

# Simplifying Enrollment Services Information for Students

- Shari Piotrowski-Schwartz, University Registrar





# Goals

- Improve communication and technology services for students
- Provide user-friendly, easy access to student data and self-serve tools to students, and staff assisting students
- Increase our level of service, decrease referrals, decrease volume and decrease wait time
- Enhance data collection for data analysis and future improvements

# Reorganization of Enrollment Services Center



## • Full analysis of current structure and resources

- Communication and Technology
  - Revamped queue systems for in person tickets and phone tree/queue
  - Improved communication – in multiple platforms providing key information on what students normally inquiry about and provide timely announcements and messages

# Reorganization of Enrollment Services Center

## • Full analysis of current structure and resources

### • Staff Resources

- Analyzed and revised work schedules, including auxiliary time, lunch schedules and use of former temporary staff
- Revised training schedules and method of training, with hands-on by experts in the areas and created an extensive training manual
- Created service-level agreements

### • Tracking and Reporting

- Implemented a means to track service for staff and student reference
- Created enhanced reports for data analysis for continuous improvement


PAWS Bulletin

Important message to all students

Students are responsible for dropping courses if they do not plan to attend. If a course(s) is not dropped prior to the end of the first week of classes, charges will be incurred and the course(s) will appear on the student's transcript with a grade. Failure to drop courses by the deadline or dropping individual courses may impact student financial aid.

# Dashboard Live – Home Tab





My Georgia State University Student Status  For assistance, click the icon to sign-on to Panther Answer

My Registration	My Bill	My Financial Aid						
<p><b>Spring Semester 2014</b> <a href="#">View Course Schedule &gt;</a>                      You have holds that will prevent you from registering for classes  <span style="color: red;">!</span> <a href="#">Action Required &gt;</a></p>	<p>Your Registration is Eligible for Drop. Payment Due Immediately.</p> <p><b>Account Balance</b> <span style="float: right;">\$ 2679</span></p> <p style="text-align: center;"><a href="#">View/Pay Account</a></p> <p style="text-align: center;"><a href="#">International Wire Payment</a></p>	<p><b>AID YEAR 2013-2014</b></p> <p><b>Pending Awards</b>                      Federal Direct Unsub. Stafford <span style="float: right;">\$20,500.00</span>  <a href="#">Action Required</a></p> <p><b>Accepted Awards</b></p> <p>Please review actual paid amount on your student account by clicking <a href="#">here</a>.</p>						
<p><b>Standing &amp; GPA</b></p> <p>Student Classification MA-Masters                      Academic Standing WN-Warning</p> <p><b>Graduate GPA</b></p> <table border="0"> <tr> <td>Institutional</td> <td>2.30</td> <td><a href="#">Details</a></td> </tr> <tr> <td>Overall</td> <td>2.30</td> <td><a href="#">Details</a></td> </tr> </table>	Institutional	2.30	<a href="#">Details</a>	Overall	2.30	<a href="#">Details</a>	<p><b>Tuition Classification:</b> In State <a href="#">Details &gt;</a></p>	
Institutional	2.30	<a href="#">Details</a>						
Overall	2.30	<a href="#">Details</a>						
<p><b>Degree(s) and Major(s)</b></p> <p><b>Degree:</b> MBA-Master of Business Admin. <a href="#">Academic Evaluation &gt;</a>  <b>Major:</b> BA-Business Administration</p>	<p><b>Refund</b></p> <p><b>Current Preference</b>                      Paper Check <a href="#">Enroll in PantherCard Refund Program &gt;</a></p>							
<p><b>Advisor</b></p> <p style="text-align: center;"><a href="#">Apply to Graduate</a></p>	<p><b>Last Refund Amount</b></p> <p><b>Sponsor Authorization/Payment</b> <a href="#">Details &gt;</a></p>							
	<p><b>Waivers</b> <a href="#">Details &gt;</a></p>							

