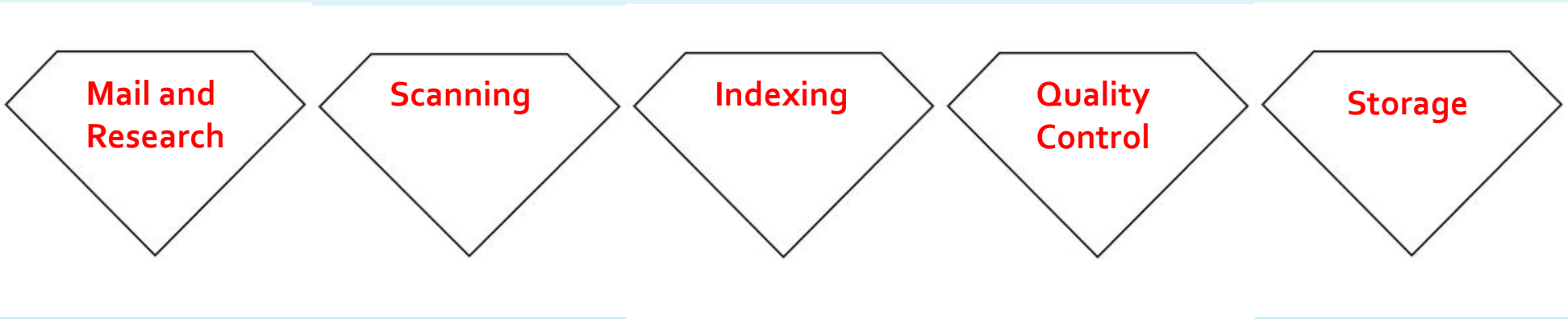
Enrollment Processing Services

A Day in the Life of a Document and

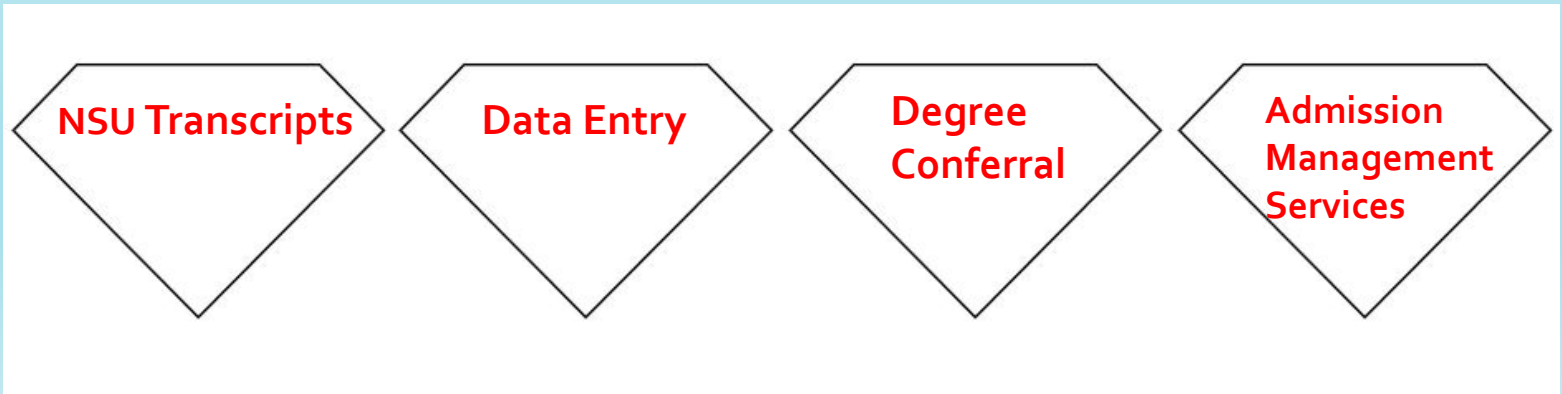
A Whole Lot More

NSU
NOVA SOUTHEASTERN UNIVERSITY
Enrollment and Student Services

Enrollment Processing Services (EPS)
A Day in the Life of a Document



and a whole lot more



EPS – A Day in the Life of a Document

Incoming Document Sources

Physical Mail

Blue Interoffice Envelopes

Admissions and Financial Aid Documents

Transcripts, LOR's and HPD Service Apps through Electronic Portals

Financial Aid and Admissions Documents via NSU email

EPS – A Day in the Life of a Document

Mail and Research Area

Incoming Documents

297,945 documents processed in the last year

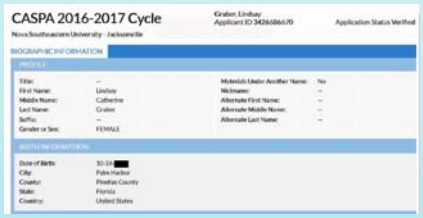
Research Student ID

Locate ID

No ID

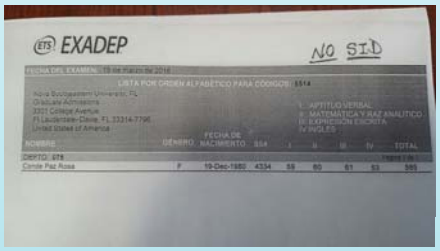
Orphan Doc
Labeled 'NOSID'

Redact SSN & DOB



Scanning Sort

Research Orphans



- Daily Auto unorphan by SSN match
- Manual match

NOTE: Mail and Research returns all Foreign Credentials to applicants after imaging.

Contact Mail and Research when

- You have questions about EPS Admissions or Financial Aid mail processing
- Where to mail Admissions or Financial Aid documents

Supervisor: Nancy Stanford at (954) 262-7487 – *nstanfor@nova.edu*
or Godfrey Thomas at (954) 262-7458 – *gt229@nova.edu*

EPS – A Day in the Life of a Document

Scanning

447,643 Documents were scanned in the last year

- Verify all documents are properly stamped, barcoded and separated
- Scan document into appropriate Imaging Database (Admissions, Financial Aid, etc.) and processing batch class
