MACRAO 2005 Annual Meeting

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

This application should be filed with the registrar of the University at least one month prior to the date of the student’s anticipated return.

Michigan State University
Office of the Registrar
East Lansing, Michigan 48823

Application for Readmission

1. First Name
2. Middle Name
3. Last Name
4. Mailing Address
5. Student Number (if known)
6. Permanent Address
7. Year of Admission
8. Date of Birth

Gender: ☐ Male ☐ Female
Marital Status: ☐ Single ☐ Married ☐ Divorced ☐ Widowed
Spouse Name:

How long have you lived there? Years: __________ Months: __________

Are you employed? ☐ Yes ☐ No
If employed, name of employer:

If married, state of marriage:

9. What is your highest degree obtained?

Bachelor’s, Master’s, Doctorate, Diploma in Advanced Civil Study, Denied, Divorced, Widowed, MB, DO

10. In which program do you wish to enroll? ☐ Degree ☐ Non-Degree ☐ Special Program

11. Where were you when you were last enrolled at Michigan State University? ☐ Yes ☐ No

If you wish to attend another college or university since you were last enrolled at MSU, please complete the following and request such institutions to send an official transcript to the Registrar’s Readmission Office, Office of the Registrar, Michigan State University, East Lansing, Michigan 48823.

College or University when attended:

Term: ☐ Fall ☐ Winter ☐ Spring ☐ Summer

Year: ______ Credits Earned: ______

12. Have you at any time been subject to academic discipline while attending another institution since you were last enrolled at MSU? ☐ Yes ☐ No

13. Have you completed the following courses while attending another institution since you were last enrolled at MSU? ☐ Yes ☐ No

14. Have you completed the following courses while attending another institution since you were last enrolled at MSU? ☐ Yes ☐ No

Please indicate approved or not approved in space provided.

15. Have you completed the following courses while attending another institution since you were last enrolled at MSU? ☐ Yes ☐ No

Please indicate approved or not approved in space provided.

Date:

*Dean or Department Chairperson, please indicate student’s current academic advisor code.

[Form image]
### 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

Office of the Registrar

Authentication Required

Please enter your MSU NetID and password in the boxes below. Your MSU NetID is all the characters before the “@” of your MSU email address.

If you cannot remember your MSU NetID and/or password, visit the MSU NetID 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) 355-4420 ext. 311.

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

Please do not bookmark this page.

Submit

Office of the Registrar

Readmission Application - Identity Validation

Please complete the following.

First Name

Sparty

Last Name

(Student number)

A12345678

Date of Birth

1/1/55

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.

<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>101 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>50 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
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

College List

Major List

- 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

- 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

...at each valid student level

Level Check

College List

Major List

Semester and Year you wish to re-enter MSU

| Spring 06 |

At which level do you plan to enroll?

| Bachelors |

College

| Business |

Major

| Finance |
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

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

<table>
<thead>
<tr>
<th>Student Level</th>
<th>Rule</th>
<th>Dept/Coll Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 - Agriculture and Natural Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>-</td>
<td>Coll Review</td>
</tr>
<tr>
<td>GR</td>
<td>-</td>
<td>Dept and College Review</td>
</tr>
<tr>
<td>UN</td>
<td>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...</td>
<td>No Review needed</td>
</tr>
<tr>
<td></td>
<td>else...</td>
<td>Coll Review</td>
</tr>
<tr>
<td></td>
<td>Exception for College Review: 116-Planning, Design, &amp; Construction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exception for College Review: 134-Packaging</td>
<td></td>
</tr>
<tr>
<td>38 - Social Science</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GR</td>
<td>-</td>
<td>Dept and College Review</td>
</tr>
<tr>
<td>UN</td>
<td>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...</td>
<td>No Review needed</td>
</tr>
<tr>
<td></td>
<td>else...</td>
<td>Coll Review</td>
</tr>
<tr>
<td></td>
<td>Exception for Department Review: 732-Social Work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exception for Department Review: 892-Landscape Architecture</td>
<td></td>
</tr>
</tbody>
</table>
“Smart” Readmission Routing

Sparty’s first stop?

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

Email: Readmission Application Review - Associate Registrar action needed

From: reg@msu.edu
To: McMillan, Dugald
Subject: Readmission Application Review - Associate Registrar action needed

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

Sparty Student - UN - Psychology

Please go to the Readmission Application System
([https://www.reg.msu.edu/forms/readmission/menu.aspx](https://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
Application Review

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

### 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.

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.

### 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 those 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 1983.

Waiting for review by an Associate Registrar
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

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 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
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 Sparty Student,

Welcome back to Michigan State University!

Your application for readmission has been approved at the Bachelor's level in Psychology beginning Fall 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 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 1-800-496-6578 for instructions.

You may begin to enroll for Fall semester Monday, October 10, 2005 at 9:00PM. Go to https://webmail.msu.edu to enroll. If you are unable to enroll in a desired course because the system says that adds 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 Siemernick
Office of the Registrar
(517) 353-4490
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?

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