**oZONE FAQ**

**When will oZONE be completed?**

While the last phase of oZONE implementation is set for January 2010, oZONE will constantly evolve to meet student needs and to remain viable, useful, informative and fun for students to use.

We will regularly release new oZONE channels, develop improvements within existing channels, partner with departments to enhance the personalized experience, work with students to increase our offerings and measure data available to better serve our students and the OU community.

It’s been said before, but bears repeating: this is only the beginning. Our current systems and services did not start out fully developed. They improved over time – 30 years in some cases – oZONE will do the same.

We can’t achieve these goals without you. We need your ideas and feedback to make oZONE viable, useful, informative, and fun for faculty and staff as well. After all, why should students have all the fun!

While some changes may not be possible, your input will help us set priorities for development and enhancements. E-mail us with feedback anytime at ozoneinfo@ou.edu.

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**oZONE ALERT**

**Volume 6 | July 20, 2009**

**IN THIS ISSUE**

**Holds**

Student Stops in CICS keep students from enrolling, getting transcripts and getting their degrees posted. oZONE will expand these capabilities.

**STOPS WILL BE HOLDS**

Stops in CICS will convert to Holds in oZONE during our September 2009 conversion. In addition to doing what Stops did, Holds allow us to:

- Hold enrollment verifications and applications for readmission.
- View a Hold history.
- Set a Hold to start and end at set dates in the future.

For security reasons, after the conversion, Admissions, Registration, Academic Records, Bursar, Collections, and Legal Counsel will manage all Stops/Holds centrally.

Most Stops/Holds are financial and therefore handled in the Bursar and Collections offices. One exception is Advising Holds, which will be set programmatically by semester. Advisors will remove these Holds in oZONE much like they do now in Online Enrollment. For other types of Holds, we will have a form available for other offices to submit Hold actions. Through the end of the fall 2009 semester, updates will be done in both CICS and oZONE. Future system enhancements could allow other offices to place and remove Holds as appropriate.

**HOW WILL THIS LOOK?**

- The View Holds display shows the Hold Type, the effective dates for the Hold, the Originator (who placed the Hold) and the Processes Affected by the Hold.
- The Hold Type provides a description of the Hold, not just a code.
- Holds may also carry a reason, like the examples of the College Hold and the Norman Campus Admissions Hold above.
- The Amount column on the View Holds page will not be used at OU. Students will view their Bursar balance elsewhere.

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**In Volume 7**

**What's new and what's not?**

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ou.edu/portal/home.html