Enrollment Management Council EMC^2
Minutes
January 28th 2005

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- Minutes from the December 17th meeting were distributed prior to the meeting.

Announcements from the Chair—These topics will not be covered in the meeting unless there are questions
- Spring Enrollment Update
  - Enrollment reports are available by visiting http://registrar.iupui.edu/enrollment/4052/cover4052.htm
  - Adjusting for dual enrollments, here are what the official census figures will be for IUPUI (Indianapolis and Columbus combined)

Heads	28,139	- 314	-1.1%
Credits	295,283	-1,886	-0.6%
- Admissions Update
  - The combined admits for Fall 2004 and Spring 2005 were essentially unchanged from last year. Spring was down as much as Fall was up and Fall was up due to the extended admission deadline
  - The yield rate (the percentage of those admitted who enrolled) for beginners increased 3.8% to 68.5% of admits. The yield rate for transfers increased 7.4% to 64.9% of admits.
- Welcome Back Initiatives
  - Enrollment Services and other student services offices met in December and in January to go over Spring start-up plans. The goal was to make sure things are working correctly and to help minimize anticipated lines
  - A book loan process was put into place in late December. Students who had aid above their fees were sent an e-mail and given information about getting a book voucher so they could buy their books early. The money would be an advance on their excess aid. Approximately 480 students filed for the vouchers
  - A number of other communications were sent in December and early January to selected populations of financial aid recipients to keep them informed of the status of their aid and to provide appropriate dates and details for spring aid distribution *see December minutes*
  - The Registrar's Office sent an e-mail to all enrolled students the week before classes to encourage them to print their class schedules from OneStart to avoid potential slow response time the first two days of the term. The message also provided additional tips for the start of the semester (see *Welcome Back Website* below). As it happened, OneStart worked well the first week and students did not encounter problems accessing their records
  - Traffic in Cavanaugh in the last week of December and the first week of January was very slow;

- ○ Traffic in Financial Aid during the first week of classes was dramatically reduced from the Fall. The longest line at any time was no more than twenty minutes and then only during short bursts on several days, such as class break times. We believe the communications and processing efforts contributed to a reduced need for students to come in with questions or problems. E-mails to the student services offices generally were being answered within a day leading up to the first day of classes and within two days during the first week
  - ○ Welcome station and triage activities
    - ▪ The week of January 3rd Enrollment Center staffed a table in the lobby providing services and directions similar to what Team IUPUI provides the first week of classes. Enrollment Services had staff working the line in the Financial Aid Hallway to answer questions or to direct students to other resources, including OneStart, whenever appropriate
      - While there was a satellite location for eligible students whose aid has not yet arrived to request IUPUI Financial Aid loans, it was closed down at noon the first day of classes as the number of requests for these loans was low enough to allow smooth processing out of the Financial Aid office
      - Sallie Mae had a staff member on-site to help students with loan issues and signing the Master Promissory Note
  - ○ Resources Handout *see attached*
    - ▪ The handout contents also were linked from www.iupui.edu
  - ○ *Welcome Back* Website http://registrar.iupui.edu/welcome/
    - ▪ The *Welcome Back* Website was linked from the Bursar and Registrar sites
    - ▪ The *Welcome Back* Website was first used for the Fall of 2004 and was modified for this Spring. The site and the handout cover much of the same material, including self-service steps and navigation in OneStart
- • IUPUI Communications Plan
  - ○ A copy of the IUPUI Reputation-building Plan prepared by Hetrick Communications and presented to the deans in December is available by visiting http://registrar.iupui.edu/emc/double.shtml
- • Planning for Summer and Fall registration
  - ○ With the changes in the awarding of financial and the billing cycle to accommodate summer as a single term with multiple sessions, communications need to be developed for the students, advisors and recorders. The Office of the Registrar will be coordinating development of the communications from the Enrollment Services Offices. Information will be presented at the February EMC meeting
  - ○ We want to learn from and document our Spring experiences and successes in planning for the Summer and Fall. The involvement of the schools and their experiences are an important part of this planning effort.

