



**ctcLink/CampusCE
Update Overview
Project Descope Phase III Items**

FEBRUARY 2024

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Introduction

This document provides ctcLink/CampusCE users with a summary of the changes to be made in the system in the upcoming enhancement implementation.

The items listed below were descope from the ctcLink Project at the conclusion of ctcLink implementation activities and were reassigned to SBCTC Application Services and Campus Solutions Support (CS Core) for completion.

Project descope items were deployed in phases and the items below represent the final descope items - Phase III. There are minimal changes that are noticeable to the end-users. Below is an overview of the changes users can expect to see as part of this enhancement.

CampusCE Project Descope Phase III Items

Process dates for Open Entry & Exit (OEE) classes

(Descoped Item # CSCE002)

Current Issue: OEE classes require a student start date to be entered at time of enrollment. The CampusCE integration uses the date of the transaction (i.e. when the student registers for a class in CampusCE) as the registration date. Enrollment in OEE classes may receive an error (ERR Payment posted; Enrollment failed - OEE Enrollment Start Date is earlier than the Session Start Date). Staff need to use the View Enrollment Request link to correct the date and update the enrollment.

Enhancement Update: Order information is sent from CampusCE to PeopleSoft with the following updated date logic for OEE classes. This date is used as the start date in the Enrollment Request page:

- If the date of the CampusCE registration transaction occurs **on or after** the OEE class start date, transaction is loaded to ctcLink with date of registration.
- If the date of the CampusCE registration transaction occurs **prior to** the OEE class start date, transaction is submitted to ctcLink with OEE class start date (transaction date is < OEE class start date)

Create a Contract Payment type that does not post to student's account

(Descoped Item # CSCE012)

Current Issue

The integration was designed to only send enrollment and payment information to PeopleSoft once full payment was made. However, colleges do not always collect payment at the time of registration. Colleges want to use 3rd party payments, invoices, corporate credit cards and other methods to pay for a student's class. Currently, colleges can use the payment type of PO in CampusCE. This then posts a payment to the student account, which must be reversed. Then staff need to follow their business process for the payment type being used.

Enhancement Update

Contract Payment type is added to CampusCE. When used, a payment does not get posted to the student's account in ctcLink. The CampusCE transaction is sent in a COM (Completed) status with the following message: "Contract payment not posted. Enrollment processed successfully."

Staff will need to follow their own business process for the Contract Payment to collect and post payment in ctcLink.

Note: When the Contract payment type is used, the tuition does NOT auto calculate. The tuition can be manually calculated or picked up in either the weeknight process or All calc process on Sunday.

CampusCE Navigation

Registration > Order Processing

Image 1: CampusCE Order Processing (Order Detail tab)

The screenshot shows the 'Process Orders' interface with the 'Order Detail' tab selected. The left sidebar contains navigation options: Registration Wizard, Order Processing, Drop/Switch, Refund Processing, Profiles, Courses, Facilities, Reports, Publishing, Tools, Import, Administration, and My Settings. The main content area displays 'Order Detail' for Order # [redacted], with 'Emailed: Yes' and 'Printed: 6/13/2023'. A table lists the order items:

Student	SKU	Class Title	Amount	Status	Item Note	Term
[redacted]	[redacted]	Hiking 101	\$39.00	Registered		2233

Below the table, there are fields for 'Order Note/Comment', 'Note(Shared)', and 'Comment(Internal)'. A 'Transaction Result' section is visible at the bottom.

Image 2: CampusCE Order Processing (Payment Info tab)

The screenshot shows the 'Process Orders' interface with the 'Payment Info' tab selected. The left sidebar is the same as in Image 1. The main content area displays 'Payment Information' for the selected order:

Payment Type: Contract
Amount: 39.00
Status: Paid
Payment Date: 6/6/2023

Below this information is an 'Edit' button. A summary of financial details is shown:

SubTotal: 39.00
Surcharge: 0.00
Total Amount: 39.00
Pending Payment: 0.00
Paid Amount: 39.00
Refund: 0.00
Balance Due: \$0.00

An 'Add New' button is located at the bottom of the payment information section.

ctcLink Navigation

Curriculum Management > ctcLink Custom > CampusCE > CampusCE Transaction Mgmt

Image 3: ctcLink Transaction Management Page (ctcLink Response tab)

< ctcLink CS Staff Homepage
CampusCE Transaction Mgmt

CampusCE Request
ctcLink Response

Order Details

Created ID	CTC_CAMPUSCE	Created DTTM	06/06/2023 2:30:32.000000PM
Transaction ID	[REDACTED]	IB Name	CTC_CSCE_STDNT_ENROLLMENTS
C SCE Order Detail Id	145215	CampusCE Order Id	[REDACTED]
Institution	WA140 Clark College	Term	2233

Find | View All | First | 1 of 1 | Last

Response Log

CSCE User Id	Employee ID	Class Nbr	Created DTTM	Status	Status Details
1	[REDACTED]	38088	06/06/23 2:30:32.000000PM	COM	Contract payment not posted, Enrollment processed successfully.

