



Document Information	
Title	Assigning a Communication from the 'Build Community' Menus
Module	Admission
Subcategory	
Author	
File Reference	
IDP Session	

REVISION CONTROL

Date	By	Action	Pages
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Business Process Overview

The 3Cs—communications, checklists, and comments—are a flexible way to track and analyze correspondence, lists of requirements, and notes about the students, staff, constituents, and organizations in your database.

- Communication management enables you to fully manage all types of contacts inside and outside your institution.
- Checklist management enables you to create lists of requirements and monitor their status.
- Comments creation enables you to attach notable remarks about individuals and organizations.

PeopleSoft uses the term 'Communications' to mean any incoming or outgoing communication with a student. This could be an incoming phone call, an in person visit, or the typical outgoing letter. There are many opportunities to use PeopleSoft to track the different kinds of communications a particular office has with a student. Communications are very flexible and can be adapted in many ways to meet your office needs.

Process Prerequisites/Assumptions

Prerequisite/Assumption	Detail
Search/Match	Search / Match process for the applicant has been performed to verify that the applicant is currently in the PeopleSoft system.

6. If you have added a Communication Speed Key as a default in your Operator Defaults, this panel will automatically populate after you enter the Admin Function. If this is the correct Communication to add to your student, proceed to Step 14 of this process.
7. If a Communication automatically populated in because of your default, but it is not the one you need to enter, tab to the Speed Key field. Delete the Speed Key field and then manually replace the Category, Context, Method and Direction with the correct information. Proceed to Step 17.
8. If nothing defaults in after entering the Administrative Function, then a default has not been setup. Your Communication must be added manually. Enter the Category, Context, and Method for the Communication.
9. The Current Date will automatically default. This can be changed if necessary.
10. Enter the Letter Code if the Method and Direction was an Outgoing Letter.
11. Enter any Comments to be associated with this Communication.(this is separate from a 3C – Comment)
12. Check the Print Comment box if you want comments to print on the letter you are generating.
13. The Communication ID for the person entering the communication is automatically assigned – this is based on who signed the computer on.
14. Click on the Variable Data button. The Variable Data that is requested is determined by the Administrative Function that was selected. Complete the Variable Data. Click **SEARCH**.
15. Click on **SAVE**
16. You have now completed the process to add a new Communication to a student. If your communication is an outgoing letter, the next time letters run, your letter will generate. Generating Letters will be covered in a separate document.



If you are going to assign a lot of the same communications in a row, or if you are only responsible for assigning one particular communication, set that communication up as a default in your Operator Defaults and as a Comm Speed Key. This will populate the Communication Management 1 field with the default data automatically.

The navigation is: Go → Design Student Administration → Specify Operator Defaults → Use → Operator Defaults → Communication Speed Keys. Select the Default Speed Key check box for the appropriate Speed Key. Only one default can be set at a time per Administrative Function.