  - Associated downstream steps such as document received email notifications are triggered

Supervisor: Edward Parker at (954) 262-7479 – *pedward@nova.edu*

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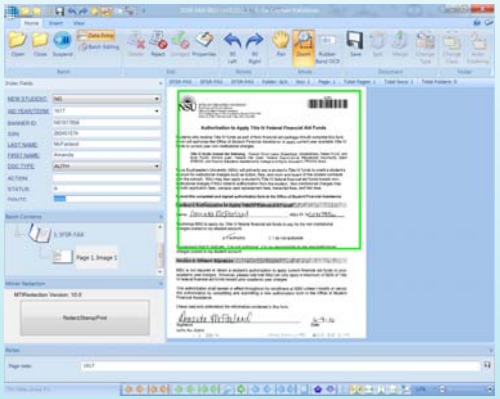
Indexing



- Verify document scanned as required
- Identify Document Type and Status
- If Financial Aid Fax or Document routes to appropriate email address
- Ensure Redaction of fist 5 digits of SSN and year in DOB
- Correct data as required

Image now visible in NetSearch

Supervisor: Ana Iglesias at (954) 262-7470 – *gonzana@nova.edu*

EPS – A Day in the Life of a Document

Quality Control

- Confirm documents imaged correctly in NETSearch and correct issues identified
- Process documents received through Admissions and Financial Aid Fax Lines
- Research imaging concerns
- Handle emails sent to *epsquality@nova.edu*

Contact Quality Control when

- A document has been incorrectly imaged (NSUID, Doc type, status, aid year, etc.) – email *epsquality@nova.edu*
- Look for missing documents – email *epsquality@nova.edu*

Supervisor: Edward Parker at (954) 262-7472 – *pedward@nova.edu*

EPS – A Day in the Life of a Document

Storage

Online in NETSearch

- Indexed documents
- Approximately 44,000 documents imaged monthly
- Over 12 million documents in NETSearch

On site in EPS

- Admissions documents – 90 days

Offsite Warehouse

- Transcripts – 91 plus days
- All Bursar and Financial Aid Documents
- Over 5100 boxes in storage

NOTE: Original Foreign Credentials are returned overnight to applicant/student when imaging is confirmed in NETSearch.