# Dashboard Live – Enrollment Tab




Academic Records		 For assistance, click the icon to sign-on to Panther Answer	
<b>My Registration</b> <b>Spring Semester 2014</b> <a href="#">View Course Schedule &gt;</a> You have holds that will prevent you from registering for classes  <a href="#">Action Required &gt;</a>		<b>Enrolling for Courses</b> <b>New Students</b> <a href="#">Incept Student Orientation</a> <a href="#">Math Placement Testing</a> <a href="#">Chemistry Placement Testing</a>	
<b>Standing &amp; GPA</b> Student Classification MA-Masters Academic Standing WN-Warning <b>Graduate GPA</b> Institutional 2.30 <a href="#">Details</a> Overall 2.30 <a href="#">Details</a>		<b>View Course Enrollment</b> <a href="#">View Concise Student Schedule</a> <a href="#">View Course Enrollment</a> <a href="#">View Final Exam Schedule</a>	
<b>Degree(s) and Major(s)</b> <b>Degree:</b> MBA-Master of Business Administration <a href="#">Academic Evaluation &gt;</a> <b>Major:</b> BA-Business Administration		<b>View Your Student Record</b> <a href="#">View Status of Transcript Requests</a> <a href="#">Final Grades</a> <a href="#">Repeat to Replace History</a> <a href="#">Unofficial Transcript</a> <a href="#">Transfer Credit</a> <a href="#">Student Evaluation of Instructor</a>	
<b>Advisor</b> <div style="text-align: right;"><a href="#">Apply to Graduate</a></div>		<b>Resources and How to Tutorials</b> <a href="#">Academic Calendar</a> <a href="#">University Graduate and Undergraduate Catalogs</a> <a href="#">Registration Guide</a> <a href="#">Registration Error Messages</a> <a href="#">How to Request Transcript</a>	
		<b>Updates/Requests Student Record</b> <a href="#">Change Address(es) and Phone Number(s)</a> <a href="#">Change Emergency Contact Information</a> <a href="#">Text me in an Emergency</a> <a href="#">Transcript Ordering Site</a> <a href="#">Application for Graduation</a> <a href="#">Request an Enrollment Verification</a>	



# Dashboard Live – Finance Tab




My Bill and Financial Aid		 For assistance, click the icon to sign-on to Panther Answer
<p><b>My Bill</b></p> <p>You are eligible to be dropped. <b>Account Balance</b> \$ 2679</p> <p><a href="#">View/Pay Account</a></p> <p><a href="#">International Wire Payment</a></p> <hr/> <p><b>Tuition Classification:</b> In State <a href="#">Details &gt;</a></p> <hr/> <p><b>Refund</b> <i>Current Preference</i> Paper Check <a href="#">Enroll in PantherCard Refund Program &gt;</a></p> <p><i>Last Refund Amount</i></p> <hr/> <p><b>Sponsor Authorization/Payment</b> <a href="#">Details &gt;</a></p> <hr/> <p><b>Waivers</b> <a href="#">Details &gt;</a></p>	<p><b>My Financial Aid</b></p> <p><input checked="" type="radio"/> AID YEAR 2013-2014</p> <p><b>Pending Awards</b> Federal Direct Unsub. Stafford \$20,500.00 <a href="#">Action Required</a></p> <p><b>Accepted Awards</b> Please review actual paid amount on your student account by clicking <a href="#">here</a>.</p>	<p><b>Account Information</b></p> <p><a href="#">Housing Rates</a> <a href="#">Meal Plan Rates</a> <a href="#">United Health Care</a> <a href="#">Cost Calculator (For Undergraduate Students)</a> <a href="#">Cost Calculator (For Graduate Students)</a> <a href="#">Cash Course</a> <a href="#">Tax Statement (1098-T)</a> <a href="#">Learn About Payment Options</a> <a href="#">Student Accounts Website</a> <a href="#">Tuition/Fee Rates Charts</a> <a href="#">Financial Planning Worksheet(PDF)</a></p> <hr/> <p><b>Refund Information</b></p> <p><a href="#">Refund Schedule</a> <a href="#">Money Network Login</a> <a href="#">Paper Check Stop Payment</a> <a href="#">PantherCard Refund Authorization</a> <a href="#">Update Direct Deposit</a></p> <hr/> <p><b>Sponsored Billing Information</b></p> <p><a href="#">Sponsored Billing Authorization</a></p> <hr/> <p><b>Financial Aid Information</b></p> <p><a href="#">Financial Aid Forms</a> <a href="#">Access My Financial Aid Information</a> <a href="#">Financial Aid Website</a> <a href="#">University Scholarships</a> <a href="#">FAFSA</a> <a href="#">Direct Loan Master Promissory Note</a> <a href="#">Direct Loan Entrance Counseling</a> <a href="#">Direct Loan Exit Counseling</a> <a href="#">Student Loan History</a> <a href="#">GA College 411</a></p>



