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 Paper Form

Readmission Application circa 1975

- Student picked up form in the Registrar’s Office and completed manually
- Form included much repetitive data and/or unnecessary data – Gender, Marital Status, Spouse name
- Application routed manually between units
- Form eventually made its way back to the Registrar’s Office
- Letter sent to student with decision
Second Generation Paper Form

Readmission Application circa 1989

• Less information required
• Student picked up form in the Registrar’s Office and completed manually
• Application routed manually between units
• Form eventually made its way back to the Registrar’s Office
• Letter sent to student with decision
First Generation Web Form

Readmission Application 1999 - 2005

- 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
Web “Smart” Form

Campus-wide launch March 2005

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 MSU NetID and password
- or -
- Validate and apply using PID (student number), SSN, and date of birth

Readmission Application - Identity Validation

Please complete the following.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name (Name of record at MSU - no suffix)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sparty</td>
<td>Student</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PID (Student Number)</th>
<th>Date of Birth (MM/DD/YYYY)</th>
<th>SSN (Social Security Number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A12345678</td>
<td>1/1/55</td>
<td>123456789</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Hold Description</th>
<th>Date of Hold</th>
<th>Office</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance</td>
<td>10/28/2004</td>
<td>Student Affairs and Services VP</td>
<td>Student Services Building</td>
<td>(517) 432-2471</td>
</tr>
<tr>
<td>Registration Documentation</td>
<td>11/5/2004</td>
<td>Registrar's Office</td>
<td>Administration Building</td>
<td>(517) 355-9615</td>
</tr>
</tbody>
</table>
**“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.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Initial</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sparty</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of record at MSU Student Sparty</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PID (Student Number)</th>
<th>Date of Birth (MM/DD/YYYY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A12345678</td>
<td>1/1/1955</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone number</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>5173551055</td>
<td><a href="mailto:sparty@msu.edu">sparty@msu.edu</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address Line 1</th>
<th>Address Line 2</th>
<th>Address Line 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>111 Pine Ave</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State or Province</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Lansing</td>
<td>Michigan</td>
<td>48023</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>City</th>
<th>State or Province</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>East Lansing</td>
<td>Michigan</td>
<td>48023</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Institutions</th>
<th>College/University</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wayne State</td>
<td>01/05</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Credits Earned</th>
<th>Degree Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>No Degree</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Degree Earned</th>
<th>Degree Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No Degree</td>
</tr>
</tbody>
</table>

If you have taken courses at other institutions, please provide information requested below and have transcripts sent to: Office of the Registrar, Michigan State University, 158 Administration Building, East Lansing, Michigan 48024-0210

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By submitting this application for Readmission completely and correctly, and if readmitted, I understand that failure to disclose all University policy, and that the University reserves the right to cancel readmission.

**Submit Application for Readmission**
Super Smart??

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

<table>
<thead>
<tr>
<th>Semester and Year you wish to re-enter MSU</th>
<th>At which level do you plan to enroll?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 06</td>
<td>Masters</td>
</tr>
<tr>
<td>College</td>
<td>Major</td>
</tr>
<tr>
<td>Engineering</td>
<td>Computer Science</td>
</tr>
</tbody>
</table>

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

Level Check

<table>
<thead>
<tr>
<th>At which level do you plan to enroll?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masters</td>
</tr>
<tr>
<td>Masters</td>
</tr>
<tr>
<td>Bachelors</td>
</tr>
</tbody>
</table>

College List

<table>
<thead>
<tr>
<th>College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering</td>
</tr>
<tr>
<td>Agriculture and Natural Resources</td>
</tr>
<tr>
<td>Arts and Letters</td>
</tr>
<tr>
<td>Asst Provost Academic Services</td>
</tr>
<tr>
<td>Business</td>
</tr>
<tr>
<td>Communication Arts and Sciences</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Human Ecology</td>
</tr>
<tr>
<td>Human Medicine</td>
</tr>
<tr>
<td>Natural Science</td>
</tr>
<tr>
<td>Nursing</td>
</tr>
<tr>
<td>Osteopathic Medicine</td>
</tr>
<tr>
<td>Social Science</td>
</tr>
<tr>
<td>Veterinary Medicine</td>
</tr>
</tbody>
</table>

Major List

<table>
<thead>
<tr>
<th>Major</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Science</td>
</tr>
<tr>
<td>Chemical Engineering</td>
</tr>
<tr>
<td>Civil Engineering</td>
</tr>
<tr>
<td>Engineering</td>
</tr>
<tr>
<td>Electrical Engineering</td>
</tr>
<tr>
<td>Engineering Mechanics</td>
</tr>
<tr>
<td>Envir Egr-Envir Toxidology</td>
</tr>
<tr>
<td>Environmental Engineering</td>
</tr>
<tr>
<td>Materials Sci and Engineering</td>
</tr>
<tr>
<td>Mechanical Engineering</td>
</tr>
</tbody>
</table>
Super Smart??

