

Department	
Responsibility/Role	
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ISIR Suspense Management

Trigger:

Required Field(s)	Comments

Output - Result(s)	Comments

Additional Information

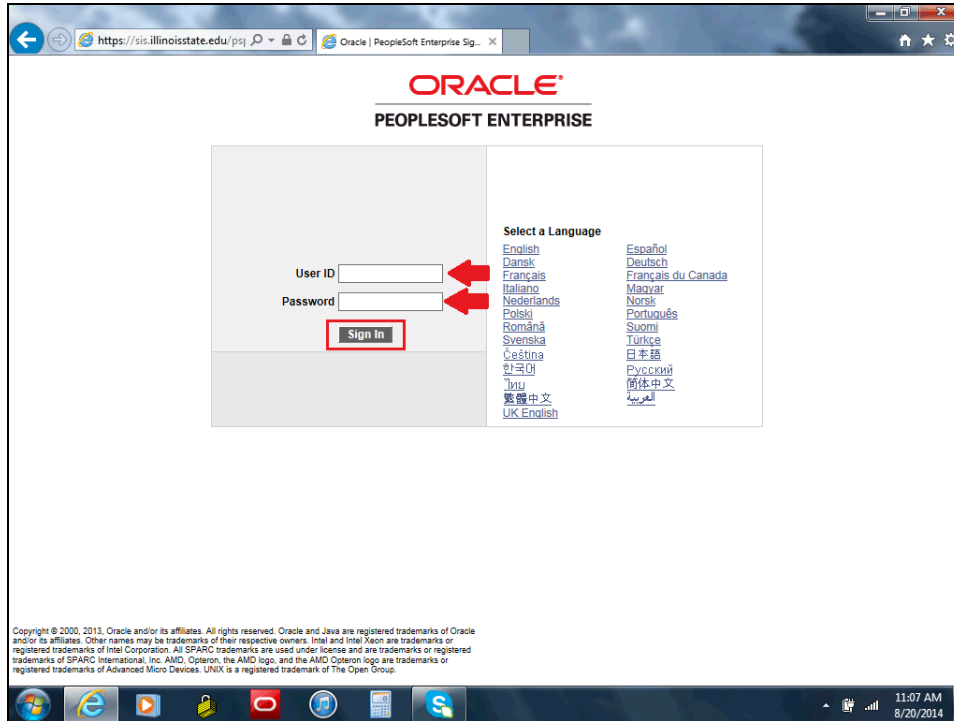
Procedure

In this topic, you will learn how to **Review and resolve ISIR's that failed to load to the application tables.**

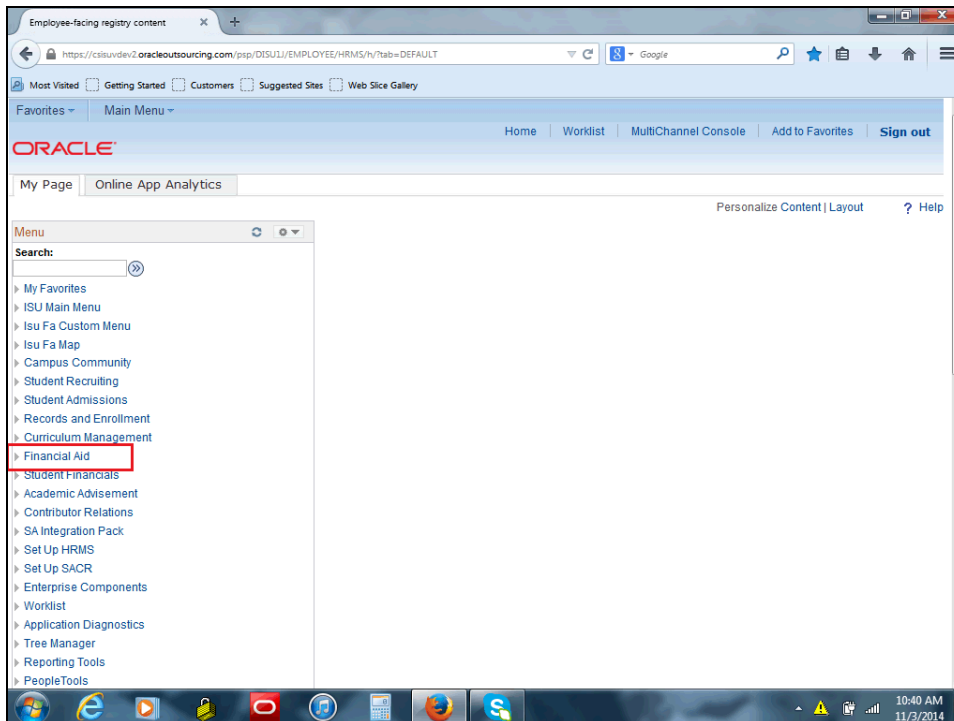
Step	Action
1.	<p>The Institutional Student Information Record (ISIR) summarizes information submitted on the student's FAFSA and provides the student's Expected Family Contribution (EFC).</p> <p>The ISIR also includes full applicant data, information on eligibility matches, NSLDS financial aid history, comments, assumptions, and reject reasons.</p>



