

The Communications component tracks communications (letters/email) to applicants that are completed outside the Student Administration System or through the letter generation process.

The following job aid will outline several areas of Communication Management:

- Add a Communication (Manually)
- Add a Communication (Automatically)
- Review Communications
- Communication Summary
- Operator 3C's Groups Summary
- Communication Details

Add a Communication (Manually):

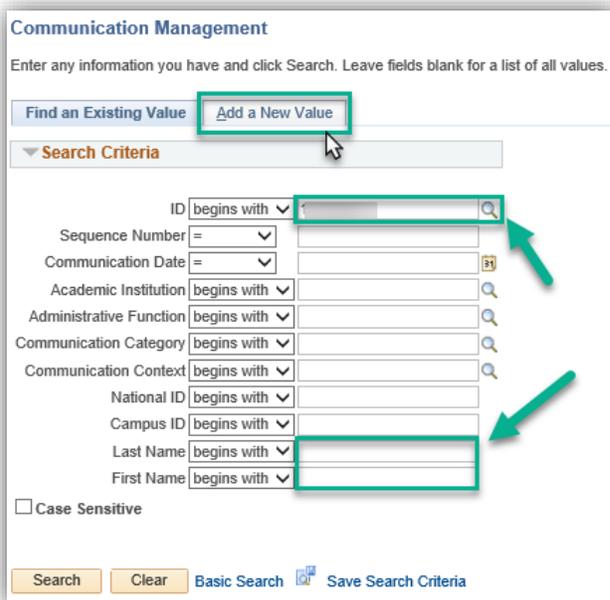
1. Click the **Campus Community** link.

2. Click the **Communications** link.

3. Click the **Person Communications** link.

4. Click the **Communication Management** link.

5. Search by ID, Last Name or First Name. Once the student has been identified, the ID will carry over and auto populate when Add a New Value is selected. Click the **Add a New Value** tab.



Communication Management

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

ID begins with

Sequence Number =

Communication Date =

Academic Institution begins with

Administrative Function begins with

Communication Category begins with

Communication Context begins with

National ID begins with

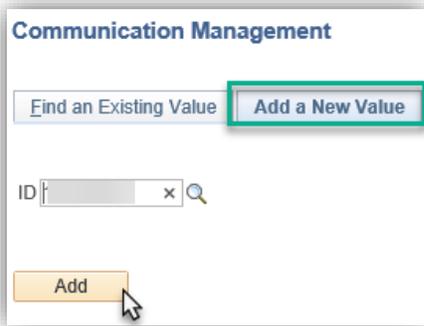
Campus ID begins with

Last Name begins with

First Name begins with

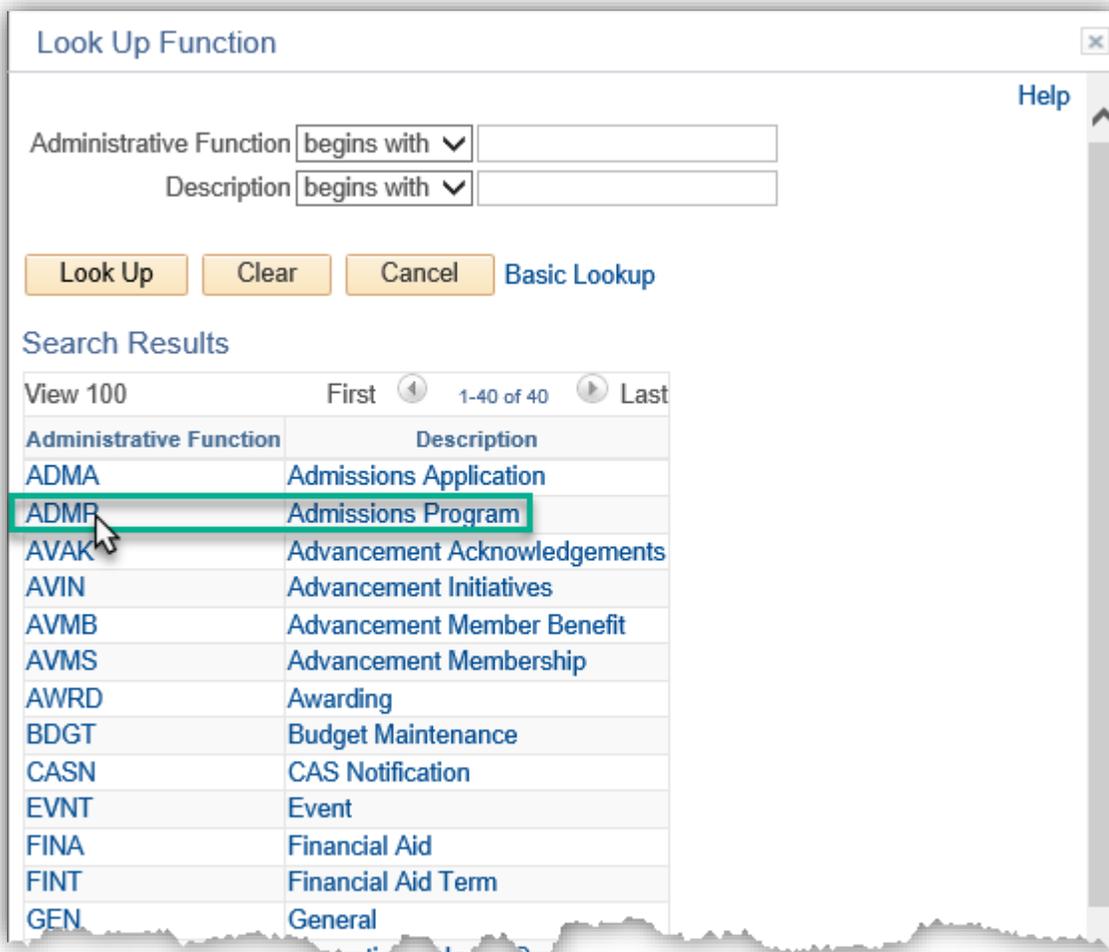
Case Sensitive

6. The student ID auto populates, click the **Add** button.



The screenshot shows a window titled "Communication Management". At the top, there are two buttons: "Find an Existing Value" and "Add a New Value". Below these is an input field labeled "ID" with a search icon. At the bottom, there is an "Add" button. A red box highlights the "Add a New Value" button.

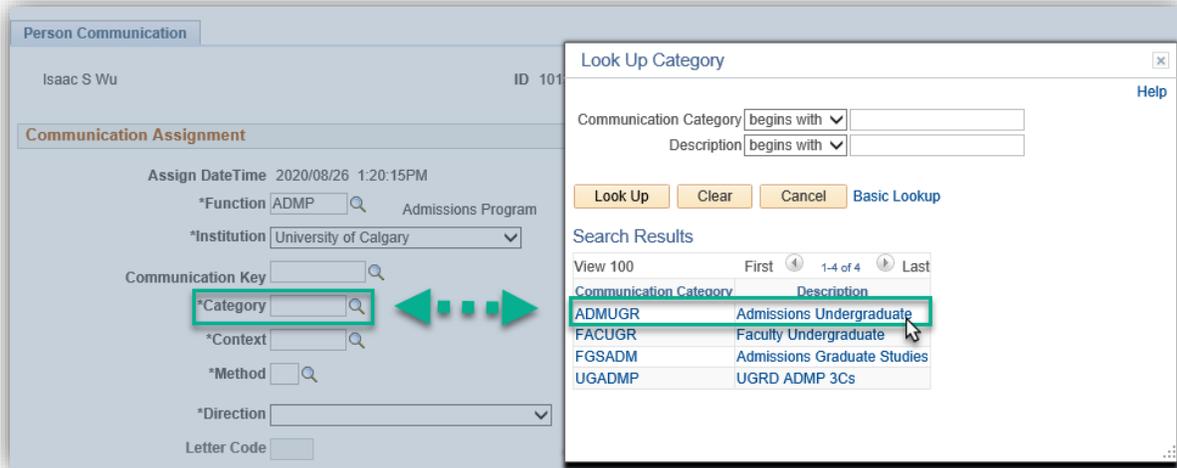
7. On Person Communications, several fields must be completed, although some may auto populate (e.g. Assign Date Time, Institution, your id and name). Select the applicable Administrative Function. For example, ADMP for Admissions Program. Click the **ADMP** link.