# Panther Answer

Georgia State Home PAWS | Email | Academic Calendars



**PANTHER ANSWER**

Use Panther Answer Search As The Quickest Means To Find Answers

Key Links for Students

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**Welcome Shari** Sign out

[Home](#)  
[Panther Answer Knowledge Base](#)  
[Student Request for Assistance](#)  
[My Assistance \(Students\)](#)

**Categories**

- Academic Records / Transcripts / Grades
- Academic Success Programs
- Admissions - Becoming a Student
- Advisement
- Classroom Reservations
- Commencement
- Degree Conferral
- Email, Desire to Learn
- Financial Aid and Scholarships
- Health Center and Insurance
- Housing
- INCEPT / New Student Orientation
- International Student Services
- PAWS - Panther Access to Web Services
- Program Evaluations (CAPP / DegreeWorks)
- Registration
- Student Accounts - Tuition/Fees and Billing

## Panther Answer

Welcome to Georgia State University's Enrollment Services Center (One Stop Shop). Everything you've ever wanted to know about Enrollment Services is available here via browse or search.

The week prior to semester start and the first week of classes each semester, the Enrollment Services Center, with representatives from the Registrar's Office, Financial Aid, and Student Accounts, is relocated in the University Center, Student Ballroom to assist students.

**Panther Answer**

Panther Answer allows you to search for answers concerning enrollment, registration, student records, financial aid and student accounts.

**Submit a Student Ticket**

Answer not found in Panther Answer? As a student you can submit your specific enrollment or student related question to an Enrollment Services Center representative.

**Most Popular Topics**

- Can I have an Incomplete in a course and still graduate?
- Can I use the IRS Retrieval Tool and why should I use it?
- Am I required to attend Incept?
- Do I have to take the math placement test?
- Do my transfer courses count in my GPA for honors?
- Is a housing deposit required?
- How can I apply for Academic Renewal?

**Most Recent Topics**

- I am a dependent/spouse of a veteran receiving Chapter 35 educational benefits. Should I contact the Department of Veteran Affairs each month to verify my enrollment? 8/6/2013
- How do I withdraw from classes? 8/6/2013
- How do I resolve a hold on my PAWS account? 8/6/2013
- How do I audit a course? 8/6/2013
- Can I change my registration time ticket? 8/6/2013
- Are there any services available to veterans with disabilities? 8/6/2013
- Are any benefits or services available to the dependents of disabled veterans? 8/6/2013

Submit a Ticket

Quick Search

Key Links for Students

Track Tickets

Search by Category

More advanced search

Announcements

Students can submit a ticket for assistance.

Top 7 Most Popular and Most Recent Topics

# Panther Answer



Use Panther Answer Search As The Quickest Means To Find Answers

Search

When a student clicks on an answer from their search, they see the full text and can rate, subscribe, print an email the answer.