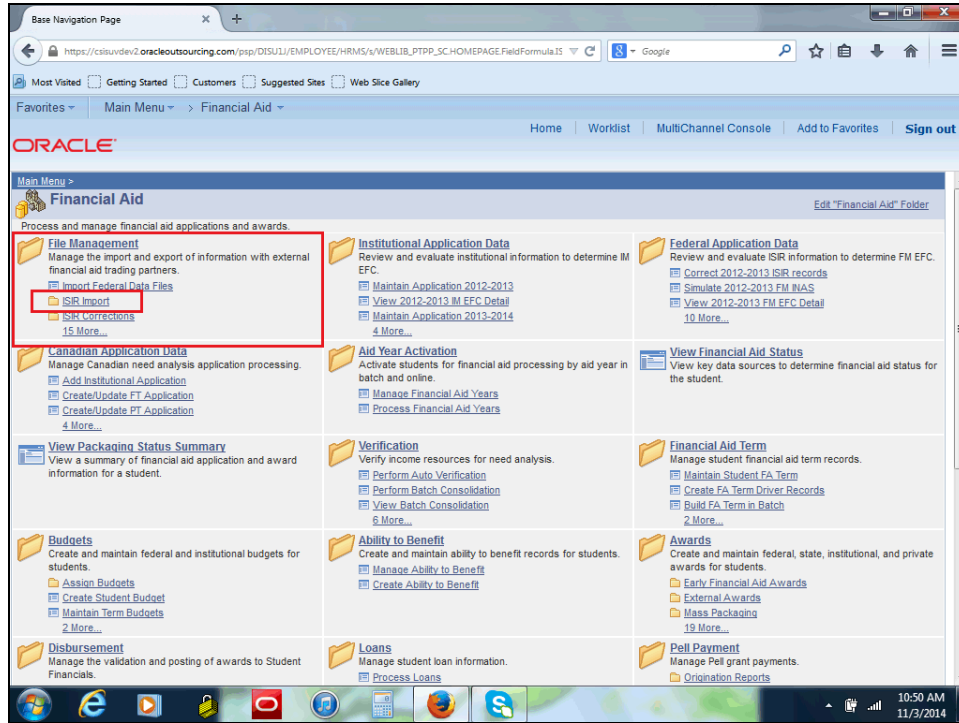
Step	Action
2.	<p>To sign in to Campus Solutions, go to sis.illinoisstate.edu.</p> <p>Click the Please click here to PeopleSoft logon page link.</p>



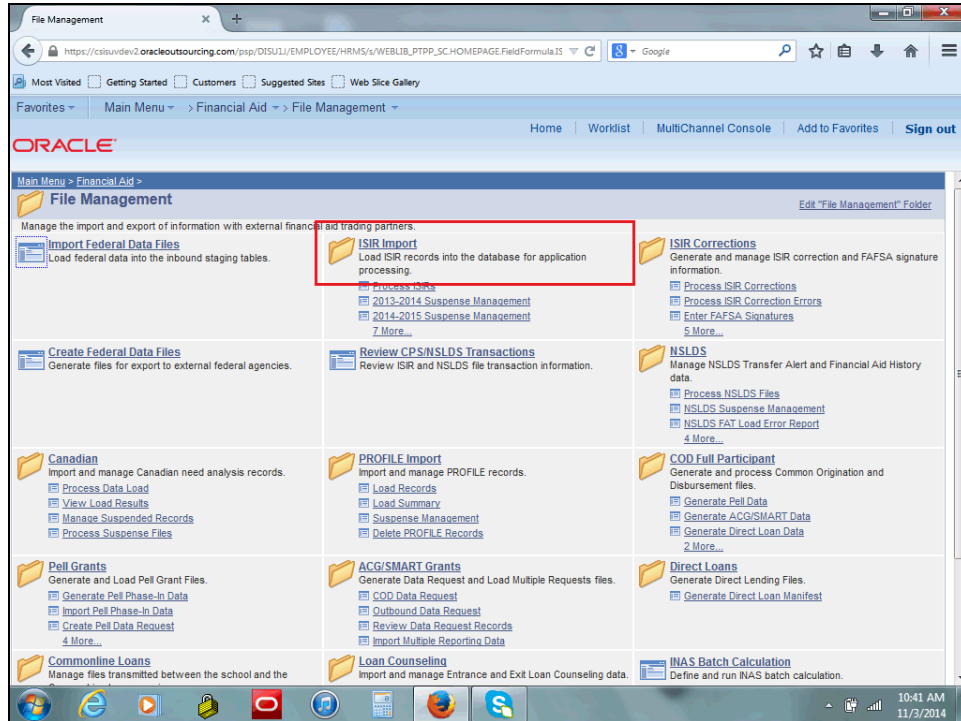
Step	Action
3.	<p>You will be directed to the Campus Solutions logon screen.</p> <p>Enter your User ID and Password then click the Sign In button.</p>