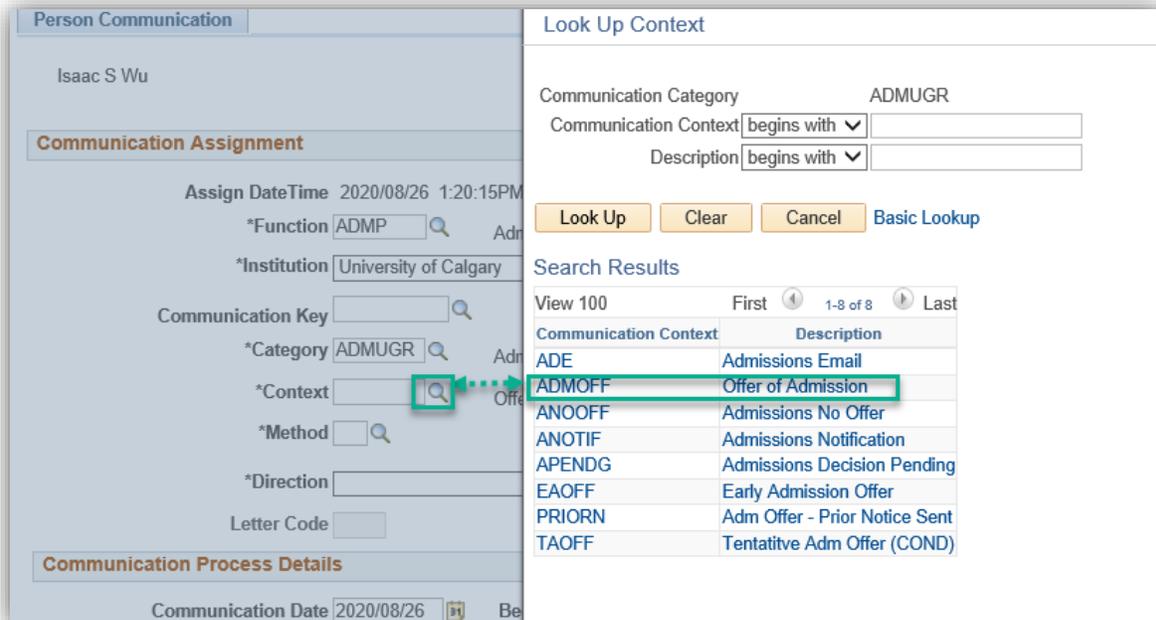
The screenshot shows a "Look Up Function" dialog box. It has two search criteria: "Administrative Function" and "Description", both set to "begins with". Below the search criteria are buttons for "Look Up", "Clear", "Cancel", and "Basic Lookup". The "Look Up" button is highlighted. Below the buttons is a "Search Results" section with a table. The table has two columns: "Administrative Function" and "Description". The row for "ADMP Admissions Program" is highlighted with a red box. A mouse cursor is pointing at the "ADMP" link.

Administrative Function	Description
ADMA	Admissions Application
ADMP	Admissions Program
AVAK	Advancement Acknowledgements
AVIN	Advancement Initiatives
AVMB	Advancement Member Benefit
AVMS	Advancement Membership
AWRD	Awarding
BDGT	Budget Maintenance
CASN	CAS Notification
EVNT	Event
FINA	Financial Aid
FINT	Financial Aid Term
GEN	General

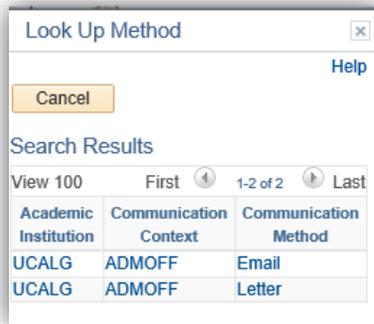
- Click the **Look up Category** button and select the applicable category. For example ADMUGR Admissions Undergraduate. Note: The corresponding values adjust according to the previous selections e.g. ADMP was selected, so the category values correspond to that selected function.



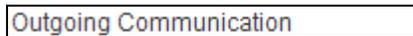
- Click the **Look up Context** button and select the applicable Context.



- Click the **Look up Method** button. Method is defined by the previous values selected. It indicates the type of communication method used (whether email or general post).



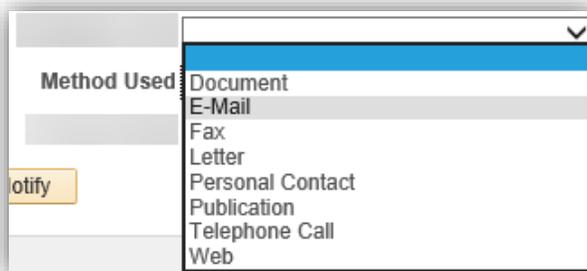
- Click the **Direction** list and click the **Outgoing Communication** list item.



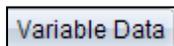
- Click the **Look up Letter Code** button. Depending on the previous values selected, a list of Letter Codes will appear. Select the applicable Letter Code (not shown).



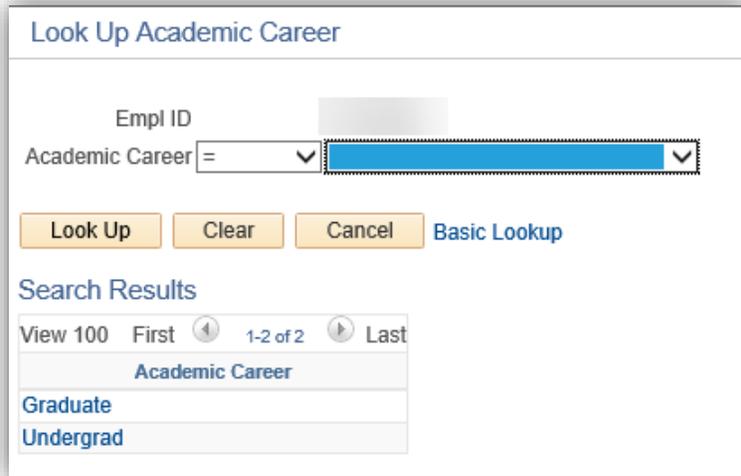
- If authorized, use the Comments field to include any additional comments related to the Communication.
- Click the **Method Used** list. A list of Methods display. The most common method of communication are E-Mail and Letter. Select the appropriate communication method.



- When completing a manual communication the **Variable Data** must be included. Click the **Variable Data** button.



- Click the **Look up Academic Career** button. Depending on the student there may be two academic careers Undergraduate and Graduate. Click the applicable Academic Career, for example **Undergrad**.



Look Up Academic Career

Empl ID

Academic Career =

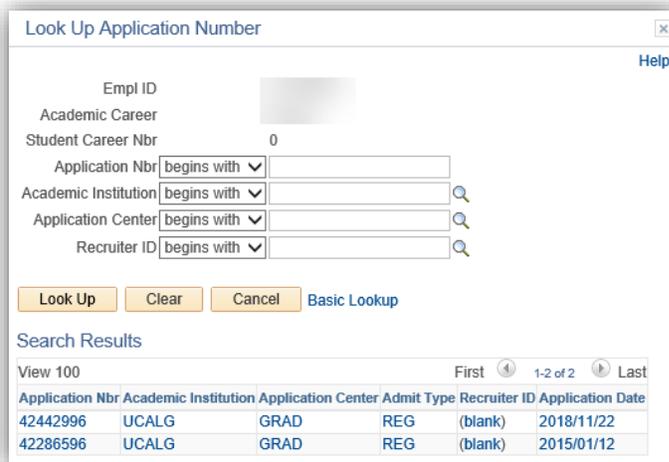
[Basic Lookup](#)

Search Results

View 100 First 1-2 of 2 Last

Academic Career
Graduate
Undergrad

- Click the **Look up Application Nbr** button and if the student has submitted a previous application select the desired application number.



