Oracle Fusion Cloud Student Management

Student Management Questions and Answers

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Get Help in the Applications

Some application pages have help icons ⓘ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

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1 Student Management Questions and Answers

Can applicants or students create their own profiles in Student Management Cloud?

Yes, applicants and students can create their own profiles using a unique user name and email address.

Can I copy academic periods?

Yes, you can copy an academic period and use it as a template to create another period.

From Student Central, click **Search** and search for **Academic Periods**. Select a period and click **Copy**.

> **Note:** Only the Details tab data is copied to the new period record. You need to configure and update the Period Attribute Dates, Ownership, and Period Hierarchy tabs.

Can I copy courses and course sections?

Yes, you can copy a course or course section and use it as a template to create other courses and course sections.

1. From Student Central, click **Search** and search for **Courses** or **Course Sections**.
2. Click **Duplicate** to copy a course or course section.

If there's an error when you copy a course or course section, the error panel opens. Use the error panel to manage errors that could occur across the fields and tabs.

Can I create a new event payload?

No. Events in Oracle Student Management Cloud are predefined and delivered ready to use. You can’t create custom categories, but you can still send communications based on the available events.

Can I delete academic periods?

Yes. But don’t delete a period if it’s assigned to course sections. Before you delete an academic period, set the period to inactive on the Details tab.

Can I delete courses and course sections?

Yes, if it isn't associated with a course section. Set the status of the course to inactive on the **Details** tab to delete a course.

You can also delete a course section if no students are enrolled in it. Set the status to canceled on the **Details** tab to delete a course section.

Can I send communications if I don’t see categories in the event setup?

Yes. You can still send communications based on the available events and assign events to categories. Event-to-category associations are managed through the Student Management Categories page.

The communication is already an active subscriber that's preconfigured with active subscriptions.

Can I subscribe to an event?

No. Subscribers in Oracle Student Management Cloud are preconfigured and come with active subscriptions.

How can I delete person information?

Administrators can delete some personal information from person profiles.

1. From Student Central, select the search menu, then look for **Person Profile Search**.
2. Search for the user. You can use the percent (%) wildcard with your search if you don't have the complete user information.
3. Open the profile for which you want to delete the personal information. The information that can be deleted is:
    - An email address if more than one email address exists for the person.
    - A phone number if more than one phone number exists for a person.

- An address if more than one address record exists for a person.

How do I add administrative data for courses?

You add administrative data such as course types, result types, and fees to a course.

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. On the **Administrative Data** tab, click **Course Types** and then select:
    - **Course Type**: Course type represents the component of a course such as lab and lecture. The course types that you add here are available for you to select when you create meetings for course sections.
    - **Instructional Method**: Instructional method indicates how the course is offered, such as in person, online or blended. This isn't a required field. The methods you select here for the course are available for when you create course sections. If you don't select a method for the course, all methods are available when you create course sections.

    Configure course types in Manage Student Management Lookups with the lookup code ORA_HER_COURSE_TYPE. See *Features to Set Up Before You Create Courses and Course Sections* for more information.
3. Click **Result Types** and add the result types for the course. The result types that you add here for the course are available for the course section.
    - If the course is gradable, add at least one result set for Course Result Types.
    - If you add more than one result set, indicate which set is the default.
    - If relevant, add a midterm result type:
        i. In the Other Result Types section, select a result type of **Midterm Result**.
        ii. Select a result set. You can select multiple result sets.

    The result sets that are available to select are sets that are associated with the **Course Result** or **Midterm Result** type on the Manage Result Types page. See *Result Types* for more information.
4. Click **Fees** and add the fees for the course. To add a fee:
    a. Click **Add Fee**.
    b. Search for the fee.
    c. Click the fee to add it to the **Current Selections** box.
    d. When you've completed your selections, click **Add**.

    Adding fees is optional. You can attach fees such as a course fee or materials fee if required or you can attach fees when you create the course section.
5. Select **Pay to enroll** to indicate that students must pay for the course before they enroll in it, such as for Continuing Education enrollment and payment flows. Here's what happens in self-service:
    - If you select this option and attach a fee for the course or course section, the fee shows in self-service pages.
    - If you select this option and don't attach a fee for the course or scheduled course, **Free** shows in self-service pages.
    - If you don't select this option, no fee information shows in self-service pages. An example is a course that's part of a traditional enrollment flow.

Your next step is to add the identifiers for the course. See *How do I add identifiers for courses?*

How do I add a new national identifier type for a country?

From Student Central, select the search menu, then look for National Identifier Types. You can add multiple national identifier types for a country.

How do I add details for courses?