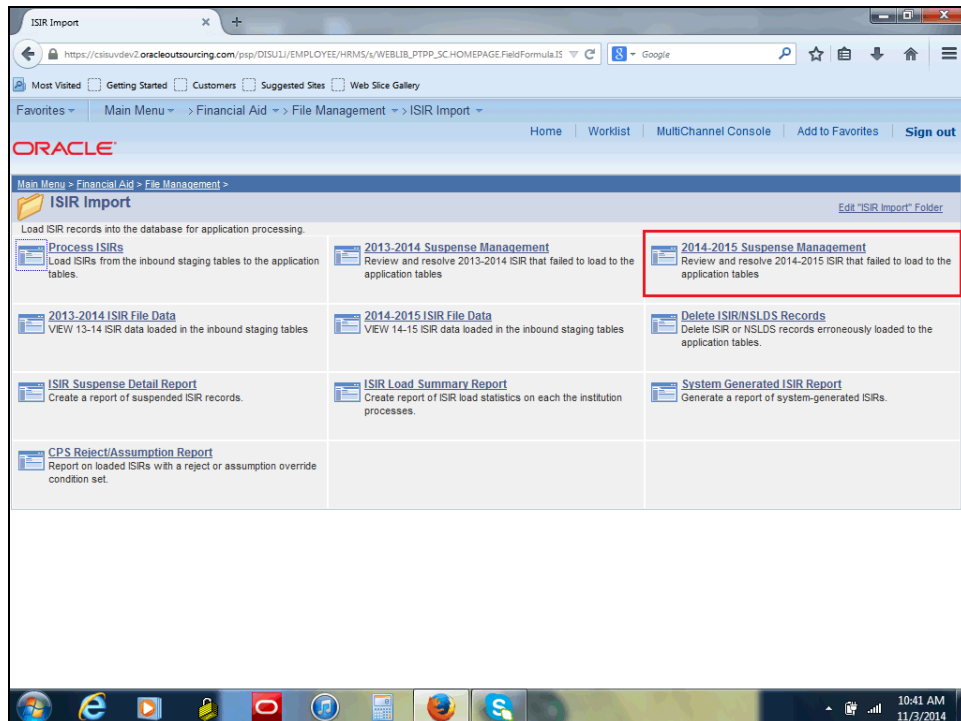
Step	Action
4.	<p>Once you sign in, you will see a list of navigation links that relate to your roles and responsibilities.</p> <p>File Management is within the Financial Aid menu.</p> <p>Click the Financial Aid link.</p>



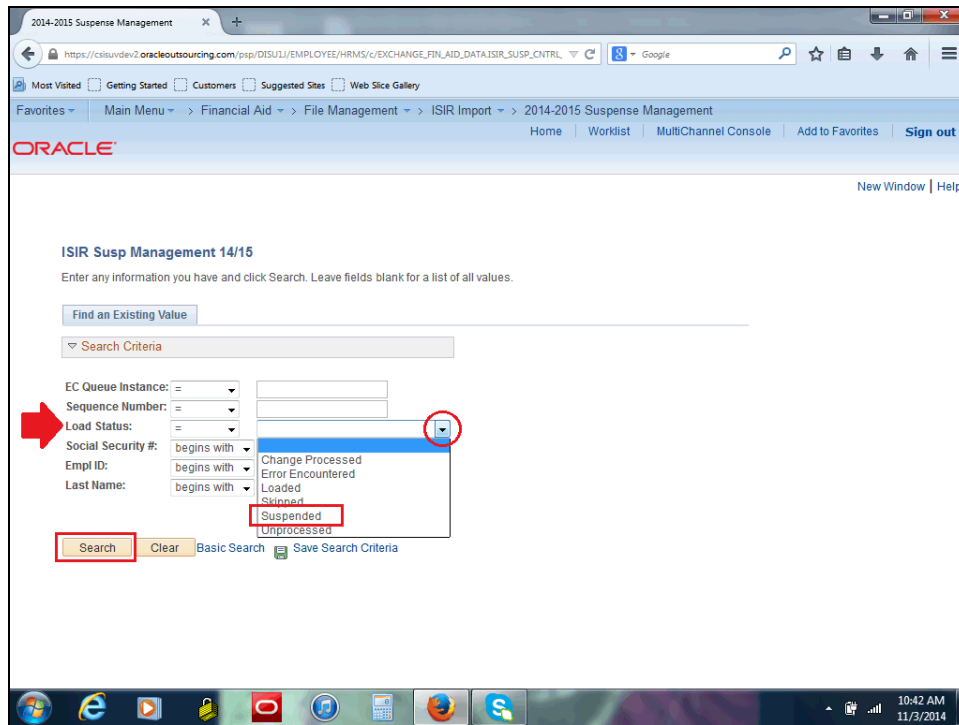
Step	Action
5.	<p>ISIR Import is within the File Management folder.</p> <p>Click the File Management folder.</p> <p>Or click the ISIR Import folder directly.</p>



