

Bowling Green State University
BG@100 Action Item
ESC Submission: August 25, 2008

Identification Information:

| | |
|----------------------------------|--------------------------------|
| <i>Reference Number</i> | CSS-A024 |
| <i>Functional Area</i> | Admissions |
| <i>Title</i> | Letter Generation Modification |
| <i>ESC Submission</i> | August 25, 2008 |
| <i>ESC Decision Requested By</i> | September 8, 2008 |

Issue Description:

The delivered letter generation process uses the 30 character description field to print the name of the external organization. This creates a problem when merged with the letter. See the example of the Office of Admissions need form. The letter presented to customers is and unprofessional and does not have the complete name of the organization on the letter. For example, the delivered process extracts a description field that is 30 characters, which may be a partial description of the organization, **Monroe County Community Colleg**. The long description field contains the entire name, **Monroe County Community College**. By modifying the process to use the long description the letters are clear, professional and easy to understand.

Background Information:

Letter generation is a delivered SQC process that creates an extract data file to be merged with a word letter template. This extract file contains hundreds of fields that include name, address, program action, program status, etc. There are some letters that require the name of the external organization in the text of the letter. The derived process will only allow for 30 characters in that organization name. However, many of the external organizations have names longer than 30 characters.

The Office of Admissions and Graduate College send out thousands of letters to applicants indicating required credentials needed to be completed for enrollment. For example the Office of Admissions produces over 15,000 need forms each year to applicants indicating the required transcripts from previous institutions for admission. This need form indicates the external organization the transcript is required from in order for the applicant to be considered for admission.

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Alternatives:

Alternative #1: Utilize PeopleSoft as delivered.

Alternative #2: Modify the delivered letter generation process. This includes modifying the delivered SQC so that for two specific data fields, the tracking group item and the check list items the development work would add logic to get the external organization long description (50 characters) to print on the letters. As long as the external organization exists, the modification will replace the name that exists as the checklist item so the letter will print correctly with the full name of the organization.

The following table shows the pros and cons for the alternatives identified above.

| # | Alternative | Pros | Cons | Notes |
|---|-----------------------------|---|---|--|
| 1 | Use PeopleSoft as delivered | <ul style="list-style-type: none"> Requires no customization to PeopleSoft | <ul style="list-style-type: none"> Letters are produced that are unprofessional and appear to have misspellings or have truncated text. Manual clean up of every external organization in PeopleSoft to shorten the description field to have it look professional if possible. (There are over 55,000 organizations) Manual intervention required to fix each letter so that an applicant or student does not receive a letter with truncated text | <ul style="list-style-type: none"> |

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The following table shows the pros and cons for the alternatives identified above.

| # | Alternative | Pros | Cons | Notes |
|---|--------------------------------|--|--|-------|
| 2 | Letter Generation Modification | <ul style="list-style-type: none"> Does not require heavy programming Needed fields are extracted in process Information in letter are clear and easy to understand | <ul style="list-style-type: none"> Does require some programming Will need to be maintained for upgrades | |

Costs - Alternative #1: None

Costs - Alternative #2:

| | | |
|---|----------|-----------------------|
| Estimated Hours for Original Implementation | 24 Hours | |
| Estimated Cost for Original Implementation | \$3600 | Use \$150 times hours |
| Estimated Hours per Each Upgrade | 8 Hours | |
| Estimated Cost per Each Upgrade | \$400 | Use \$50 times hours |

Schedule Considerations:

Alternative #2 – Modification development should take place immediately. Process needs to be production ready by September 19, 2008.

Project Resource Considerations:

The development work has already been completed and the modification is being tested.

Recommendation:

Alternative #2 - Letter Generation Modification

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Recommendation Supported By:

| Name | Project Role |
|--------------------|--------------------------------------|
| Cecilia Castellano | CSS Functional Lead |
| Eric Zahnle | CSS Functional Lead |
| Rich Kasch | Technical Lead |
| Carol Hague | CSS Functional Lead |
| Deahtra Johnson | CSS Functional Admissions Consultant |
| | |

ESC Decision:

Bruce Petryshak for Alternative #2
Shirley Baugher for Alternative #2
Ed Whipple for Alternative #2
Sheri Stoll for Alternative #2

ESC Decision Date: September 8, 2008

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Example of Letter without modification

BGSU

BOWLING GREEN STATE UNIVERSITY
Office of Admissions

August 20, 2008

Matthew Bunker
4520 Smith Rd
Ottawa Lake, MI 49267-8605

Dear Matthew:

This is to inform you that the processing of your application for undergraduate admission cannot be completed until we receive the following information.

- Official College Transcript from Monroe County Community Colleg

Please have this information sent directly to the Office of Admissions at BGSU. If you have any questions, please feel free to contact our office by writing or calling (866) CHOOSE BGSU.

dls

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Example of Letter with modification

BGSU

BOWLING GREEN STATE UNIVERSITY
Office of Admissions

August 20, 2008

Matthew Bunker
4520 Smith Rd
Ottawa Lake, MI 49267-8605

Dear Matthew:

This is to inform you that the processing of your application for undergraduate admission cannot be completed until we receive the following information.

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