New Student Profile Increases Efficiency & Student Success
THROUGH THE SHARING OF DATA IN A COMMON PLACE

The new student Profile distills the information to the most frequently encountered questions from constituents to create an easy flow of information needed on most customer communications through text, email, or by phone, eliminating the need to pull the 20+ forms to acquire the same information.

Centralized Information

20K+ Service Requests During the Fall Semester

25% Reduction in Service Duration

Student Profile

Tuition and Fees

Tuition and Fees displays the student account details of all charges and payments in chronological order on the student account. Enabling quick analysis of the changes or events leading to the overall balance.

Holdes

Holds displays all active holds on the student account, identifying exactly what the student will not have access to—registration, transcript and/or graduation. Again, this reduces the need to review multiple forms in Banner and summarizes the information needed in one distinct place to answer potential questions students/parents might have about holds.

Curriculum and Courses

Prior Education and Testing

Finances

Additional Links

Registrations

View Grades

Degree Evaluation

Undergraduate Degree Planner

Credit by Examination

University Adjustment System

Document Processing Submission

System

eCampus

Class Lists

Bill Payment Authorized Users

Information from Banner and TouchNet in one place helps us determine if we are able to discuss financial matters with someone other than the student. Eliminating the need to login to two separate systems for the same information.

Semester Balance Summaries

Semester Balance Summaries at the top of the Tuition and Fees area communicate the overall, previous, current and future balance. This enables Customer Service to easily identify and explain an owed balance to a student without having to pull multiple displays in Banner or exporting the account to an Excel document.

Financial Aid

Displaying first is the student’s financial aid GPA, identifying whether or not he/she is meeting satisfactory academic progress.

“One of the most frequent question we get is: “Why hasn’t my financial aid posted to my student account?” or “Why have I not received my refund yet?”

Incomplete financial aid documents identifies this quickly for the trained service representative. Financial Aid awards also display funds offered, accepted, cancelled, as well as when the financial aid was actually paid. Additionally, you can see the budget, expected family contribution, and awards. This reduces the need to review multiple forms in Banner and summarizes the information with a quick click of the mouse.