ADMISSIONS PROCESS

Membership: Adja, Alex A., Belal, Rosslynn, Terik

Step 1. Student creates a CUNY portal account.

Step 2. Student fills out a freshman or transfer application (non-degree application internal and online)

Freshman Application

Three Types of Applications:

1. Freshman – Students must apply online and submit via mail: high school transcript, diploma and GED scores (AP credit or College Now), pay the application fee of $65. They can apply to as many as six colleges.

2. Transfer - Students must apply online and submit via, high school transcript and GED scores and college transcript from all post secondary institutions (even international and unaccredited institutions). They can apply to as many as four colleges.

3. Non-degree application – Students can down load the application via the web, but must come in to submit application and documents.

Application fee waivers are given to high schools and are very limited, there are no waivers for direct admits. Application fees are waived for veterans.

University Application Processing Center (UPAC) will review application and review documents (as they come in) to determine if the student will be allocated to the college. They will be allocated (if eligible) to all schools. S

Step 3. Once the application is complete UAPC transmit data in phases to CUNYfirst. Students are allocated to all of their eligible choices.

Step 4. Once the application is received, the student will receive e-acceptance communication via email and ask them to access their VIP page. Then they will receive the President welcome communication.

Step 5. The Records Department will review each application manually to ensure that all information is correct. (up to 30% of records are inaccurate). Students have different email address or new residency information.

Step 6. Once they have reviewed the file they will indicate the status “intention to matriculate” via a process of DEIN in CUMNY first. This is a manual process. The staff will only matriculate students who have indicated LAGCC as their first choice, or if they have changed their mind and want to make LaGCC their first choice. (They can indicate they want us by choosing us via VIP)
Step 7. Then the update their status in CUNYfirst to “matriculate” this is a process that throws the application “over the fence” from admissions to records.

Step 8. Records then “Term Activates” them by indicating the semester and year they are applying for – this action allows a student to register

Step 9. Records then assigns students to a Student Group – freshman and transfer

Step 10. Records then loads the ADV Service Indicators – this negative service indicator keeps new students from registering before they are invited to New Student Advisement and Registration (NSAR)

Step 11. Records send out communication of what documents are missing to complete their application. If they are all complete, a communication that says their application file is completed is sent.

COMMUNICATIONS: eacception (welcome and VIP) and commitment deposit, VIP page – welcome and tell us you are coming, enrollment guide – 4 steps in enrollment process), 2 weeks: SIC does a welcome + call and seeing if they opened email and accessed VIP page.

Pain Points –

Why does the process take so long? Why does it take so long? Are we managing their expectations? Proofing process is a manual process, change in bio-data and majors. Why can’t students update their name and address on CUNYfirst? Can we automate the non-degree process?

- Redundancy with Central and LAGCC document review process
- Submitting in-person documents
- Long (6-8 week process) period from point of application to NSAR
- Multiple communications from various areas (CUNY Central: testing letter, LAGCC acceptance letter, President- Welcome Letter)
- Unnecessary inquiries (in person and walk-in)
- Old bio data from University
- Students want to do the application on campus and not online

Solutions –

- Electronic verification sign-on systems: lock box, tumbleweed
- Combine communications letters set to students
- Online chat from 9am to 5pm.
TRANSFER CREDIT EVALUATION PROCESS

Membership: Bill, Loretta, Darryl, Kia

Step 1. Transfer Credit Evaluation Office (TCEO) is informed by admission that LAGCC has received a transfer allocation.

Step 2. TCEO asks for list from Information Systems (IS) for a list of the students in the allocation, the students are then sort by major (this makes it quicker to do the evaluations). TCEO uses the following systems to assist in the evaluation process: TIPPS, (what credits mean in another CUNY colleges), Catalog, UAPC, As400 (imaging system: all documents scanned at UAPC) use old SIMS and the hard-copy transcript.

Step 3. TCEO will complete the evaluation based on LAGCCC policies.

Step 4. Once the evaluation is complete, TCEO places the TREC service indicator on the students CUNYfirst record. This is an indication that the evaluation is completed. For instances in which a student does not have any transfer credit TCEO has set up 4 code courses:

a) CV100 – no transfer credit granted
b) CV110 – no advance transfer (outside US)
c) CV120 – not recognize unaccredited
d) CV – (is there another one)

Once the transfer credit is posted to CUNYfirst, CUNYfirst translates it to the equivalent course number and credits and LAGCC.

Step 5. If TCEO grants transfer credit for courses that would exempt from the test, they assign to the student’s record either rex (exempt from reading), mex (exempt from math) or wex (exempt from writing)

Transfer applicants can de-select credit for one semester only (session I and II). After that, the evaluation is final.

