



# GO-LIVE TOOL KIT

Financial Aid Go-Live



SAN DIEGO  
COMMUNITY COLLEGE  
DISTRICT





## Go-Live Tool Kit

*Financial Aid Go-Live*

This is your mySDCCD Go-Live Tool Kit for the colleges which includes launch information and instructions to help you prepare you for the Campus Solutions implementation. The Continuing Educator Go-Live Tool Kit will be forthcoming in Fall 2018.

The kit can be downloaded by visiting

<http://www.sdccd.edu/mysdccd/>

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## Welcome

This Go Live Tool Kit for the colleges provides the reader with important information, business process changes, and resources that will assist faculty and staff transition to Campus Solutions/mySDCCD. This is an ambitious project in the making that is a culmination of hard work from 100+ people over 4 years.

We ask for your patience as we roll out Campus Solutions to the campuses. Remember, that it took the district over 30 years to get our legacy system (ISIS) to the point it is at today. Our approach to this implementation has been to make sure we have the “must haves” initially in Campus Solutions and deal with the “nice to haves” post go-live.

Responding to questions and troubleshooting problems will take some additional time as people learn the new system. If you have questions, please feel free to contact us at [mysdccdhelp@sdccd.edu](mailto:mysdccdhelp@sdccd.edu) or visit us online at <http://www.sdccd.edu/mysdccd>.

We are excited to take the first step in transitioning our student system to Campus Solutions and mySDCCD.

District Student Services

# Financial Aid Go-Live

When financial aid goes live on April 30<sup>th</sup>, the District will begin loading over 50,000 financial aid applications to Campus Solutions. Once applications are loaded, the system will begin to send emails to students notifying them of their financial aid status.



Sample emails from Campus Solutions

The following is a list of emails that may be sent from the system starting **May 1<sup>st</sup>**. The chart below describes each email and the steps students will need to take to complete their financial aid application.

Email	Description	Students should...
<p><b>Welcome Email:</b></p> <p>“Welcome! This letter is to inform you that the Financial Aid Office at ....”</p>	<p>This is the welcome email that will be sent to all students that submit a valid financial aid application.</p>	<p>Advise students to read the contents of the email and check to make sure if any additional emails were sent. Emails indicating additional steps students may need to take are sent in a separate email.</p>
<p><b>Verification Email:</b></p> <p>“Thank you for submitting your application for financial aid for 2018-2019 academic year. In order to process your application, you must submit the following...”</p>	<p>This email is asking the student to submit documentation to verify their financial aid status.</p>	<p>Students are advised to go to the Financial Aid office to complete the necessary documents to complete their file.</p>
<p><b>FAFSA was Rejected:</b></p> <p>“Unfortunately, your Free Application for Federal Student Aid (FAFSA) or your Dream Act Application was rejected...”</p>	<p>This email may be sent to the student if the application was submitted with missing information or incorrect information.</p>	<p>Students are advised to visit <a href="https://fafsa.ed.gov">https://fafsa.ed.gov</a> for <a href="https://dream.csac.ca.gov">https://dream.csac.ca.gov</a> (for Dream Act applicants) and read the comments section to assist them in making the necessary corrections.</p>
<p><b>No High School Diploma:</b></p> <p>“A review of your financial aid application and your admission application indicates that do not have a High School Diploma or its recognized equivalent listed below...”</p>	<p>This email is sent to students that are either currently enrolled in high school or do not show as having completed their high school diploma or equivalent.</p>	<p>Students are advised to verify their high school status. Please have the student bring their original high school diploma, or report card showing graduation status (or GED certification) to the Financial Aid office.</p>