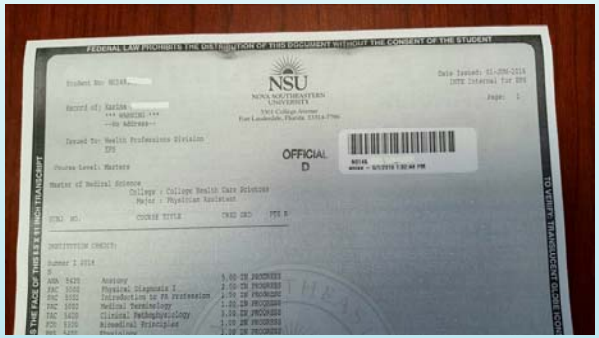
Contact Storage when

- Need to verify/review/retrieve document stored offsite

Supervisor: Edward Parker at (954) 262-7472 – *pedward@nova.edu*

EPS – and a Whole Lot More

NSU Transcripts



Satisfied 27,818 requests for NSU transcripts in the past year

Satisfy former or current NSU student request(s) for NSU transcript

- Received via fax, mail or online
- Request held if student has outstanding balance with NSU
- Processed twice daily and sent Fedex on request
- Internal requests satisfied with no fee and imaged directly into NETSearch

Contact NSU Transcripts when

- Questions or concerns regarding NSU transcript requests.
- Assistance in student NSU Transcript questions.

Supervisor: Edward Parker at (954) 262-7472 – *pedward@nova.edu*

EPS – and a Whole Lot More

Data Entry

Processed 4,488 updates in the past year

- Update Banner with Fischler College of Education test scores
- Process student personal information changes (with required supporting documentation)
  - Name
  - SSN
  - DOB
- Requests accepted via fax, mail, and emails to *contractinfor@nova.edu* and *studentupdates@nova.edu.*

Contact Data Entry when

- Questions regarding student information in Banner and NETSearch (name, address change, DOB etc.)

Supervisor: Ana Iglesias at (954) 262-7470 – *gonzana@nova.edu*

EPS – and a Whole Lot More

Degree Conferral

6806 Degree Applications processed in 2015

- Process requests for Degree Conferral received in Registrar's website, Sharklink and Webstar
- $100 Degree Application fee applied for all programs with the exception of Law and Health Professions Division
- Applications approved by Program offices are processed on the last day of each month they are approved
- Degree is conferred with NSU account balance, however, transcripts and diplomas are not released until balance paid

Contact Degree Conferral when

- Assistance needed in Degree Conferral Pin approval process
- Access to UPO needed (email epssystems@nova.edu)
- Questions about the Degree Conferral process

Supervisor: Ana Iglesias at (954) 262-7470 – *gonzana@nova.edu*

EPS – and a Whole Lot More

Admissions Management Services (AMS)

In 2015 AMS processed 22,055 New Applications,
28,122 follow up reviews and
64,399 newly imaged documents

- Assists Health Professions Division and Fischler College of Education supported program offices with the acquisition of all required documentation needed to be submitted by prospective program applicant in order to initiate, follow-up, and complete the application record
- Provides supported program offices with completed applicant files for admissions review
- Completes process through review of new application, new documents, systematic follow ups and Quality Control