You add course details such as start period, type of units, and repeat option to a course.

1. From **Student Central**, click **Search** and search for **Courses**.
2. Click **Create Course**.
3. Enter the data in the **Course Information**, **Repeats**, and **Units** section. Complete the required fields in each section. The table lists the Course Information section fields and instructions.

Field	Instruction
Start Period Calendar	Filter periods based on academic calendar to select a start or end period for the course.
Start Period	Select the academic period in which the course is originally offered. You can select an end period. If the course doesn't have a specific end date, select **No end period** .
Subject	Select a subject for the course.
Course Number	Pick a alphanumeric number used for course catalog reference.
Title	Enter a title for the course.
Type of Units	Select the units type earned after course completion.
Default Enrollment Capacity	Enter a default enrollment capacity. The value can be 0. You can later edit the capacity on the course section.
Available in catalog	Select this option to allow users to search for the course in the Learning Catalog and Student Course Schedule.
Allow save to wish list	Select this option to allow users to add the course to a wish list in the Learning Catalog.
Tags	Assign tags to organize, categorize, and easy to find the course.
Change	Add or change an image for the course. You can resize and center the image. The image displays on the course cards in the Learning Catalog and Student Course Schedule.

4. Select enrollment repeat check to control what happens when a student tries to enroll in a previously completed course. Repeat limits are enforced only on enrollment.

   For example: A student enrolls in a course and a matching entry is found in the student's enrollment history. This is considered a repeat of the course. With repeat checking setup, you can indicate:
   - Whether a student can repeat a course.
   - How many units a student can earn for multiple completions of a course. The maximum number of units includes units earned in the original and repeat completions.
   - How many times a student can repeat (complete) a course. The maximum number of completions includes the original and repeat completions.
   - Whether a student can enroll in multiple sections of a course in the same enrollment period. For example, a student might be approved to take two different History-independent studies, each with a different supervisor and topic area title.

   If you indicate the course is repeatable, these fields are required: **Total Units Allowed**, **Total Completions Allowed**, **Allow multiple enrollment**. You must select an enrollment repeat option whether the course is repeatable or not. If the course isn't repeatable, select **None**.

   A student is considered to have completed a course if the student previously enrolled in the course (the student's enrollment status was Enrolled). Select an enrollment repeat option to indicate how the enrollment process handles course repeats:

Enrollment Repeat Option	What Happens When a Student Tries to Enroll in a Previously Completed Course	Student Enrollment Outcome
None	Course repeat limits aren't enforced.	The student can repeat the course without restrictions.
Warning	The repeat checking routine runs based on the repeat setup for the course.	The student can enroll in the course but receives a warning message. For example, the student is reminded of their previous enrollment.
Error	The repeat checking routine runs based on the repeat setup for the course.	The student can't enroll in the course and receives an error message.

5. Select the units type for the course. You can select fixed or variable units. Consider the following points when selecting the units type:
   - You can't override fixed units on the course section. You can override variable units on the course section.
   - You can indicate variable units for a course such as a minimum of 3 and a maximum of 4. Students can then select the number of units to enroll in. An example is a course where the units vary based on the amount of work a student must complete.
   - You can configure fixed course enrollment units and billing units with decimal values in addition to whole integers. You can configure up to 2 decimal places. For required fields, you can enter **0**. You can use **Contact Hours** or **Other Units** to record clock hours. These fields are for reporting only.
6. When you're ready, click **Create**. The data you entered shows in the Details tab.

When you create a course, the status is set to inactive. You must complete all required fields and assign ownership and academic level before you come back to the Details tab and set the course to active. For more information, see:

- *How do I add administrative data for courses?*
- *How do I add ownership for courses?*

How do I add events to a calendar in Student Management Cloud?

When you add a calendar event, you might want to take note of these fields and what they're for.

Field	What they are used for
All Day	Determines whether the event lasts the entire day. When enabled, start and end times aren't required.
Recurrence	Determines how often the event repeats. The recurrence options such as **Daily** or **Does not repeat** can be set.
Does not repeat	Determines that the event doesn't repeat. It will occur only once on the selected date.
Repeat Every	Specifies how often the event repeats. Select the **Repeat Every** (like 2), select the time unit from the **Repeat Ends** drop-down either after n number of occurrences or a specific date. For example, repeat every 2 days and end after 5 occurrences.
Repeat Ends	Determines when the repeating event must stop. You can select either **After** or **Specific Date**. If you select **After**, select number of occurrences.
Location	Specifies a multiselect list box where you can type freely or search for existing locations. For example, typing **100** displays a drop-down of addresses starting with **100**.
Tags	Represents predefined labels used to categorize and filter items based on relevant group.