<p><b>Multiple school codes:</b></p> <p>“A review of your financial aid application indicates that you reported the school code for more than one of the San Diego Community College District (SDCCD) Colleges...”</p>	<p>This email is sent to the student when the system is unable to determine the student’s college of record. Students must have an active application on file and choose only one college to receive their financial aid.</p>	<p>Students are advised to visit Financial Aid to clear up this issue.</p>
<p><b>Program of Study does not Match College:</b></p> <p>“A review of your financial aid application indicates that your Program of Study does not match the school you are planning to attend...”</p>	<p>Students must have a program of study, or major, when applying for financial aid. For example, the student may be pursuing a degree in Administration of Justice at Miramar, but submitted their Financial aid application to City.</p>	<p>Students are advised to visit the Financial Aid office to verify their program of study and/or their college of record.</p>
<p><b>Confirmation of AB-540 Status:</b></p> <p>“In order to download your 2018-2019 California Dream Act Application...”</p>	<p>Students who submit a Dream Act application must have their AB-540 admissions status verified. This process remains the same.</p>	<p>Advise students to contact the Admissions office to verify their AB-540 eligibility.</p>
<p><b>No Pell Eligibility:</b></p> <p>“We have evaluated your application for Financial Aid. Unfortunately, you have either earned a...”</p>	<p>Students who have a bachelor’s degree or higher, used 600% of their Pell lifetime eligibility, and/or their Expected Family Contribution (EFC) is greater than their student budget do not qualify for Federal or State grants</p>	<p>If students have questions about this, please refer them to the Financial Aid office. The email contains additional instructions if the student has experienced a significant change in their financial situation and wishes to request a re-evaluation of the student’s need for aid.</p>
<p><b>No Need:</b></p> <p>“We have reviewed your financial aid application for 2018-2019 academic year, and determined that you are not eligible...”</p>	<p>Students who have no financial need are informed they do not qualify for any financial aid grants or direct subsidized loans.</p>	<p>If students have questions about this, please refer them to the Financial Aid office. The email contains additional instructions if the student has experienced a significant change in their financial situation.</p>
<p><b>Currently Enrolled in High School:</b></p> <p>“A review of your financial aid application and your admission application indicates that you have not completed High School...”</p>	<p>This email is sent to students that are currently enrolled in high school, or their admissions status currently indicates that they are in high school.</p>	<p>If this is incorrect, students should submit documentation (e.g. official high school transcripts or high school diploma) to the Financial Aid office and the Admissions office to correct their high school status.</p>

# mySDCCD Referral Process

To help facilitate serving students during this transition, the financial aid office will be using a referral form if students are referred to other departments for specific tasks such as updating their education plan or verifying their high school status. If you see the form below, the student has been referred to your office for financial aid purposes.



## Financial Aid Referral Form

**Instructions:** Please bring this referral form with you to the department indicated in the referral section. Be sure to bring a photo ID with you.

Date: \_\_\_\_\_

Student Name		Student ID (CSID)	
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Student Major	
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Financial Aid Campus  City  Mesa  Miramar

Student is Being Referred for the Following Reason(s):

Check	Department	Reason
<input type="checkbox"/>	Counseling	Student is in an ineligible Financial Aid plan/major
<input type="checkbox"/>	Counseling	Student's Major does not match the college student wishes to receive financial aid from
<input type="checkbox"/>	Admissions	Student needs to update their high school status with Admissions
<input type="checkbox"/>	Admissions	Student needs to update or verify their residency status
<input type="checkbox"/>	Admissions	Student needs to change or verify their information (___Name, ___SSN, ___Date of Birth)
<input type="checkbox"/>	Student	Student needs to submit or update their Financial Aid Application

Comments:

Referred By: \_\_\_\_\_ Contact: \_\_\_\_\_ *Extension*

Department: \_\_\_\_\_

# Anatomy of the Email

Below is a sample of the email a student may be sent. This email specifically informs the student they have documents they may need to submit to complete their financial aid file.



## San Diego City College

1313 Park Blvd  
San Diego, CA 92101-4787  
619-388-3400

Top banner indicates the college the student submitted their financial aid application to.

April 24, 2018

### CITY COLLEGE

Admissions and  
Records  
619-388-3475  
[Website](#)

Counseling Office  
619-388-3540  
[Website](#)

Financial Aid Office  
619-388-3501  
[Website](#)

City Student  
3375 Camino Del Rio South  
San Diego, CA 92108

Student ID: 0000000001

Emails contain information submitted by the student. Note the Student ID is ten digits in Campus Solutions

Dear City:

Thank you for submitting your application for financial aid for the 2018-2019 academic year. In order to process your application, you must submit the following:

- Dependent Verification Status
- Parent 2016 Tax Return

This section will list the documents the student will need to bring to the Financial Aid Office. These are known as "checklists" in mySDCCD.

Go to <http://my.sdccd.edu> and follow the instructions to download and print the required forms/documents. You must have the Adobe Acrobat Reader program to view and print the forms.

You may submit the requested documents at any time during the academic year for us to determine your eligibility. However, due to the limited availability of financial aid funds, it is important that you respond to this request as soon as possible. Funds will be awarded based on the date you filed your application, the date you completed your file, your financial need and meeting the standards of satisfactory academic progress.