Supervisor: Michelle Migliardi at (954) 262-7464 – *mm2674@nova.edu*

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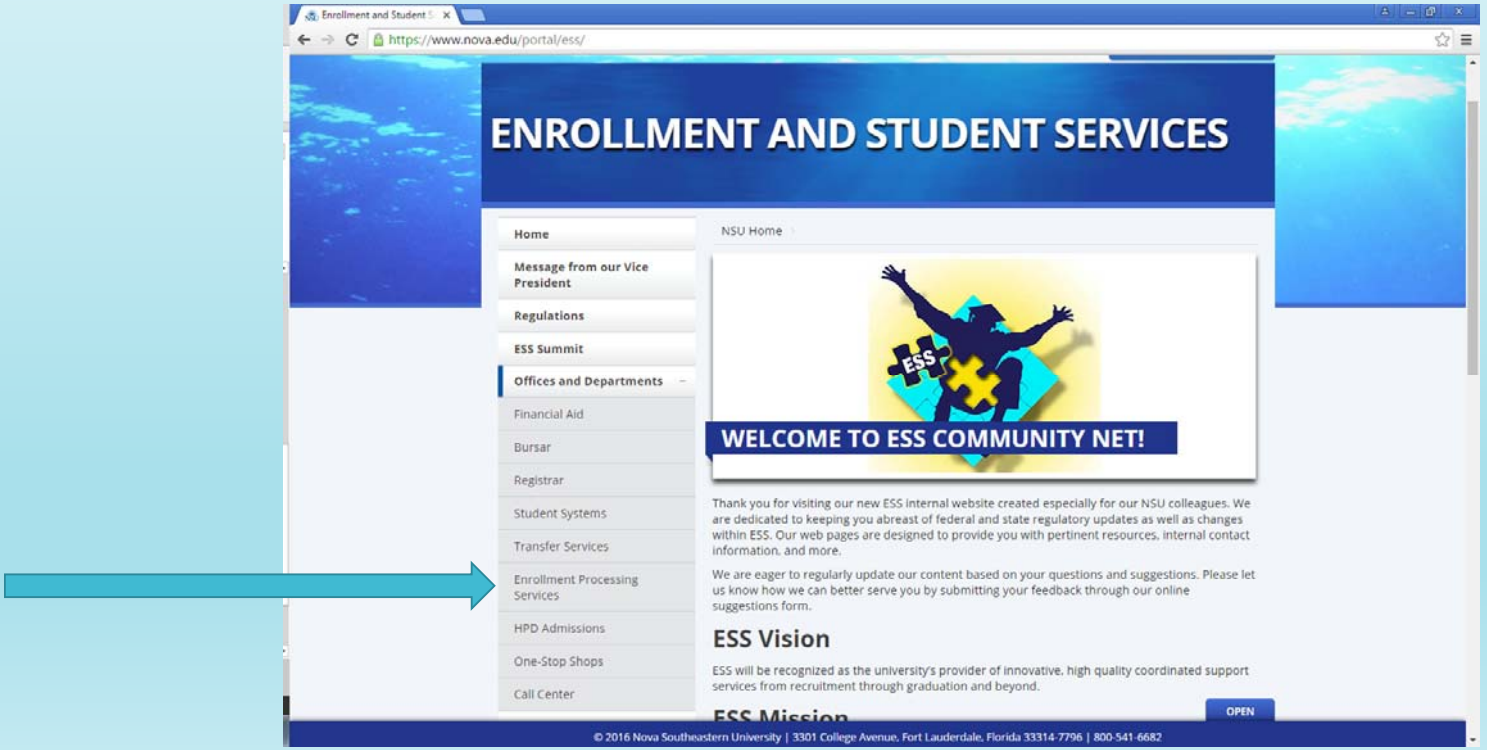
Contact information for all areas within EPS is available on our ESS CommunityNet, accessible at *www.nova.edu/esscommunitynet.*



