**Campus Solutions - Terminology**

The table below sets some key Campus Solutions/CRM terminology, and compares this to terms currently in use.

| Area | Campus Solutions Term  | Notes |
| --- | --- | --- |
| **Curriculum** | **Academic Plans** | A Course or Programme in current University terminology |
| **Academic Programs** | An additional ‘layer’ within the curriculum structure in Campus Solutions; all Academic Plans are associated with an Academic Program |
| **Career** | Level of study – e.g. foundation / undergraduate / PGT / PGR |
| **Degrees** | Qualifications students can achieve; each Plan has a qualification associated with it, where applicable |
| **Courses** | A module in current university terminology |
| **Classes** | Teaching components, e.g. lectures, seminars, labs within a particular session and location  |
| **Terms** | A ‘Term’ in Campus Solutions equates to an Academic Year i.e. one Term per year |
| **Sessions** | Teaching periods, set up specifically for each semester, but also for other non-standard teaching periods |
| **General system terms** | **Accommodation** | Arrangements for disability or wellbeing-related support (ie accommodating student needs) |
| **Checklist Items** | A to-do list of activities that must be performed, or documents that must be provided, or communications that are planned to occur. Can be assigned/completed manually or automatically |
| **Comments** | Notes about the individual or institution, usually free text. Can be reviewed by anyone with appropriate access (including students) |
| **MyNottingham iHub** | The front end portal enabling staff, applicants and students to access MyNottingham and Self Service |
| **Queries** | An end-user reporting tool; these are particularly useful to retrieve the most up to date transactional information. Results can be exported into Excel reports. |
| **Reports** | Flexible dashboards and large, more complex reports produced in OBIA (information analytics system) |
| **Student Self Service** | Area where students accesses Campus Solutions to undertake more complex activity than is provided on MyNottingham, e.g. review their financial account history |
| **Workcentre** | Collection of various Campus Solutions functions on the same user view/page; created to simplify processes, e.g. Admissions application maintenance |
| **Interacting with students** | **Communications** | Pre-set communication templates, e.g. emails, offer letters, acknowledgements, assigned to students manually or automatically  |
| **Service Indicators** | Can be applied to students to provide or restrict access to services, depending on the service impact. Can be thought of as ‘flags’ |
| **Student Groups** | Pre-set groups that students can be assigned to for tracking / reporting / processing purposes, e.g. ‘High Achievers’  |
| **Customer Relationship Management (CRM)** | A system linked to Campus Solutions; used primarily for student case management, events & enquiries |
| **Service Requests** | Requests submitted by students via MyNottingham (available from February) and then automatically channelled through CRM or Campus Solutions |
| **eDocs** | The electronic document repository; documents are tagged against students/organisations; can be uploaded by students or staff; access to files can be managed |
| **Admissions** | **Programme Action Reasons (PARS)** | Define the status of an application from the time the application is submitted to the time the applicant becomes a student. For one Programme Action you can have multiple Programme Action Reasons which enables flexibility |
| **Residency data** | Used within MyNottingham to assess and assign the Fee Status of an applicant. This is determined by information submitted on the application. The residency will be set to either Malaysia – Home or Malaysia – International |
| **Basis of Admissions** | General admission conditions, eg ACT test score, grade point average or interview. It is also possible to include the Basis of Admission in communication to applicants in their offer letters |
| **Online Admissions Application (OAA)** | Supports varied online admission needs across campuses, plans and careers; along with admit types, term values and application centres |
| **Finance** | **Term Fees** | * Tuition fees; charged per credit to foundation, undergraduate and post-graduate taught students
* Term Fees are divided into Tuition Groups which students are assigned to
* Tuition Group Criteria are based on Career and Residency
* Term Fee Criteria are based on Program and Admit Term
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| **Class Fees** | Similar to Term fees; tuition fees charged to PGR and CELE students based on enrolment into Classes: * PGR – Class Fees based on enrolment into dummy classes
* CELE – Classes based on blocks of studies
 |
| **Waivers** | Non-competitive tuition fee discounts |
| **Third Party Contracts** | Sponsorship agreements in Campus Solutions; TPCs moves fee liability from students to sponsors (external organisations) |
| **Financial Aid** | Any competitive scholarships, stipends and funding awards given to students by UNMC |
| **Early Financial Aid Offers** | Early indication (during Admissions) that scholarships / waivers will be offered/given to students |