Personalize | Find | [Grid Icon] | First | 1 of 1 | Last

View Enrollment Request Search/Match Add/Update Person View Student Account

Return to Search
Previous in List
Next in List

[CampusCE Request](#) | [ctcLink Response](#)

ctcLink Navigation

Student Financials > View Customer Accounts

Image 4: View Customer Accounts page

View Customer Accounts

[Related Content](#) | 1

Customer Accounts

Business Unit: WA140

Name: [REDACTED] ID: [REDACTED] [Academic Information](#)

Total: 39.00 Anticipated Aid: 0.00

Account Details

Account Type	Account Number	Term	Balance	Currency Code	Open Date	Status	
MandFees	FEE001	SPRING 2023	39.00	USD	06/06/2023	Active	Account Details
MandFees	FEE001	SUMMER 2022	0.00		07/29/2022	Active	Account Details
Tuition	TUT001	SUMMER 2022	0.00		07/29/2022	Active	Account Details

Search | [Grid Icon] | 1-3 of 3 | View All

Additional Information

Return to Search
Notify

Image 5: View Customer Accounts page (Account Details)

The screenshot shows the 'View Customer Accounts' page. At the top, there is a navigation bar with '< Customer Accounts' and 'View Customer Accounts'. Below this, the 'Account Details' section displays the following information:

- ID:** [Redacted]
- Account Number:** FEE001
- Term:** 2023 SPRNG
- Business Unit:** WA140
- Account Balance:** 39.00
- Debits:** 39.00
- Credits:** 0.00
- Applied:** 0.00
- Unapplied:** 0.00

Below the summary is a 'Details' table with the following columns: Item, Term, Class, Taxes, Amount Incl Tax, Balance, Installment ID, and Last Activity Date. The table contains one entry:

Item	Term	Class	Taxes	Amount Incl Tax	Balance	Installment ID	Last Activity Date
Community Education Class Fee	2023 SPRNG	Hiking 101		39.00	39.00		06/06/2023

At the bottom left of the screenshot, there is a 'Return' link.

Search/Match correctly identifies students

(Descoped Item # CSCE022)

Search/Match is used to search ctcLink for similar person records based on a defined set of rules containing various combinations of search criteria (i.e. Name, Address, Date of Birth). The Search/Match functionality begins searching at the lowest search order number. For CampusCE, if no existing match is found, a new person record is created. If multiple possible matches are found, the transaction is suspended for staff review in ctcLink.

Current Issue

Continuing Ed students do not always use legal names. The current Search/Match parameter has three search rules, and all require Full Name to find a match. This was deemed insufficient and causes missed matches resulting in multiple new records being created for students (duplicate IDs).

Original Search/Match Parameter currently used for CampusCE (PSCS_ADM)

Search Order #	Search Rule Details
10	Last Name, First Name, DoB, Gender, Address Line 1 (first 8 char)
20	Last Name, First Name, DoB, Address Line 1 (first 8 char)
30	Last Name, First Name, DoB

Enhancement Update

A new CampusCE Search/Match parameter has been created to reduce false matches and reduce missed matches as much as possible by accounting for partial names and address changes. Additionally, phone and zip code are introduced as new criteria in search rules. Sex (gender) is removed as a criteria as it is not useful criteria for matches and instead can cause mismatches.

New Search/Match Parameter

Search Order #	Search Rule Details

10	Last Name, First Name, Middle Init, DoB, Address Line 1 (8), Zip (5), Email
20	Last Name, First Name, DoB, Address Line 1 (8), Zip (5), Email
30	Last Name, First Name (3), DoB, Address Line 1 (8), Zip (5), Phone, Email
35	Last Name, First Name, Middle Init, DoB, Email
40	Last Name (5), First Name, DoB, Address Line 1 (8), Zip (5), Email
45	First Name, DoB, Address Line 1 (8), Zip (5), Phone, Email
50	Last Name, First Name, Middle Init, DoB, Address Line 1 (8), Zip (5), Phone
55	Last Name, First Name, DoB, Email
60	Last Name (5), First Name, DoB, Phone, Email
65	Last Name, First Name, DoB, Address Line 1 (8), Zip (5), Phone
70	Last Name, First Name (3), DoB, Phone, Email
75	Last Name, First Name, Middle Init, DoB, Phone
80	Last Name, First Name, DoB, Phone
85	Last Name, First Name, Middle Init, DoB, CampusCE Navigation

CampusCE Search/Match Analysis and Design

Below is an embedded PowerPoint presentation with additional details of the CampusCE Search/Match analysis and design. CS Support initially presented to the ctcLink College Collaboration Group in October 2022.