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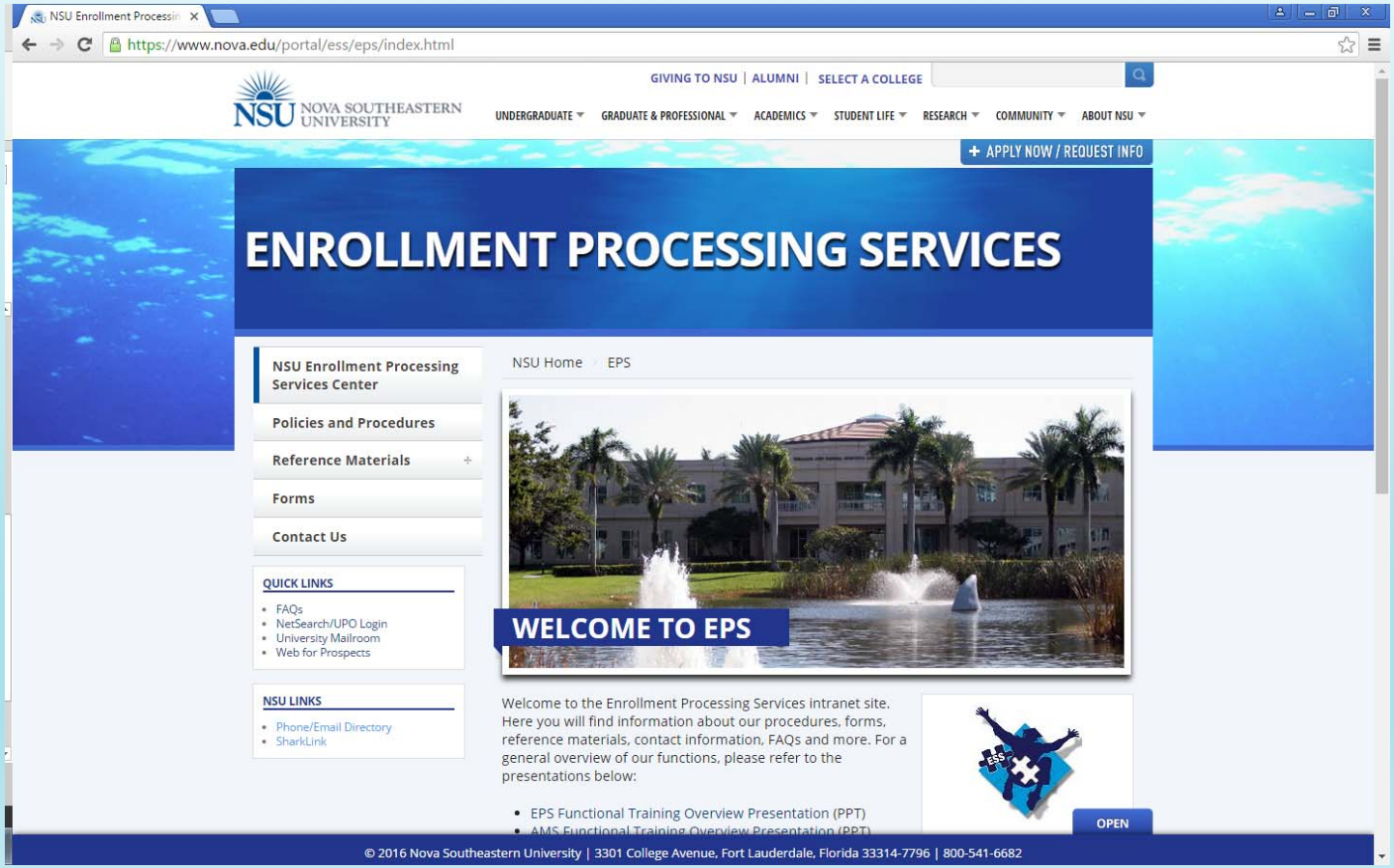
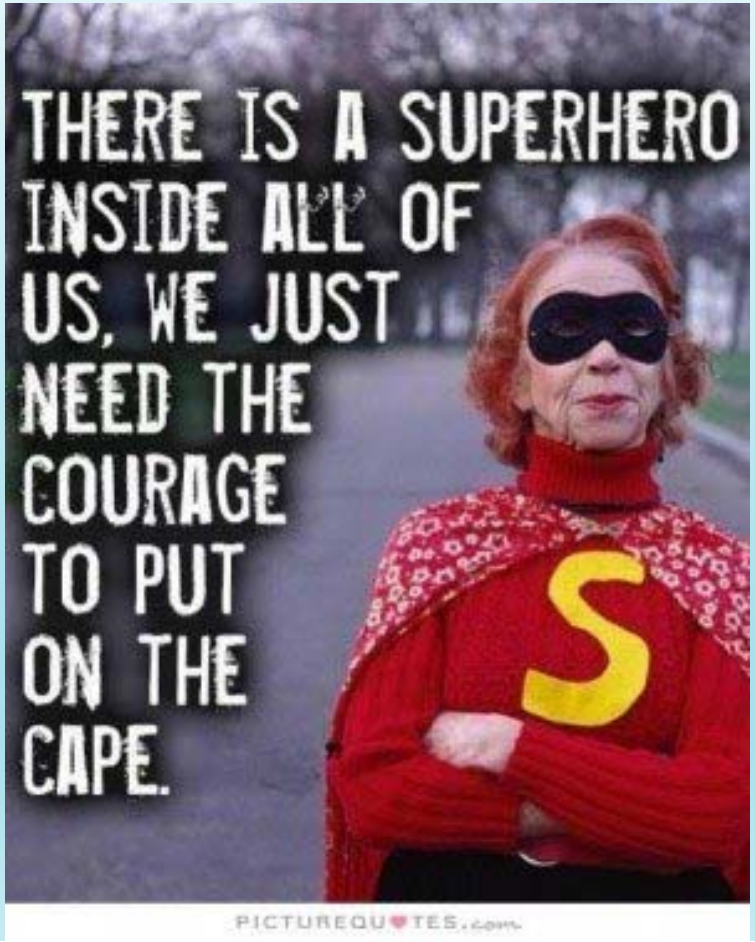
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