There are many students that de-select transcripts that are in the health majors. Upwards of 70% of students in health science majors deselect transfer credit.

COMMUNICATIONS: Welcome email from TCEO approximately two weeks after allocation. After trec is posted the official evaluation email results with specific transfer credit, document is posted in the library of VIP and email notification.

Pain Points:

- Students want an evaluation completed before they apply to the college.
• Change of major after NSAR; as a result they will need transfer evaluation completed and re-advisement
• In person student with transcripts wanting to be evaluated “on the spot”.
• Updates to VIP based on change to transfer evaluation and other CUNYfirst data.
• Non-invited transfer students arrive at NSAR without evaluation of transfer credit; sent to admission; back to NSAR (a few a day).
• Unable to obtain official or any transcripts from their previous institutions.

Solutions:
• Provide students with instructions on changing major and re-evaluations (Educate Staff).
• Prepare information on self-evaluation. How do you do it on your own.
• IS and SIC project to improve VIP.
• Need to set up a positive experience through enrollment steps TODAY! And in the future.
• Case by case situation for students who cannot get transcripts.
• Need cross training for all staff and alternative plans.
TESTING

Membership: Elsy, Liz, Erika and Rose

Step 1. After the students has been allocated to the college CUNY Central sends students in an allocated phase that indicates which students need to take the placement test.

Step 2. Testing Office (TO) provides dates for students to test and enters the information manually in SKAT (Sills Assessment Test in UAPC).

Step 3. CUNY Central sends a letter to students with their dates to test and the tests they need to take OR the students are exempted from the test.

Exempted from Test:

a) If exempted based on high school regents: done automatically
b) If exempted based on college credit: TCEO posts the exemptions
c) If exempted based on prior degree: admissions posts the exemptions

If no show:

- TO sends a list to Student Information Center (SIC) who contact students.
- If the student no shows again, their names are given to TO to contact.

If the take the test:

Reading and Math scores are posted to CUNYfirst within 48 hours, Writing scores take 2-3 weeks to complete. Students who failed writing, booklets sent to ELA department for assessment local writing test and CATW. Students who take full CATW here, those students results are sent to Queens college for scoring.

Students who attended a prior CUNY school, and who have not passed out of remediation, will need to take a local test. Manual process.

COMMUNICATIONS: Testing invite letter sent via mail by CUNY. Letter includes phone number of students. SIC manages rescheduling through Hobson’s (3-5 business days) Invited in for testing- No shows don’t show up to initial test date. 2nd miss gets sent to testing office, given a warning. After the test they are given “next steps” flyer regarding VIP and NSAR. Would give out other information such as CUNYstart, FYIP etc if they go the information. ACE offers remedial courses in Math and Reading and CATW, Bridge to Math etc.

Pain points:

- In student group:
o Students exempt from testing not moving through the system quickly because exemptions not being posted (manual process by Elys and Adja)

o Reading and Math placement scores – not treated course placement assignments (Elsy fixes manually).

o Does transfer credit and testing talk with each other regarding exemptions?

Solutions:

- Train staff in TO to do placements
- System should handle exemptions better
- Get list of exemptions to NSAR to move them along
- Get CUNYfirst to generate placements from scores posted
- Look at other external sites to offering placement tests, if space is an issue
New Student Advisement and Registration (NSAR)

Membership: Alex R., Shaheen, Mohammed, LaVora

1. Students are invited to NSAR once in two ways:
   - Application Completed: Admitted, in CUNYfirst and Hobsons and completed
   - Application Not Completed: Admitted but still have documents missing

2. Transfer students should have the TREC service indicator which means that the transfer evaluation process is complete

3. Student groups showing (freshman or transfer) and Student indicators (ADV)

4. Service indicators for testing and raw scores in CUNYfirst

SID – Student Information Documents
   - Placement results (VIP and library)
   - IS looks at component to see if they are ready

IS ready if they already for NSAR, add student group NSAR, to determine dates by major

5. NSAR = Enrollment date assigned. Notify via email. Reminder and additional outreach
   Two more emails. Two days prior to get a reminder. Text messages, reminder email.
   Student information document doesn't have to be printed out.

VIP page is for new students, not for continuing students.

Pain points –
   - Too few evening or weekend appointments
   - Too many communications in regards to NSAR appointments
   - Missing test scores, split records
   - Update of records based on new documents
   - Missing document and NSAR calls on the same day (separate calls)
   - Students showing up for NSAR without an appointment

Solutions –
   - Add two Saturday and additional evening appointments
   - Missing documents call cancelled – DONE
   - Improve management of student communications