

# Adding a Student into MavCONNECT

*For Stopped Out and Prospective Students, 4-29-24*



## How are students imported into MavCONNECT? What is MavCONNECT's Active Student Logic?

MavCONNECT pulls in most classes of students (e.g. undergraduate, graduate, certificate, online, exchange, CELP, non-degree) that have been active with us within the last two years. Active is defined as registered for classes (UNDG and Grad), or confirmed their admission / enrollment (UNDG), or graduated/stopped out within the last two years (UNDG and Grad).

## When would a staff user need to add a student to MavCONNECT / create a prospective Student Account in MavCONNECT?

- You would need to **add a student** when the student you are working with is not in MavCONNECT or is in MavCONNECT but has a “*No Role*” notation after their name in the Quick Search bar.

Please confirm by searching for the Student in MavCONNECT by BOTH Name and TechID (must be TechID).

- There are three scenarios when this may come up:
  1. You are working with a **true Prospective Student** who does not have an account in MavCONNECT because they are not yet admitted/haven't confirmed their admission, and you want to be able to track your work with them, add notes to their file, and add an appointment and/or Report on an Appointment.
  2. You are working with a **Stopped Out Minnesota State Mankato student** who *does* have a file in ISRS but stopped out more than two years ago, and, therefore, does not have a profile importing into MavCONNECT at this time and you want to track your work with them (add notes to their file, or add an appointment and/or Report on an Appointment).
  3. You are working with a **Stopped Out Minnesota State Mankato student** who *does* have a file in ISRS, stopped out at some point, and has a *limited* profile showing in MavCONNECT with a ‘*No Role*’ notation after their name in the Quickbar Search. **Important:** If they are in the system with ‘no role it means the system DOES have their TechID but you won't be able to see it and you will not be able to enter their TechID in their Prospective Student File. You also are not able to add notes or appointment summaries to ‘No Role’ profiles.

## Why should I add them?

- So that when their standard student profile comes into MavCONNECT (upon admission/via incoming NEF or TRF cohorts or upon registration for their next term), the two profiles can be merged, and you will retain the history of what was discussed before their standard file was available in MavCONNECT.
- To help yourself and your colleagues understand who is working with which students, to provide better coordination of care.
- To provide the prospective/stopped out student a better student experience in cases where the student is connecting with multiple people on campus. Adding a student in MavCONNECT and adding notes or appointments/appointment summaries may prove to be beneficial to others who are working with the student.

## How do I add a student to MavCONNECT?

Staff who have the **Create a New Student** permission can add a *new student profile* from the Quick Links panel on **Staff Home**. (If you do not see this option but believe you would benefit from this capability, please email [mavconnect@mnsu.edu](mailto:mavconnect@mnsu.edu).)

1. Click **Create a New Student**. The **Create a New Student** dialog appears.
2. **Enter the student's First Name, Last Name, Date of Birth, and Zip Code, and Email.**

You can put in the student's personal email if desired. You can choose to put in their MSNU based email, but they may not have access to it.

OPTIONAL: You can add the student's TechID (as found in ISRS, if applicable – must be TECHID) as long as the student does NOT already have a profile with 'No Role' already in the system. If you try to enter their techID and the system says that ID already is in MavCONNECT, please do a search in the Quick Search Bar to ensure they are not already in the system, and / or that they have a 'no role' indicator. If they have a 'no role' profile, add them as a prospective student but omit the techID.

**The following four fields MUST MATCH the student's eventual formal profile for a Merge Tag to appear.** So, for stop out students, **please ensure to match the following to ISRS.** If there is a name change, use the current name and ask the student to formally change their name with MNSU normal procedures.

- First Name
- Last Name
- Date of Birth
- Zip Code

3. **For Classification - IMPORTANT - Set the student's classification to Prospective in ALL CASES** (for stopped out and true prospective students). If their classification is not set to "Prospective" we won't be able to merge this account with their standard account once it's imported into MavCONNECT.

This may feel odd if you are working with Stopped Out students for whom you know their classification to be Sophomore, Junior, etc., as indicated in ISRS. **But any other classification setting beyond PROSPECTIVE will prevent future merging of files.** You can add a note on the student's file indicating their true classification if it's helpful to you in your work with them. You may also want to add a note indicating whether they are a true Prospective or Stopped Out student.

**REMINDER: If the student has an ISRS account and you can access it, please make sure information you are entering into MavCONNECT matches ISRS data (except for classification).**

The screenshot shows a dialog box titled "Actions" with a close button (X) in the top right corner. Below the title bar, there is a section labeled "I want to..." containing three options: "Issue an Alert", "Create a New Student" (which is highlighted with a red rectangular box), and "Upload Profile Picture". Below this menu is a form with the following fields: "First Name \*" (text input), "Last Name \*" (text input), "Student ID" (text input), "Email \*" (text input), "Classification" (dropdown menu showing "Prospective"), "Address 1" (text input), "Address 2" (text input), "City" (text input), "State" (dropdown menu showing "Select a State"), "Zip \*" (text input), "Home Phone" (text input), "Cell Phone" (text input), and "Date of Birth \*" (text input). At the bottom right of the form are two buttons: "Cancel" and "Create Student".

## Merging Files

If a “Prospective” Student also has an enrolled Student Profile (and the First Name, Last Name, Date of Birth, and Zip Code at minimum are matches), ALL staff users, not just those with merge student permissions, will see a yellow banner at the top of the prospective and enrolled versions of the Student Profile.



There is also a **View Options** button to see details. However, what you see differs based on whether you have the **Merge Users** permission.

At this time, only MavCONNECT administrators have Merge access so if you find profiles that may need to be merged, please email [mavconnect@mnsu.edu](mailto:mavconnect@mnsu.edu) with the student’s name, TechID or StarID if available, and any other information that could be helpful.

## Prospective Student Frequently Asked Questions

### ***Does MavCONNECT automatically merge prospective and enrolled records for the same student?***

No, we do not. Given that merging cannot be undone, we feel it is better to have a staff member actively make the decision to merge the two profiles and their data together. Email [mavconnect@mnsu.edu](mailto:mavconnect@mnsu.edu) for assistance when you find an account that may need to be merged.

### ***Which fields does MavCONNECT use to match a student who potentially has BOTH a Prospective and Enrolled Student Profile in the system?***

The student must match four of the five: First Name, Last Name, Date of Birth, Email, and Zip Code. Please note that because emails are unlikely to match between the prospective and enrolled profiles, zip code will probably need to match exactly, just like first name, last name, and date of birth.

### ***Can Prospective Students be deleted?***

Any user can be deleted from MavCONNECT by contacting [mavconnect@mnsu.edu](mailto:mavconnect@mnsu.edu).

### ***Can Students with a “Prospective” Student Profile use Student MavCONNECT for scheduling and information?***

No, only enrolled or admitted students will be able to use the Student MavCONNECT app / Student MavCONNECT desktop login. Student access to these sites is done via their standard [starid@go.minnstate.edu](mailto:starid@go.minnstate.edu) credentials and will not be available to them until they have been admitted and given an incoming student cohort (and given student credentials) or they have registered for classes and re-activated their student credentials.

In the meantime, staff can schedule appointments with students but note that the student may get the notification email to the email address on file (personal), but they will not be able to cancel or reschedule via the links enclosed. Doing so would require their [starid@go.minnstate.edu](mailto:starid@go.minnstate.edu) credentials.