



MICHIGAN STATE
UNIVERSITY

2005 AACRAO Technology Conference

MSU's "Smart" Readmission Process: Making Everyone's Life a Little Bit Easier

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Readmissions at MSU

- Student initiates readmission to MSU after three terms of absence
- Received by the Registrar's Office and, under certain 'rules', routed to department and college of student major
- 5,300 applications received each year
- 4,700 accepted; 600 denied in the last year



Old Paper Forms

- Processes were stand-alone: students had to provide repetitive and duplicate information to make form usable
- Took weeks, sometimes months to process
- Tracking the form location was next to impossible
- Is that really the associate dean's signature?



First Generation Web Form

Readmission Application 1999 -2005

Readmission Application
Request Date: 9/27/2005

| | | | |
|---|--|--|---|
| <input type="text" value="Name"/> | | <input type="text" value="Former Name"/> | |
| <input type="text" value="Student Number(PID)"/> | <input type="text" value="US Social Security Number"/> | <input type="text" value="Date of Birth (mm/dd/yy)"/> | |
| Current Address | | | |
| <input type="text" value="Street"/> | <input type="text" value="City/State/Zip"/> | <input type="text" value="Country"/> | |
| How long have you lived at this address? Years <input type="text"/> Months <input type="text"/> | | | |
| <input type="text" value="Home Phone"/> | <input type="text" value="Business Phone"/> | <input type="text" value="Email Address"/> | |
| Semester and Year you wish to re-enter MSU: | | Fall <input type="text"/> 2003 <input type="text"/> | |
| In which college do you wish to enroll? <input type="text" value="Agriculture and Natural Resources"/> | | Desired Major <input type="text"/> | |
| At which level do you plan to enroll? | | | |
| <input checked="" type="radio"/> Bachelors <input type="radio"/> Doctoral <input type="radio"/> Human Medicine <input type="radio"/> Veterinary Medicine <input type="radio"/> Veterinary Technology | | <input type="radio"/> Masters <input type="radio"/> Educational Specialist <input type="radio"/> Osteopathic Medicine <input type="radio"/> Agricultural Technology <input type="radio"/> Lifelong Education | |
| Check all appropriate boxes | | | |
| <input type="checkbox"/> First Degree at level above <input type="checkbox"/> Second Degree at level above <input type="checkbox"/> Honors College | | <input type="checkbox"/> Earning teaching certificate <input type="checkbox"/> Require University Housing <input type="checkbox"/> Will file for Veteran Benefits | |
| If you have taken courses at other institutions since last attending MSU, you must provide information requested below and have transcripts sent to: Office of the Registrar, Michigan State University, 150 Administration Building, East Lansing, Michigan 48824-0210 | | | |
| <input type="text" value="College/University"/> | <input type="text" value="From(mo/yr)"/> | <input type="text" value="To(mo/yr)"/> | <input type="text" value="Credits Earned"/> |
| If you had less than a 2.00 cumulative GPA at the time you left Michigan State, or you were recessed or dismissed when you left, you must complete questions 1 and 2 under personal history below. Your college may ask for additional information | | | |

- Electronic, but student could enter anything – no checking
- Required data markedly reduced
- Registrar’s Office “picked up” application on the web, printed the application and manually routed to up to 5 offices

Michigan State University performance, good character, the academic rigor of opportunities are enhanced require applicants to answer these questions

1. Have you ever been in secondary school or college for financial impropriety, NO YES

2. Have you ever been in minor traffic violations? NO YES

If you answer "YES" to circumstances arise in answers to the above, Office of the Registrar

1. List any constructive

2. What plans have you

By submitting this application for Readmission I certify that the items above have been filled completely and correctly, and if readmitted, I agree to observe the rules and regulations of Michigan State University.

I understand that failure to disclose all prior educational institution affiliations violates University policy, and that the University reserves the right to cancel readmission.