Look Up Application Number

Empl ID

Academic Career

Student Career Nbr

Application Nbr begins with

Academic Institution begins with

Application Center begins with

Recruiter ID begins with

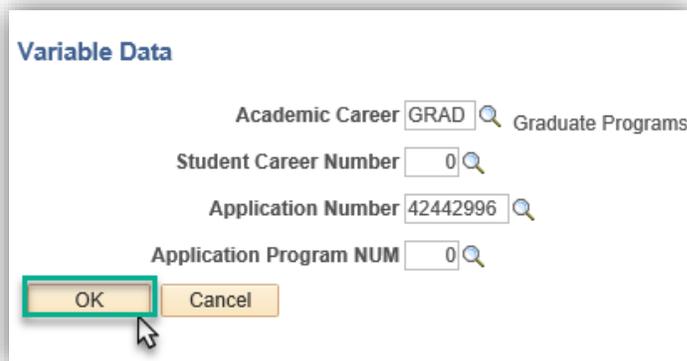
[Basic Lookup](#)

Search Results

View 100 First 1-2 of 2 Last

Application Nbr	Academic Institution	Application Center	Admit Type	Recruiter ID	Application Date
42442996	UCALG	GRAD	REG	(blank)	2018/11/22
42286596	UCALG	GRAD	REG	(blank)	2015/01/12

- When the Variable Data is completed, click the **OK** button.



Variable Data

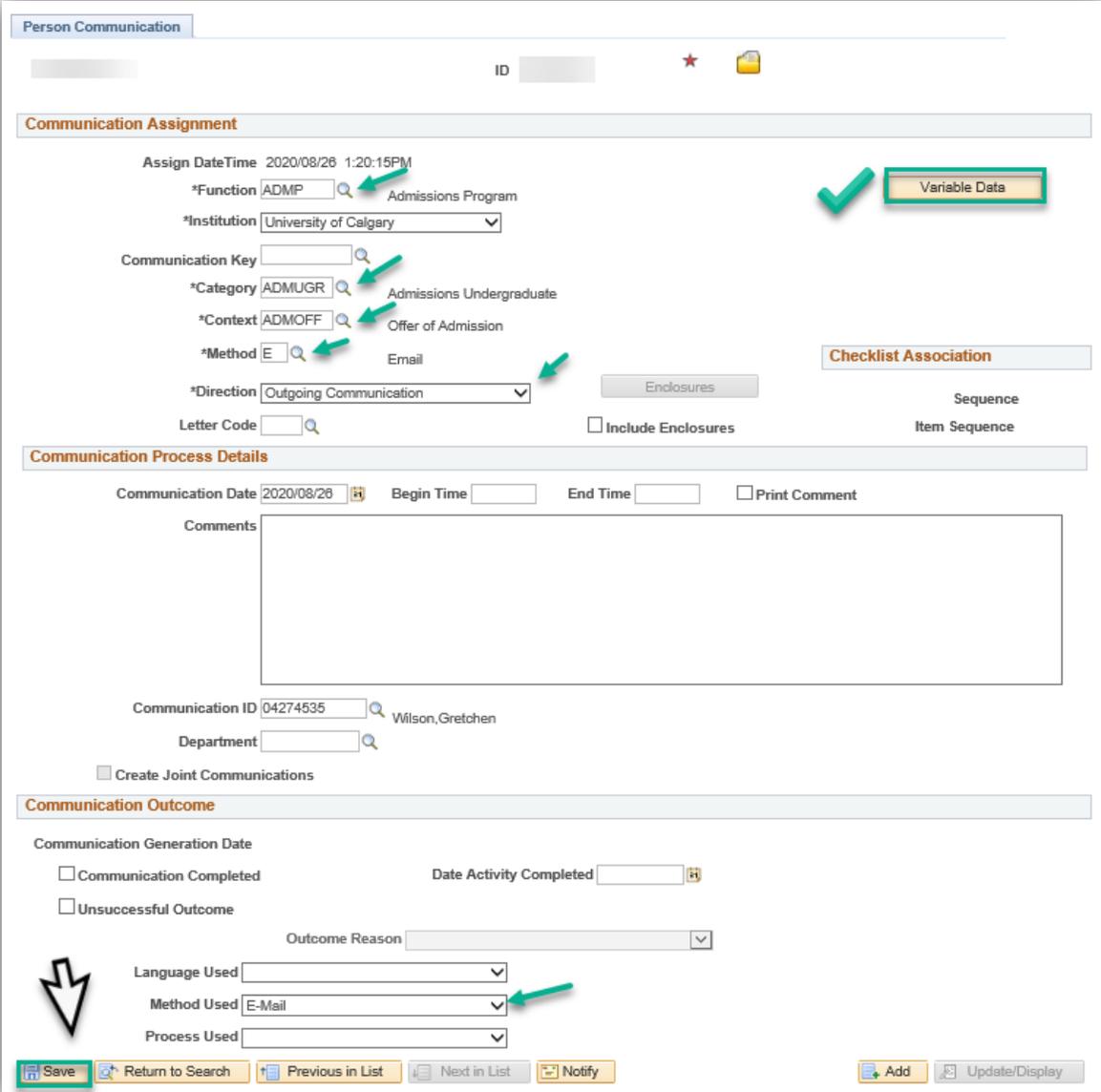
Academic Career Graduate Programs

Student Career Number

Application Number

Application Program NUM

19. Once the Communication fields are completed, the Communication can be saved. Click the **Save** button.



Person Communication

ID [REDACTED] ★ [REDACTED]

Communication Assignment

Assign DateTime: 2020/08/26 1:20:15PM

*Function: ADMP (Admissions Program) ✓

*Institution: University of Calgary

Communication Key: [REDACTED]

*Category: ADMUGR (Admissions Undergraduate)

*Context: ADMOFF (Offer of Admission)

*Method: E (Email)

*Direction: Outgoing Communication

Letter Code: [REDACTED]

Enclosures [REDACTED]

Include Enclosures

Variable Data [REDACTED] ✓

Communication Process Details

Communication Date: 2020/08/26 [REDACTED] Begin Time: [REDACTED] End Time: [REDACTED] Print Comment

Comments: [REDACTED]

Communication ID: 04274535 [REDACTED] Wilson, Gretchen

Department: [REDACTED]

Create Joint Communications

Communication Outcome

Communication Generation Date

Communication Completed Date Activity Completed: [REDACTED]

Unsuccessful Outcome

Outcome Reason: [REDACTED]

Language Used: [REDACTED]

Method Used: E-Mail

Process Used: [REDACTED]

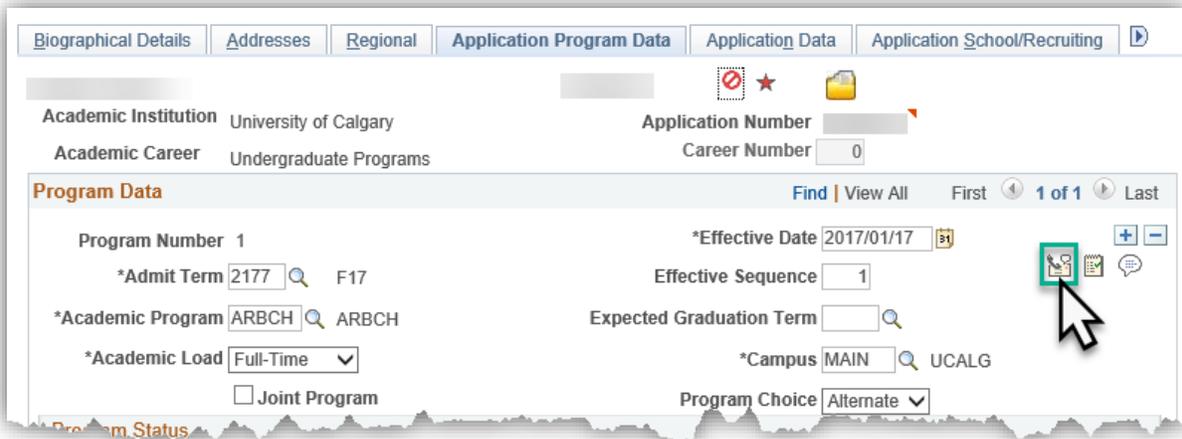
Save Return to Search Previous in List Next in List Notify Add Update/Display