- ○ This year we have seen a pattern of students registering later at all campuses in the IU system
- ○ It is hard to make many inferences on future enrollment from applications for admission, though it appears that students are applying earlier than in the past

International Student Recruitment *Susan Sutton, Sara Allaei, Pat Biddinger*

- ○ A copy of the presentation made at the meeting is available by visiting http://registrar.iupui.edu/emc/ppt/international.ppt
- ○ International recruiting is one of IUPUI's doubling initiatives for which all of us are responsible, not just the Office of International Affairs (OIA)
- ○ We must take advantage of what is being done centrally by OIA and aggregate it with the activities of the schools. An example may be one school taking materials from other schools and making them available while on a recruiting trip abroad
- ○ OIA staff plan to visit the individual deans to talk about these and other initiatives. EMC^2 members are encouraged to talk about international recruiting with their deans
- ○ Send any comments and suggestions to OIA. We will allocate additional time at an upcoming EMC^2 meeting for more discussion.

Transfer Student Profile *Victor Borden*

- ○ A copy of the profile distributed at the meeting is available by visiting http://registrar.iupui.edu/emc/ppt/transfer.pdf
- ○ Victor's presentation focused on the similarities and differences between external transfers (those coming from outside the IU system) and internal transfers (those coming from within the IU system)
- ○ The combined external and internal transfer population accounted for 50% of IUPUI's new students last year
- ○ The transfer population needs additional review in terms of consistency of requirements such as attending orientation. Whether they are direct admits or admitted into University College is also a factor on the orientation requirement
- ○ The needs of the different transfer populations requires additional review to determine if we should create or modify programs so that the differences from beginning , typically traditional age, students are recognized
- ○ IUPUI transfer students are more likely to be first- and second-year students than is the case at many of our peer institutions. This has implications for performance and retention
- ○ The growth in the percentage of transfer students has implications for marketing efforts. While it is not ethical to actively encourage students to transfer who are currently enrolled at another four year institution, we may do more with students enrolled at two year institutions like Ivy Tech
- ○ Visiting students in the summer may be positively influenced for future enrollment by a good summer experience at IUPUI

- We will allocate additional time at an upcoming EMC^2 meeting for more discussion. Additional discussion will need to occur with other groups as well, such as the Transfer Student Task Force and the Council on Retention and Graduation

School Initiatives and Activities *All*
- A number of schools pointed to their Spring enrollment intervention efforts described at the December meeting (*see December minutes)*. While useful, this does not address the question of what individual schools found most useful in influencing Spring enrollments. We need to establish measures to document effectiveness for our various efforts, both centrally and within the schools
- SLIS slipped about 3 percent this Spring compared to a record setting Spring 2004. In the works are (approximate 4,000) mailings to public, school and academic libraries across Indiana and our adjacent states. Applications look reasonable to keep us at least level at no growth for next year. We also promote the program at the state conferences for public and academic librarians in Indianapolis each Spring
- SPEA concluded that its series of contacts influenced students to register earlier, though the school was still down for the Fall. It was noted that undergraduates were up, however, and they received additional attention. A goal for the future is higher quality contacts in addition to the increased frequency
- At the February EMC^2 meeting SPEA will present the results of a survey it conducted at the end of the Fall term on the quality of its student services. Members may find this instrument of interest in assessing what is happening in their own schools
- Gayle Williams expressed concern about pressure being exerted on wavering students who as a result might be talked into returning for the semester when it may not be in the students' best interest

Other Announcements
- Becky Porter noted that at upcoming meetings we will discuss the single summer term and possible implications for the timing of registration as it relates to billing and financial aid
- Mike Donahue reminded members that the Admissions Office does not have the same kind of control it did on admitting students for the summer directly from high school. In the past these students generally were restricted to Summer II as they were still in high school during Summer I.

