

## FAQs

### Campus Solutions 9.2 (Student Administration)

#### My bookmark for Peoplesoft doesn't work.

With the upgrade the University also moved to National University System shared instance of the system. Therefore, the URL location of the student data system changed. You need to delete all your old bookmarks in your browser/s and relink to the new location of at <https://sah.soar.cci.nu.edu/psp/nussaprd/?cmd=start&>.

Click the CityU logo.

If you are not already logged into a cityu account [email, blackboard, SharePoint] you will be taken through the MFA process. If you are already logged in single sign-on passes you through.

#### My Favorites are missing. How do I navigate?

The biggest change to 9.2. is the navigation. Homepages have been introduced creating 'collections' of common information. You may still navigate to items using the navigation icon in the far right and moving thru the appropriate links. Watch the Basic Navigation in 9.2 video or read the Basic Navigation PDF located in the Staff Resources area at [Campus Solutions 9.2 Resources – CityU Portal](#). Student Center and Faculty Center resources are also located there.

#### Why does It say SOAR? Why are there other institutions on the login page?

You will see NUS system branding in the header. And a reference to SOAR upon logout of the system. SOAR is NUs long time name for their pool of systems (Student Administration, Finance, HR). The main login page lists all the institutions using the Peoplesoft systems at this time (NCU is not on the system at this time).

#### Where is the Student Center? I always look up students in the center.

With the move to mobile friendly student pages the Student Center doesn't exist in 9.2. Instead we have provided you a custom page built by NU called the student summary page. This page is found by clicking the Student Records Tile on your homepage and then the Student Summary Link that opens up on the left-hand menu.

Student Records



Student Summary

#### I'm looking for a student but they don't have a Student Summary page?

A student summary page is created when a student is matriculated by an advisor (ready to be enrolled in a class). Students in application do not have a summary page yet.

## Why am I seeing a student or employee number starting with a 9?

Effective with our merge all newly created accounts will be issued a system ID starting with 9. This does not affect any existing students, faculty or staff records - just new records being created.

## I think the information I am looking at is not correct. How do I report the problem?

For the next two weeks, please send any issues or problems that you are experiencing to the functional lead assigned to your work group. After that we will revert to the normal IT Help Ticket System.

Students and Teaching Faculty should continue to use the existing 24/7 Help Desk to file tickets.

To report a problem/issue send an email:

- In the subject line state "9.2 Issue".
- State what browser you are using to access the system.
- Describe where in the system you encountered the problem and what you were attempting to do, for example, I tried to run a transcript and the page just spun and didn't process.
- If you receive an error message include a screen capture of the error message.
- Send a screen shot of the issue/problem whenever possible.
- If there is a data issue, describe the data problem.

| Department   | Functional Lead | email  |
|--|-----------------|--|
| Enrollment and Enrollment Processing (US & Canada), ISO, Site Operations, External Relations, Alumni | Amy Portwood    | <a href="mailto:alportwood@cityu.edu">alportwood@cityu.edu</a>   |
| Financial Aid  | Ashly Eyler     | <a href="mailto:Ashly_eyler@cityu.edu">Ashly_eyler@cityu.edu</a> |
| Registrar's Office, Housing, Student Accommodations, WAL, International Operations,                  | Melissa Mecham  | <a href="mailto:mmecham@cityu.edu">mmecham@cityu.edu</a>         |
| HR   | Dani Dipinto    | <a href="mailto:ddipinto@cityu.edu">ddipinto@cityu.edu</a>       |
| Payroll  | DJ Burgh        | <a href="mailto:DBurgh@cityu.edu">DBurgh@cityu.edu</a>           |
| Academics U.S or Canada (Admins or Faculty)  | Melissa Mecham  | <a href="mailto:mmecham@cityu.edu">mmecham@cityu.edu</a>         |
| Business Office Student Accounts   | Erin Thompson   | <a href="mailto:Ethompson@cityu.edu">Ethompson@cityu.edu</a>     |
| Business Office all other  | Evelyn Wang     | <a href="mailto:wangevelyn@cityu.edu">wangevelyn@cityu.edu</a>   |

## Why does my search result show other institutions?

Some student record tables are stored in shared tables. Based upon what information you are looking for, and your security, you may see in addition to CityU row a NATLU or JFKU line returned in the search. This happens when the student has attended two or more of our institutions. Simply select CityU in the search return – you will see our data.

| scr | Institution | Short Descr | N |
|-----|-------------|-------------|---|
|     | JFKUN       |             | K |
|     | City Unive  |             | K |
|     | National U  |             | K |

### Why is description of the term in my search/on the page showing a month and year?

Terms [1211, 1212, etc.] is a shared table across institutions. For a few terms in the past - and for this year - we happen to have used the same number as NU to describe our terms numerically. As a result, the name display of the term shows NU's description. We have modified this appearance for pages that display to students and teaching faculty. However, a few staff only view pages will show our number and the NU description. In all instances entering the CityU term in the search field on your look up page will return the correct CityU data.

| CU TERM             | NU TERM Description that you will see |
|---------------------|---------------------------------------|
| 1201 (Summer 19-20) | 20 <b>12-01</b> January               |
| 1202 (Fall 19-20)   | 20 <b>12-02</b> February              |
| 1203 (Winter 19-20) | 20 <b>12-03</b> March                 |
| 1204 (Spring 19-20) | 20 <b>12-04</b> April                 |
| 1211 (Summer 20-21) | 20 <b>12-11</b> November              |
| 1212 (Fall 20-21)   | 20 <b>12-12</b> December              |

### Why am I seeing a term activation row for NATLU (or JFKU)? Should I delete it?

Term activation is a shared table. Term activation pages are in order of term – so if a student has a record at more than one institution the rows will be MIXED together in order of their effectiveness. So, the record might have 1212 for CityU and 1212 for NU. **DO NOT** remove another schools term activation row.

### Why am I seeing so many name/phone/address/email types?

The values for names, phone, emails, addresses, etc. are shared values across the institutions. You now see the values that all the institutions use because we are all in the same system. Never delete or modify another institution's information if it has (NU) or (JKFU) after it in the title – even if you think the information is wrong.