Welcome Shari

[Home](#)

[Panther Answer Knowledge Base](#)

[Student Request for Assistance](#)

[My Assistance \(Students\)](#)

[Panther Answer](#)

## Categories

[Academic Records / Transcripts / Grades](#)

[Academic Success Programs](#)

[Admissions - Becoming a Student](#)

[Advisement](#)

[Classroom Reservations](#)

[Commencement](#)

[Degree Conferral](#)

[Email, Desire to Learn](#)

[Financial Aid and Scholarships](#)

[Health Center and Insurance](#)

[Housing](#)

[INCEPT / New Student Orientation](#)



[Sign out](#)

## Can I have an Incomplete in a course and still graduate?

[Categories](#) > [Advisement](#)

No student may graduate with a grade of "I" (Incomplete) on his or her record for that degree program. All permanent grades for incomplete grades and grade changes for previous semesters should be received in the Office of the Registrar, Academic Records, in writing at least one week prior to the end of classes for the term. It is the student's responsibility to see to it that incomplete grades are properly recorded in the appropriate offices by this deadline.

Rating: \*\*\*\*.1 Votes

Was this answer helpful?  

Submit

Students can rate the answer.

### Related Topics

- [What m](#)
- [What s](#)
- [What s](#)

Other related topics come up.

Topic #: 28025-480 Date Created: 6/20/2013 Last Modified Since: 7/8/2013 Viewed: 22

[Unsubscribe](#) [Print Topic](#) [Email this topic](#)

# Panther Answer



Use Panther Answer Search As The Quickest Means To Find Answers

Search

Welcome Shari

[Sign out](#)

[Home](#)

[Panther Answer Knowledge Base](#)

[Student Request for Assistance](#)

[My Assistance \(Students\)](#)

[My Subscriptions](#)

Students can track their ticket status and click on an individual ticket to review it, even when closed to see the answer.

## My Student Tickets

Know your Ticket Number? Enter it here: 28025-

Search

Remember this view:

[\[ Advanced Search \]](#) [\[ Submit a Student Ticket \]](#)

Ticket #	Date Created	Student Category	Status	Last Updated
<a href="#">28025-28131</a>	8/6/2013 5:25 PM EDT	Registrar	Open	8/6/2013 5:25 PM EDT
<a href="#">28025-25567</a>	8/2/2013 3:49 PM EDT	Financial Aid	Work In Progress	8/2/2013 4:01 PM EDT

10 Records per Page

### Status Legend

**Open:**

Ticket submission successful.

**Work In Progress:**

Ticket has been assigned to a representative and is in progress.

**Need More Info:**

Additional information is requested from you to resolve your request. We have contacted you.

**Reopened:**

Ticket has been reopened per your request.

**Solution Suggested:**

A solution has been suggested for your issue.

**Researching:**

Your ticket has been escalated. Please allow additional time for research.

**Closed:**

This ticket has been resolved and closed.



# Enrollment Services Improvements Realized

## Fall, August 2012 vs 2013 Week Before Classes Began

### Calls

45.32% less needing assistance

54.98% less abandoned calls

Increased quality service time assisting students by 1 minute per student per day

Decreased avg. wait time per day by 20 minutes

## Fall, August 2012 vs 2014 Week Before Classes Began

### Calls

48.22% less needing assistance

58.51% less abandoned calls

Increased quality service time assisting students by 1.29 minutes per student per day

Decreased avg. wait time per day by 25 minutes



# Enrollment Services Improvements Realized



**Fall, Aug. 2012 vs 2013 Week Before**

## In Person

30.53% less needing assistance

Decreased average wait time by 1 hour and 8 minutes

Increased quality service time assisting students by 1 minute

35.8% increase toward SLA

**Fall, Aug. 2012 vs 2014 Week Before**

## In Person

18.12% less needing assistance

Decreased average wait time by 55 minutes

Increased quality service time assisting students by 1 minute

25.8% increase toward SLA

\*except first day had 11 minute increase in 2014 because payment deadline switched to this day a week before.