CampusCE Search Match ER Overview_

Take to Search/Match when transaction suspended

(Descoped Item #s CSCE069, CSCE057)

Current Issue

Search/Match moves through the defined set of search rules to find the lowest search order that matches with existing ctcLink records. For CampusCE, if that results in a single match, the record is linked with that EMPLID. If it results in multiple matches, the record goes to suspense for staff intervention. If it results in no match, a new EMPLID is created.

When a transaction is suspended due to multiple matches, staff need to enter the student's information in Search/Match, search, and determine which record is the best EMPLID. They then need to return to CampusCE, update the student's record with the EMPLID, and update the record so it will start the process again.

Enhancement Update

Populate the CampusCE Transaction Management page with Search/Match data. Allow staff to choose which EMPLID to use (or to choose that none of the students listed are a match) and have the enrollment and payment process continue.

ctcLink Navigation

Curriculum Management > ctcLink Custom > CampusCE > CampusCE Transaction Mgmt

Image 6: ctcLink Transaction Management Search Page

CampusCE Transaction Mgmt

CampusCE RequestctcLink Response

Order Details Find | View All | First 1 of 1 Last

Created ID	CTC_CAMPUSCE	Created DTTM	06/14/2023 9:14:21.000000AM
Transaction ID	85d33468-0ace-11ee-821f-912a1048f4ef	IB Name	CTC_CSCE_STDNT_ENROLLMENTS
CSCE Order Detail Id	145433	CampusCE Order Id	1124804
Institution	WA140 Clark College	Term	2233

Response Log Personalize | Find | [Print] [Refresh] | First 1 of 1 Last

CSCe User Id	Employee ID	Class Nbr	Created DTTM	Status	Status Details	Send Update to CCE
1 67815		38144	06/14/23 9:14:21.000000AM	ERR	Multiple match found - record suspended from further processing.	Send Update to CCE

Search/Match Results Personalize | Find | [Print] [Refresh] | First 1-2 of 2 Last

Empl ID	First Name	Middle Name	Last Name	National ID	Date of Birth	Gender	
1 203026437	MultipleMatch		Test	XXX-XX-XXXX	03/03/1993	Unknown	Update ID
2 203026438	MultipleMatch		Test	XXX-XX-XXXX	03/03/1993	Unknown	Update ID

Create New ID

View Enrollment RequestSearch/MatchAdd/Update PersonView Student Account

Return to Search

CampusCE RequestctcLink Response

Image 7: ctcLink Transaction Management Search/Match Results

CampusCE Transaction Mgmt

CampusCE RequestctcLink Response

Order Details Find | View All | First 1 of 1 Last

Created ID	CTC_CAMPUSCE	Created DTTM	06/14/2023 9:14:21.000000AM
Transaction ID	85d33468-0ace-11ee-821f-912a1048f4ef	IB Name	CTC_CSCE_STDNT_ENROLLMENTS
CSCE Order Detail Id	145433	CampusCE Order Id	1124804
Institution	WA140 Clark College	Term	2233

Response Log Personalize | Find | [Print] [Refresh] | First 1 of 1 Last

CSCe User Id	Employee ID	Class Nbr	Created DTTM	Status	Status Details	Send Update to CCE
1 67815		38144	06/14/23 9:14:21.000000AM	ERR	Multiple match found - record suspended from further processing.	Send Update to CCE

Search/Match Results Personalize | Find | [Print] [Refresh] | First 1-2 of 2 Last

Empl ID	First Name	Middle Name	Last Name	National ID	Date of Birth	Gender	
1 203026437	MultipleMatch		Test	XXX-XX-XXXX	03/03/1993	Unknown	Update ID
2 203026438	MultipleMatch		Test	XXX-XX-XXXX	03/03/1993	Unknown	Update ID

Create New ID

View Enrollment RequestSearch/MatchAdd/Update PersonView Student Account

Return to Search

CampusCE RequestctcLink Response

Update CampusCE Transaction Management page when processes are run in ctcLink

(Descoped Item #s CSCE025, CSCE079, CSCE032)

Current Issue

The CampusCE Transaction Management page in ctcLink does not update when a transaction is in ERR (Error) status that must be corrected in ctcLink. When a manual correction is made in ctcLink, the correction is not recorded on the ctcLink Response Tab (CampusCE Transaction Management page), nor is a COM (Complete) response sent back to CampusCE.

Staff need to return to CampusCE and update the transaction from “Paid not Posted” to “Registered.” This triggers data to be sent to PeopleSoft again and if successful a new COM row is added to the ctcLink Response tab.