Web “Smart” Form

Campus-wide launch March 2005

Office of the Registrar
MSU Home Site Map Contact Us Search

Readmission Procedure

Students whose enrollment at Michigan State University is interrupted for more than three consecutive terms (including Summer); whose last enrollment ended with recess or dismissal; or who have completed their academic program, need to submit an application for readmission. This application should be submitted at least one month prior to the beginning of the term in which the student expects to resume studies.

Students applying for readmission after academic recess or dismissal should refer to the section on Readmission After Recess or Dismissal found in the [Academic Programs](#) Catalog.

To apply for readmission, your identity must be validated.

[Validate and apply using MSUNet ID and password](#)

- or -

[Validate and apply using PID \(student number\), SSN, and date of birth](#)

Office of the Registrar
MSU Home Site Map Contact Us Search

Authentication Required

Please enter your MSUNet ID and password in the boxes below. Your MSUNet ID is all the characters before the "@" of your MSU email address.

If you cannot remember your MSUNet ID and/or password, visit the [MSUNet ID Account Request and Password Reset Information](#) page for information and instructions.

If you experience login problems, please read about [common login problems](#). If you are still having problems, please contact the Administrative Information Services (AIS) Help Desk at (517) 353-4420 ext 311.

NOTE: In order to use this application your browser must accept cookies.

Please do not bookmark this page.

MSU NetID:
 Password:
 Authenticator:

Please supply your MSU NetID such as: **neufeld1**

Readmission Application - Identity Validation

Please complete the following.

| | | |
|---|--|---|
| First Name Sparty | Last Name (Name of record at MSU - no suffixes) Student | |
| PID (Student Number) A12345678 | Date of Birth (MM/DD/YYYY) 1/1/55 | SSN (Social Security Number) 123456789 |

Student Electronic Signature

- Identity verified through MSU NetID & Password or through a combination of Name, Student Number, DOB, SSN
- Recent students, as well as any student in SIS – back to 1954



System Checks

Identity Check

Verification Error

The system could not verify your data.

Either we may not be able to verify your information electronically or you may have mis-typed a variable.

If you think you mis-typed a variable, you can go back and try again.

Or, you can contact the Registrar's Office for assistance at (517) 355-3300. Office hours are 8 AM to 5 PM, Monday through Friday.

Duplicate Application

Error

The system has detected a readmission application is already in process for you. You can only submit one readmission application at a time.

If you have any questions, please contact the Registrar's Office for assistance at (517) 355-3300. Office hours are 8 AM to 5 PM, Monday through Friday.

Holds

Hold on Student Record

According to MSU records, there are one or more holds for Sparty Student.

Due to the hold(s), you cannot apply for readmission at this time. Once all holds are cleared, you may apply for readmission.

Please contact the office listed by each hold for assistance.

Note: The Office of the Registrar cannot clear holds for other offices.

| Hold Description | Date of Hold | Office | Address | Phone |
|-------------------------------|--------------|---------------------------------|-------------------------------|----------------|
| Appearance | 10/28/2004 | Student Affairs and Services VP | 101 Student Services Building | (517) 432-2471 |
| Registration Documentation | 11/5/2004 | Registrar's Office | 50 Administration Building | (517) 355-9615 |
| Student Immunization Self-Rpt | 3/3/2005 | Olin Health Center | 310 Olin Health Center | (517) 353-8933 |



“Smart” Readmission Application

“Top Half”

All “known” information is preloaded

- Full Name
- Address & Phone
- Student Level(s)
- College(s)
- Major(s)

❖ Updated address sent to Address Change program

Only valid choices are given

- Semester and Year to re-enter
- Student Level Choices
- College List
- Major List

“Bottom Half”