How do I add identifiers for courses?

You add identifiers such as ID numbers and codes issued by national and local regulatory bodies, accreditation, and other professional organizations to a course to comply with regulatory and other reporting requirements.

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. Click **Identifiers** and then click **Assign Identifier**.
3. Search for the identifier and click the identifier to add it to the **Current Selections** box.

4. After you complete your selections, click **Update**.

Your next step is to add the descriptive text for the course. See *How do I add descriptive text for courses?*

How do I add descriptive text for courses?

You add a course description which is visible in self-service pages, such as the catalog. You can also enter other information such as course requirements or course materials.

You add descriptive text to provide course information for staff, students, and guests.

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. Click **Descriptive Text** and then click **Add Descriptive Text**.
3. Select a type and then add your text.

   You can configure descriptive text types in Student Management Lookups, using the lookup code ORA_HER_MESSAGE_TYPE_CODE. See *Features to Set Up Before You Create Courses and Course Sections* for more information.
4. If you select **Display on Course**, the descriptive text displays for the course in self-service pages.
5. If you select **Display on Student Record**, the descriptive text displays on a student's enrollment record. For example, you might display information about course requirements but not course materials.
6. Select **Copy to course section** for the descriptive text to appear on the course section.
7. Click **Add**.

   You can add multiple text types. You can also use the ellipsis to edit, reorder, or remove existing descriptions.

Your next step is to add contacts for the course. See *How do I add contacts for courses?*

How do I add contacts for courses?

You add staff contacts as course contacts to be displayed on the course on the student self-service pages.

Staff contacts are available for selection as course contacts only if they've been configured as staff assignments on the Manage Academic Staff page.

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. Click **Contacts** and then click **Assign Contact**.
3. Search for a contact and then click the contact's name to add them to the **Current Selections** box. You can add multiple contacts.
4. Click **Update**. Review the role for each course contact and change if necessary.
5. Select a primary contact for the course. If you select **Display on Course**, information about the staff person, such as contact details, appears on the course in student self-service pages.

Your next step is to add the ownership for the course. See *How do I add ownership for courses?*

How do I add ownership for courses?

You assign ownership and add an academic level when you create a course. You can assign an academic organization as owner of the course.

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. Click **Ownership** and then click **Assign Ownership**. You can assign only one entity type as owner of a course. The available academic organization is the one that has been assigned to the academic subject.
3. Click the entity name to add it to the **Current Selections** box and then click **Assign**.
4. Click **Actions** and then click **Edit Academic Levels** from the drop-down list to assign an academic level. You must assign an academic level when you create a course.
5. Click **Add Row**, select an academic level, and then click **Update**.
6. Save your changes.

To add requisites to the course, see *How do I add requisites to courses?* Otherwise, go to the Details tab and change the status of the course to active.

All required fields plus ownership and academic level data must be saved before you can set a course to active. A course must be active before you can create course sections.

How do I add requisites to courses?

You add requisites for the course that student must meet to enroll in the course. A student must meet both course and program prerequisites.

When you add a course prerequisite, select a requisite scheme from those defined on the Requisite Schemes page. The mapping in the setup page influences what happens when a student enrolls in a course that has a prerequisite. See *Requisite Schemes* for more information.

An example of a program prerequisite is an Economics major as a prerequisite for enrollment in an Economics course.

Here's how you add requisites:

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. Click the **Requisites** tab.
3. In the Course Requisites section, click **Add Requisite**.
4. Search for and click the courses that you want to add as prerequisites. Courses are displayed in the **Current Selections** box.
5. Click **Done** and complete the requisite group details: **Name**, **Requisite Type**, and **Requisite Scheme**.
6. If you add more than one course, the courses you add are treated as a list of courses which are all required to meet the prerequisite.
7. You can add a description about the requisites, which students can see in self-service pages. You can also group the courses based on the requisite.
8. After you finish adding your requisites, go back to the Details tab and change the status of the course to **Active**.

All required fields plus ownership and academic level data must be saved before you can set a course to active. A course must be active before you can create course sections.

How do I add restrictions to courses?

You add program restrictions to the course to ensure students meet the enrollment criteria to enroll in a course. A student can't enroll in the course section if the student isn't associated with a program.

1. From **Student Central**, click **Search** and search for **Courses**, and then select a course.
2. Click **Restrictions** and then click **Program Restrictions**.
3. Click **Add Restriction** and then search for and click the courses that you want to add as prerequisites. Programs are displayed in the **Current Selections** box.
4. Click **Add**. If you add more than one program, a student needs to be associated with only one of the programs, not all programs, to satisfy the requisite requirement.
5. After you finish adding your program restrictions, go back to the Details tab and change the status of the course to **Active**.