Upcoming meetings

February 25	1:00-2:30	BS 3009
March 25	1:00-2:30	BS 3009
April 22	1:00-2:30	BS 3009
May 27	1:00-2:30	TBA
June 24	1:00-2:30	TBA

Resources to Get the Semester Off to a Smooth Start

Students can conduct much of their business with the university through OneStart, including viewing your financial aid and bursar information and your latest class schedule and room assignments. You also can make a payment, update your address, or drop/add classes.

Login to OneStart
1. Visit OneStart.iu.edu
2. Select login (top left of screen)
3. Enter user id and password. These are the same as you use for university e-mail, registration, and Oncourse
4. The *Self-Service* tab should appear. If it doesn't, you can find it by using the *More* drop-down menu
5. Check your *My To Do List* to see if you have any steps to complete, especially for receiving any Financial Aid

List of My Courses
1. Login to OneStart.iu.edu with your user id and password (the same ones you use for university e-mail, registration, and Oncourse)
2. Select *My Class Schedule* option from the *Registration Services* area of the Self-Service tab.
3. You can get a list of classes or have them appear in a grid by day-and-time
OneStart may be very busy the first week of classes. Should you have trouble accessing OneStart, try logging into Oncourse.iu.edu. Oncourse also displays a list of courses for which you are enrolled

Questions about your registration? Visit registrar.iupui.edu, call 274-1508, write iupuireg@iupui.edu, or visit us in Cavanaugh Hall. Be sure to write from your university e-mail address and include your university ten digit id number. Copy yourself on the note.

Check My Financial Aid
1. Log into OneStart.iu.edu with your user id and password (the same ones you use for university e-mail, registration, and Oncourse)
2. Select *My Financial Aid Account Summary* from the *Financial Aid* area of the Self-Service tab. Details of your account will appear

Aid if received for the Spring semester will start to appear on some students' accounts January 5th for students who have completed the required steps. Our goal is to have aid for all students processed by January 10th. If the amount of your aid, including any loans, is more than is owed to the university, you will be given the remainder (commonly known as a *refund*). Allow 4 to 5 days for distribution of aid if you use direct deposit and 5 to 7 days for a check sent through the mail.

Questions about your financial aid? Visit www.iupui.edu/finaid, call 274-4162, write finaid@iupui.edu, or visit us in Cavanaugh Hall. Be sure to write from your university e-mail address and include your university ten digit id number. Copy yourself on the note.

I am Supposed to Complete a Master Promissory Note or Sign up for Title IV Funding
Go into Cavanaugh 136-147 for assistance in completing this process.

Check My Bursar Account
1. Log into OneStart.iu.edu with your user id and password (the same ones you use for university e-mail, registration, and Oncourse)
2. Select *My Bursar Account* from the *Bursar* area of the Self-Service tab. Details of your account will appear
Questions about your bursar account? Visit bursar.iupui.edu, call 2742451, or write bursar@iupui.edu. Be sure to write from your university e-mail address and include your university ten digit id number. Copy yourself on the note.

Make a Payment
1. Log into OneStart.iu.edu with your user id and password (the same ones you use for university e-mail, registration, and Oncourse)

2. Select *Make a Payment* from the *Bursar* area of the Self-Service tab. Follow the instructions on subsequent screens

In-person payments may be made by using the drop-box immediately outside of the Financial Aid office. Be sure the student's university id number and name are on the check. *Do not use the drop box for cash.*

Questions about making a payment? Visit bursar.iupui.edu, call 274-2451 or write bursar@iupui.edu

How Will I Get My Refund?
Visit the *Bursar* and *Financial Aid* areas in OneStart for information on the status of your account (see above). **Aid if received for the Spring semester will start to appear on some students' accounts on January 5th for students who have completed the required steps. Our goal is to have aid for all students processed by January 10th.** If the amount of your aid, including any loans, is more than is owed to the university, you will be given the remainder (commonly known as a *refund*). Allow 4 to 5 days for distribution of aid if you use Direct Deposit and 5 to 7 days for a check sent through the mail.