Informational items since student last attended

- Other Institutions
- Disciplinary History
- Personal History

| Readmission Application | | | | |
|---|-------------|---|---------------------------------------|-----------------|
| Please complete the following. When finished, please press the button at the bottom of the page. | | | | |
| Application Date: 9/26/2005 | | | | |
| First Name | | Middle Initial | Last Name | |
| Sparty | | | Student | |
| Name of record at MSU Student, Sparty | | | | |
| PID (Student Number) | | Date of Birth (MM/DD/YYYY) | SSN (Social Security Number) | |
| A12345678 | | 1/1/1955 | ***** | |
| Telephone Number where you can be reached 8:00 a.m. to 5:00 p.m. ET | | | Email address | |
| 5173551855 | | | sparty@msu.edu | |
| Address Line 1 111 Pine Ave | | | | |
| Address Line 2 | | | | |
| Address Line 3 | | | | |
| Country United States | | | | |
| City East Lansing | | | | |
| State or Province Michigan | | | | |
| Zip 48823 | | | | |
| Home Phone: 5173551855 (no spaces or dashes) | | | | |
| Semester and Year you wish to re-enter MSU | | | At which level do you plan to enroll? | |
| Spring 06 | | | Bachelors | |
| College | | | Major | |
| Social Science | | | Psychology | |
| Check all appropriate boxes | | | | |
| <input type="checkbox"/> Second or more degree at level above | | <input type="checkbox"/> Require University Housing | | |
| <input type="checkbox"/> Honors College | | <input type="checkbox"/> Will file for Veteran Benefits | | |
| <input type="checkbox"/> Earning teaching certificate | | | | |
| Other Institutions | | | | |
| If you have taken courses at other institutions since last attending MSU, you must provide information requested below and have transcripts sent to: Office of the Registrar, Michigan State University, 150 Administration Building, East Lansing, Michigan 48824-0210 | | | | |
| College/University | From(mo/yr) | To(mo/yr) | Credits Earned | Degree Awarded? |
| Wayne State | 01/05 | 06/05 | 10 | No Degree |
| | | | | - |
| By submitting this application for Readmission completely and correctly, and if readmitted to Michigan State University, I understand that failure to disclose all information is a violation of the University policy, and that the University reserves the right to cancel readmission. | | | | |
| Submit Application for Readmission | | | | |

Other
If you have taken courses at other institutions requested below and have transcripts sent to Administration Building,

College/University From(mo/yr)
Wayne State 01/05

Discipli
Michigan State University seeks to admit student character, and potential, which will permit their offered by Michigan State. The University recogni environment. As part of the admissions process, Information provided in response to these ques

1. Have you ever been expelled, suspended secondary school or college you have atten financial impropriety, or (c) an offense that
NO YES

2. Have you ever been convicted of a crimir minor traffic violations or are there crimina
NO YES

If you answer "YES" to either of these ques circumstances arise in the future (until the answers to the above questions inaccurate, Office of the Registrar with updated informa

Discipli
One NSF check in 1982.

Pers
If you had less than a 2.00 cumulative GPA who were not allowed to continue in your major, yo below. All students may in

1. List any constructive activities in which that are not reflect
Habitat for Humanity

2. What plans have you made since you last achieve your
During the past several years, I l second Bachelors degree in Psycho.



Super Smart??

Form pre-loads to last known level, college, major

| | |
|--|---|
| Semester and Year you wish to re-enter MSU Spring 06 | At which level do you plan to enroll? Masters |
| College Engineering | Major Computer Science |

Drop-downs loaded with only valid information....

Level Check

At which level do you plan to enroll?

Masters
Masters
Bachelors

College List

College

Engineering

-
- Agriculture and Natural Resources
- Arts and Letters
- Asst Provost Academic Services
- Business
- Communication Arts and Sciences
- Education
- Engineering
- Human Ecology
- Human Medicine
- Natural Science
- Nursing
- Osteopathic Medicine
- Social Science
- Veterinary Medicine

Major List

Major

Computer Science

-
- Chemical Engineering
- Civil Engineering
- Computer Science
- Electrical Engineering
- Engineering Mechanics
- Envir Egr-Envir Toxicology
- Environmental Engineering
- Materials Sci and Engineering
- Mechanical Engineering



Super Smart??

Switching to other student level, again pre-loads to last known level, college, major

| | |
|--|---|
| Semester and Year you wish to re-enter MSU Spring 06 | At which level do you plan to enroll? Bachelors |
| College Business | Major Finance |

...at each valid student level

Level Check

At which level do you plan to enroll?

