

ApplyTexas IHE Briefing

June 18, 2024

Welcome

Today's Agenda

Welcome

Status Update

Next Steps

Role Configurations

Q&A

Status Update

Deployment Overview

- **Publish Settings Improvements:**
 - **Review and correct your configuration settings** for the alignment of school/major settings by semester **to resolve the issues related to saving configurations** on various pages including dates, fees, essays, schools/majors, scholarship semester settings, and school-required questions.
- **Enhancements to Major Editing:**
 - Fixed the saving issues for “Graduate degree types and specializations” when editing a major.
- **Contact Information Page:**
 - Alternate admissions section is now optional, enhancing flexibility in information requirements.
- **Admin Portal Enhancements:**
 - Improved user permissions search functionality, allowing searches by both first and last names.
 - Resolved issues with removing options from multiple-choice questions on school-required questions.
 - Addressed cosmetic and spelling errors under the contact information section.
 - Enhanced the Application Counts page aesthetics and functionality.
 - Fixed the school selection modal issue in the Counselor portal and corrected the links to ESC Contact emails.
- **Applicant Portal Updates:**
 - Updated volunteer awards and honors description validation rules to ensure error-free saving.
- **New Dual Credit Application Types:**
 - Fixed issues related to saving payment settings.

Next Steps

Please take the following actions to address any remaining open issues:

- ✓ **Verify majors and school information:** Review and correct your configuration settings for the alignment of school/major settings by semester through the Admin Portal's publish features.
 - Under **Institution Information** → **Schools and majors**: make sure your schools and majors are offered for the correct application types for current and upcoming semesters in the staging and live environments

- ✓ **Applicant portal configurations:** Review configurations in the Admin Portal to ensure they are correctly displayed in the Applicant Portal.
 - Under **App Settings** → **Dates, fees, and essays**: Confirm whether each application type for a semester should be made available or not on the applicant portal
 - Under **App Settings** → **Publish Settings**: Make sure you've migrated all the schools and majors to the Live environment

Key Dates

This week's maintenance windows:

- Tuesday, June 18, from 7-11:59 p.m. CST
- Thursday, June 20, from 7-11:59 p.m.

CST

**A maintenance banner will be displayed to inform users of the downtime.*

IHE Briefing Summary:

- Thursday, June 20, at 3 p.m. CST

Quick Fix Applicant Issues

| Issue | Cause | Next Step / Solution |
|--|---|---|
| Applicants complete the application screener questions and then begin application process get a message that they are “ineligible” | <p>4-year: The specific application type for this applicant has not been configured by the institution. Transfer , Returning , and Dual Credit applications are most often not available for applicants</p> <p>2-year: Institutions can only configure 2-year undergraduate and dual credit applications</p> | <ul style="list-style-type: none">• 4-year: Institutions must configure each of the application types for which they accept.• 2-year: Stopgap solution: Students should answer the screener questions to get to the Undergraduate 2-year application type. |
| Ongoing issues resetting passwords | Email address may not be the one tied to the account | <ul style="list-style-type: none">• Is there another email tied to the account?• Applicants must verify their identity through the help desk to change their email address |

Application Screener Results

Our instructions to applicants are to **change the application type results** by going to the Dashboard and select **Find the right application** on the left side of their Dashboard. Answer the questions below to get an Undergraduate 2 or 4 year application:

Undergraduate (2 year OR 4 year)

| | |
|--|-----------------------|
| Are you currently in high school or middle school? | Yes |
| Do you plan to apply to an undergraduate program, graduate program, or both? | Undergraduate program |
| Have you ever taken college courses? | No |
| Do you plan to apply to an undergraduate program, graduate program, or both? | Undergraduate program |
| Are you a U.S. Citizen? | Yes |

Role Configurations

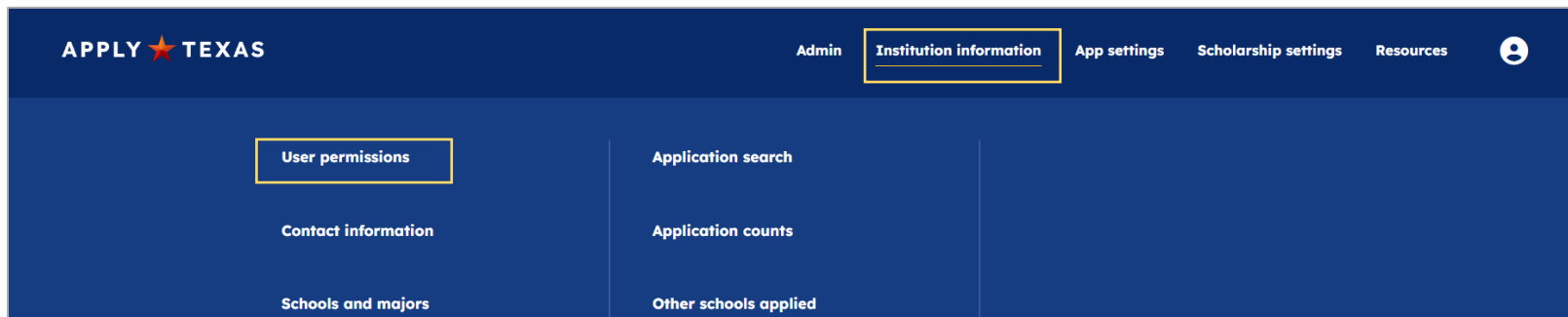
Application Viewer and Executive Updater roles have now been consolidated under the Gatekeeper role. You can modify user permissions for all your Gatekeepers to limit what they can see. *Note that there is no “View-only” access at this time.

