

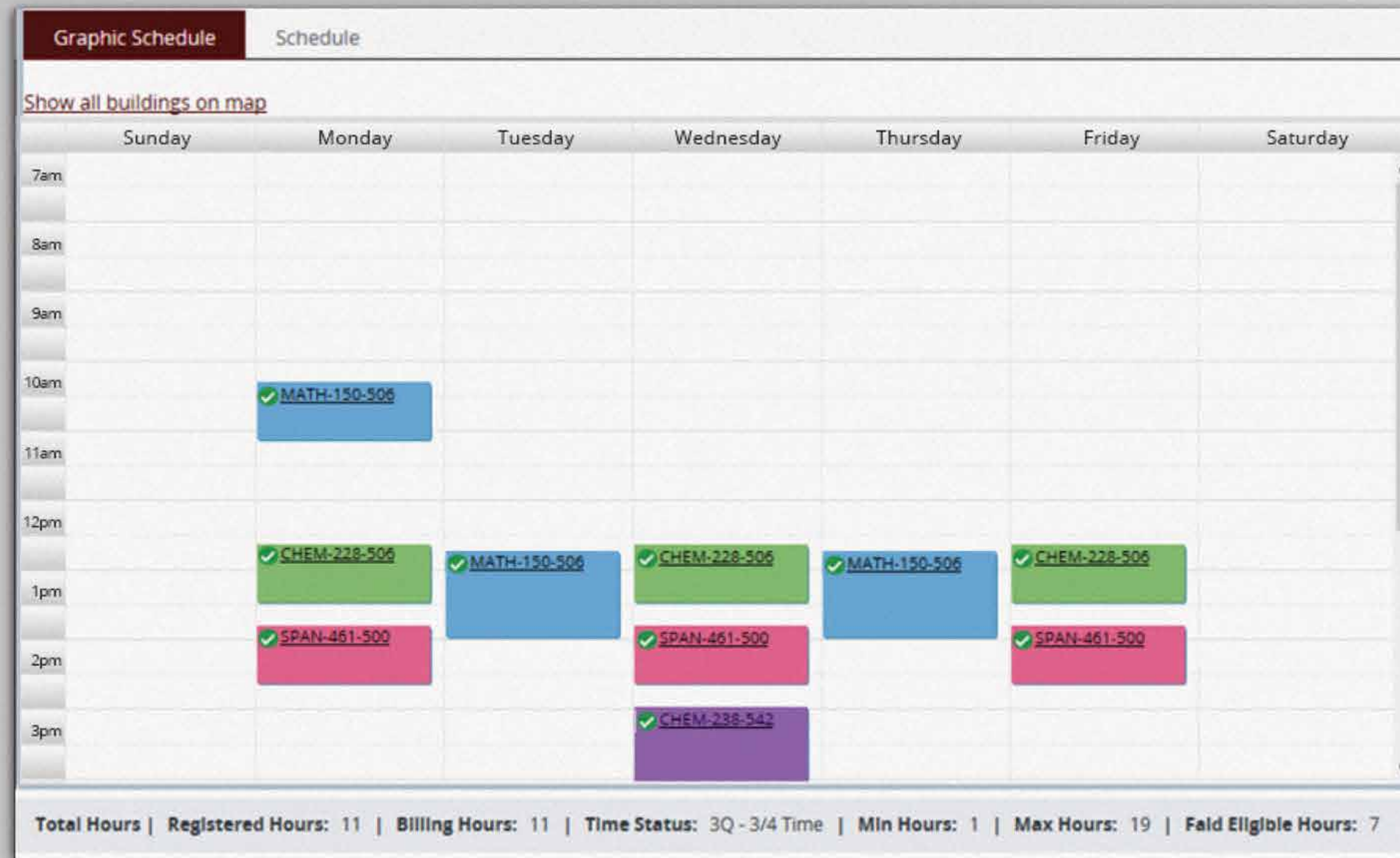


New Student Profile Increases Efficiency & Student Success THROUGH THE SHARING OF DATA IN A COMMON PLACE

Howdy

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



Schedule or Graphic Schedule enables us to see at a glance the courses, hours and category of hours based on enrollment. Reduces the need to review multiple forms for the same data across the banner system.