How do I add details to course sections?

You add details such as academic period and enrollment capacity for a course section.

1. From **Student Central**, click **Search** and search for **Course Sections**.
2. Click **Create Course Section**.
3. Enter the data in the **Course Information** and **Units** section. Complete the required fields in both sections. The table lists the Course Section Information section fields and instructions.

Field	Instruction
Period Calendar	Pick a period calendar to select a start or end date for the course section.
Academic Period	Select the academic period in which the course section is originally offered.
Status	Select the status of the course section.
Subject	Select a subject for the course section.
Course Number	Pick a alphanumeric number used for course section catalog reference.
Available in catalog	Select the option to allow users to search for the course section in the Learning Catalog and Student Course Schedule.
Title	The course section title is automatically selected based on the course number. You can edit the title.
Section	Pick a alphanumeric number used for course section catalog reference.
Enrollment Capacity	If required, edit the enrollment capacity. The value can be 0.
Waitlist Capacity	If required, edit the waitlist capacity. The value can be 0.

Field	Instruction
Tags	Assign tags to organize, categorize, and easy to find the course section. You can assign tags to a course section. See *Curriculum Tags* for more information.

4. You can only update units for the course section if the unit value is **Variable** on the course setup.

   Fixed units defined for a course are used on the course sections. These units can include decimal values up to 2 decimal places in addition to whole integers. Students can enroll in and receive credit for these partial unit course sections.
5. Click **Create**. The data you entered shows in the Details tab.

How do academic period dates impact self-service pages?

When you select an academic period for a course section, the dates associated with that period influence what happens in student self-service. For example:

- Course sections display for students if today's date is within the **Search** start and end dates.
- Students can save a course section to their wish list if today's date is within the **Wish List** start and end dates.
- Assuming that the enrollment capacity hasn't been reached, students can add a course section to their cart if both these conditions are met:
  - Today's date is within the **Shopping Cart** start and end dates.
  - Today's date is within the **Enrollment** start and end dates.

See *Create and Manage Academic Period Attribute Dates* for more information.

Enrollment and Waitlist

The enrollment capacity data that you enter is used in validations that run when a student tries to enroll in a course section. The number in the **Total Enrollment** field changes as students enroll. Students see an **Available Seats** count in the Learning Catalog and in the Student Course Schedule.

Use the **Waitlist Capacity** field to set waitlist limits. The number in the **Waitlist Enrollment** field changes as administrators add students to the waitlist for a course section which is full.

How do I add administrative data for course sections?

You add administrative data such as course types, result types, fees to a course, and course section attribute dates.

1. From **Student Central**, click **Search** and search for **Course Sections**, and then select a course.
2. On the **Administrative Data** tab, click **Course Types** and then select:
   - **Course Type**: Course type represents the component of a course such as lab and lecture. The course types that you add here are available for you to select when you create meetings for course sections.
   - **Instructional Method**: Instructional method indicates how the course is offered, such as in person, online or blended. This isn't a required field. The methods you select here for the course are available for when you create course sections. If you don’t select a method for the course, all methods are available when you create course sections.

3. To grade the course, you must add result types here. If the course section is gradable, click **Result Types** and select **Gradable**. You can only add result types here if you added them during course setup. Add only the result types that relate to this specific course section.
4. If relevant, use the Other Result Types section to add midterm result types. You can only add result types here if you added them during course setup.
5. Click **Fees**. To add a fee:
    a. Click **Add Fee**.
    b. Search for the fee.
    c. Click the fee to add it to the **Current Selections** box.
    d. When you've completed your selections, click **Add**.

    Adding fees is optional. Course section fees aren't tied to the fees setup on the course.

    An academic period fee is calculated based on the summarized billing units of courses in which a student is enrolled for a specific reporting academic period. You can exclude the billing units for a course from the calculation.
6. Click **Section Attribute Dates** to add attribute dates for this section or edit the inherited attribute source.

    Configure course section attribute dates by seeing the date values inherited from the course section's associated academic period. You can change section attribute dates to section-specific values and revert these values back to the date values inherited from the associated academic period. Also, you can choose an option to inherit attribute dates from a different academic period.

    If you add drop attribute dates, the drop process uses these dates. For example, a particular course section has a last date to withdraw which is different from the last date to withdraw for other sections in the academic period. In this case, the drop process uses the date on the section to decide if and how a student can drop the section.

    If drop attribute dates don't exist for a course section, the drop process uses the academic period attribute dates. See *Drop Schemes* for more information.