Add a Communication (Automatically)

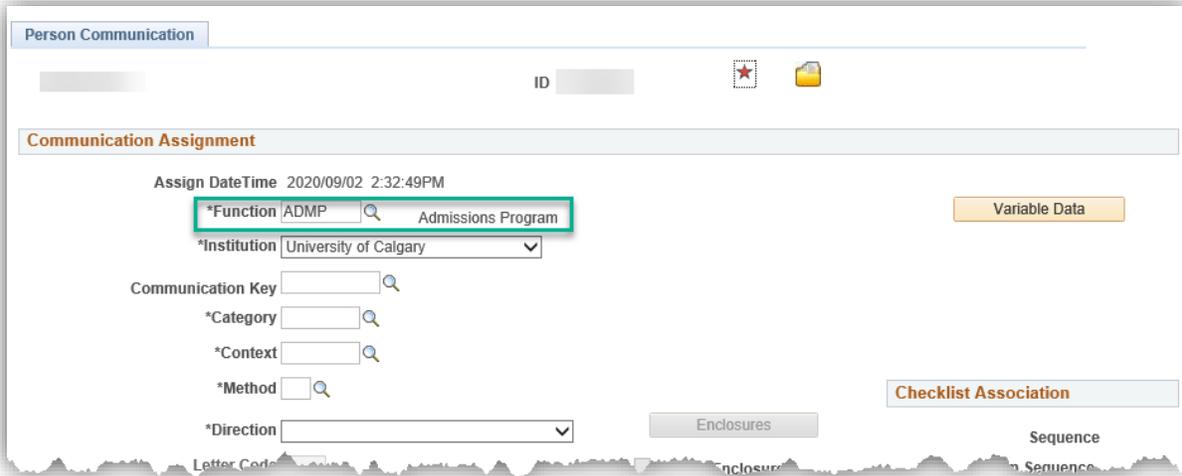
The next steps are how to add a Communication automatically by using the Communication Icon. The Communication Icon appears on many pages in Campus Community and the following step are the same.



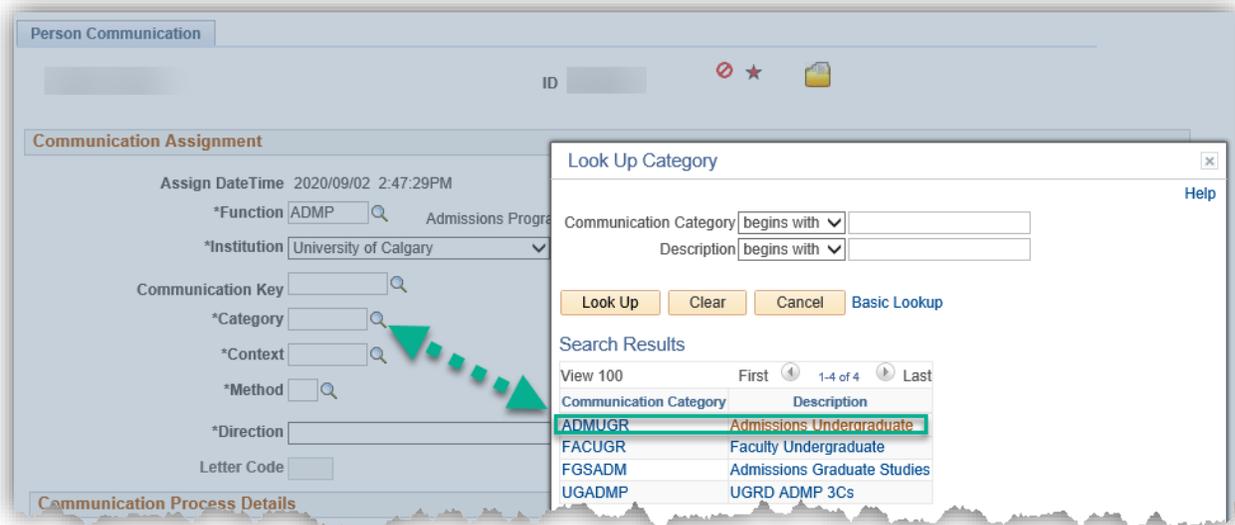
- For this example, navigation will be from Student Admissions > Application Maintenance > Maintain Applications. Click the **Add a New Communication** icon.



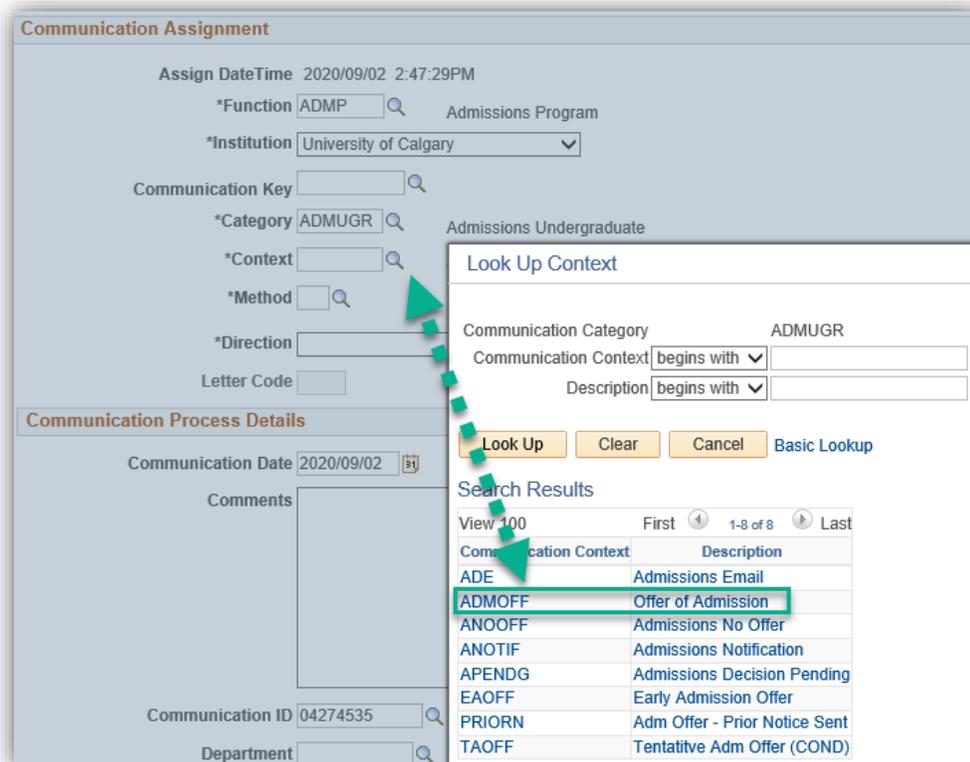
- A new Communications window will open and the **Function** will auto populate based on which component is being used (e.g. Admissions). Once Communication Speed keys have been setup (as per User Defaults) they can be included. Please consult the job aid: *Setting Up Communication Speed Keys*.