If you are receiving your check through the mail, be sure to verify or update your address in the *Personal Info* area of the Self-Service tab of OneStart. **To sign up for Direct Deposit**, please visit OneStart and click on "Sign up for direct deposit"

I Need a Loan to Buy my Books or Other Expenses
Financial Aid Loans are available only to students for whom aid is expected but for whom none has yet been distributed to the student. Eligible students can request an IUPUI Financial Aid loan by completing an application. Visit Cavanaugh 136-147 and turn in the completed form to the staff person on-duty in the room. No loans will be processed before January 10th and will be distributed through Direct Deposit (if you have selected Direct Deposit) or sent through the mail. Allow 4 to 5 days for distribution of the loan if you use Direct Deposit and 5 to 7 days for a check sent through the mail.

The deadline to apply for book vouchers was December 24th. After this date the option for eligible students is an IUPUI Financial Aid loan.

I Need to File for Fee Courtesy for Myself, Spouse/Partner, or Child
This IU employee benefit is managed by IUPUI's Human Resources Administration. Complete details and an on-line application may be found by visiting hra.iupui.edu.

I Need to Find my University ID Number
1. Log into Onestart.iu.edu
2. Select *My Current Information* from the *Personal Info* area of the Self-Service tab
3. At the next screen select *View my current information*

    The university id number will appear at the top of that window. Please make a note of this number for any future use, such as on drop/add forms used after the first week of classes.

University E-mail
The university regularly communicates with students by using the university e-mail system. E-mail is considered an official form of communication by the university. You may have your university e-mail forwarded to your preferred account such as hotmail or AOL. For purposes of student confidentiality, however, it is important that you send any messages to the university from your university e-mail account. Please include your university ID number. For instructions on setting up your university account or to forward your e-mail, visit itaccounts.iu.edu. If you have any problems, contact the Support Center, available 24 hours a day, by calling 274-HELP.

Verify or Update Postal Address and/or Phone Number
1. Login to OneStart.iu.edu with your user id and password (the same ones you use for university e-mail, registration, and Oncourse)
2. Select *My Personal Addresses/My Phone Numbers* from the *Personal Info* area of the Self-Service tab
3. Update information as appropriate

Buy My Books

1. Login to OneStart.iu.edu with your user id and password (the same ones you use for university e-mail, registration, and Oncourse).
2. Select *My Class Schedule* option from the *Registration Services* area of the Self-Service tab.
3. Select the *list* option. Print the page or copy the *subject, course number*, and *class number* (*Cls #*).

The bookstore has books on its shelves sorted by *subject* and *course number*. If the same course is being taught by multiple instructors, use the *class number* to find your specific books. In some cases all offerings of a course use the same books.

Instructors may have additional information on their books on Oncourse (see below).

Parking Permit

Parking permits may be purchased on-line by visiting parking.iupui.edu or going to Parking Services in the Vermont Street garage.

Oncourse

Many instructors use an on-line tool called Oncourse in teaching their class. Course details, such as a syllabus, booklist, and other information may appear if your instructor is using Oncourse. Your instructor may also use Oncourse mail to communicate with students enrolled in the course. For this reason it is important to regularly check your Oncourse mail as well as your university e-mail

1. Visit Oncourse.iu.edu
2. Login with your user id and password.
3. A list of courses for which you are registered should appear on the left side of the screen. Select the desired course and review information that may appear there by visiting the different tabs along the top.

If you have any problems, contact the Support Center, available 24 hours a day, by calling 274-HELP.

Drop/Add & Refunds

You can make changes to your schedule by using OneStart through 6:00 p.m. on Tuesday, January 18th. Any classes dropped before this deadline will not appear on the transcript and are given a 100% refund. Classes dropped after this date require forms and signatures and are subject to a reduced amount of refund. For details visit registrar.iupui.edu.

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