    Only drop attribute dates are used. Other attribute dates on the section (such as First Date to Enroll, Last Date to Enroll) aren't used during the enrollment process.
7. Click **Save**.

How do I add descriptive text to course sections?

You add descriptive text to provide course information for staff, students, and guests when you create a course section.

1. From **Student Central**, click **Search** and search for **Course Sections**, and then select a course.
2. Click **Descriptive Text** and then click **Add Descriptive Text** to add new description. You can edit, remove, and reorder the descriptions text.
3. If you select **Display on Course**, the descriptive text displays in self-service pages.
4. If you select **Display on Student Record**, the descriptive text displays on a student's enrollment record.
5. If **Copy to Section** is selected for the course, text is copied from the course to each course section.
6. Click **Add**.

Note: Course section descriptive text doesn't currently display in the Schedule Options page in the Learning Catalog and Student Course Schedule.

How do I add ownership for course sections?

You can't change the ownership for a course section. The ownership details, including academic organization and academic level, appear by default based on the course setup.

Click the **Ownership** tab to view the ownership details.

How do I add requisites to course sections?

You add requisites when you create a course section. Course prerequisites and program requisites that display for the course section are inherited from the course.

Click **Override** to set up requisites specific to a course section that are distinct from the inherited requisites. The requisite description is also inherited from the course. When you override course prerequisites or program requisites, you can edit the description.

Here's how the override is used when the enrollment engine checks if a student has met a requisite:

- If **Override** is on, the process uses the section requisites instead of the course requisites.
- If **Override** is off, the process uses the course requisites.

See *Requisite Schemes* for more information.

Here's how you add requisites:

1. From **Student Central**, click **Search** and search for **Course Sections**, and then select a course.
2. Click **Requisites** and then click **Add Requisite** in the Course Requisites section.
3. Search for and click the courses that you want to add as prerequisites. Courses are displayed in the **Current Selections** box.
4. Click **Done** and complete the requisite group details: **Name**, **Requisite Type**, and **Requisite Scheme**.
5. If you add more than one course, the courses you add are treated as a list of courses which are all required to meet the prerequisite.
6. You can add a description about the requisites, which students can see in self-service pages. You can also group the courses based on the requisite.

How do I add restrictions to course sections?

You add program restrictions when you create a course section. A student can't enroll in the course section if the student isn't associated with a program.

Program restrictions that display for the course section are inherited from the course. The override option checks if a student has met the program restrictions:

- If **Override** is on, the process uses the section restrictions instead of the inherited program restrictions from the course.

- If **Override** is off, the process uses the program restrictions.

Here's how you add program restrictions:

1. From **Student Central**, click **Search** and search for **Course Sections**, and then select a course.
2. Click **Restrictions** and then click **Add Restriction** in the **Program Restrictions** section.
3. Search for and click the courses that you want to add as prerequisites. Programs are displayed in the **Current Selections** box.
4. Click **Add**. If you add more than one program, a student needs to be associated with only one of the programs, not all programs, to satisfy the requisite requirement.

How do I add meeting information for course sections?

You add meeting information such as date and location when you create course sections.

You must enter and save at least one course type for the course section. See *How do I add administrative data for course sections?* for more information.

Here's how you add meeting information:

1. From **Student Central**, click **Search** and search for **Course Sections**, and then select a course.
2. Click **Meeting Information** and then click **Add Meeting**.
3. Select a meeting type. Values are available based on the course types on the course setup.
4. To create a one-day meeting, select the start and end date, and the day of the meeting. You can also enter a start and end time and a time zone.
5. If you select **All Day**, the time displays as **12.00AM – 11.59PM**. Select the meeting day or days.
6. Click **Save**.
7. To edit meeting information, assign building facility, and assign staff, click **Actions**.

How do I assign a task in Student Management Cloud?

This guided process allows administrators to bulk assign tasks to multiple users.

From Student Central, search for **Task Assignment**. When you assign a task, you might want to take note of these fields and what they're for.

Field	What they are used for
Select Assignment Purpose	Specifies the reason for the assignment.
No due date	Indicates whether a due date is applied during task assignment. The due date set here overrides any due dates defined in the task setup.
Specific date and time	Specify the date, time, and time zone for that due date.
Time after assignment	Set how long after the task is assigned it must be due.

Field	What they are used for
	Select the **Offset** (like 5), select the time unit from the **Period** drop-down list (like Days), and provide the time and time zone. For example, an offset of **5** and a period of **Days** means the task will be due **5 days after it's assigned** at the time you specified.