If selected for verification, the financial aid office must receive all documents by the earlier of: 120 days after your last day of attendance, or the end of the semester, which ever date is earliest.

Official academic transcripts from all prior institutions attended must be on file and evaluated by the district in order to get an official comprehensive Educational Plan. Students must request an evaluation. Request forms are available in the Financial Aid office and/or Counseling office.

If you do not plan to attend during the 2018-2019 school year, please contact our office so that your file can be placed in an inactive status.

Return all completed forms to the financial aid office at the address shown below.

Sincerely,

Financial Aid Office  
San Diego City College  
1313 Park Blvd.  
San Diego, CA 92101  
(619) 388-3501  
Website: <http://www.sdcity.edu>

**Closing section contains the letter code "E05" to help Financial Aid staff track which email was sent.**  
**Staff should reference this letter code when contacting the financial aid office**

**E05**

=====  
Disclaimer: This email and any files transmitted with it are CONFIDENTIAL and intended solely for the use of the individual to whom they are addressed. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication and its files is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately by replying to this e-mail and then delete it and any attached files from your computer. Your cooperation is greatly appreciated.

Please do not reply to the email. The address that sent this email is not monitored for responses. If you do not wish to receive email from the San Diego Community College District Financial Aid Offices, please contact your financial aid office.

# Business Process Changes

The following is a list of important business process changes that staff should be mindful for during go-live:

Summary	Description/Impact				
<p><b>Student ID Numbers will be 10 digits in Campus Solutions</b></p>	<p>Campus Solutions requires a ten-digit character for the student ID. Our current system contains seven. To address this, leading 0's are added to the student's ID to fit the ten digit requirement.</p> <p><b>Example:</b></p> <table border="1"> <thead> <tr> <th>ISIS</th> <th>Campus Solutions</th> </tr> </thead> <tbody> <tr> <td>0123456</td> <td>0000123456</td> </tr> </tbody> </table>	ISIS	Campus Solutions	0123456	0000123456
ISIS	Campus Solutions				
0123456	0000123456				
<p><b>Checklists (To-Do)</b></p>	<p>This new functionality in mySDCCD provides students with checklists, or to-do items, that they must complete. For financial aid, these are documents students must submit in order to process their financial aid application.</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• 2016 IRS Tax Transcript</li> <li>• Verification of Dependent Status</li> </ul>				
<p><b>The Education Plan campus must match the Financial Aid campus in order to process a student's financial aid</b></p>	<p>In Campus Solutions, students will have a primary major, or program of study. The campus tied to the major (e.g. Cosmetology at City) must match the campus indicated on their financial aid application. If there is a mismatch, students must either update their financial aid application or visit Counseling to update their education plan.</p>				
<p><b>Financial Aid will be using Campus Solutions to process Financial Aid applications for the 2018-2019 aid year.</b></p>	<p>For the 2018-2019 academic year, Financial Aid will begin using Campus Solutions to process financial aid applications on <b>April 30<sup>th</sup></b>.</p> <p>Please note that any financial aid for Summer 2018 will still be processed in the legacy system: SAM.</p>				
<p><b>The Board of Governors fee Waiver (BOGW) has been renamed to the California College Promise Grant (CCPG)</b></p>	<p>Effective Fall 2018, the Board of Governors fee Waiver (BOGW) has been renamed to the California College Promise Grant to align with the state Promise initiative. Beginning April 30<sup>th</sup>, all emails refer to the BOGW as the California College Promise Grant (CCPG).</p> <p>This is only a name change, all regulations that apply to the CCPG/BOGW remain the same.</p>				



# Go-Live Key Dates

At the end of April, the District will begin the first key milestone in the Campus Solutions implementation. Over 50,000 financial aid applications for the 2018-2019 aid year will be loaded in the Campus Solutions production environment and approximately over 25,000 emails will be sent out to students informing them of their financial aid application status.



- **April 30** - Load financial Aid Applications
  - **May 1** - Campus Solutions notifies students by email of their financial aid application status
  - **May 4** - Follow-Up Training for Financial Aid Staff
- **Mid-May** - mySDCCD transition posters to be distributed on campus

## April 30 – Loading Financial Aid Applications

- On April 30<sup>th</sup>, the Financial Aid team will load over 50,000 financial aid applications to Campus Solutions.
- This process will take approximately one day to load and process the 2018-2019 financial aid applications.