20K+ Service Requests During the Fall Semester

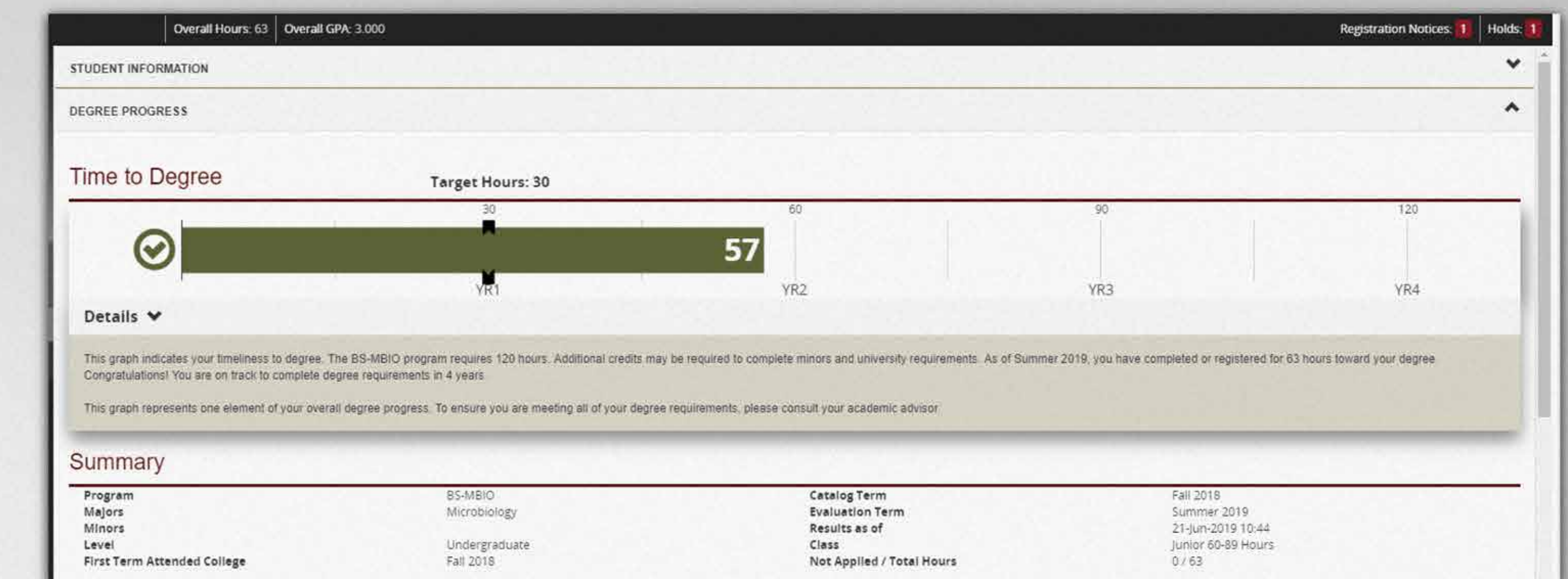
25% Reduction in Service Duration

Student Profile



- 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

Time to Degree



- Degree On Track
- Progress Warning
- Degree At Risk

Time to degree displays a summary of how the student is progressing toward a degree within a 4-year period.

Tuition and Fees

TUITION & FEES (Student View)

BE IN THE KNOW: If you are enrolled in the installment plan for the main Spring 2019 semester, your final payment is due this Friday, April 12th at 5:00. Other important due dates for half-year and full-year semester can be found on the Student Business Services webpage.

Account Details

Total Records: 35

Last Date of Activity	Campus	Description	Amount	Balance
12-APR-2019	CS	Tuition	\$2,647.04	\$2,647.04
12-APR-2019	CS	Tuition/Fee Exemption	(\$500.00)	\$2,147.04
12-APR-2019	CS	3rd Party Payment	(\$1,000.00)	\$1,147.04
01-JAN-2019	CS	University Advancement Fee	\$1,500.00	\$2,647.04
01-JAN-2019	CS	Student Center Complex Fee	\$100.00	\$2,747.04
01-JAN-2019	CS	Recreational Sports Fee	\$106.00	\$2,853.04
01-JAN-2019	CS	Health Center Fee	\$75.00	\$2,928.04
05-JAN-2019	CS	CLSC Student Sch	(\$500.00)	\$2,428.04
05-JAN-2019	CS	Texas Aggie Scholarship	(\$1,565.00)	\$863.04
05-JAN-2019	CS	Federal Direct Subsidized Loan	(\$2,227.00)	-\$1,363.96

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.

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.

For Spring 2019 Semester	Balance for Previous Semesters:	Balance for Current Semester:	Balance for Future Semesters:
Overall Balance: \$899.36	-\$500.00	\$1,399.36	\$0.00

Bill Payment Authorized Users

Total Records: 1

User Email	User Name	Can View Payments	Can View Bill
RevilleSr@xxxxx.com	Reville Sr.	Y	Y

Holds

HOLDS

FAID Holds

No FAID Holds Records Found

WOAHOLD Holds

Total Records: 2

Code	Type	Registration	Transcript	Graduation	AR	From	To	Reason	User	Orig Cde
D6	6 State Drop Remaining	N	N	N	N	07/19/2017	12/31/2099	State Drop Limit	SZKDLMT	Registration proces...
T0	Refund Suppress	N	N	N	N	04/04/2019	12/31/2099	Balance on another campus	BANWORX	TSBS

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.

Financial Aid

FAID

FA GPA: 3.340

Incomplete Documents - Term

Total Records: 1

Requirement	Description	Request Date	Awarding Required	Disbursement Required
CPOSFR	Course Program of Study Proration	03-JAN-2019	N	N

Financial Aid Awards

Total Records: 7

Code	Term	Fund Name	Offer Amt	Offer Date	Accept Amt	Accept Date	Cancel Amt	Memo Amt	Paid Amt	Paid Date
C11111	201911	CLSC UG DT Scholarship	\$500.00	26-SEP-2018	\$500.00	26-SEP-2018			\$500.00	05-JAN-2019
C80441	201911	Texas Aggie Scholarship	\$1,565.00	03-OCT-2018	\$1,565.00	03-OCT-2018			\$1,174.00	12-APR-2019
CDLSUB	201911	Federal Direct Subsidized Loan*	\$2,250.00	12-JUN-2018	\$2,250.00	30-JUL-2018			\$2,227.00*	05-JAN-2019*
CFDIBD	201911	Federal Direct Subsidized Loan*	\$1,000.00	16-JAN-2019	\$1,000.00	16-JAN-2019			\$800.00*	16-JAN-2019*

* Federal loan funds have a fee that is taken out

Financial Aid Overview - Aid Year

Total Records: 1

Aid Period	Budget	EFC	Gross Need	Awards	Paid Amt	Resources	Unmet Need	Award Cmpht	Plg Cmpht	Disbursement Cmpht
CFS - CS Fall Spring	\$26,823.00	\$4,544	\$21,778.00	\$17,882.00	\$1,352	\$500.00	\$4,797.00	05-FEB-2018	12-JUN-2018	05-FEB-2018

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.