When the task is assigned, the action is final and can't be reversed or edited. However, you can update the status of the assigned task.

How do I cancel or withdraw an application in Student Management Cloud?

Administrators can cancel or withdraw an application for an applicant who no longer wants to be considered for admission, such as if they decide not to attend or choose a different program.

To notify applicants of this change, *create a notification*.

From Student Central, search for **Applications**.

Cancel an application

You can cancel an application in any status such as incomplete, in progress, submitted late, or never submitted.

1. Select an application that's incomplete, in progress, or submitted.
2. Click **Actions > Cancel application** and select an action reason.

   After an admissions application is canceled, any unfinished tasks are automatically paused.

The application's status updates to show it's canceled, and the applicant has no self-service option to cancel. They'll just see the canceled status.

Withdraw an application

You can only withdraw an application that's in progress, usually when the student requests it.

1. Select an application that's submitted.
2. Click **Actions > Withdraw application** and select an action reason.

   After an admissions application is withdrawn, any unfinished tasks are automatically paused.

The application's status updates to show it's withdrawn, and the applicant has no self-service option to withdraw. They'll just see the withdrawn status.

How do I configure age limits?

You can configure age limits to identify a person as fully managed, jointly managed or self-managed.

Here are the differences between the age limit management levels for a person:

- A fully managed person's actions are controlled by another person. For example, a child under the age of 13 in the United States whose actions are managed by a parent.
- A jointly managed person's actions are shared with another person. For example, a teen whose actions are shared with a parent.
- A self-managed person controls their own actions, for example, an adult.

To configure the Age Limits:

1. From Student Central, click **Search** and search for **Age Settings**.
2. Move the self-managed age slider to set the age limit.

How do I configure a calendar and assign ownership to it in Student Management Cloud?

From Student Central, search for **Calendars**.

Create a calendar

When you create a calendar, you might want to take note of this field and what it's for.

Field	What it's used for
Tags	Represents predefined labels used to categorize and filter items based on relevant group.

After you create a calendar, it stays inactive until you activate it by assigning ownership to it.

Assign ownership to a calendar

This guided process allows you, as an administrator, to assign ownership in bulk to multiple users to activate the calendar. This assignment lets your users plan academic-related events on their calendar.

When you search, select, and assign ownership to a calendar, you might want to take note of the following field and what it's for.

Field	What it's used for
Current Selections	Displays the options or filters you've selected so far. This helps you review and manage your selections before finalizing or applying them.

After you've assigned ownership to a calendar, it stays inactive until you save it.

How do I create a branding style for Student Management pages?

You can add a logo of the academic institution and select a branding color for the Student Management pages.

Here's how to do it:

1. Access the Branding page: From Student Central, click **Search** and search for **Specify Branding and Colors**.
2. Select a logo. Logo for larger screen sizes should have a rectangular format, where the width should be significantly greater than the height. Examples of such a format are 685 x 130 pixels or 1009 x 105 pixels. Logo for small screen sizes should have a square format, where the width should be equal to height, for example, 300 x 300 pixels.
3. Select a color theme.
4. Preview this branding configuration, for both mobile devices and desktop, before saving the configuration.
5. After creating a branding style on the Branding page, use the Learning Catalogs page to associate the branding style with a learning catalog. A learning catalog is the student home page.

You can have one, default learning catalog. Or you can have multiple learning catalogs such as Undergraduate and Continuing Education, and set one as default.

The branding of other administrative and configuration pages is determined by the branding style you selected for the default learning catalog. An example of such an administrative page is the Person Profiles page (From Student Central, click **Search** and search for **Person Profile Search**).

How do I create a task in Student Management Cloud?

From Student Central, search for **Task Management**.

When you create a task, you might want to take note of these fields and what they're for.

Field	What they are used for
Status Scheme	Defines the standard set of status types such as New, In Progress, and Completed used to track the progress of tasks.
Specific date and time	If you select Specific date and time, specify the date, time, and time zone for that due date. **Note:** To be able do that, enter at least one default time zone on the Manage Time Zone Settings page.
Time after assignment	If you select Time after assignment, the due date is calculated automatically based on when the task is assigned. For example, in Count, if you enter 5, and in Duration you select Days, this means that when this task is assigned, it will be due in 5 days.
Require Attachment	Determine whether to attach a document when completing a task

Field	What they are used for
Tags	Represents predefined labels used to categorize and filter items based on relevant group.

After you've created the task, it's saved as a draft until you publish it. When a task is published, you can then assign it to one or many people or add it to a checklist.

How do I create courses?

You must create courses before you create course lists, academic groups, and programs.