# Enrollment Services Improvements Realized

Fall, August 2012 vs 2013 First Week

## Calls

33.03% less needing assistance

50.30% less abandoned calls

Increased quality service time assisting students by 1 minute per student per day

Decreased avg. wait time per day by 6 minutes



Fall, August 2012 vs 2014 First Week

## Calls

11.48% less needing assistance

19.07% less abandoned calls

Increased quality service time assisting students by 1 minute per student per day

Decreased avg. wait time per day by 32 minutes\*\*

\*\*except 1st day when down 2 staff, and volume concentrated mid day +37mins



# Enrollment Services Improvements Realized



**Fall, Aug. 2012 vs 2013 First Week**

**Fall, August 2012 vs 2014 First Week**

In Person

In Person

24.80% less needing assistance

17.4% less needing assistance

Decreased average wait time by 5 minutes

Decreased average wait time by 7.3 minutes\*

Increased quality service time assisting students by 1 minute

Quality service time assisting students remained at 7 minutes

5% increase toward SLA

7.4% increase toward SLA

\*except 2nd day when down 5 staff, wait time increased by 11 minutes



# Enrollment Services Improvements Realized



## Fall, Aug. 2012 vs 2013 Month

## Fall, Aug. 2012 vs 2014 Month

### Web Requests

### Web Requests

90% less requests

85% less requests

August 2012 (4,907) emails compared to August 2013 (483) service tickets answered

August 2012 (4,907) emails compared to August 2014 (721) service tickets

3,760 visits to the Knowledge Base

24,261 visits to the Knowledge Base

# CRM and Widget



## Student Ticket Summary

Ticket #:	28025-115034
Status:	<a href="#">Work In Progress</a>
Date Created:	2/26/2014 4:27 PM EST
Last Updated:	2/26/2014 4:27 PM EST
Entered By:	<b>Charmaine Daniels</b>
Assigned Technician:	<b>Charmaine Daniels</b>
Email Notification (Parature Contact):	Use Parature Contact Email Notification Preferences

## Student Ticket Description

Ticket Origin:	Email
Original Email To:	
Category:	Student Accounts
Reason:	1098-T Form
Issue:	1098-T Questions
Other (Please Describe):	
Issue Details:	test
Internal Details/Resolution:	test
Ticket Start Time:	16:27:14 ET

## Choose The Appropriate Escalation Queue

Needed Resolution By:	Tier 2
Tier 2 Queues:	Student Accounts
Show Student Fields:	No
Attachment:	
Chat:	

## Actions

[Edit Student Ticket](#)[Assign to CSR](#)[Assign to Queue](#)[Need More Info](#)[Post Internal Comment](#)[Suggest Solution](#)

## Parature Contact Mickey Mouse

Panther ID:	001090797
First Name:	Mickey
Last Name:	Mouse
GSU Email Address:	mmouse1@student.gsu.edu
Service Level Agreement:	<b>Graduate Student</b>
Middle Initial:	R
Date of Birth:	1960/06/15
Telephone Number:	404-123-4567
Campus ID:	mmouse1
Parature Portal Status:	Registered

## Banner Info

### General Information

Student Campus Id	mmouse1
Student Id	001090797
Student First Name	Mickey
Student Last Name	Mouse

### Academic/Registration

#### Major

Degree	MS-Master of Science
Major	RMI-Risk Management & Insurance
Degree	MBA-Master of Business Admin.
Major	AC-Accounting
Degree	MIB-Master-Internatl Business
Major	IB-International Business

# CRM and Widget



Last Updated: 2/26/2014 4:27 PM EST

Entered By: **Charmaine Daniels**

Assigned Technician: **Charmaine Daniels**

Email Notification (Parature Contact): Use Parature Contact Email Notification Preferences

**Student Ticket Description**

Ticket Origin: Email

Original Email To:

Category: Student Accounts

Reason: 1098-T Form

Issue: 1098-T Questions

Other (Please Describe):

Issue Details: test

Internal Details/Resolution: test

Ticket Start Time: 16:27:14 ET

**Choose The Appropriate Escalation Queue**

Needed Resolution By: Tier 2

Tier 2 Queues: Student Accounts

Show Student Fields: No

Attachment:

Chat:

**Actions**

[Edit Student Ticket](#)
[Assign to CSR](#)
[Assign to Queue](#)
[Need More Info](#)
[Post Internal Comment](#)
[Suggest Solution](#)

[Move to Researching](#)
[Solve](#)

**History**

< Previous 1 of 1 Next > Limit: 25

Performed By	Action	Action Date	Time Spent
<b>Charmaine Daniels</b>	<b>Grabbed</b>	2/26/2014 04:27 PM EST	<a href="#">Edit</a>

*Total Student Ticket Time Entered: 0h*  
*Total Task Time Entered: 0h*  
*Total Time Entered: 0h*

**Advisor**

Campusid	mmouse1@gsu.edu
Name	Mickey Mouse
Pri Ind	Y
Type	Major

**GPA and Hours**

<b>Gpa Level</b>	<b>GS</b>
Overall Attempted Hours	0
Overall Earned Hours	3
<b>Overall GPA</b>	<b>0.00</b>
<b>Gpa Level</b>	<b>US</b>
Hope Attempted Hours	89
Hope Earned Hours	86
<b>Hope GPA</b>	<b>2.65</b>
Institutional Attempted Hours	10
Institutional Earned Hours	10
<b>Institutional GPA</b>	<b>3.00</b>
Overall Attempted Hours	101.99
Overall Earned Hours	101.99
<b>Overall GPA</b>	<b>2.66</b>
<b>Gpa Level</b>	<b>UG</b>
Institutional Attempted Hours	25
Institutional Earned Hours	25
<b>Institutional GPA</b>	<b>3.40</b>
Overall Attempted Hours	40.33
Overall Earned Hours	40.33
<b>Overall GPA</b>	<b>3.47</b>

**Academic General**

Academic Standing	SV-Supervision
Number of Withdrawals	0
Withdrawals Remaining	6
Student Classification	GR-Graduate
Registered Term	

**Registration Appt Time**

Summer Semester 2014

Beginntime	Endntime	From	To
10/30/2013	01/07/2014	0900	2359

Spring Semester 2014

Beginntime	Endntime	From	To
10/30/2013	01/07/2014	0900	2359

# CRM and Widget



Last Updated: 2/26/2014 4:27 PM EST  
 Entered By: **Charmaine Daniels**  
 Assigned Technician: **Charmaine Daniels**  
 Email Notification (Parature Contact): Use Parature Contact Email Notification Preferences

## Student Ticket Description

Ticket Origin: Email  
 Original Email To:  
 Category: Student Accounts  
 Reason: 1098-T Form  
 Issue: 1098-T Questions  
 Other (Please Describe):  
 Issue Details: test  
 Internal Details/Resolution: test  
 Ticket Start Time: 16:27:14 ET

## Choose The Appropriate Escalation Queue

Needed Resolution By: Tier 2  
 Tier 2 Queues: Student Accounts  
 Show Student Fields: No  
 Attachment:  
 Chat:

## Actions

History

Performed By	Action	Action Date	Time Spent
Charmaine Daniels	Grabbed	2/26/2014 04:27 PM EST	<a href="#">Edit</a>
Total Student Ticket Time Entered:			0h
Total Task Time Entered:			0h
Total Time Entered:			0h

## Registration Appt Time

Summer Semester 2014

BeginTime	EndTime	From	To
-----------	---------	------	----

Spring Semester 2014

BeginTime	EndTime	From	To
10/30/2013	01/07/2014	0900	2359
01/08/2014	01/08/2014	0700	1700
01/09/2014	01/10/2014	0700	2359
01/13/2014	01/16/2014	0700	2359
01/17/2014	01/17/2014	0700	1700
01/23/2014	03/28/2014	0800	2359

## Registration Holds

From	To	Type	Reason
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## Financial Aid Information

### AID YEAR 2013-2014

Financial Aid Year 1314

### Financial Aid Award

Fund	Status	Total
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### Loan Requirements Outstanding