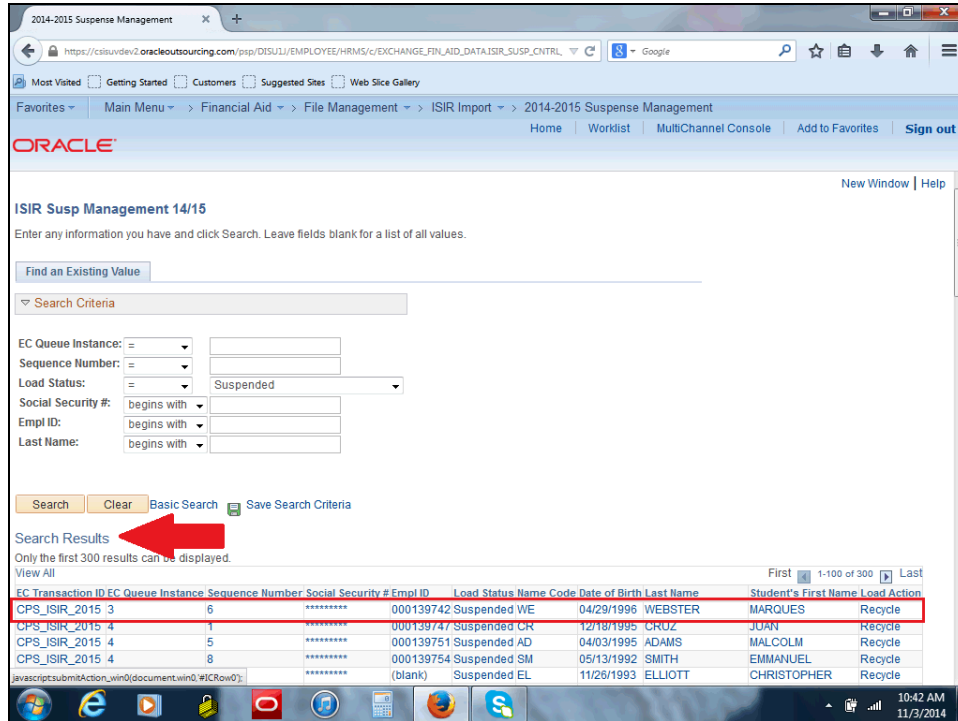
Step	Action
6.	<p>Suspense Management is within the ISIR Import folder.</p> <p>Click the ISIR Management folder.</p>



Step	Action
7.	<p>Suspense Management links will be displayed by Term.</p> <p>For this example, click the 2014-2015 Suspense Management link.</p>



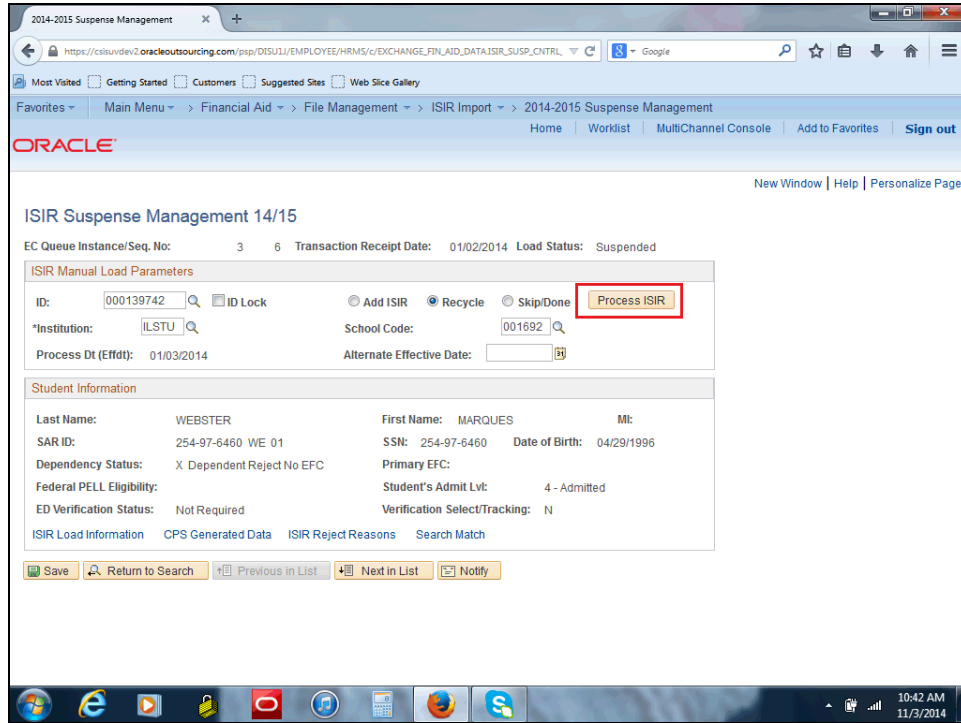
Step	Action
8.	<p>Click the Load Status drop down button and select Suspended from the list.</p> <p>Click the Search button.</p>