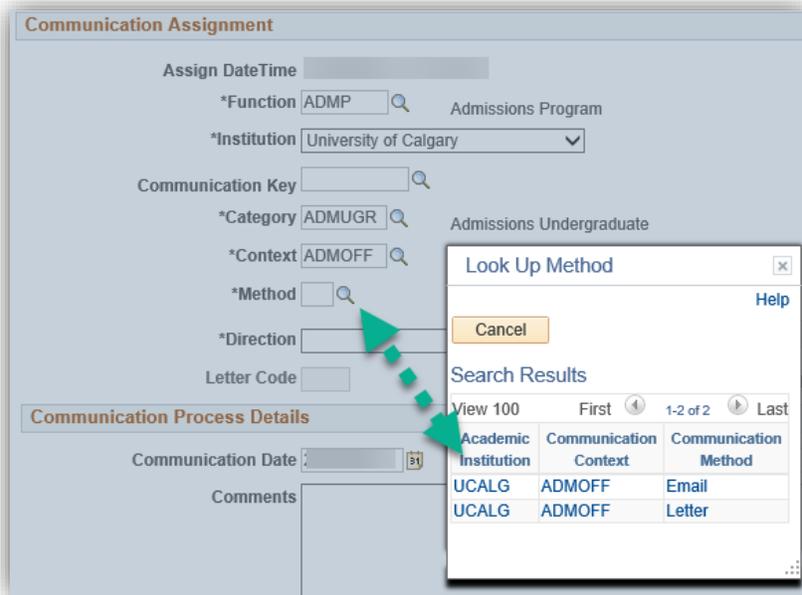
- If not using Communication Speed keys the Category, Context and Direction values must be entered. Click the Category. Select the applicable category (e.g. ADMUGR Admissions Undergraduate).



- Click the Context list. Since the Category value is ADMUGR the values on the Context list are related. Select the applicable context (e.g. ADMOFF Offer of Admission).



- Click the **Method Used** list. The available Communication methods are Email and Letter. Select the desired method (e.g. Letter). Click the **Letter** list item.



Communication Assignment

Assign DateTime: []

*Function: Admissions Program

*Institution:

Communication Key: []

*Category: Admissions Undergraduate

*Context: Offer of Admission

*Method: []

*Direction: []

Letter Code: []

Communication Process Details

Communication Date: []

Comments: []

Look Up Method

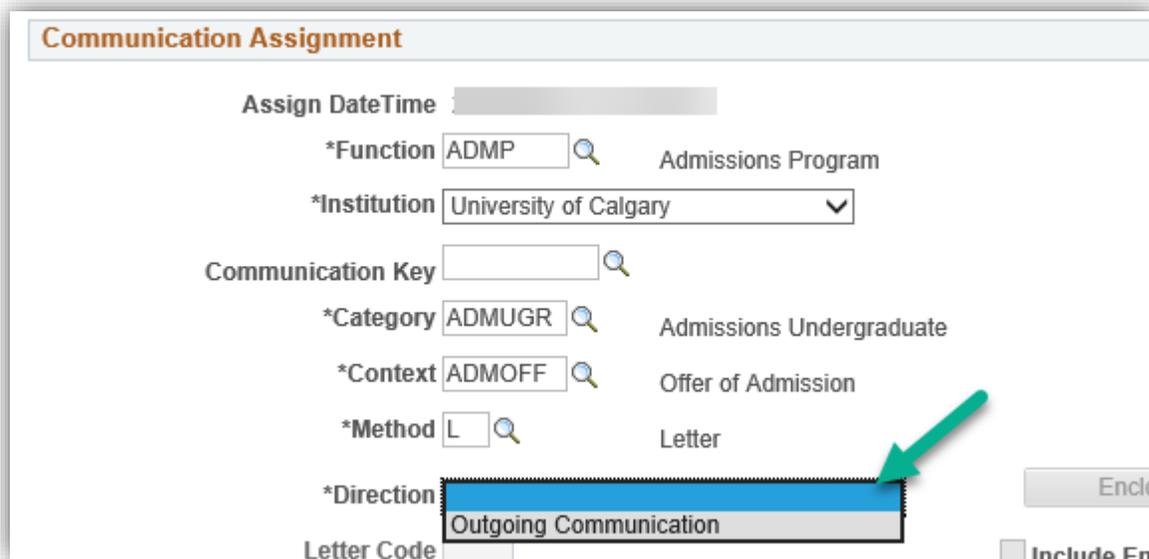
Cancel [] Help []

Search Results

View 100 First 1-2 of 2 Last

Academic Institution	Communication Context	Communication Method
UCALG	ADMOFF	Email
UCALG	ADMOFF	Letter

- Select Direction and indicate **Outgoing Communication**.



Communication Assignment

Assign DateTime: []

*Function: Admissions Program

*Institution:

Communication Key: []

*Category: Admissions Undergraduate

*Context: Offer of Admission

*Method: Letter

*Direction:

Letter Code: []

Enclo []

Include En []

- Once the Communication menu is complete save the Communication. Click the **Save** button.



Review Communications:

- Click the **Campus Community** link.
- Click the **Communications** link.

3. Click the **Person Communications** link.

Person Communications

4. Click the **Communication Management** link.

Communication Management

5. Enter any search criteria you have: ID, Last Name and/or First Name. Click the **Search** button.

Search

6. A list of previous communications will display in a grid. Select the desired communication you wish to review.

Communication Management

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

Search Criteria

ID begins with

Sequence Number =

Communication Date =

Academic Institution begins with

Administrative Function begins with

Communication Category begins with

Communication Context begins with

National ID begins with

Campus ID begins with

Last Name begins with

First Name begins with

Case Sensitive

Search [Clear](#) [Basic Search](#) [Save Search Criteria](#)

Search Results

View All

ID	Sequence Number	Communication Date	Academic Institution	Name	Administrative Function	Communication Category	Communication Context	Communication Method	National ID	Country	NID	Short Description	National ID	Date of Birth	Gender	Campus ID	Last Name	First Name
3005	1	2017/01/17	UCALG		ADMP	ADMUGR	ANOTIF	L		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	2	2017/01/17	UCALG		ADMA	WEBAPP	ANOTIF	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	3	2017/04/21	UCALG		ADMP	ADMUGR	EACFF	L		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	4	2017/04/21	UCALG		ADMA	EAAUTO	ANOTIF	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	5	2017/07/28	UCALG		ADMP	ADMUGR	PRIORR	L		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	6	2017/07/28	UCALG		ADMA	EAAUTO	ANOTIF	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	7	2019/02/27	UCALG		STRM	SREC	TAXREC	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	8	2019/05/01	UCALG		GEN	REGIS	REGIS	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	9	2019/05/09	UCALG		GEN	REGIS	REGIS	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	10	2019/10/22	UCALG		GEN	REGIS	REGIS	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	11	2019/12/07	UCALG		GEN	REGIS	REGIS	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	12	2019/12/17	UCALG		GEN	REGIS	REGIS	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	13	2020/01/21	UCALG		GEN	REGIS	REGIS	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	14	2020/08/19	UCALG		ADMP	FACUGR	FACULT	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	15	2020/09/03	UCALG		ADMP	ADMUGR	ADMOFF	L		CAN	SIN	*****	05/11/1999	Male	(blank)			

7. The top portion of the Communication will indicate the Student's Name and ID #, the date and time the Communication was created as well as any additional information in the Communication.

Person Communication

Student's Name ID 30050

Communication Assignment

Assign DateTime: 2020/09/03 8:52:16AM

*Function: ADMP (Admissions Program) Variable Data

*Institution: University of Calgary

Communication Key:

*Category: ADMUGR (Admissions Undergraduate)

*Context: ADMOFF (Offer of Admission)

*Method: L (Letter)

*Direction: Outgoing Communication

Letter Code: Include Enclosures

Communication Process Details

Communication Date: 2020/09/03 Begin Time: End Time: Print Comment

Comments:

The lower portion of the Communication will indicate who sent the Communication (Communication ID). If desired use the Previous in List to navigate through other Communications or Return to Search to select another Communication. Return to Search will allow another Communication to be selected if desired.

