# [Image result for liverpool john moores university logo](https://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjZuerSu4nXAhWGchQKHbT9CwIQjRwIBw&url=https://www.eventbrite.co.uk/o/liverpool-john-moores-university-roscoe-lectures-3233158788&psig=AOvVaw2rEDE_dQz3fMXV7J1A9n9g&ust=1508941556822069)Process Document

**CRM – Student Advice & Wellbeing**

Liverpool John Moores University

**SAW Funding Team**

**Scholarship Enquiries**

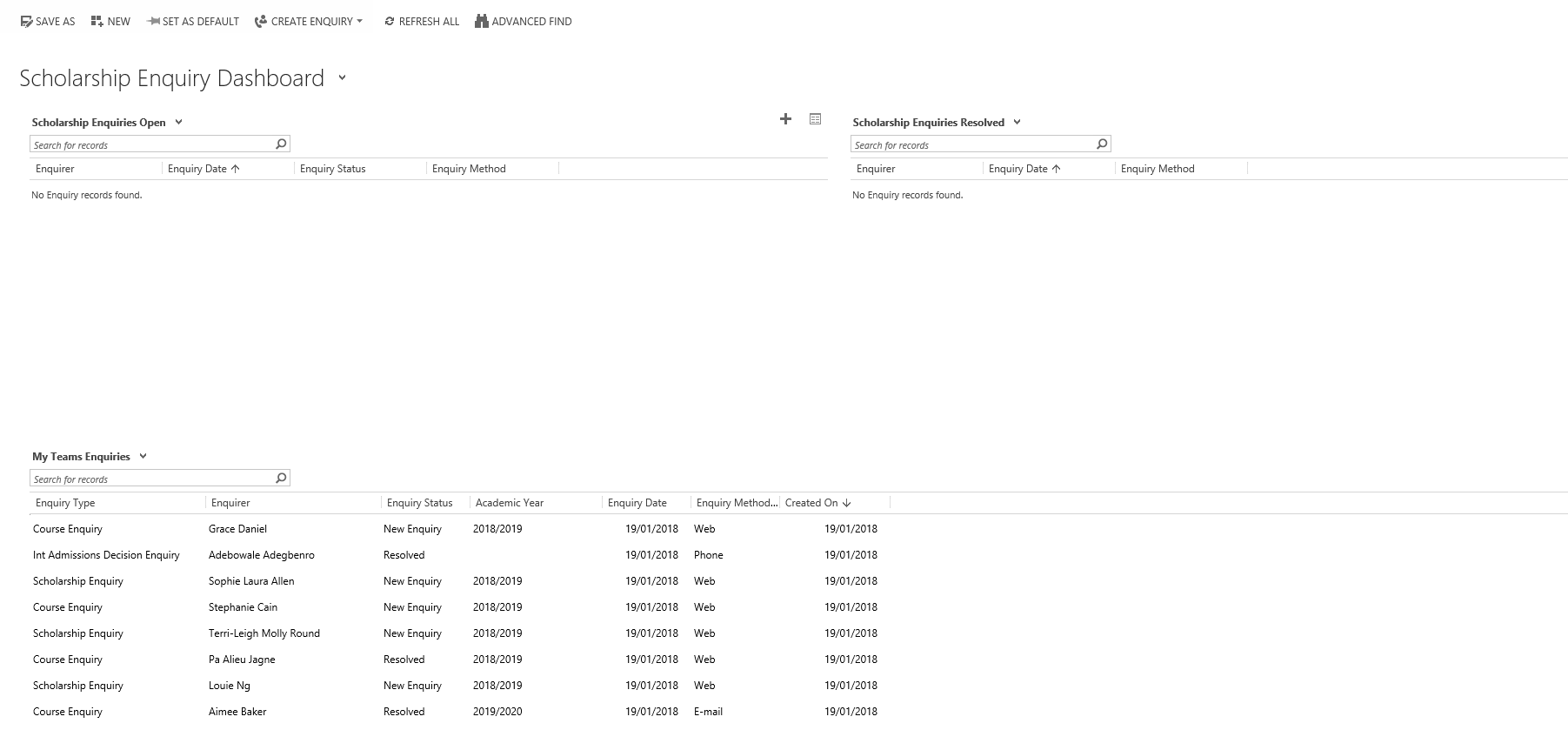
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The Dashboard is called **Scholarship Enquiry Dashboard.**



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There are three sections to this Dashboard:

* 1. **Scholarship Enquiries Open (1) (Top Left)**

All Enquiries **new** or in **progress.**

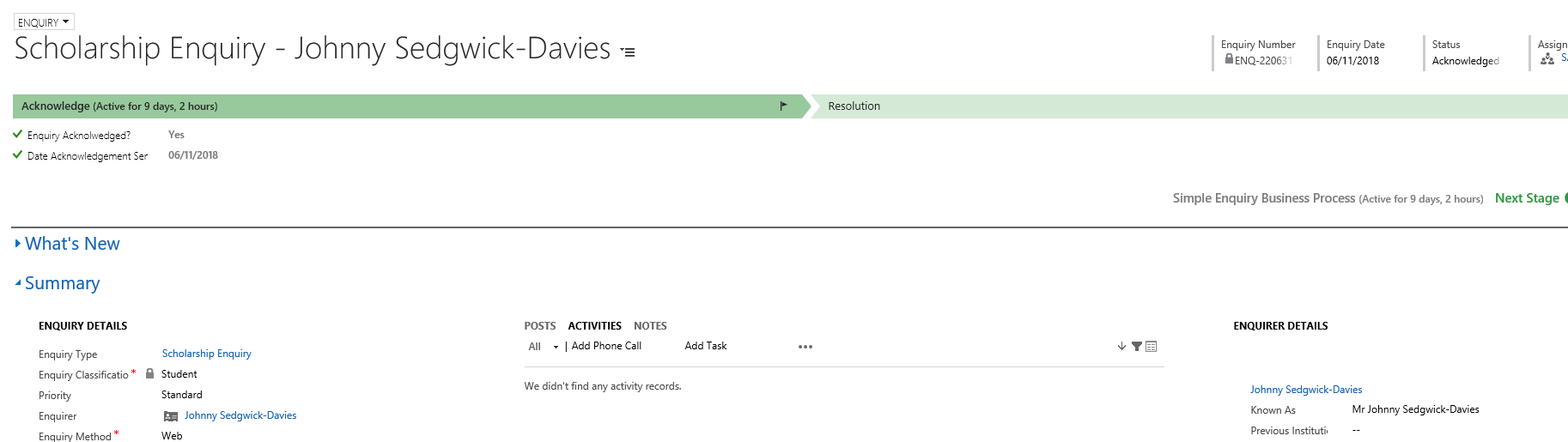
* 1. **Scholarship Enquires Resolved (2) (Top Right)**

All Enquiries which have been **resolved.**

* 1. **My Team Enquiries (3) (Bottom)**

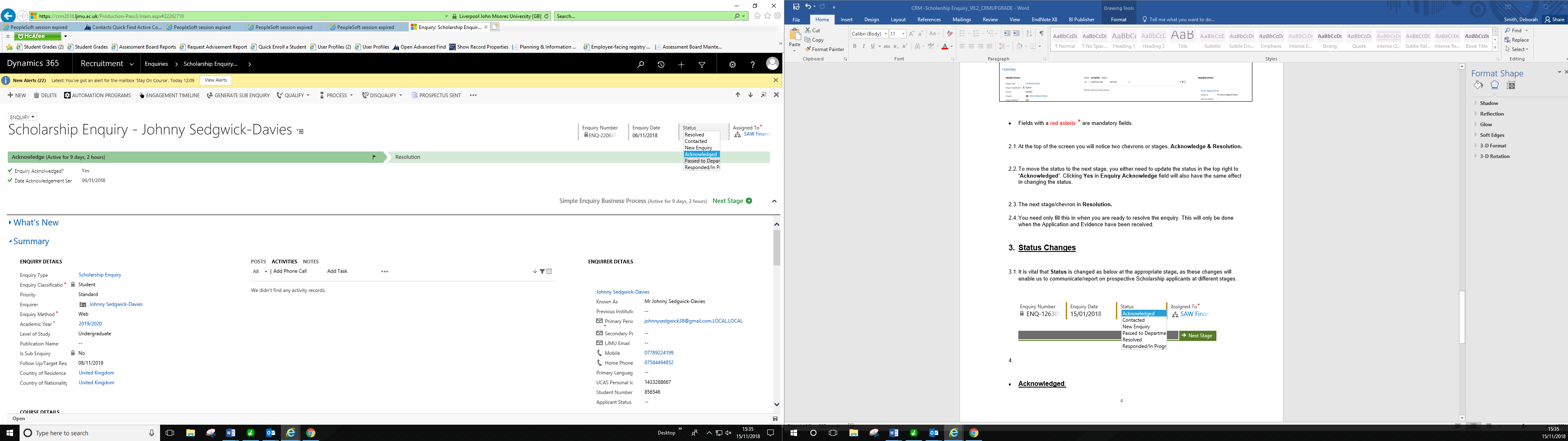
This will show all enquiries assigned to your team. The same view is visible on the **SAW Finance Dashboard.**

1. **Completing the Enquiry Form**



* Fields with a red asterix \* are mandatory fields.
  1. At the top of the screen you will notice two chevrons or stages, **Acknowledge & Resolution.**
  2. To move the status to the next stage, you either need to update the status in the top right to **‘Acknowledged’**. Clicking **Yes** in **Enquiry Acknowledge** field will also have the same effect in changing the status.
  3. The next stage/chevron in **Resolution.**
  4. You need only fill this in when you are ready to resolve the enquiry. This will only be done when the Application and Evidence have been received.

1. **Status Changes**
   1. It is vital that **Status** is changed as below at the appropriate stage**,** as these changes will enable us to communicate/report on prospective Scholarship applicants at different stages.



* **Acknowledged**:

This status change is used when the Enquiry has been sent in, but no Documents/Evidence or Application have been received yet.

* **Responded/In Progress:**

This status change is used when the Scholarship Application has been completed and you are awaiting Documents/Evidence.

* **Resolved:**

This status change will be used if you have received the Application and Documents/Evidence.