Roles: As a Gatekeeper, you can customize admin permission settings to manage access across the admin portal.

- Institution Information -> User Permissions -> Search for User -> Edit Permissions -> Authorization

OR

- Institution Information -> User Permissions -> Add a New User -> Authorization



For a detailed video of this process, please view the [Admin Portal Adding Additional Users](#) video on the THECB website.

Role Configurations

You can customize Gatekeeper permissions by checking the sub-permission checkboxes with the additional types of permissions

Everyone who was assigned as an **Executive Updater** or **Application Viewer** in the legacy system can now be reassigned as a gatekeeper, with the following permission sets:

- Transmission settings
- Graduate application settings
- Undergraduate application settings
- Payment settings and
- Scholarship application settings

Select additional permissions user should manage *

- Authorizations
- Transmission settings
- Graduate applications settings
- Undergraduate application settings
- Payment settings
- Scholarship application settings
- Publication of settings

Q&A



Texas Higher Education

COORDINATING BOARD

Thanks for joining!



Appendix

- Previous webinars, resources, and announcements - [The Redesigned ApplyTexas - Texas Higher Education Coordinating Board](#)

Information and Resources

- Instructional Testing Videos (May 20, 2024)
 - [Admin Portal Adding Additional Users](#)
 - [Admin Portal Publish Settings](#)
 - [Admin Portal Application Configurations](#)
- Assistant Commissioner Announcement: [Important: ApplyTexas Update](#) (May 10, 2024)
- Assistant Commissioner Announcement: [Important: Change in ApplyTexas Cutover Date](#) (May 3, 2024)
- Recordings of previous webinars:
 - November 15, 2023 [ApplyTexas Student Portal](#)
 - December 13, 2023 [Technical Changes Overview](#)
 - February 28, 2024 [ApplyTexas Student Portal \(reprise\)](#)
 - March 6, 2024 [Application Cutover and Technical Changes](#)
 - April 24, 2024 [Support Services and Onboarding](#)
 - May 20, 2024 [ApplyTexas Testing Kick-Off](#) (access password: w^7Qh*M)
- Slide decks of previous webinars:
 - November 15, 2023 [ApplyTexas Student Portal](#)
 - December 13, 2023 [Technical Changes Overview](#)
 - February 28, 2024 [ApplyTexas Student Portal \(reprise\)](#)
 - March 6, 2024 [Application Cutover and Technical Changes](#)
 - April 24, 2024 [Support Services and Onboarding](#)
 - May 20, 2024 [ApplyTexas Testing Kick-Off](#)
- A [slide deck](#) of the new ApplyTexas student portal for your use with prospective students applying for the 2025-2026 academic year
- Answers to questions from each webinar as an [FAQ](#)
- Assistant Commissioner Announcement: [ApplyTexas Payment Processing](#) (February 2024)
- Assistant Commissioner Announcement: [ApplyTexas Payment Processing Follow-up](#) (March 2024)
- Commissioner Memorandum: [Announcing change to fee structure for ApplyTexas](#) (March 2024)
- Technical documentation to prepare for the cutover:
 - [ApplyTexas Launch Testing Instructions](#)
 - Should you experience any issues, your technical staff may [Submit a Ticket](#) and a member of the ApplyTexas project team will respond.
 - View your designated [Testing Date and Application Type by Region](#)
 - [ApplyTexas EDI Specifications and Technical Changes](#)
 - Includes Core Question Inventory and Change Summary

Quick Fix Applicant Portal Issues

| Issue | Cause | Next Step / Solution |
|---|---|---|
| Can't find the application they want to apply for after completing the application screener questions | Mismatch between the results of the screener questions and the app type | <ul style="list-style-type: none">• See the App Screener Quick Reference Guide |
| Ongoing issues resetting passwords | Email address may not be the one tied to the account | <ul style="list-style-type: none">• Is there another email tied to the account?• Applicants must verify their identity through the help desk to change their email address |
| Don't see previous applications | Any applications prior to Spring 2022 were not migrated over during the transition to the new site. | <ul style="list-style-type: none">• If it's a more recent application, we'll need to confirm it's not tied to another account |
| Applicants want to pay application fees | Payments are no longer accepted on ApplyTexas | <ul style="list-style-type: none">• Applicants are directed to the school to make payments |

Encourage applicants reporting issues to provide as much detail as possible – school they are applying for, Term, Screen they are on, and specific step that's not working