Bachelors

Masters

Bachelors

College List

College

Business

-

Agriculture and Natural Resources

Arts and Letters

Asst Prov Acad Stdnt Svc & Multicul

Asst Provost Academic Services

Business

Communication Arts and Sciences

Education

Engineering

Human Ecology

James Madison College

Natural Science

Nursing

Osteopathic Medicine

Social Science

Veterinary Medicine

Major List

Major

Finance

-

Accounting

Finance

General Business Admin-Prelaw

General Management

Hospitality Business

Human Resource Management

Marketing

Supply Chain Management



Application Submitted

Upon successful submission...

Thank you - your Readmission Application has been submitted to the Registrar's Office.

An e-mail message will be sent to sparty@msu.edu when your application has been reviewed.

...the routing begins...



“Smart” Readmission Routing

Routing Rules

Based on student desired level and major, the system ‘calculates’ if and where to route.

Routing rules based on :

- Disciplinary History answer
- Student Level
- Student Class
- Last academic standing
- Last Term GPA
- Cum GPA
- Application to same major
- Time since last enrollment
- Repeat credits

Readmission Application System - Routing Rules

Readmission Application Routing Rules

NOTE: An exception indicates that all applications within the category (level and department) will be reviewed.

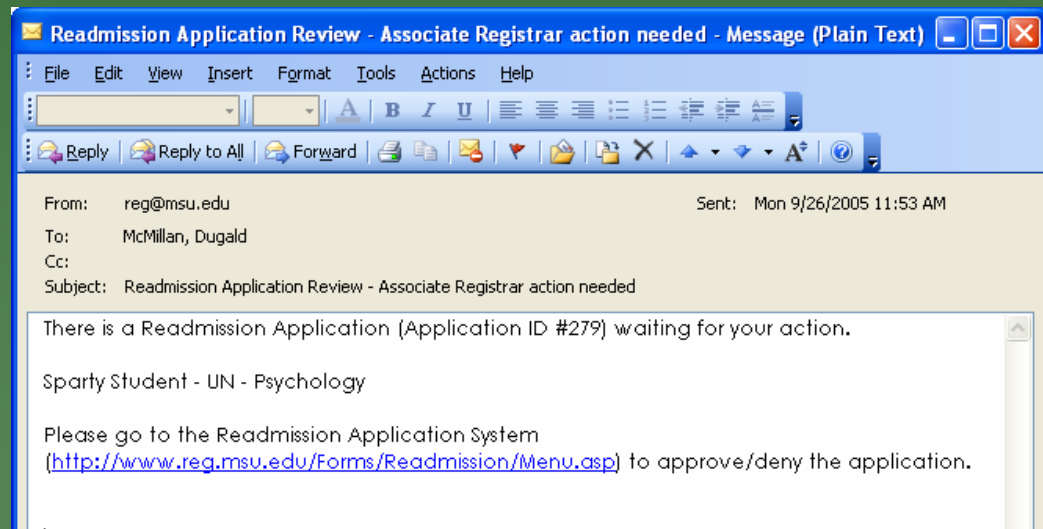
| Student Level | Rule | Dept/Coll Review |
|---|--|-------------------------------------|
| 02-Agriculture and Natural Resources | | |
| AT | - | Coll Review |
| GR | - | Dept and College Review |
| UN | If the student... is a junior, senior, 2nd degree and is in Good standing and is reapplying for the same major and has been gone for a maximum of 5 years then... else... | No Review needed Coll Review |
| | Exception for College Review: 116-Planning, Design, & Construction Exception for College Review: 634-Packaging | |
| 38-Social Science | | |
| GR | - | Dept and College Review |
| UN | If the student... is a junior, senior, 2nd degree and is in Good standing and is reapplying for the same major and has a maximum of 10 repeat credits then... else... | No Review needed Coll Review |
| | Exception for Department Review: 782-Social Work Exception for Department Review: 892-Landscape Architecture | |



“Smart” Readmission Routing

Sparty’s first stop?