Communication ID: 04274535 (Wilson, Gretchen)

Department:

Create Joint Communications

Communication Outcome

Communication Generation Date

Communication Completed Date Activity Completed:

Unsuccessful Outcome

Outcome Reason:

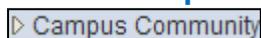
Language Used:

Method Used:

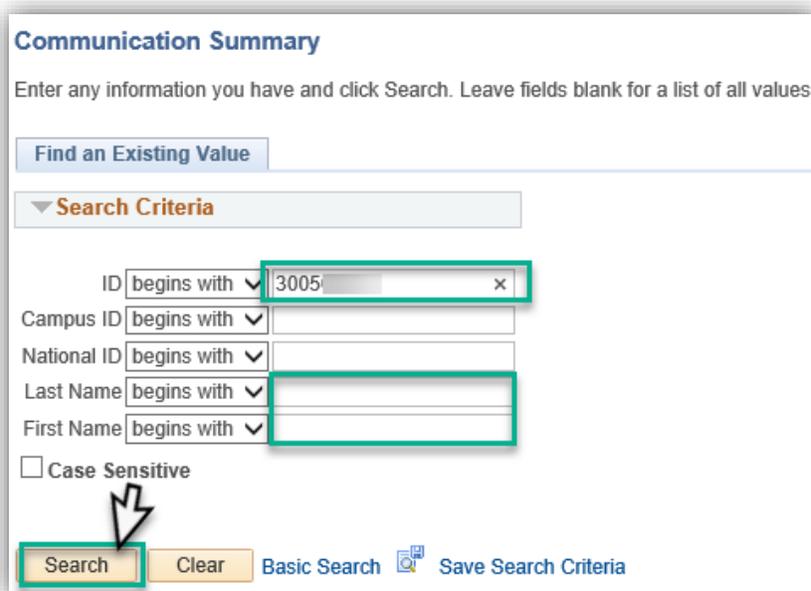
Process Used:

Communication Summary:

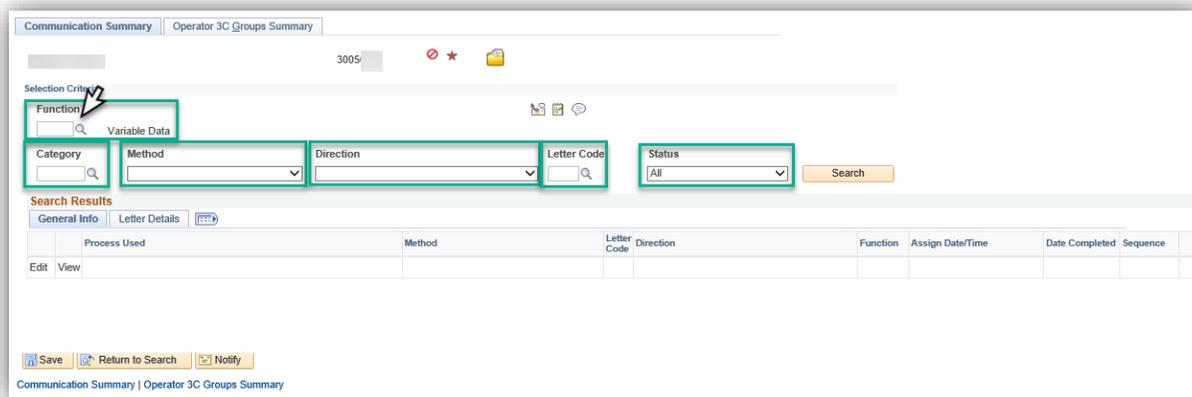
1. Click the [Campus Community](#) link.



2. Click the **Communications** link.
[Communications](#)
3. Click the **Person Communications** link.
[Person Communications](#)
4. Click the **Communication Summary** link.
[Communication Summary](#)
5. Search by ID, Last Name and/or First Name. Click the **Search** button.

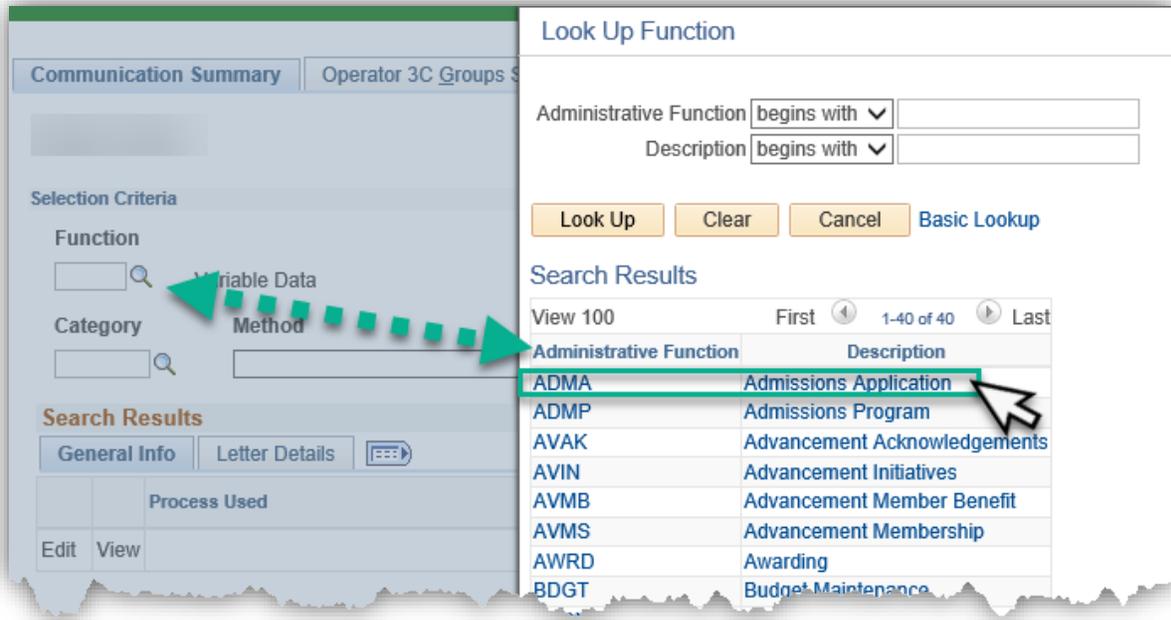


6. Communications display based on the Selection Criteria entered. Define the search by using the look up button or drop down menus to specify the **Function**, **Category**, **Method**, **Direction**, **Letter Code** or **Status**, or a combination of each. Click the **Look up Function** button.

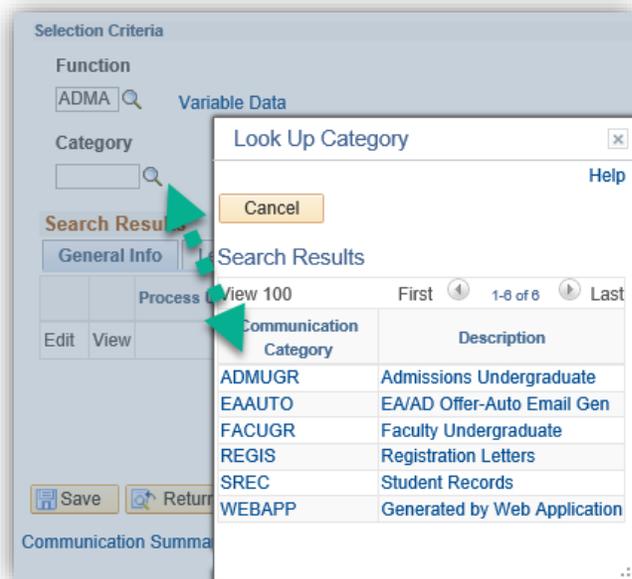


Process Used	Method	Letter Code	Direction	Function	Assign Date/Time	Date Completed	Sequence
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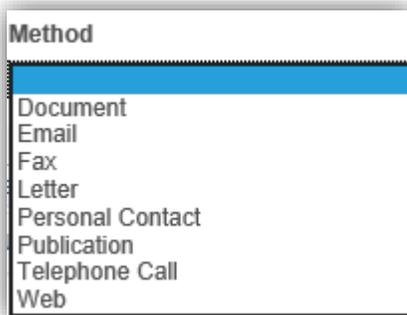
7. A list of Administrative Functions display. Select the applicable function (e.g. ADMA Admissions Application). Click the applicable **Administrative Function**.



