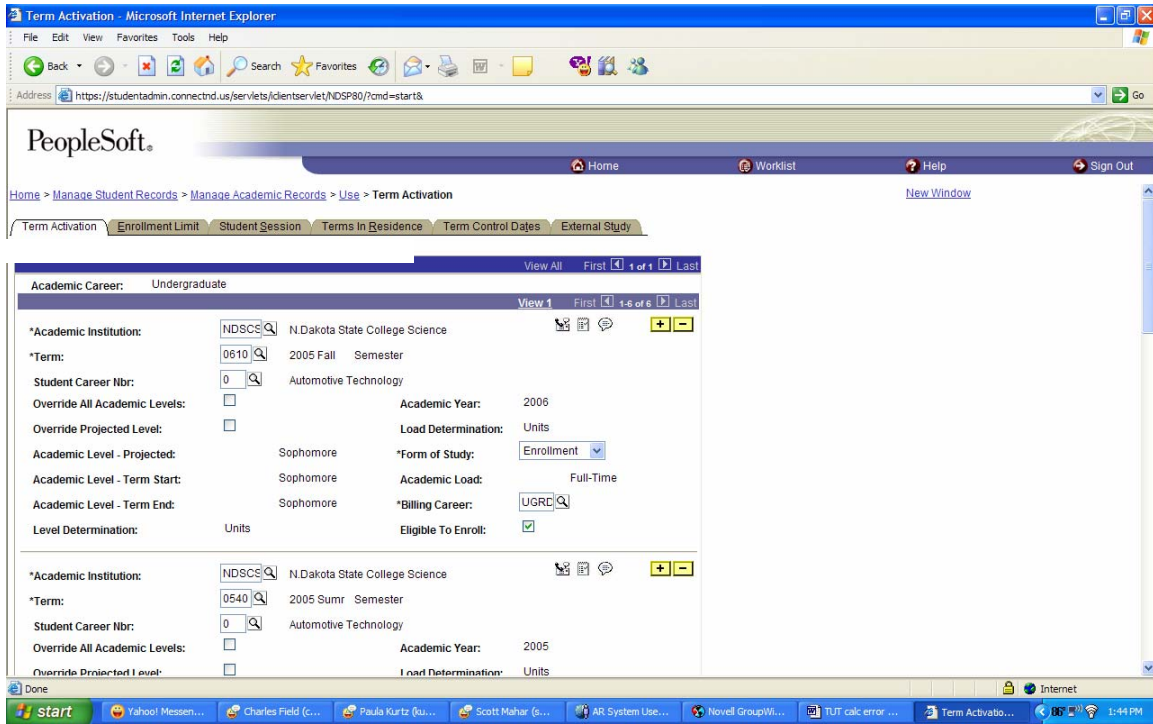
1. First look at the term for which the Tuition Calculation flag is set. Navigate to [Home](#) > [Manage Student Financials](#) > [Calculate Tuition and Fees](#) > [Use](#) > Tuition Calculation
2. Once you have identified the term for which the flag is flipped for, navigate to: [Home](#) > [Build Community](#) > [Identification Data \(Student\)](#) > [Use](#) > Residency Data . You need to verify that the student has residency for: a. your institution, b. the term needs to be = or less than you are tut calcing for, c. and the career (ugrd, grad, med, law, etc.)

If the student does have residency, proceed to work with your records office to verify that the student has an active program/plan for that term. Navigate to: [Home](#) > [Manage Student Records](#) > [Track Student Careers](#) > [Use](#) > Student Program/Plan

Some things to look at on this page are:

The screenshot shows a PeopleSoft web application interface. The browser title is "Student Program/Plan - Microsoft Internet Explorer". The address bar shows the URL: "https://studentadmin.connectnd.us/jervlets/clientServlet/NDSP80/?cmd=start&". The page header includes the PeopleSoft logo and navigation links: Home, Worklist, Help, and Sign Out. The breadcrumb trail is: Home > Manage Student Records > Track Student Careers > Use > Student Program/Plan. Below the breadcrumb trail, there are tabs for Student Program, Student Plan, Student Sub-Plan, Student Attributes, and Student Degrees. The main content area displays details for an undergraduate student. The "Academic Career" is "Undergraduate" and the "Career Requirement Term" is "Student Career Nbr: 1". The "Status" is "Active in Program". The "Effective Date" is "06/14/2005". The "Program Action" is "MATR" (Matriculation). The "Academic Institution" is "NDSCS" (N.Dakota State College Science) and the "Academic Program" is "UGADT" (Auto & Diesel Master Tech). The "Admit Term" is "0540" (2005 Sumr). The "Requirement Term" is "0540" (2005 Sumr). The "Expected Grad Term" is empty. The "Campus" is "MAIN". The "Acad Load" is "Full-Time". There are buttons for "Save", "Return to Search", "Next in List", "Previous in List", "Refresh", "Add", "Update/Display", "Include History", and "Correct History". The "Include History" button is circled in red. The "View All" button is also circled in red. The page footer shows the Windows taskbar with the start button, Yahoo! Messenger, and several open applications: "AR System User - N...", "Novell GroupWise - M...", "TUT calc error - Micro...", and "Student Program/Pla...". The system clock shows "11:33 AM".

1. Make sure you view all the rows and you include history, so you are viewing the whole picture, all the program stacks.
2. What you need to look for is on the field program action, that it does not have COMP (completed) or DISC (discontinued). When the records does this, the program/plan is not active and you will not be able to Tuition Calc the student.
3. If the program plan is active you next step is to look at the term activation page for the student by navigating to:



Here you want to verify that the student is term activated, and the Student Career Nbr matches the program/plan you are trying to calculate for. Student could have more than one Career number, if they change programs, etc. For example in the screen shot above, this student was term activated twice once for 0540 and then 0610. If the student changed from Automotive Technology to another program for fall term, then the career number should be different not looking at 0. Term activation needs to match up with the students program plan.

So lets take this example above: If you look at the first screen shot, you see for summer 0540 the student has an active program/plan of UGADT (Automotive Diesel Master Technician), BUT if you look at the second screen shot on the term activation page and view summer 0540, you see Automotive Technology. With this scenario, Student Finance will not be able to Tuition Calculate the student for summer because the program/plan does not match the term activation.

If this the situation, you will need to work with records to correct this. Once records has corrected this, and you still receive this error, then contact HECN.