



Connie W. Graunke  
Executive Director  
Ph: (850) 201-7363  
SUNCOM: 213-7363  
Fax: (850) 201-7322

## MEMORANDUM

**TO:** Institutional Managers  
**FROM:** Connie Graunke  
**DATE:** January 23, 2003  
**SUBJECT:** FACTS Critical Functions

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The Center is in the process of implementing three critical functions that are intended to provide enhanced services to our users. The new functions include: 1) the addition of a standardized PIN help page; 2) the sending and receiving of electronic transient forms; and, 3) the implementation of 2+2 degree audits. In order for us to implement these functions in a consistent fashion, we are asking that you give priority to the requests listed below in an effort to implement them by the end of February 2003.

### **PIN Function**

A recent analysis of unsuccessful transactions indicates that a large number of errors are occurring during the logon/pin process at the institutions. Students forget their PIN numbers or are entering the wrong information. A multitude of problems could be occurring, but when this happens students are not getting adequate information from the institutions PIN Help Page. As a result, over 80 percent of the inquiries to the FACTS Help Desk are regarding problems students are having with their PIN. Consequently, FCAAS is requiring that each institution include on their PIN Help Page the basic PIN information provided in the attached document. If an institution does not have a PIN Help Page on their web site, then we are asking that you develop one. The basic information (i.e. the PIN template) does not require you to present the information in a standard form, it does however, require that you include the list of information items presented. By providing the information listed in the attached document, the majority of students' pin questions can be answered quickly and accurately online, saving the student frustration and the Center considerable effort in responding to inquiries.

#### **Florida Center for Advising & Academic Support**

**Executive Office** . 325 West Gaines Street . Suite 1414. Tallahassee, Florida 32399 . P(850) 201-7363 . F(850) 201-7322  
**Operations Office** . 4202 East Fowler Avenue . Suite AOC200 . Tampa, Florida 33620 . P(813) 974-6346 . F(813) 974-4205  
[www.facts.org](http://www.facts.org)

A collaborative project from the Florida Department of Education

## **Transient Form**

The Electronic Transient Form provides an electronic workflow process and form, which facilitates the enrollment of a student in a course at an institution other than their home institution. Several institutions are implementing the Transient Form and will soon be able to send the electronic forms. However, in order for the process to be successfully implemented the institution(s) to which they are sending the form, must be able to receive it electronically. It is especially important for community colleges to be able to receive the forms being sent from the universities. The process that allows an institution to receive a transient form can be implemented with minimal effort. The implementation can be handled via a conference call with the Center walking a designated institutional representative through the steps. Institutions would need to assign a designated person to receive the form electronically. That person would be required to periodically check the FACTS system to see if transient forms have been received. The forms can then be processed as desired at your school. Someone from our help desk will be contacting you to set up an appointment with the appropriate person to assist with this implementation.

## **2+2 Articulated Audit**

Implementation of the 2+2 Articulated Audit function has been extended from the Phase IV MOU to the Phase V MOU due to extensive changes in the format. The function is now ready for institutional testing. As we move into the legislative session, FCAAS has been asked to prepare a timeline for institutional implementation of this function. When we contact you regarding the transient form, please be ready to share your implementation plans for the Articulated Audit function with FCAAS. We will need an estimated date to begin testing and a projected production date. If you already have that information, please forward it as soon as possible to [factshelp@admin.usf.edu](mailto:factshelp@admin.usf.edu).

In summary, regardless of your institution's phase of completion, we are asking that you attempt to complete the above functions by February 28, 2003. If you have any questions, or FCAAS can be of assistance with moving your institution forward regarding these issues, please contact our help desk at 813-974-2118 (Suncom 574) or email us at [factshelp@admin.usf.edu](mailto:factshelp@admin.usf.edu).

Thank you for your continued support of FACTS.

CG/ymh

Attachment

c: Community College Vice Presidents of Student Affairs  
State University System Academic Contacts