

## **Intake and Onboarding Admissions, Application, Steps to Enrollment Implementation Team**

### **Area Representatives**

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### **Admissions Recommendations**

1. All contact cards (that students submit to admissions at events) are processed in 3-5 days with a follow-up message going back out to the prospective students.
2. Transcript evaluations can be requested/done before the application (as it might help a student to decide to enroll), even if it is with unofficial transcripts - if it is done before application an admissions counselor communicates the information to the prospective student.
3. Continue to apply new student holds at acceptance to prevent students from making changes to their schedule on their own.
4. Form online or links to school forms (for our most common feeder institutions) to aid in students requesting their transcripts
5. The college develops a smoother process (through relationships with the schools) for students who are not recent high school graduates to get their transcripts (ex: Proctor charges and it's a bit of hassle for students who graduated even 3-4 years ago)
6. Remove the tag of regular vs at risk vs advanced admit that is viewable to faculty and students in SIRS & DegreeWorks as it is confusing and discouraging
7. Students that aren't accepted/aren't eligible to all selective programs automatically have an advisor appointment to talk through options (other healthcare programs, other career options, etc.) - appointment is scheduled with the advisor reaching out to the student
8. Preserve the existing relationships with high school counselors as advisors and admissions counselors work together to get applied students accepted and enrolled (ex: 15 advisors don't need to reach out to the New Hartford high school staff to solicit transcripts)
9. Host accepted student events at the college to allow students to sit in classes, see facilities, and meet faculty/staff, possible for affinity groups and schools

## **Application Modification Recommendations**

1. Brand it with MVCC logo instead of the Ellucian logo
2. The admissions application is for CCED career training programs (there's a note about how they aren't eligible for financial aid) & rematriculation (so they can start online) in addition to credit programs so that it is one starting point for all students even though behind the scenes it is routed to different offices
3. Links on the application page for selecting a major has link to the schools, Career Coach, and the opportunity to schedule a career counseling appointment instead of continuing into the application
4. On the application the majors are listed in common language, indicate degree type, and if it is a Rome-only program (ex: Accounting (AAS))
5. Have undeclared or undecided as 1st choice in drop down menu
6. Dual admissions listed as an option in the application but not explained on the website, so create a page and link to it from the application
7. The part of the health form that is about understanding the meningitis statement and emergency contact is on the admissions application so students only owe shot records (recognizing that there will need to be a plan for students under 18 who require a parent signature)
8. The downloadable pdf application needs to be designed so applicants can type directly in and submit it electronically (as opposed to print and handwrite in)
9. Don't list every sport on the application, just ask students if they are interested in athletics and then they get a follow-up message with link to the interest form - frees up space for health form text addition and lessens the impression that we're mostly focused on recruiting traditional-aged students

## **Steps to Enroll Recommendations**

1. Acceptance materials (which are minimal) explain placement testing needs and transcript credit evaluations, and for those that need to test give them information about preparing/studying
2. Enrollment checklist which is sent to students in the acceptance packet and online is very minimal and doesn't have contact information for multiple offices but rather just their advisor who has likely already reached out to them prior to them receiving this
3. Enrollment steps are presented in chunks (ex: under Getting Started is Find a Career Path, then apply, financial aid, transcripts, placement testing)
4. Basic steps don't give the student every detail but just what they'll need to complete each one like tax forms or transcripts from other institutions so that it

frames the experience for students but doesn't put the burden on them to carry the process

5. More detailed information is presented to students at a relevant time (ex: telling students about certificates of residency when it can actually be done)
6. Currently offices and entities at the college contact new students but that should be limited so that students aren't overwhelmed with extra messages and have all enrollment communication go through the advisor
7. The college should explore requesting shot records in bulk from high schools for students

### **Other Steps to Enroll Recommendations**

1. Most of the intake conversation should be getting excited about being a student and joining an academic program rather than a focus on steps of paperwork to complete
2. Last minute students in August need additional help in prioritizing what steps to do with what timing
3. Add collecting missing social security numbers to the advisor checklist for students
4. Add confirming and updating type of student acceptance (ABTR) to the advisor checklist for students as IR needs to report this accurately
5. Credit evaluations are done quickly, on a predictable schedule, and communicated to the student by the advisor
6. Students should receive swag from the college and/or your school when you enroll