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

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

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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

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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: [MSU Net ▾]

Please supply your MSU NetID such as: *neufeld1*

[Submit]

Readmission Application - Identity Validation

Please complete the following.

First Name	Last Name (Name of record at MSU - no suffixes)
Sparty	Student

PID (Student Number)	Date of Birth (MM/DD/YYYY)	SSN (Social Security Number)
A12345678	1/1/55	123456789

[Verify→]

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 throught 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 throught 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

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
5173551855

Email address
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: (no spaces or dashes) 5173551855

Semester and Year you wish to re-enter MSU: Spring 06
At which level do you plan to enroll? Bachelors
College: Social Science
Major: Psychology

Check all appropriate boxes
☐ Second or more degree at level above
☐ Honors College
☐ Earning teaching certificate
☐ Require University Housing
☐ Will file for Veteran Benefits

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
				–

Submit Application for Readmission

"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

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

…at each valid student level

Level Check

College List

Major List

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

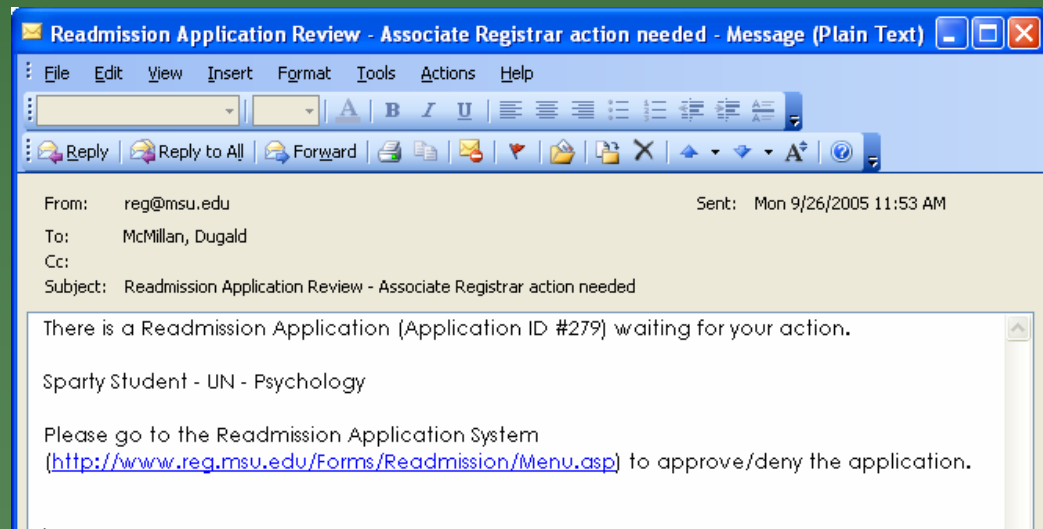NOTE: An exception indicates that all applications within the category (level and department) will be reviewed.

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...	No Review needed
	else...	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...	No Review needed
	else...	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

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	Degree Awarded?
Wayne State	01/05	06/05	10	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 ○ 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]

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 [25 ▼] applications

LEGEND:
✓ - action approved   ? - waiting for action   ✕ - action not needed

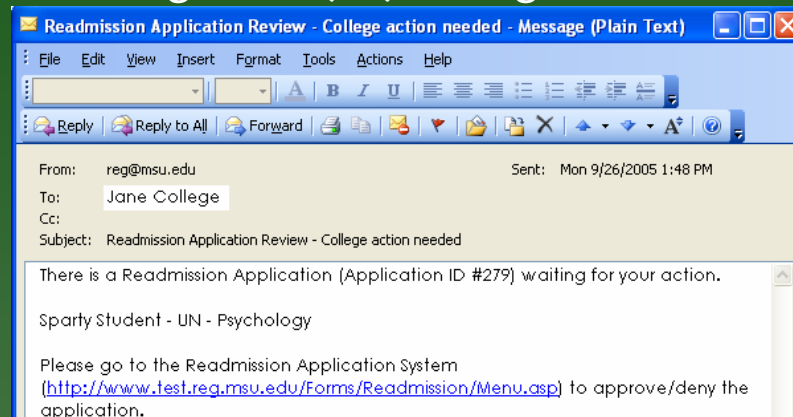| Application ID	Student	Level-Major	Application Date	Application Status	Associate Registrar	Department	College	Processed
279	Sparty Student A12345678	UN Psychology	9/26/2005	Routing	✓	✕	?	-
278	Jane Doe A12345678	GR Computer Science	9/26/2005	Routing	✕	?	-	-
272	Chris Smith a23456789	UN Computer Science	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

Readmission Application Review - College action needed - Message (Plain Text)

File   Edit   View   Insert   Format   Tools   Actions   Help

Reply | Reply to All | Forward

From: reg@msu.edu   Sent: Mon 9/26/2005 1:48 PM
To: Jane College
Cc:
Subject: Readmission Application Review - College action needed

There is a Readmission Application (Application ID #279) waiting for your action.

