

Updating Locations

A Guide for Student Services Professionals

There are 2 location fields in CX which feed into Connections and Starfish

1. Host/Home (CARS) = Enrollment (Connections)
2. Service Location

The basic premise is that the Host/Home/Enrollment must MATCH service location UNLESS service location is ONLN. Host location can never be online.

Key considerations:

- Program must be approved for the location listed (confirm by reviewing catalog).
 - <http://www.webster.edu/catalog/current/graduate-catalog/campus-locations.html>
- All programs listed as approved for online in the catalog are approved in all states across the US so can be paired with any home/host/enrollment location.
 - <http://www.webster.edu/catalog/current/graduate-catalog/campus-locations.html#online>
 - For online students, their host campus is typically the closest Webster location, and is determined at the point of admission. It can be updated if the student is moving to another area.
- Dual Degrees
 - If both programs are approved at campus level, student's home and service location can be the local campus.
 - If both are not approved at the campus level, the student's home location should be the local campus, but the service location should be Online.
- Degree with emphasis – treat the emphasis area as a sub-part of the degree
 - If the degree program is approved at the local campus, the emphasis is also considered included (even if the emphasis will be completed online) and the home/service can be listed as the local campus.
 - If the degree program is not approved at the local campus, the student's home location should be the local campus, but the service location should be Online.

Possible reasons for a location update:

- Student has moved and is now attending another Webster campus.
- Student has changed programs and new program is not approved at the local campus, only online.
- Student was online and is intending to pursue program at local campus.
- Student has decided to pursue their program online.

- Student is returning for a subsequent degree and has moved.
- Student is returning for a subsequent degree and is pursuing it online.

There are times when students may take classes across locations. The student should be coded with their primary location even if taking classes at other nearby campuses or online.

To update the location, complete the Domestic Site Transfer Form online:

https://webster.co1.qualtrics.com/jfe/form/SV_4YIkRT8JQ3tZdm5.