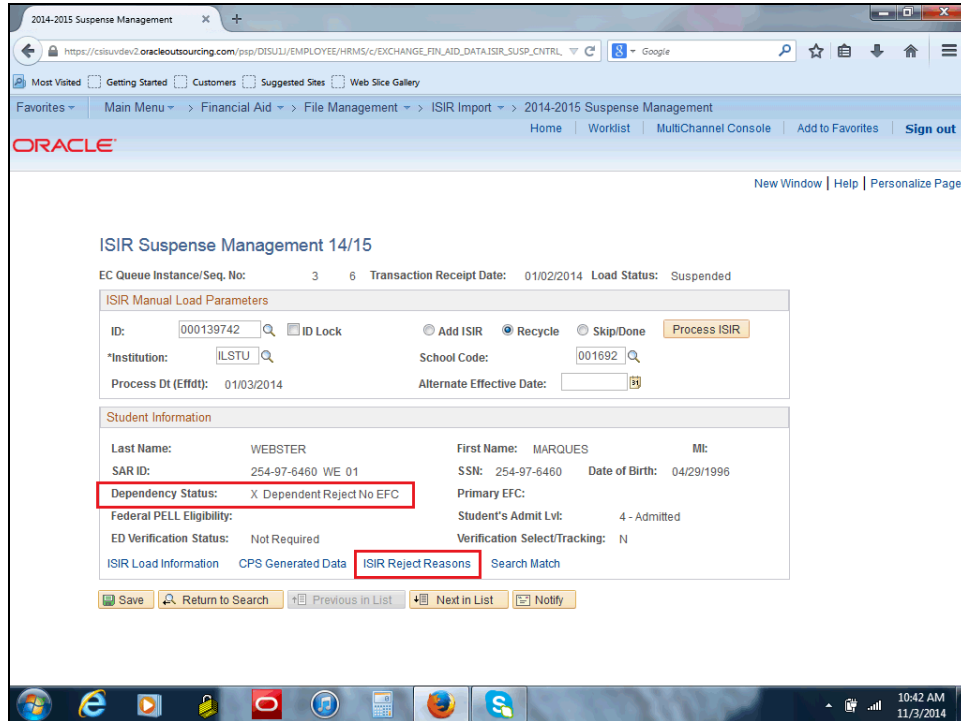
Step	Action
9.	<p>From the Search Results, all Suspended ISIR's will be displayed.</p> <p>Records that have a Load Status of Suspended will be displayed.</p> <p>To work each one simultaneously, click the first record.</p>

System Process Document

ISIR Suspense Management



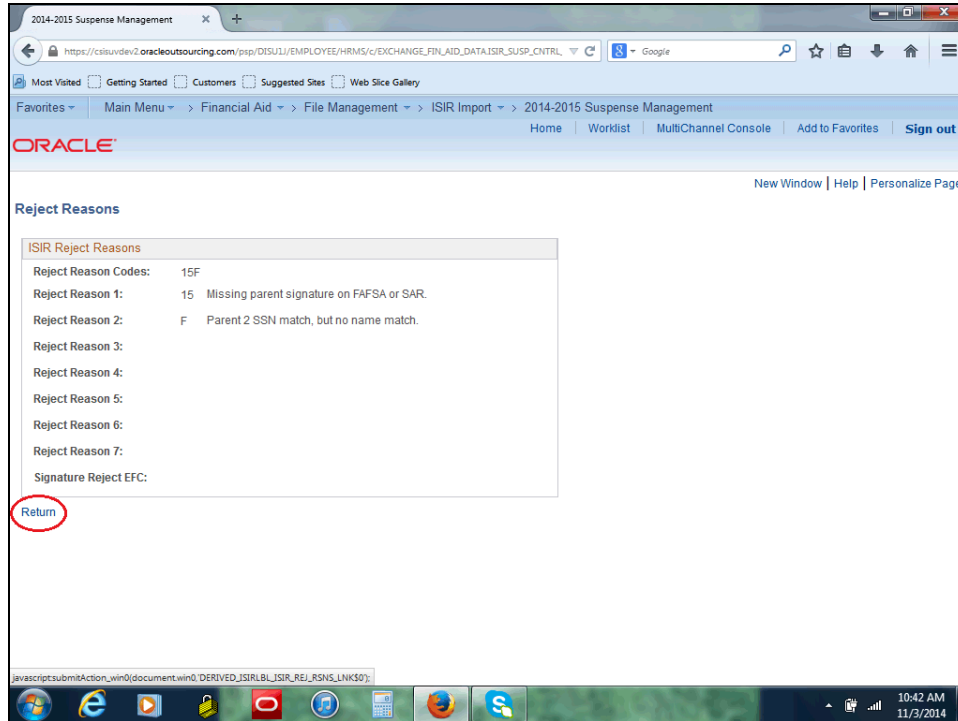
Step	Action
10.	<p>From the Suspense Management screen, you will be able to review any errors that occurred during the last Search/Match process.</p> <p>Begin by clicking the Process ISIR button in the event that updates have been since the last update.</p>