As of Date	Status	Instructions	Requirement	Fund
04/18/2013	Received and Satisfied	Please complete this application to determine HOPE/Zell Miller Scholarship eligibility for students that: (1) are currently enrolled at Georgia State University and were previously ineligible for HOPE/Zell Miller, but now meet the HOPE/Zell Miller eligibility requirements; or (2) are returning to Georgia State University as a reentry student; or (3) entering as a transfer student; or (4) Final HOPE/Zell Miller Scholar, but did not attend college immediately after high school graduation. To determine if you are meeting the HOPE/Zell Miller eligibility requirements, please visit: <a href="http://sfs.gsu.edu/HOPE">http://sfs.gsu.edu/HOPE</a> or <a href="http://sfs.gsu.edu/zell-miller">http://sfs.gsu.edu/zell-miller</a> Get the HSIA at <a href="http://sfs.gsu.edu/HSIA">http://sfs.gsu.edu/HSIA</a>	Hope Scholarship App	
02/25/2014	Received and Satisfied	Please allow 10-14 business days for application processing.	Summer Application	

# CRM and Widget



Last Updated: 2/26/2014 4:27 PM EST  
 Entered By: **Charmaine Daniels**  
 Assigned Technician: **Charmaine Daniels**  
 Email Notification (Parature Contact): Use Parature Contact Email Notification Preferences

### Student Ticket Description

Ticket Origin: Email  
 Original Email To:  
 Category: Student Accounts  
 Reason: 1098-T Form  
 Issue: 1098-T Questions  
 Other (Please Describe):  
 Issue Details: test  
 Internal Details/Resolution: test  
 Ticket Start Time: 16:27:14 ET

### Choose The Appropriate Escalation Queue

Needed Resolution By: Tier 2  
 Tier 2 Queues: Student Accounts  
 Show Student Fields: No  
 Attachment:  
 Chat:

### Actions

- [Edit Student Ticket](#)
- [Assign to CSR](#)
- [Assign to Queue](#)
- [Need More Info](#)
- [Post Internal Comment](#)
- [Suggest Solution](#)
- [Move to Researching](#)
- [Solve](#)

History All

< Previous 1 of 1 Next > Limit: 25

Performed By	Action	Action Date	Time Spent
Charmaine Daniels	Grabbed	2/26/2014 04:27 PM EST	<a href="#">Edit</a>

Total Student Ticket Time Entered: 0h  
 Total Task Time Entered: 0h

04/18/2013	Received and Satisfied	determine HOPE/Zell Miller Scholarship eligibility for students that: (1) are currently enrolled at Georgia State University and were previously ineligible for HOPE/Zell Miller, but now meet the HOPE/Zell Miller eligibility requirements; or (2) are returning to Georgia State University as a reentry student; or (3) entering as a transfer student; or (4) Final HOPE/Zell Miller Scholar, but did not attend college immediately after high school graduation. To determine if you are meeting the HOPE/Zell Miller eligibility requirements, please visit: <a href="http://sfs.gsu.edu/HOPE">http://sfs.gsu.edu/HOPE</a> or <a href="http://sfs.gsu.edu/zell-miller">http://sfs.gsu.edu/zell-miller</a> Get the HSIA at <a href="http://sfs.gsu.edu/HSIA">http://sfs.gsu.edu/HSIA</a>	Hope Scholarship App
02/25/2014	Received and Satisfied	Please allow 10-14 business days for application processing.	Summer Application

### Student Account Information

Student Account Balance	0
Tuition Classification	In State
Last Refund Amount	3.00
Refund Date (MM/DD/YYYY):	12/13/2012
Refund Preference	Direct Deposit to 5555 (last 4 digit of the account)
Refund Status	Voided

### Terms

Spring Semester 2014

#### Sponsor Payments

[Title](#) [Desc](#)

#### Waivers

[Activity Date](#) [User ID](#) [Desc](#)