Enhancement Update

After a manual correction is made in ctcLink, staff can select an option on the CampusCE Transaction Management page in ctcLink to change the transaction from ERR (Error) to COM (Complete). This will send an update of COM back to CampusCE. Note: This does not resend the transaction from CampusCE back to ctcLink; Staff must have manually corrected in ctcLink. This is only to update CampusCE that the staff manually completed the transaction in ctcLink so that both reflect a COM status.

CampusCE Navigation

Registration > Order Processing

Image 8: CampusCE Order Response Page Prior to Sending Update

Response	Message	Created Date
{ "CTC_ORDER_ID": "155737", "CTC_CSCE_USER_ID": "67676", "EMPLID": "203064521", "STRM": "2235", "CLASS_NBR": "18372", "INSTITUTION": "WA140", "RESPONSE_CD": "ERR", "DESCR200": "Payment posted, Enrollment failed - Hold on record, Add not processed." }	Payment posted, Enrollment failed - Hold on record, Add not processed.	Sep 01 2023 11:13 AM

Page 1 of 1 (1 items)

Image 9: CampusCE Order Response Page After Sending Update

Response	Message	Created Date
{ "CTC_ORDER_ID": "155737", "CTC_CSCE_USER_ID": "67676", "EMPLID": "203064521", "STRM": "2235", "CLASS_NBR": "18372", "INSTITUTION": "WA140", "RESPONSE_CD": "ERR", "DESCR200": "Payment posted, Enrollment failed - Hold on record, Add not processed." }	Payment posted, Enrollment failed - Hold on record, Add not processed.	Sep 01 2023 11:13 AM
{ "CTC_ORDER_ID": "155737", "CTC_CSCE_USER_ID": "67676", "EMPLID": "203064521", "STRM": "2235", "CLASS_NBR": "18372", "INSTITUTION": "WA140", "RESPONSE_CD": "COM", "DESCR200": "An update has been sent to the CampusCE order status." }	An update has been sent to the CampusCE order status.	Sep 07 2023 03:49 PM

Page 1 of 1 (2 items)

ctcLink Navigation

Curriculum Management > ctcLink Custom > CampusCE > CampusCE Transaction Mgmt

Image 10: ctcLink Transaction Management Page (ctcLink Response tab) Prior to Sending Update

[< ctcLink Response](#)
CampusCE Transaction Mgmt

[CampusCE Request](#)
ctcLink Response

Order Details Find | View All First 1 of 1 Last

Created ID	CTC_CAMPUSCE	Created DTTM	09/01/2023 11:12:53.000000AM
Transaction ID	2ade3cfc-48f3-11ee-b9f7-af3df503de0a	IB Name	CTC_CSCE_STDNT_ENROLLMENTS
CSCE Order Detail Id	155737	CampusCE Order Id	1124923
Institution	WA140 Clark College	Term	2235

Response Log Personalize | Find | [Print] | [Refresh] First 1 of 1 Last

CSCE User Id	Employee ID	Class Nbr	Created DTTM	Status	Status Details	Send Update to CCE
1 67676	203064521	18372	09/01/23 11:12:53.000000AM	ERR	Payment posted, Enrollment failed - Hold on record, Add not processed.	Send Update to CCE

[View Enrollment Request](#)
[Search/Match](#)
[Add/Update Person](#)
[View Student Account](#)

[Return to Search](#)
[Previous in List](#)
[Next in List](#)

CampusCE Request | ctcLink Response

Image 11: ctcLink Transaction Management Page (ctcLink Response tab) After Sending Update

[< ctcLink Response](#)
CampusCE Transaction Mgmt

[CampusCE Request](#)
ctcLink Response

Order Details Find | View All First 1 of 1 Last

Created ID	CTC_CAMPUSCE	Created DTTM	09/01/2023 11:12:53.000000AM
Transaction ID	2ade3cfc-48f3-11ee-b9f7-af3df503de0a	IB Name	CTC_CSCE_STDNT_ENROLLMENTS
CSCE Order Detail Id	155737	CampusCE Order Id	1124923
Institution	WA140 Clark College	Term	2235

Response Log Personalize | Find | [Print] | [Refresh] First 1-2 of 2 Last

CSCE User Id	Employee ID	Class Nbr	Created DTTM	Status	Status Details
1 67676	203064521	18372	09/01/23 11:12:53.000000AM	ERR	Payment posted, Enrollment failed - Hold on record, Add not processed.
2 999999	203064521	18372	09/01/23 11:12:53.000000AM	COM	An update has been sent to the CampusCE order status.

[View Enrollment Request](#)
[Search/Match](#)
[Add/Update Person](#)
[View Student Account](#)

[Return to Search](#)
[Previous in List](#)
[Next in List](#)

CampusCE Request | ctcLink Response

CampusCE Quick Reference Guides (QRGs)

[9.2 CS - Continuing Education CampusCE](#)



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Washington State Board for Community and Technical Colleges