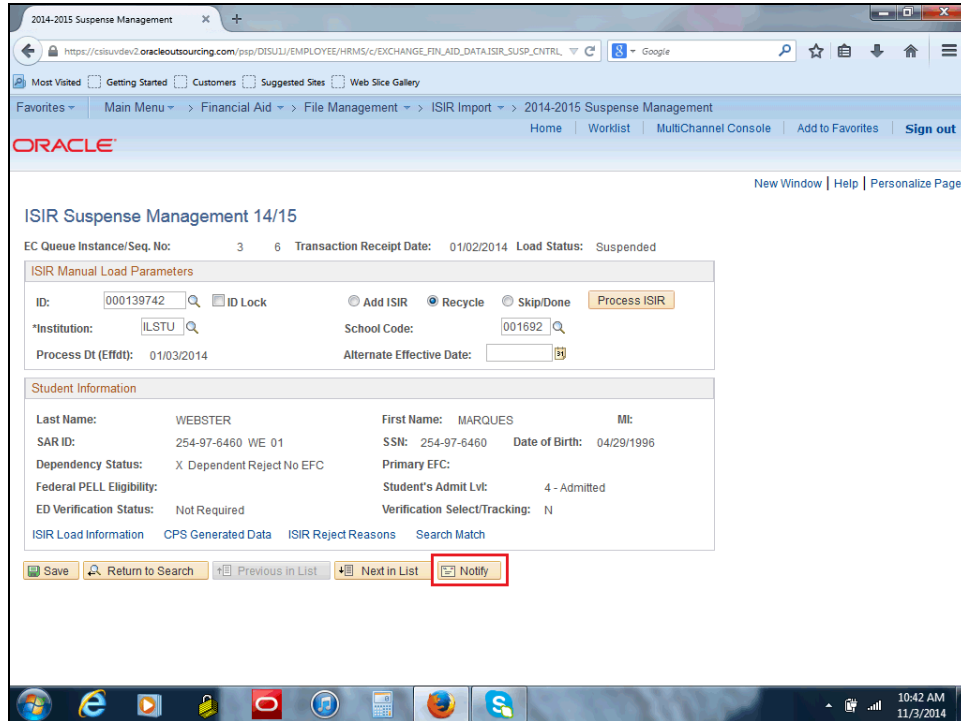
Step	Action
11.	<p>If the record has no new updates, review the errors.</p> <p>For this example, there is an error regarding the Dependency Status. To view the reject reasons, click the ISIR Reject Reasons link.</p>

System Process Document

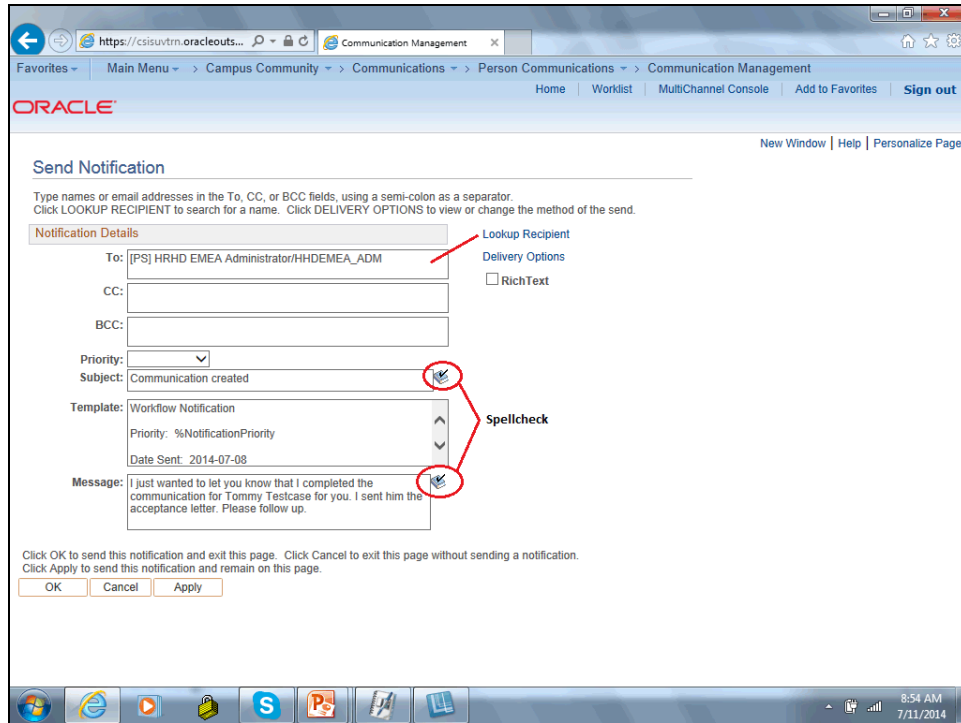
ISIR Suspense Management



Step	Action
12.	<p>Review the Reject Reasons and determine which area the corrections will need to be completed.</p> <p>Corrections that need to be completed may need to be done by other areas such as Student Financials or Admissions.</p> <p>To return to the Suspense Management screen, click the Return link.</p>