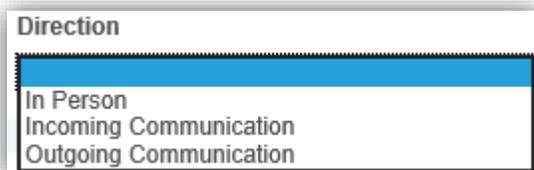
8. If desired, the Category can be indicated. Click the **Look up Category** button and select the appropriate Category.



9. If desired, the Method can be selected. The most popular methods are E-Mail and Letter. Click the **Method** list.



10. Click the **Direction** list. Outgoing Communication is the most popular direction selected.



11. Click the **Look up Letter Code** button. A list of Letter Codes will appear. If desired, select the applicable Letter Code. The Letter Codes are pre-populated based on the Function selected (e.g. ADMA).



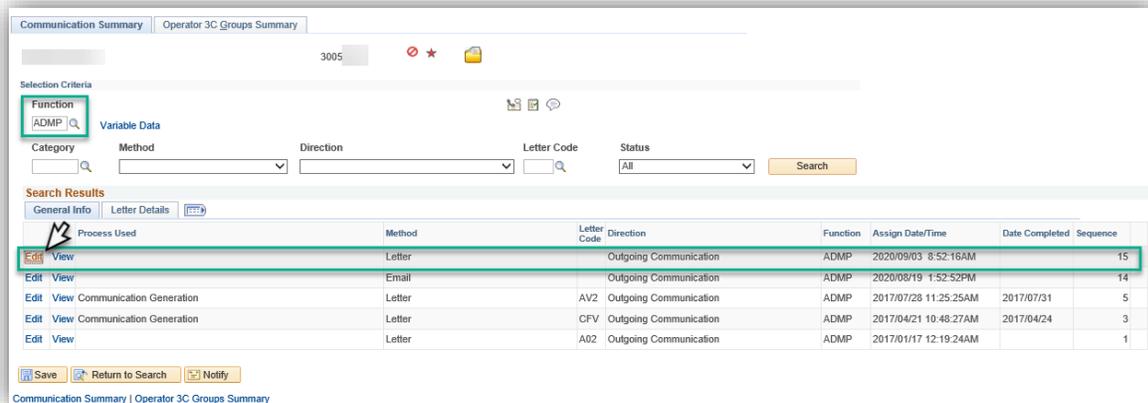
12. If desired, Status can also be selected by All, Complete or Incomplete.



13. Once you have completed the Selection Criteria begin the Search. Click the **Search** button.

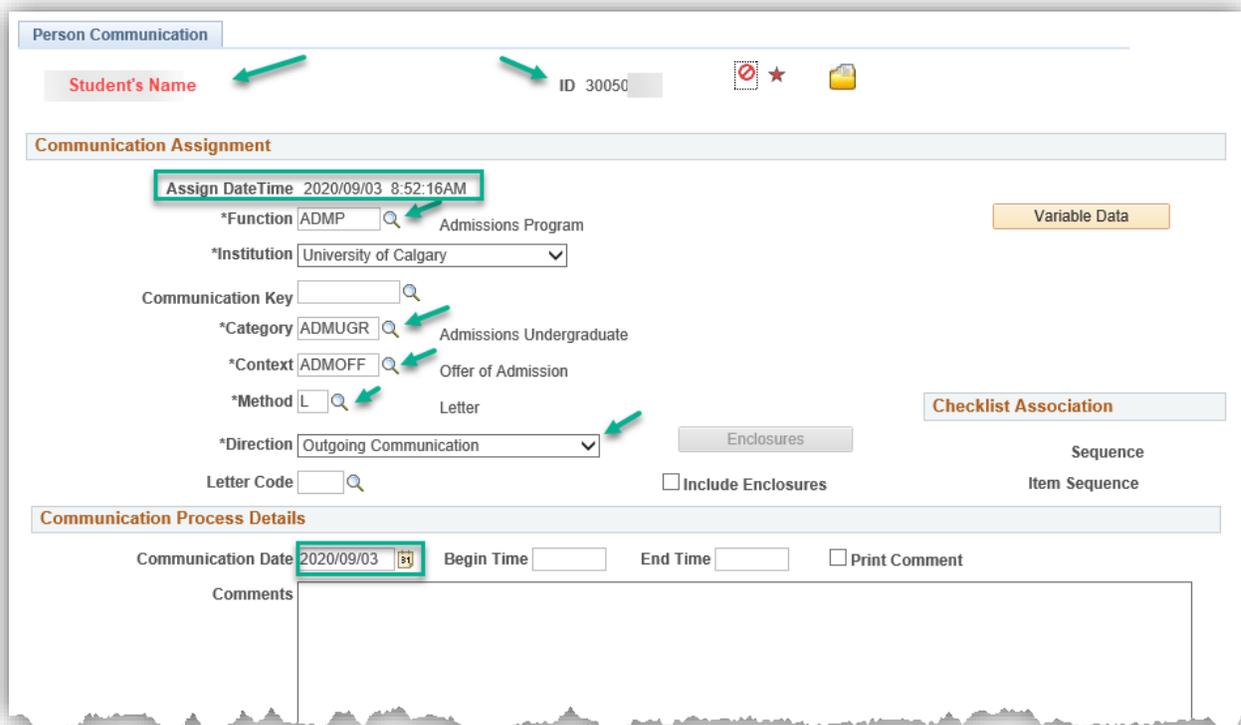


14. The results display based on the search criteria entered. The ability to edit depends on what access has been authorized. The Edit link transfers to the Communication where, if authorized, edits can be completed. Click the **Edit** link.



Process Used	Method	Letter Code	Direction	Function	Assign Date/Time	Date Completed	Sequence
Edit View	Letter		Outgoing Communication	ADMP	2020/09/03 8:52:16AM		15
Edit View	Email		Outgoing Communication	ADMP	2020/08/19 1:52:52PM		14
Edit View Communication Generation	Letter	AV2	Outgoing Communication	ADMP	2017/07/28 11:25:25AM	2017/07/31	5
Edit View Communication Generation	Letter	CFV	Outgoing Communication	ADMP	2017/04/21 10:48:27AM	2017/04/24	3
Edit View	Letter	A02	Outgoing Communication	ADMP	2017/01/17 12:19:24AM		1

15. A new window opens and the top portion displays the date and time the Communication was assigned. As well as other information. If authorized, edits can be completed.