Summer Semester 2014

#### Sponsor Payments

[Title](#) [Desc](#)

#### Waivers

[Activity Date](#) [User ID](#) [Desc](#)

# High Level View of Student Data



## Student Tickets Submitted (2/23/2014 - 2/27/2014)

Reason	Category							Total
	Unspecified	Admissions	Financial Aid	Registrar	Student Accounts	Prospective Students	Other Services	
Unspecified	13	0	1	2	1	0	0	17
1098-T Form	0	0	0	0	116	0	0	116
Academic Calendar	0	0	0	0	0	0	0	0
Academic Departments	0	0	0	0	0	0	2	2
Accepted Next Steps	0	3	0	0	0	0	0	3
Account Collections	0	0	0	0	11	0	0	11
Address Changes	0	0	0	1	0	0	0	1
Admissions Hold	0	1	0	0	0	0	0	1
Admissions Requirements	0	12	0	0	0	0	0	12
Alternate/Early Grade Report	0	0	0	0	0	0	0	0
Alumni Association	0	0	0	0	0	0	0	0
Appeals	0	0	0	5	0	0	0	5
Appeals/SAP	0	0	20	0	0	0	0	20
Application Status	0	1	18	0	0	0	0	19
Audit Courses	0	0	0	0	0	0	0	0
Auxillary and Support Services	0	0	0	0	0	0	0	0
Balance Due Hold	0	0	0	0	52	0	0	52
Bookstore Credit	0	0	1	0	0	0	0	1
Budget Increase	0	0	9	0	0	0	0	9
Campus Directions	0	0	0	0	0	0	2	2
Cashiers Office	0	0	0	0	3	0	0	3

# Detailed Breakdown



<input type="checkbox"/>	Ticket # ▾	<input type="checkbox"/>	Date Created	Parature Contact	Panther ID	Assigned To	Student Category	Ticket Origin	Category
<input type="checkbox"/>	28025-113373		2/24/2014 8:45 AM EST			Melody Kelley		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113397		2/24/2014 9:09 AM EST			Letricia Torando		In-Person	Student Accounts
<input type="checkbox"/>	28025-113412		2/24/2014 9:30 AM EST			Kevea Mickey		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113440		2/24/2014 9:57 AM EST			Melody Kelley		Phone Call	Student Accounts
<input type="checkbox"/>	<a href="#">28025-113455</a>		2/24/2014 10:15 AM EST			Letricia Torando		In-Person	Student Accounts
<input type="checkbox"/>	28025-113456		2/24/2014 10:18 AM EST			Temika Boucaud		In-Person	Student Accounts
<input type="checkbox"/>	28025-113460		2/24/2014 10:19 AM EST			Jacob Vaughn		In-Person	Student Accounts
<input type="checkbox"/>	28025-113480		2/24/2014 10:33 AM EST			Kevea Mickey		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113481		2/24/2014 10:34 AM EST			Jedia Bramwell		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113493		2/24/2014 10:47 AM EST			Cheryl Presswood		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113498		2/24/2014 10:51 AM EST			Damien Lawrence		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113502		2/24/2014 10:56 AM EST			Letricia Torando		In-Person	Student Accounts
<input type="checkbox"/>	28025-113513		2/24/2014 11:06 AM EST			Fatimah Ferebee		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113521		2/24/2014 11:13 AM EST			Jacob Vaughn		In-Person	Student Accounts
<input type="checkbox"/>	28025-113525		2/24/2014 11:17 AM EST			Fatimah Ferebee		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113570		2/24/2014 12:03 PM EST			Chaz Jenkins		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113596		2/24/2014 12:25 PM EST			Fatimah Ferebee		Phone Call	Student Accounts
<input type="checkbox"/>	28025-113663		2/24/2014 1:20 PM EST			Jacob Vaughn		In-Person	Student Accounts
<input type="checkbox"/>	28025-113665		2/24/2014 1:22 PM EST			Chaz Jenkins		Phone Call	Student Accounts