Step	Action
13.	<p>If Financial Aid changes have been made, click the Process ISIR button to update.</p> <p>If changes need to be completed by other areas within Illinois State, click the Notify button.</p>



Send Notification

Type names or email addresses in the To, CC, or BCC fields, using a semi-colon as a separator.
Click LOOKUP RECIPIENT to search for a name. Click DELIVERY OPTIONS to view or change the method of the send.

Notification Details

To: [FPS] HRHD EMEA Administrator/HHDEMEA_ADM [Lookup Recipient](#)

CC:

BCC:

Priority:

Subject: Communication created [Delivery Options](#) [Spellcheck](#)

Template: Workflow Notification

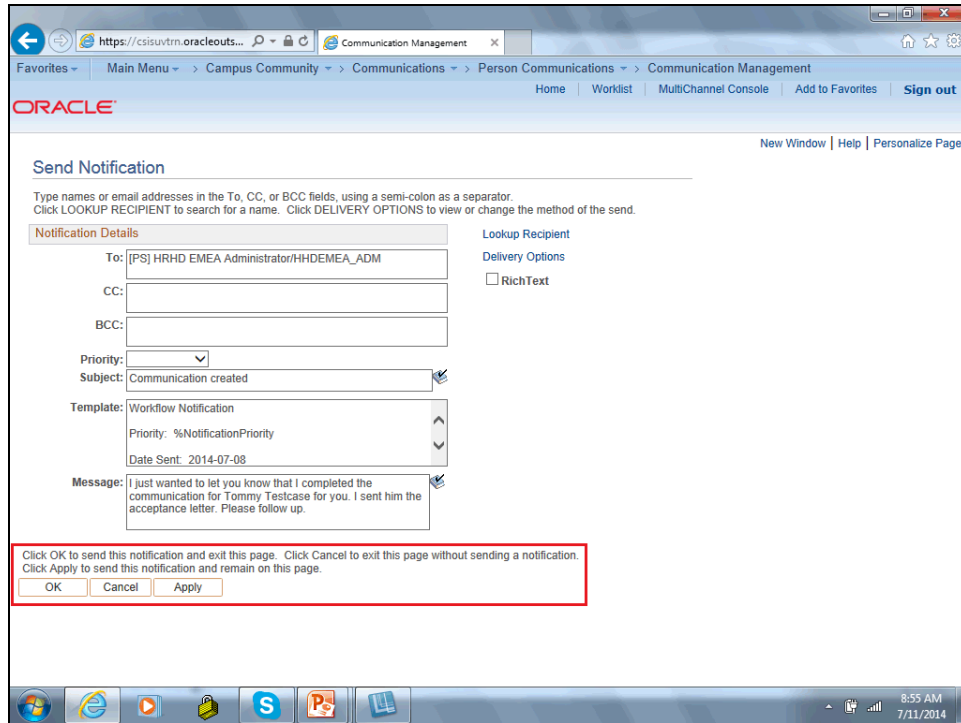
Priority: %NotificationPriority

Date Sent: 2014-07-08

Message: I just wanted to let you know that I completed the communication for Tommy Testcase for you. I sent him the acceptance letter. Please follow up. [Spellcheck](#)

Click OK to send this notification and exit this page. Click Cancel to exit this page without sending a notification.
Click Apply to send this notification and remain on this page.

Step	Action
14.	<p>Type names or e-mail addresses in the To, CC, or BCC fields. Click the Lookup Recipient link to search for a name.</p> <p>Click the Delivery link to view/change the method of sending.</p> <p>Select the Priority: Low, Medium, High.</p> <p>Enter the Subject. This field has spell check capability. Click the blue book.</p> <p>Delete the Template text.</p> <p>Type the Message. This field has spell check capability. Click the blue book.</p>



ORACLE

Send Notification

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Click LOOKUP RECIPIENT to search for a name. Click DELIVERY OPTIONS to view or change the method of the send.

Notification Details

To: [FPS] HRHD EMEA Administrator/HHDEMEA_ADM

CC:

BCC:

Priority: [v]

Subject: Communication created

Template: Workflow Notification

Priority: %NotificationPriority

Date Sent: 2014-07-08

Message: I just wanted to let you know that I completed the communication for Tommy Testcase for you. I sent him the acceptance letter. Please follow up.