Associate Registrar, since “yes” to a
Disciplinary History question





Administrator Menu

| | | |
|--|--|--------------------------------------|
| Readmission Application System | | Log Out |
| | | Switch Colleges |
| Dugald McMillan, RO | | Monday, 9/26/2005 |
| Your authorization college is: RO You have access to the following department(s): All | | |
| Readmission Routing Rules | | |
| Pending Applications: App# 271 - Joe Schmoie - UN - Earth Science App# 279 - Sparty Student - UN - Psychology | | |
| Application Search: Application Status and Archive List Search applications based on Application ID (Form Tracking Number) Search applications based on Student PID (Personal Identification Number) | | |
| Administrative Functions: Report Generation | | |
| | | Instructor Menu Online Forms Menu |

Security

- MSU NetID & password
- Authorization (college & department) derived from online security system.
- College security administrators set security in the online security application; changes take immediate effect.

Dynamic Menu

- Lists pending applications within user's authorization
- Search facilities based on Application ID and Student Number



Application Review

Each administrator can view the form in its entirety, including comments from others and SIS 'last term' information

| | | | |
|--|----------------------|--|-----------------------|
| Readmission Application | | Application ID #279 | |
| Application Date: 9/26/2005 | | | |
| Student Name | | Name of record at MSU | |
| Sparty Student | | Student, Sparty | |
| PID | Date of Birth | SSN | |
| A12345678 | 1/1/1955 | ***** | |
| Day Phone | | Email | |
| 5173551855 | | sparty@msu.edu | |
| Address | | | |
| 1151 Marigold Ave East Lansing, MI 48823 US-United States 5173551855 | | | |
| Semester and Year you wish to re-enter MSU | | At which level do you plan to enroll? | |
| SS06 | | UN-Bachelors | |
| College | | Major | |
| Social Science | | Psychology | |
| Other | | | |
| - | | | |
| Other Institutions | | | |
| College/University | From(mo/yr) | To(mo/yr) | Credits Earned |
| Wayne State | 01/05 | 06/05 | 10 |
| Degree Awarded? | | | |
| NoDegree | | | |
| Disciplinary History | | | |
| Michigan State University seeks to admit students who provide evidence of intellectual performance, good character, and potential, which will permit them to profit from programs of the academic rigor of those offered by Michigan State. The University recognizes that learning opportunities are enhanced by a secure environment. As part of the admissions process, we require applicants to respond to the following questions. Information provided in response to these questions needs to be reviewed, but rarely results in denial of admission. | | | |
| 1. Have you ever been expelled, suspended, disciplined, or placed on probation by any secondary school or college you have attended because of (a) academic dishonesty, (b) financial impropriety, or (c) an offense that harmed or had the potential to harm others? | | | |
| NO | | | |
| 2. Have you ever been convicted of a criminal offense (including in juvenile court) other than minor traffic violations or are there criminal charges pending against you at this time? | | | |
| YES | | | |
| If you answer "YES" to either of these questions, provide an explanation in the space below. If circumstances arise in the future (until the time you begin attending classes) that make your answers to the above questions inaccurate, misleading, or incomplete, you must provide the Office of the Registrar with updated information. | | | |
| Disciplinary Explanation: One NSF check in 1982. | | | |
| Waiting for review by an Associate Registrar | | | |