Review the list of features that you must set up before you can create course sections. See *Features to Set Up Before You Create Courses and Course Sections* for more information.

Here's how you create a course:

1. From **Student Central**, click **Search** and search for **Courses**.
2. Click **Create Course** and enter the course details such as start period, type of units, and repeat option to create a course.
3. Start by adding course details until you finish entering course information on each tab of the **Courses** page. See *How do I add details for courses?*

How do I create course sections?

You create course sections that students can search for and enroll in course sections of a course.

A course must be active before you create course sections. Review the list of features that you must set up before you can create course sections. See *Features to Set Up Before You Create Courses and Course Sections* for more information.

Here's how you begin to create a course section:

1. From **Student Central**, click **Search** and search for **Course Sections**.
2. Click **Create Course Section**.
3. Start by adding course section information until you finish course section information on each tab of the **Course Sections** page. See *How do I add details to course sections?*

How do I create person profiles?

Here's how you create a person profile as an administrator:

1. From **Student Central**, click **Search** and search for **Person Profile Search**.
2. Click **Create Profile**.
3. Enter the user information such as name, user name, date of birth, and email ID.
4. Click **Register**. A search begins, to check whether the user already exists.

- If a match is found with the same user name, you can view the matched profile, return to the Create Profile page, and change the user details to create a different user.
- If a match is found with the same name and email ID, you can view the potential duplicate profiles, and go ahead with creating another user anyway.

How do I edit courses and course sections?

Update data in one or multiple tabs and save your changes to edit a course or course section.

Except for the Details tab, updates to multiple tabs are saved independently of each other. Errors on a tab prevent data on only that tab from being saved. Errors on the Details tab prevent the entire record from being saved.

Use the error panel to view and manage errors across fields and tabs. When you edit a course or course section, the error panel appears when the first error occurs. Each subsequent error is added to the panel. In the error panel, click **View** to go to a particular error.

How do I enable the missing person contacts section on the Emergency Contacts page of a person's profile?

Use the **Manage Administrator Profile Values** task in the **Setup and Maintenance** work area to manage profile options. To enable the Missing Person Contacts section on the Emergency Contacts page, set the ORA_HEY_MISSING_PERSON_CONTACT_ENABLED profile option.

How do I export and import payment application fee groups?

Use the Export to CSV File action to export payment application fee groups from one environment and then import them to another environment.

Payment application fee groups are collections of fees that are used with a charge priority mapping. You would then link a charge priority mapping to a student credit. This linking tells the payment application process which fees in the mapping can be paid off by a given student credit.

When importing and exporting from one environment to another, say a test environment to a production environment, remember that the environments must be on the same Oracle Cloud Applications revision.

For the import and export instructions, see *Export and Import CSV File Packages*. Make sure **Student Management** is the offering and the functional area is **Student Structures**. If you need to, ensure **All Tasks** are shown, then *highlight* the **Manage Fee Groups** row, and then select **Actions** to export or import fee groups.

Results:

You should see the imported fee groups from the Fee Groups page.

How do I export and import tasks and checklists?

Use the **Export to CSV File** and **Import from CSV File** actions to export and then import tasks and checklists from one environment to another.

When importing and exporting from one environment to another, say a test environment to a production environment, remember that the environments must be on the same Oracle Cloud Applications revision.

For instructions to import and export tasks and checklists, see *Export and Import CSV File Packages*. Make sure **Student Management** is the offering and you select the functional area **Student Structures**.

If you need to, make sure **All Tasks** is shown. Sort the tasks, so that it's easier to locate the ones you need. Then select the row for **Manage Tasks** or **Manage Checklists**. It's important that you only select the task row so that it's highlighted and that you *don't* click the task name. Once the correct task row is highlighted, select the corresponding **Actions** button to export or import task and checklists.

Results:

You should see the imported tasks and checklists from the Task Management or Checklist Management page.

How do I find the customer account ID of a person?

A person's customer account ID is used to find relevant financial transactions. You can also use a student's customer account ID as a parameter when making API calls.

1. In the Setup and Maintenance work area, use the **Manage Customers** task:
    - Offering: Student Management
    - Functional Area: Customers

    Make sure all tasks appear.
2. On the Manage Customers page, in **Customer Type**, select **Person**.
3. Search for the person.
4. In the results, select the person's name. Some details of that person's account appear below the results. For example, **<Person's name>: Accounts**.
5. In **View**, select **All** so that all columns appear.

    The customer's account ID appears in **Original System Reference for Customer Account**.

How do I revert an application in Student Management Cloud?

Administrators can cancel or withdraw an application on behalf of an applicant. Applications are never deleted to ensure a complete record is maintained for any future inquiries.