Person Communication

Student's Name ID 30050

Communication Assignment

Assign DateTime 2020/09/03 8:52:16AM

*Function ADMP Admissions Program

*Institution University of Calgary

Communication Key

*Category ADMUGR Admissions Undergraduate

*Context ADMOFF Offer of Admission

*Method L Letter

*Direction Outgoing Communication

Letter Code

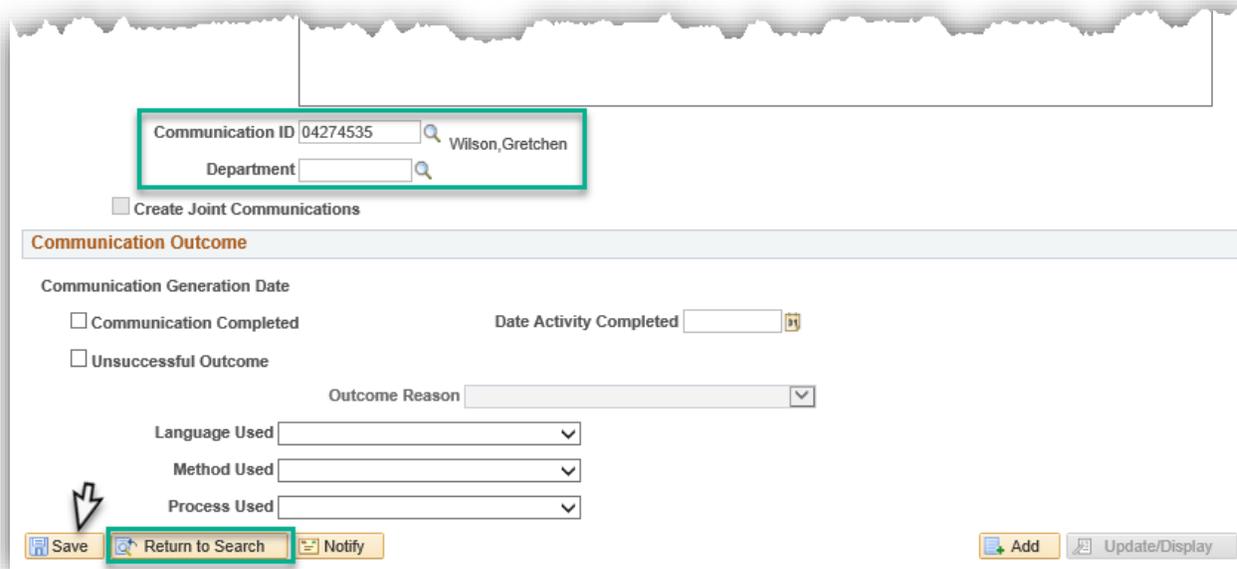
Communication Process Details

Communication Date 2020/09/03

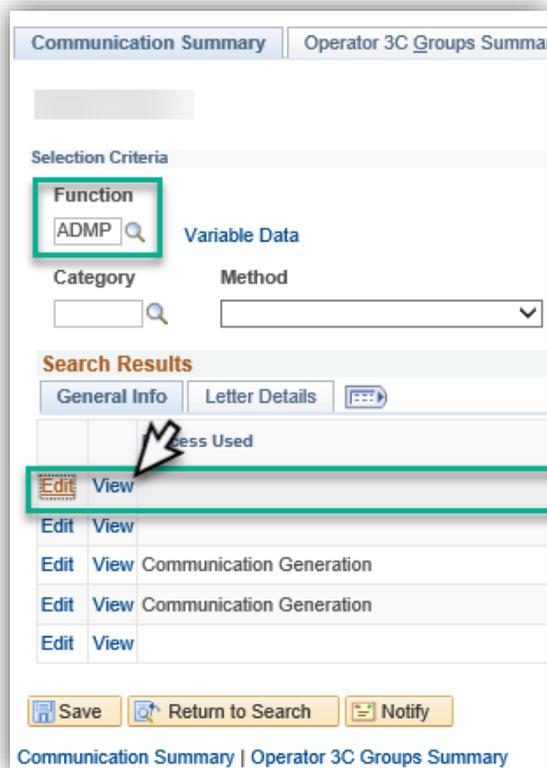
Begin Time End Time

Comments

The bottom of the Communication window displays additional information related to the Communication. For example, the ID and name of the person who created the communication and the date it was completed.



- From the Selection Criteria page, View allows view-only of the Communications. Click the **View** link.



17. A new window will open displaying the Communication; however when viewing the Communication edits are not allowed. To return to the previous menu, close the window.

Communication Assignment

Assign DateTime 2020/09/03 8:52:16AM

Function ADMP Admissions Program Variable Data

Institution University of Calgary

Communication Key

Category ADMUGR Admissions Undergraduate

Context ADMOFF Offer of Admission

Method L Letter Checklist Association

Direction Outgoing Communication Enclosures

Letter Code Include Enclosures Sequence

Communication Process Details

Communication Date 2020/09/03 Begin Time End Time Print Comment

Comments

Communication ID 04274535 Wilson, Gretchen

Department Create Joint Communications Related ID

Communication Outcome

Communication Generation Date

Communication Completed Date Activity Completed

Unsuccessful Outcome

Outcome Reason

Language Used

Method Used

Process Used

Operator 3C Groups Summary:

The Operator 3C Groups Summary displays the 3C access assigned to you. Operator 3C refers to Communications, Comments and Checklists. Click the [Operator 3C Groups Summary](#) tab.



When the Inquiry Indicator column is selected, the user has been assigned "View" Access to the list of Communications displayed and edits cannot be completed. If the Update Indicator column is selected, the user has been assigned "Update" access to the list of Communications displayed and can edit Communications.

Note: This is a training account and individual access will vary.

User ID 04274535 Name Wilson, Gretchen

Operator Group Summary			
Institution	Description	Inquiry Indicator	Delete Indicator
University of Calgary	Advising Session Comments	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Bachelor of Com Rehabilitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Bachelor of Health Sciences	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Convocation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Co-op/Internship	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Faculty of Education - UGRD	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Effective Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Exams, Grades and Transcripts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	EVDS Admissions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Faculty	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Financial Aid	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	GRAD Admissions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Grad Student Annual Prog Rpt	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	GRAD Department Notes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	GRAD FGS Notes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	FGS Student Progress	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	GS Enrollment Verification Ltr	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Haskayne Sch of Bus - UGRD	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Law School Admissions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Letter of Permission Review	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	UGRD Enrolment Services Notes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Faculty of Nursing - UGRD	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	PGME-Admissions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	RO Enrollment Verification Ltr	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Student Financials	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Faculty of Social Work - UGRD	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Student Records	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	UGRD Admissions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	UPO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
University of Calgary	Veterinary Medicine Admissions	<input checked="" type="checkbox"/>	<input type="checkbox"/>

View Access Only Update Access

Save Return to Search Notify

Communication Detail:

1. Click the **Campus Community** link.
[▶ Campus Community](#)
2. Click the **Communications** link.
[Communications](#)
3. Click the **Person Communications** link.
[Person Communications](#)
4. Click the **Communication Detail** link.
[Communication Detail](#)

- Enter ID, Last Name and/or First Name. Click the **Search** button.



- A list of Communications will appear at the bottom. Select the applicable Communication.

Communication Detail
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

ID begins with 30056

Sequence Number =

Communication Date =

Academic Institution begins with

Administrative Function begins with

Communication Category begins with

Communication Context begins with

National ID begins with

Campus ID begins with

Last Name begins with

First Name begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All

ID	Sequence Number	Communication Date	Name	Academic Institution	Administrative Function	Communication Category	Communication Context	Communication Method	National ID	Country	NID	Short Description	National ID	Date of Birth	Gender	Campus ID	Last Name	First Name
3005	1	2017/01/17		UCALG	ADMP	ADMUGR	ANOTIF	L		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	2	2017/01/17		UCALG	ADMA	WEBAPP	ANOTIF	E		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	3	2017/04/01		UCALG	ADMP	ADMUGR	EAOFF	L		CAN	SIN	*****	05/11/1999	Male	(blank)			
3005	4	2017/04/01		UCALG	ADMA	FAAUTO	ANOTIF	E		CAN	SIN	*****	05/11/1999	Male	(blank)			

- The selected Communication will be displayed in view-only mode. No edits can be completed. Use the navigation to search for Previous or Next in List to view other Communications. When completed, close the window or Return to Search.

Communication Assignment

Assign DateTime 2020/09/03 8:52:16AM

Function ADMP Admissions Program Variable Data

Institution University of Calgary

Communication Key

Category ADMUGR Admissions Undergraduate

Context ADMOFF Offer of Admission

Method L Letter

Direction Outgoing Communication Enclosures

Letter Code Include Enclosures Checklist Association

Sequence Item Sequence

Communication Process Details

Communication Date 2020/09/03 Begin Time End Time Print Comment

Comments

Communication ID 04274535 Wilson, Gretchen

Department Create Joint Communications Related ID

Communication Outcome

Communication Generation Date

Communication Completed Date Activity Completed

Unsuccessful Outcome

Outcome Reason

Language Used

Method Used

Process Used

Save Return to Search Previous in List Next in List Notify

For the corresponding online learning, consult the Student and Enrolment Services, Student Administration (PeopleSoft Campus Solutions) training website.

End of Procedure