| | | | | | | | |
|--|-----------------|----------------|-----------------------|-----------------|-----------------------|-------------|--------------|
| Personal History | | | | | | | |
| If you had less than a 2.00 cumulative GPA at the time you left Michigan State, or you were recessed or dismissed when you left, you must complete questions 1 and 2 under personal history below. Your college may ask for additional information | | | | | | | |
| 1. List any constructive activities in which you have been participating in during the last year that are not reflected in your academic record: Habitat for Humanity | | | | | | | |
| 2. What plans have you made since you last enrolled that cause you to believe that you can now achieve your academic objectives? During the past several years, I have realized the desire to obtain a second Bachelors degree in Psychology. | | | | | | | |
| SIS Information From Last Term at Level to Enroll | | | | | | | |
| Term | Term GPA | Cum GPA | Credits Earned | Standing | Repeat Credits | CAAP | Major |
| SS94 | 3.875 | 3.7281 | 125 | GOOD | 0 | N | 1267-Finance |
| Department Chairperson Student's Department | | | | | | | |
| 698-Psychology Department action not needed. | | | | | | | |
| Associate Dean Student's College | | | | | | | |
| 38-Social Science Waiting for college action. Email sent to: kalin@msu.edu; | | | | | | | |
| Registrar's Office Review | | | | | | | |
| - | | | | | | | |
| Return Acadmic Status Standing | | | | | | | |
| - | | | | | | | |
| Readmission Application Comments | | | | | | | |
| - | | | | | | | |
| Associate Registrar | | | | | | | |
| As the Associate Registrar, I <input type="radio"/> Approve <input type="radio"/> Deny this readmission application. | | | | | | | |
| Indicate Academic Reasons for Denial or Conditions of Approval NOTE: These comments WILL be shared with the student. | | | | | | | |
| <div style="border: 1px solid black; height: 60px; width: 100%;"></div> | | | | | | | |
| <input type="button" value="Submit Decision"/> | | | | | | | |



Administrator Decision

| | |
|---|-------------------|
| Dugald McMillan, RO | Monday, 9/26/2005 |
| Readmission Application | |
| Thank you - your approval has been submitted to the system. | |
| The application is still being routed. If the application receives all needed approvals, it will be sent to the Registrar's Office for processing. | |
| Return to Readmission Application System Menu | |

Next step dynamically determined

If denied:

- Any and all prior approvers notified
- Student receives email, indicating reason for denial

If approved:

- Sent to “next” signer
- If all approvals received, sent to RO for processing



Application Status

Where's Sparty?

Waiting for college review...

According to the 'rules', only if Sparty is reapplying to the same major in Social Science is there no review needed...otherwise, college review

Desired Major

| Semester and Year you wish to re-enter MSU | At which level do you plan to enroll? |
|--|---------------------------------------|
| SS06 | UN-Bachelors |
| College | Major |
| Social Science | Psychology |

Previous Major

| SIS Information From Last Term at Level to Enroll | | | | | | | |
|---|----------|---------|----------------|----------|----------------|------|--------------|
| Term | Term GPA | Cum GPA | Credits Earned | Standing | Repeat Credits | CAAP | Major |
| SS94 | 3.875 | 3.7281 | 125 | GOOD | 0 | N | 1267-Finance |

Social Science 'Rules'

38-Social Science

UN If the student...
 is a junior, senior, 2nd degree
 and is in Good standing
 and is reapplying for the same major
 and has a maximum of 10 repeat credits then... No Review needed
 else... Coll Review

Exception for Department Review: 782-Social Work

Exception for Department Review: 892-Landscape Architecture

| Readmission Application System - Current Status and Archive List | | | | | | | | |
|---|--------------------------|---------------------|------------------|---------------------|---------------------|------------|---------|-----------|
| To view the details for a specific application, click on the Application ID. | | | | | | | | |
| View most recent <input type="text" value="25"/> applications | | | | | | | | |
| LEGEND: ✓ - action approved ? - waiting for action ✗ - action not needed | | | | | | | | |
| Application ID | Student | Level-Major | Application Date | Application Status | Associate Registrar | Department | College | Processed |
| 279 | Sparty Student A12345678 | UN Psychology | 9/26/2005 | Routing | ✓ | ✗ | ? | - |
| 278 | Jane Doe A12345678 | GR Computer Science | 9/26/2005 | Routing | ✗ | ? | - | - |
| 272 | Chris Smith a23456789 | UN Computer Science | 8/16/2005 | Routing | ✗ | ✗ | ? | - |
| 271 | Joe Schmoe A23423454 | UN Earth Science | 8/4/2005 | Approved-Processing | ✗ | ✗ | ✗ | ? |