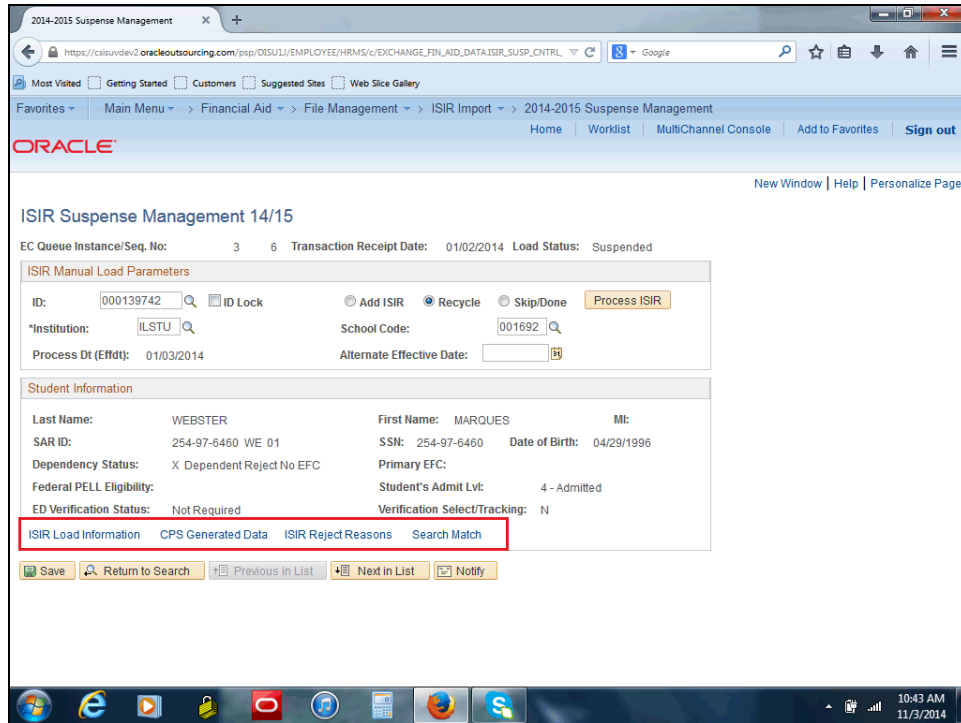
Click OK to send this notification and exit this page. Click Cancel to exit this page without sending a notification.
Click Apply to send this notification and remain on this page.

OK Cancel Apply

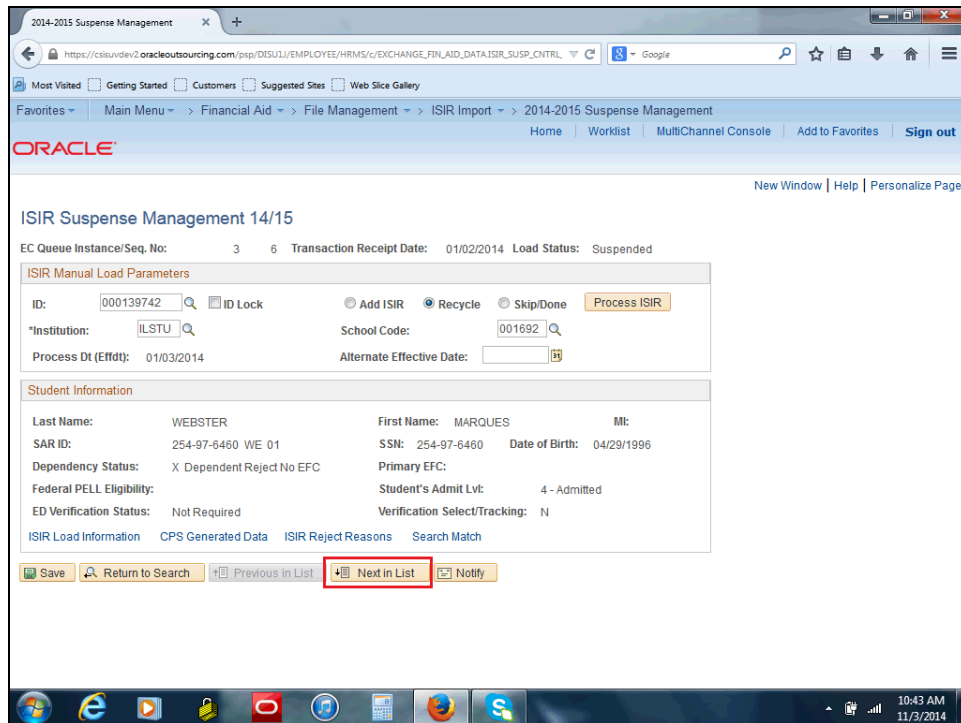
Step	Action
15.	<p>When finished:</p> <p>Click OK to send the notification and exit.</p> <p>Click Cancel to Exit this page without sending.</p> <p>Click Apply to send notification but remain on this page.</p>

System Process Document

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Step	Action
16.	Within the Student Information section of the screen, there are multiple links which will display various data and errors associated to this record row.



Step	Action
17.	To proceed to the next row, click the Next in List button.
18.	Congratulations, you have completed ISIR Suspense Management. End of Procedure.