When you cancel or withdraw an application, it stays in that status unless you revert it. Reverting is useful if the action was made in error or if the applicant changes their mind.

1. Select an application that has been either canceled or withdrawn.
2. Click **Actions > Revert application** and select an action reason.

   When a canceled or withdrawn application is reactivated, any paused tasks are marked as incomplete. The application returns to its previous status. If it was in progress, the applicant can continue working on it. If it was already submitted, the applicant will see the submitted status again, and as an administrator, you can review it.

How do I review or deactivate a national identifier type?

From Student Central, select the search menu, then look for National Identifier Types. Click the corresponding actions button of the national identifier type to select **Inactivate**.

How do I search for courses and course sections?

You can search for a course or course section from Student Central using any part of the title, subject, or course number.

A course represents an element of teaching, learning or research within a specific subject area. Courses are assigned a single academic organization ownership based on the subject you select when you create the course. This controls which organization has responsibility for the course, such as academic department. You can add various data for a course such as result types, fees, identifiers, contacts, and requisites.

After you create a course, you can schedule the course sections, in which students enroll. You can create meeting information for a section so that students know when and where the section is available and the staff assigned to the section. Ultimately, students can search and view their courses in the course catalog, program requirements, student schedule, and enroll in selected course sections.

How do I search for person profiles or user accounts?

From Student Central, select the search menu, then look for **Person Profile Search**. Search for the user. If you don't have the complete user information, use the percent (%) wildcard with your search.

How do I set up event-based communication in Student Management Cloud?

To send communications when an event occurs, you need to associate events to a category and then create a communication using that category.

You now manage this setup from the Student Management Categories page—not from the Events setup.

Create a Category and Associate Events

From Student Central, search for **Student Management Categories**. Create a category and add the events you want. The category will stay inactive until you activate it.

Create an Event-Based Communication

From Student Central, search for **Communications**. When you create an event-based communication, you might want to take note of these fields and what they're for.

For example, when a task is assigned to a student, you might want to send a communication to notify the student of the assignment.

Field	What they're used for
Category	Select a category to which the event has been associated in the Student Management Categories Setup.
Event-based	If you select Event-based, the communication is generated and triggered based on the selected event. In this example, select the Task Assigned event.
Select Event	Select an event associated with the previously selected category.

After you create an event-based communication, it stays inactive until you activate it.

How do I view an event subscriber in Student Management Cloud?

Subscribers are built-in processes that listen for events and act on the data shared when those events are triggered. In Oracle Student Management Cloud, subscribers are predefined and already linked to specific events. When an event happens, the associated subscribers are automatically notified.

As an administrator, here's how you can view the subscriber contract:

1. From Student Central, search for **Event Subscribers** to see a list of all predefined subscribers.

2. Click a subscriber name to view details like type (e.g., communication or process), last update date, and description.
3. Open the **Contract** tab to see the data attributes the subscriber can use. For communication subscribers, these appear as tokens for setting up messages.
4. Open the **Subscriptions** tab to check the subscriber's event subscription details, including its status.

How do I view the mapping of an event contract to the subscriber contract in Student Management Cloud?

As an administrator , you can view how event data is mapped to a subscriber's data as part of an active subscription in Student Management.

1. From Student Central, search for **Event Subscribers** to see the list of all subscribers.
2. Click on a subscriber name to view its details, such as type, last updated date, and description.
3. Open the **Contract** tab to see what data is available from the event.
4. Open the **Subscriptions** tab to view the subscriber's event subscription and status.
5. Under the **Actions** column, click the Actions Menu icon and select **View Mapping**.

   A drawer opens showing how event data is mapped to the subscriber's payload.

How do I view the payload of events in Student Management Cloud?

Events in Oracle Student Management Cloud are predefined and trigger automatically when data changes.

As an administrator, here's how you can view these events:

1. From Student Central, search for **Events** to see a list of active events.
2. Click an event name to see its details, including the event code, format, and description.
3. Open the **Contract** tab to view what data will be shared when the event is triggered. This is the event payload.
4. Open the **Subscriptions** tab to see which processes are subscribed to the event.

What are examples of national identifier types?

A national identifier is a unique number assigned by a government to its citizens, residents, or eligible individuals for identification purposes. It can be used to track individuals for things like taxation, social security, healthcare, and other official functions.

The type of national identifier required for identification and verification varies significantly from country to country. Some countries rely on national identity cards, while others use social security numbers (SSN), tax identification numbers, passport numbers, or other government-issued documents. For example, the United States can use SSN and driver's license. For the United Kingdom, it can be passport and driver's license.