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

...at each valid student level

<table>
<thead>
<tr>
<th>Semester and Year you wish to re-enter MSU</th>
<th>At which level do you plan to enroll?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 06</td>
<td>Bachelors</td>
</tr>
<tr>
<td></td>
<td>College</td>
</tr>
<tr>
<td></td>
<td>Business</td>
</tr>
<tr>
<td></td>
<td>Major</td>
</tr>
<tr>
<td></td>
<td>Finance</td>
</tr>
</tbody>
</table>

Level Check

At which level do you plan to enroll?
- Bachelors
- Masters
- Bachelors

College List

- Business
- Communication Arts and Sciences
- Education
- Engineering
- Human Ecology
- James Madison College
- Natural Science
- Nursing
- Osteopathic Medicine
- Social Science
- Veterinary Medicine

Major List

- Finance
- Accounting
- 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
“Smart” Readmission Routing

Sparty’s first stop?

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

Email:

There is a Readmission Application (Application ID: 4279) waiting for your action.

Sparty Student - UN - Psychology

Please go to the Readmission Application System [http://www.reg.msu.edu/forms/Readmission/Menu.aspx] to approve/deny the application.
Administrator 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
Each administrator can view the form in its entirety, including comments from others and SIS ‘last term’ information.
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...
College/Department Review

Review instigated by system generated email

Menu reflects pending application

Readmission Application System

Jane College, Social Science

Your authorization college is: Social Science
You have access to the following department(s): All

Readmission Routing Rules

Pending Applications:
- AppA 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 Approve Deny this readmission application.

Return Academic Status Standing

✓ Good □ Probation □ Final Probation □ Extended Final Probation

Indicate Academic Reasons for Denial or Conditions of Approval
NOTE: These comments WILL be shared with the student.

Student must meet with Academic Advisor prior to enrolling for Spring 2006.

Submit Decision
**Finalize Application**

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

<table>
<thead>
<tr>
<th>Department Chairperson Student’s Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>698-Psychology</td>
</tr>
<tr>
<td>Department action not needed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associate Dean Student’s College</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIS-Social Science</td>
</tr>
<tr>
<td>Approved by Jane College on 9/26/2006</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Registrar’s Office Review</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Return Academic Status Standing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Readmission Application Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane College, 9/26/2006</td>
</tr>
<tr>
<td>Student must meet with Academic Advisor prior to enrolling for Spring 2006.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Registrar’s Office</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Appointment Date and Time:**

The student will be enrolled in the following major:

Please select a major:

- Major Code
- Dec. - Aware Type
- Permit Regen Flags

As the Registrar’s Office, I [ ] Approve  [ ] Deny this readmission application.

Indicate Academic Reasons for Denial or Conditions of Approval

**NOTE:** These comments WILL be shared with the student.

Submit Decision
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

Monday, September 26, 2006

Dear Spartan Student,

Welcome back to Michigan State University!

Your application for readmission has been approved at the Bachelors level in Psychology beginning SS06 Semester.

Comments/Conditions:

Student must meet with Academic Advisor prior to enrolling for Spring 2006.

You will need to use your MSU NetID (email) and password to enroll in classes and pay your tuition. If you have not yet set up your MSU NetID account, go to http://netid.msu.edu and use your PID and PAN to initiate your account. If you do not know your PID and PAN, call 1-800-496-4678 for instructions.

You may begin to enroll for Spring semester Monday, October 10, 2006 at 4:00PM. Go to http://welcome.msu.edu to enroll. If you are unable to enroll in a desired course because the system says that holds are no longer allowed, you will need to contact the department offering the course for approval.


Please feel free to contact me should you have any questions. I will be happy to assist you in making your return to Michigan State University an easy process.

Sincerely,
Dolly Stenerud
Office of the Registrar
(517) 432-4400
reg@msu.edu
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