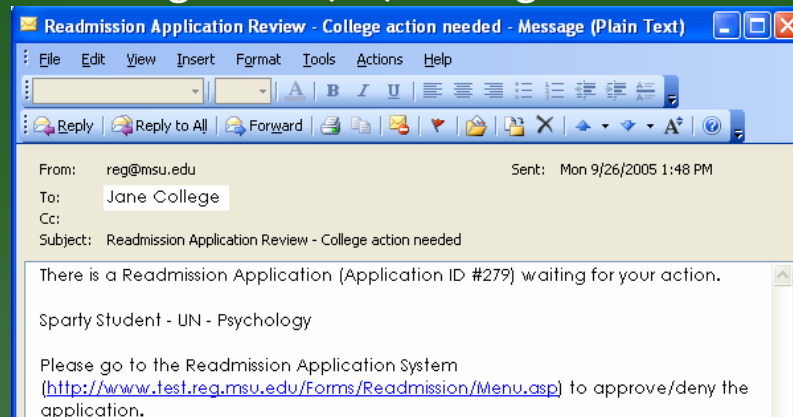


College/Department Review

Review instigated by system generated email

Menu reflects pending application

| | | |
|--|-------------------|-------------------------|
| Readmission Application System | | Log Out |
| Switch Colleges | | |
| Jane College, Social Science | Monday, 9/26/2005 | |
| Your authorization college is: Social Science You have access to the following department(s): All | | |
| Readmission Routing Rules | | |
| Pending Applications: | | |
| App# 279 - Sparty Student - UN - Psychology | | |
| Application Search: | | |
| Application Status and Archive List | | |
| Search applications based on Application ID (Form Tracking Number) | | |
| Search applications based on Student PID (Personal Identification Number) | | |
| Instructor Menu Online Forms Menu | | |



Academic unit indicates

- Decision
- Return Academic Standing
- Reason for Denial or Conditions of Approval

| | |
|--|--|
| Associate Dean Student's College | |
| As the Associate Dean Student's College, I <input checked="" type="radio"/> Approve <input type="radio"/> Deny this readmission application. | |
| Return Academic Status Standing | |
| <input checked="" type="checkbox"/> Good <input type="checkbox"/> Probation <input type="checkbox"/> Final Probation <input type="checkbox"/> Extended Final Probation | |
| Indicate Academic Reasons for Denial or Conditions of Approval NOTE: These comments WILL be shared with the student. | |
| <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p>Student must meet with Academic Advisor prior to enrolling for Spring 2006.</p> </div> | |
| Submit Decision | |



Finalize Application

| |
|--|
| Department Chairperson Student's Department |
| 698-Psychology Department action not needed. |
| Associate Dean Student's College |
| 38-Social Science Approved by Jane College on 9/26/2005 |
| Registrar's Office Review |
| - |
| Return Academic Status Standing |
| Good |
| Readmission Application Comments |
| Jane College, 9/26/2005 Student must meet with Academic Advisor prior to enrolling for Spring 2006. |
| Registrar's Office |
| Appointment Date and Time: <input type="text"/> |
| The student will be enrolled in the following major: Please select a major: Major Code - Desc - Aware Type - Permit Rgstrn Flag: <input type="text"/> |
| As the Registrar's Office, I <input type="radio"/> Approve <input type="radio"/> Deny this readmission application. |
| Indicate Academic Reasons for Denial or Conditions of Approval NOTE: These comments WILL be shared with the student. |
| <input type="text"/> |
| <input type="button" value="Submit Decision"/> |

