

3. Enrollment cancellation and “zapping”

Issue: When UH Student Financials “zaps” students after 12th class day, UH now “hides” a student's enrollment record, making it appear that the student has been withdrawn in ADMIN and permitting student to be “rolled back” into courses provided student makes required payment by 20th class day. PeopleSoft, as delivered, does not allow “hiding” an enrollment record.

Premises: In PeopleSoft, there is no way to “hide” dropped courses; students are either in the courses or not. As delivered, once the withdrawal or cancellation process runs in PeopleSoft, the courses will be dropped and students will have to be reinstated either by staff or themselves depending on when the process is run.

Enrollment cancellation and “zapping” will be handled as follows:

UH will “Zap” students before 1st class day, perhaps the Friday before. Once the “zap” is run, UH may discontinue all enrollments until Monday morning. Anyone who enrolls from Monday morning through the end of registration may be required to pay (including a late fee) by midnight of the same day. All students will have equal opportunity to enroll in the open seats.

Discussion of Decision:

Advantages –

- UH will free up seats in courses for students who are in good financial standing.
- UH will reward those students who have followed the rules and the number of students who fail to make timely payment will likely decrease by the 2nd semester of implementation.
- Students who are “zapped” will be able, depending on availability of seats, to re-register themselves in their classes. RAR will not have to re-register students manually.
- Instructors will know that those on their 1st class day rosters have paid at least the minimum amount required.

Disadvantages –

- Students who have been able to postpone payment until current 12th class day “zap” may react negatively to the change in process.
- Customer service personnel will face “zapped” students on 1st class day instead of waiting until the 13th class day.

Other Options Considered:

- 1) Modify the PeopleSoft system to mimic ADMIN and “hide” enrollments until students pay, if by 20th class day.
- 2) Continue the current process (minus “hiding” enrollments) and require substantial manual re-registration by RAR.

Executive Summary

3. Enrollment cancellation and "zapping"

Issue: When UH Student Financials zaps students after 12th class day, UH now "hides" a student's enrollment record making it appear that the student has been withdrawn in ADMIN, permitting student to be "rolled back" into courses provided payment is made by 20th class day. PeopleSoft, as delivered, does not allow "hiding" an enrollment record.

Recommended Option:

Zap students before 1st class day, perhaps the Friday before. Once the zap is run, UH could discontinue all enrollments until Monday morning. Anyone who enrolls from Monday morning through the end of registration could be required to pay (including a late fee) by midnight? of the same day. All students would have equal opportunity to enroll in the open seats.

We recommend Option 3. If we zap nonpaying students before first class day, we will free up seats in courses for students who are in good financial standing. We would reward those students who have followed the rules and the number of students who fail to make timely payment will likely decrease.

Other Options Considered:

- 1) Modify the PeopleSoft system to mimic ADMIN and "hide" enrollments until students pay, if by 20th class day.**
- 2) Continue the current process (minus "hiding" enrollments) and require substantial manual re-registration by RAR.**

Discussion:

While we send cancellation letters to students notifying them they have been dropped from their courses due to non-payment by the 12th class day, ADMIN actually just "hides" courses and does not drop students as we state in the letters. Once the students pay the required amount, the courses are again revealed to the students. Those who do not make the required payment by 20th class day, will be "zapped" again; this time, they will actually be dropped from all their courses.

In PeopleSoft, there is no way to "hide" dropped courses; students are either in the courses or not. As delivered, once the withdrawal or cancellation process runs in PeopleSoft, the courses will be dropped and students will have to be reinstated either by staff or themselves depending on when the process is run.*

Currently for UH, nearly 2000 students per long semester do not pay and are zapped. Many of these are graduate students who don't get their GATF posted in a timely manner or have paperwork working its way through HR for their Graduate Assistant position. If we wait to zap as late as 12th class day, students will not be able to re-register themselves; regular registration is already over and self-service is shut down. RAR would have to manually re-register students into classes. Also, there is no guarantee that classes would still be available.

*UH-Victoria, for example, currently "zaps" students on the Friday afternoon before 1st class day (when late registration begins). Once students pay, they may re-enroll themselves during late registration, and manual enrollment by staff is not required. UHV runs another zap after 20th class day.