START Registration System Communication Plan

START's new online registration system is a platform called Visual Zen, or "VZ" as it will be referred to throughout this document. Students who have paid the ATD or have an ATE can log in to VZ using their ONID username and password.

At 5 minutes past every hour: Banner and VZ "talk" and share reports back and forth. Note that this means there can be up to an hour before certain items are visible in either Banner or VZ. Items in the reports include:

- ATD/E codes that appeared in Banner within the past hour will push over to VZ so that students can log into their VZ account and sign up for START
- SOP codes are sent from VZ to Banner if a student has registered for START in the past hour

April 30 and May 1: all students who have an ATD/E code on their account receive an email that confirms that they are all set and ready for registration to launch on May 2.

Thursday, May 2, at 1:05 p.m.: this will be the last time reports will run and bring over any new students who have the ATD/E code who are not already in VZ. If a student pays the ATD/E after 1:05, they will have to wait until the 2:05 report runs to be added into VZ to be able to log in and register for START.

Thursday, May 2, at 2:00 p.m.: START registration opens. All students with ATD/E codes who are currently in VZ can log in and register for a session.

Immediately after student registers for START: confirmation email sent to student's OSU email (as well as a secondary personal email address if provided); any guest registered will also get a guest confirmation email

~1 hour after the student registers for START: SOP code will be put into Banner

Reminders sent to students who are "stuck" somewhere in the midst of registering:

- **Beginning May 3 and every 7 days after (until a student fully registers)**: an email goes out to students who have logged in to VZ but haven't picked a START date to remind them to register for START.
- **Beginning May 6 and every 7 days after (until a student signs in to VZ for the first time)**: we will send an email to a student who has paid the ATD but has never logged in to VZ; the email reminds them to log in and fully submit their registration

- **Beginning May 6 and every 2 days after (until a student completes their START registration)**: If they have logged in to VZ and selected a date but have not yet submitted their START registration, they'll get reminder emails until they have submitted the registration

For students who register for START and no-show/do not attend: emails are sent out after they miss the session reminding students to log back in and select a new START date.

Notes:

- DPP students with admit terms that are not 202000 or 202001, as well as international students with ATI codes, will not automatically have accounts created in VZ.
  - For DPP students needing to attend START and/or for international students who would like to attend an on-campus session during the summer, have the students call New Student Programs & Family Outreach (541-737-7627) so we can create their VZ account and allow them permission to register.

- Students can log into VZ at any time to review their reservation information (including START date, how many family members they signed up, if they signed up for overnight housing, disability accommodations requested, etc.). They can also resend themselves a confirmation email from VZ if they've deleted/lost the original.

- If a student makes a change to their START reservation, VZ will send them a new confirmation email reflecting the changes after they've submitted them.

- Students can make changes to their reservation up until 1 week prior to the date of their START session.

- This video shows you step-by-step instructions for what student see in VZ when they're navigating the system: https://youtu.be/2vHnm7CX85E