## May 1 – Financial Aid Student Emails Sent

- Once the financial aid applications are loaded, the system will begin processing the financial aid applications and assigning to-do items (checklists) and emails to students.
- These communication tools inform students what additional steps, if any, students will need to take to complete their financial aid application.

## May 4 – Follow-Up Training for Financial Aid Staff

- In March, District Student Services provided in-person training to over 50 financial aid staff at all three campuses.
- To help ensure a stable launch, the District will be offering a triage/training session for financial aid staff to answer any questions they may have regarding 18-19 processing as well as provide additional training on the verification process.

## Mid-May – mySDCCD transition posters

- In the Summer 2018 class schedule, a one-page infographic was posted outlining the steps students will need to take during the transition between Reg-e to mySDCCD this fall.
- Posters of the infographic will be distributed to the campuses mid-May.

## Temporary Transition Limitations

There will be **up to a week delay** before changes to the student information in ISIS (e.g. new student application, changes to education plan, residency, high school status, etc.) are brought into Campus Solutions.

This is only temporary until we are fully operational with Campus Solutions beginning Spring 2019.

## What should I know about processing for Fall 2018?

- Only Financial Aid will be operating in Campus Solutions at this time. Note that summer 2018 financial aid student transactions will still be in the legacy system: SAM.
- All 2018-2019 financial aid related emails will be sent from Campus Solutions, all other emails will continue to be sent from Reg-e.
- The student portal, **mySDCCD** will not be operational until early July including a new login ID and new password.
- Fall 2018 registration, including payments, name changes, residency, veterans benefits will still be in Reg-e.

## How will this impact the colleges?

Office	Impact
Admissions	Students will continue to update their student records such as name, SSN, date of birth, high school status, etc. These changes will be made in ISIS.
Records	Grades and transcripts will continue in ISIS through the end of 2018.
Student Accounting	All cashiering activities will be in ISIS. Financial Aid information will be brought into ISIS from Campus Solutions.
Veteran Services	Veteran students who applied for financial aid for the 2018-2019 aid year will receive an email from Campus Solutions specific for financial aid. All other emails will continue to be sent from Reg-e.
Counseling	Students will come to Counseling to update their education plans as they have been referred by the Financial Aid Office. Counselors should consult the counselor guide for detailed instructions.
Special Programs (EOPS, CalWORKs, DSPS)	Students will come to see their special program counselors to update their education plans as they have been referred by the Financial Aid Office. Counselors should consult the counselor guide for detailed instructions.  Receipt of services will continue in ISIS.
Schedulers	The Fall 2018 class schedule will be produced out of ISIS. The Spring 2019 schedule will be built in both ISIS and Campus Solutions (beginning late-July).

## FAQs

**Q: Why is Financial Aid going live in April?**

A: The implementation of Campus Solutions is driven by the student lifecycle. All Fall 2018 registration activities, including paying for classes, will be conducted in Reg-e.

**Q: When will the training schedule be released?**

A: Training dates are currently being finalized. We anticipate the majority of the training to begin in September.

**Q: Why is Fall 2018 registration occurring in Reg-e?**

A: To ensure adequate time for testing and training, the go-live for registration has been shifted to Spring 2019. This includes paying for classes, updating student records, purchasing parking permits, viewing grades.

**Q: Does this mean faculty still access their class rosters and input grades in Faculty Web Services?**

A: Correct, faculty will still use faculty web services for all classroom related activities.

**Q: What about Continuing Education?**

A: Because of the shift to Spring 2019 for registration, Continuing Education staff will begin working in Campus Solutions in August. Please stay tuned as we develop more information on the CE implementation timeline.

**Q: Where do I report any financial aid system issues?**

A: During April/May, contact the financial aid officers at your campus. Beginning in June, system issues will be submitted through the mySDCCD Support Team. Details will be forthcoming.

**Q: Where do I go if I have additional questions?**

A: Please contact the mySDCCD team at [mysdccdhelp@sdccd.edu](mailto:mysdccdhelp@sdccd.edu) for more information. You may also visit <http://www.sdccd.edu/mysdccd> or follow us on Twitter @mySDCCD

## Resources

Resource	Link
Financial Aid Training Center	<a href="https://goo.gl/GdmRh1">https://goo.gl/GdmRh1</a>
mySDCCD Information Site	<a href="http://www.sdccd.edu/mysdccd">http://www.sdccd.edu/mysdccd</a>