Office of the Registrar

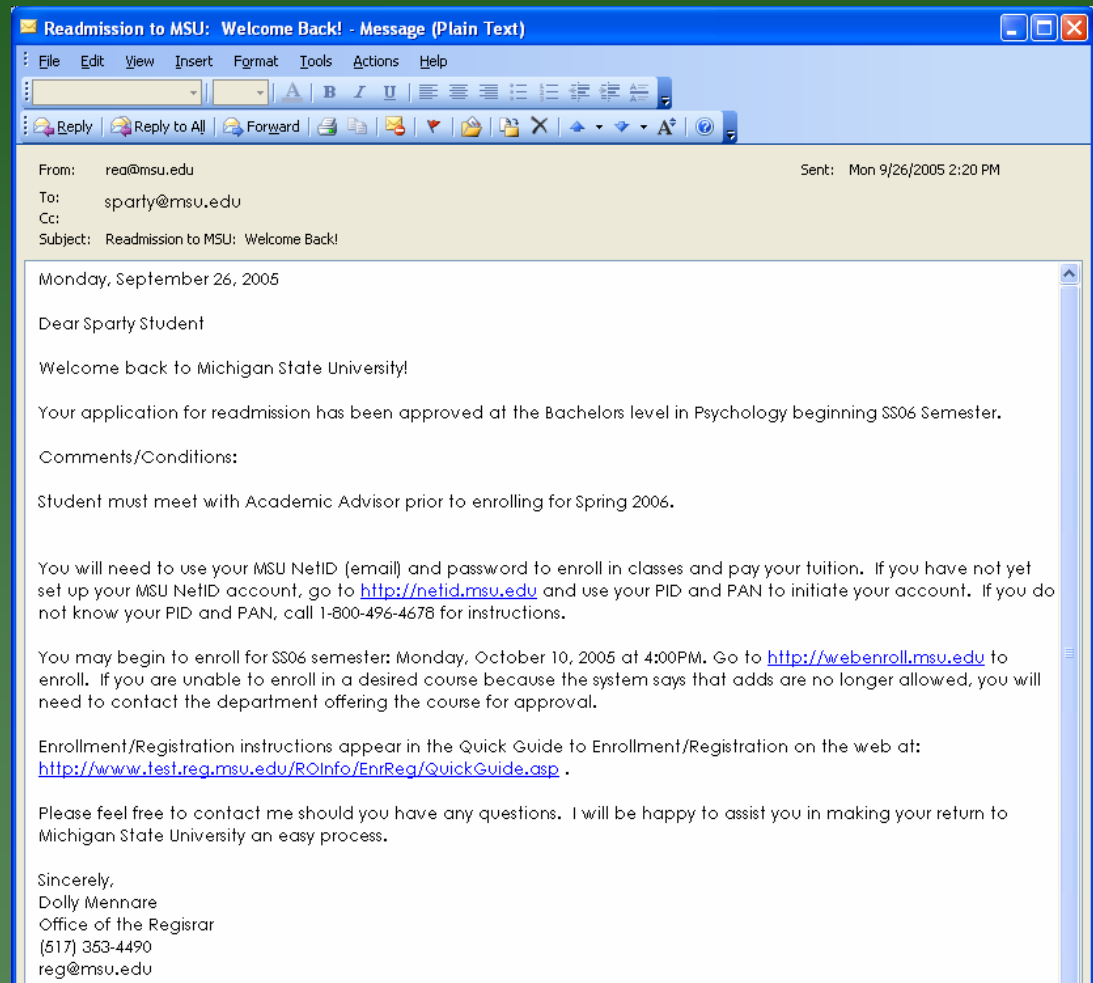
- Appointment Date and Time for Enrollment System
- SIS major code (and updates student record in SIS)
- Final student comments, if any



Welcome Back!

Email notification to student includes:

- Verification of major and term
- Comments/conditions from academic units
- Link to enrollment instructions
- Any and all holds
- Contact person





The Goal...

...the least amount of effort
in the shortest length of
time...

- 1,480 applications since launch
- 1,096 applications did NOT need to be reviewed at the department level
- 345 applications did NOT need to be reviewed at the college level



Time...

Time is the essence

Time costs money

Time affects satisfaction

- On average, 7 days to process application from time of student submission to welcome back message, including weekends and holidays
- 213 applications processed in LESS THAN 1 DAY; 218 processed in 1 business day
- 39 processed in LESS THAN 1 HOUR; 61 in one hour; 40 in two



Summary

“Smart” Readmission Process

- Data input error reduction techniques
- Highly automated and rapid web/email environment
- Labor has been cut drastically, allowing us to work “smarter”
- Student convenience and satisfaction has been optimized.



Questions?

Dugald McMillan, Associate Registrar for Enrollment & Registration Services

dugaldmc@msu.edu

Kristin Schuette, Associate Registrar for Technology

schuett1@msu.edu