Sparty Student - UN - Psychology

Please go to the Readmission Application System
(http://www.test.reg.msu.edu/Forms/Readmission/Menu.asp) to approve/deny the
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   ○ Deny   this readmission application.

Return Acadmic 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
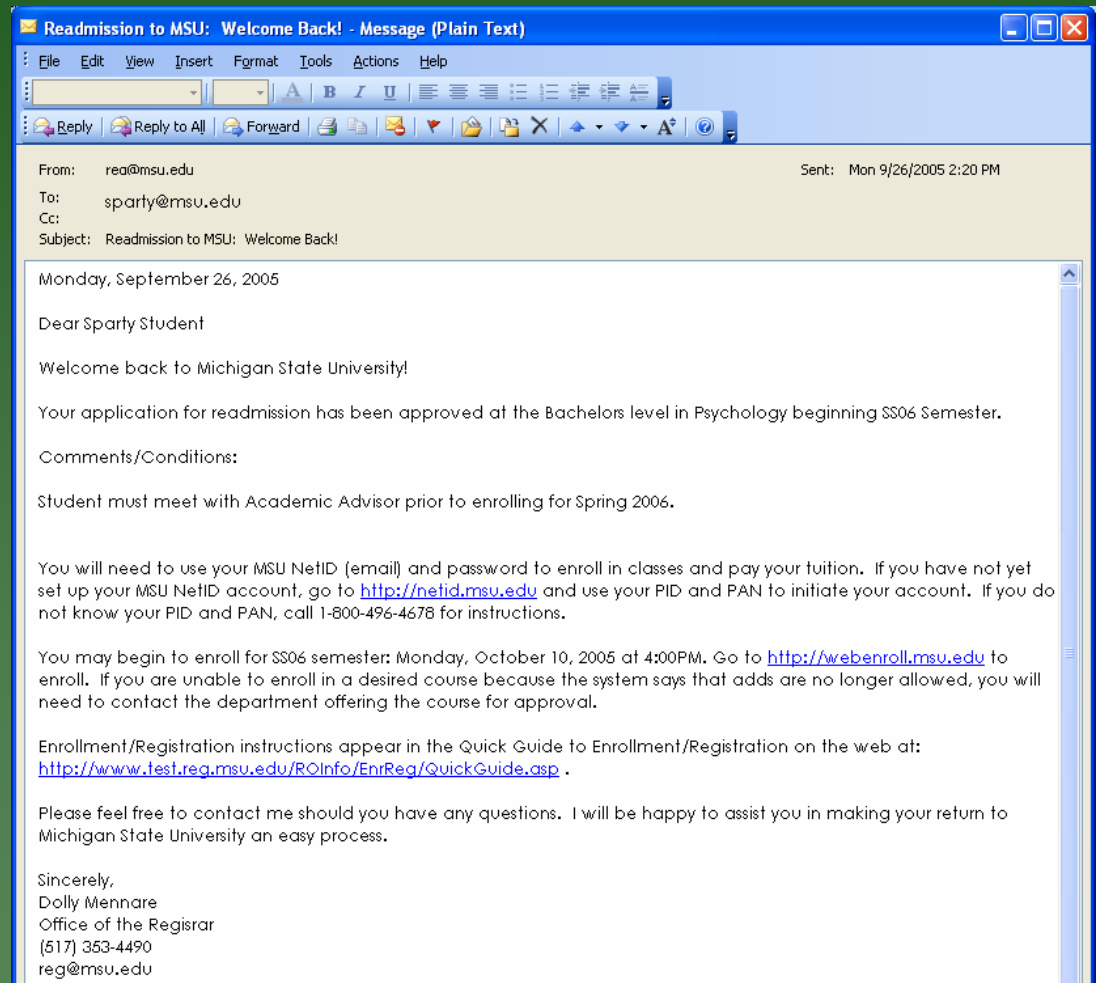
The Goal…

…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 <u>is</u> 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