

Enrollment Processing Services

A Day in the Life of a Document and
A Whole Lot More



Enrollment Processing Services (EPS)

A Day in the Life of a Document

Mail and
Research

Scanning

Indexing

Quality
Control

Storage

and a whole lot more

NSU Transcripts

Data Entry

Degree
Conferral

Admission
Management
Services

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

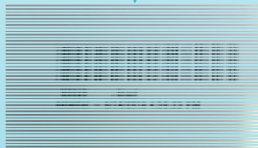
297,945 documents
processed in the last year

Research Student ID



Locate ID

No ID



Orphan Doc
Labeled 'NOSID'

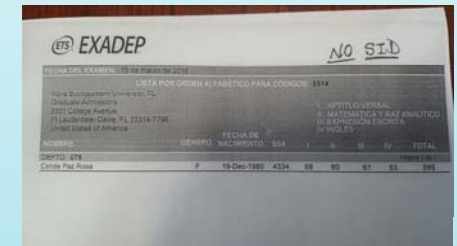
Redact SSN & DOB

CASPA 2016-2017 Cycle		Kraker, Lindsay	Application Status: Verified
Nova Southeastern University - Jacksonville		Applicant ID: 3426586470	
BIOGRAPHIC INFORMATION			
PERSONAL			
Title:	---	Maternal/Adopter Name:	No
First Name:	Lindsay	Nickname:	---
Middle Name:	Catherine	Alternate First Name:	---
Last Name:	Kraker	Alternate Middle Name:	---
Suffix:	---	Alternate Last Name:	---
Gender or Sex:	FEMALE		
DATE OF BIRTH			
Date of Birth:	10-14-1980		
City:	Palm Harbor		
Country:	Florida		
State:	Florida		
Country:	United States		

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



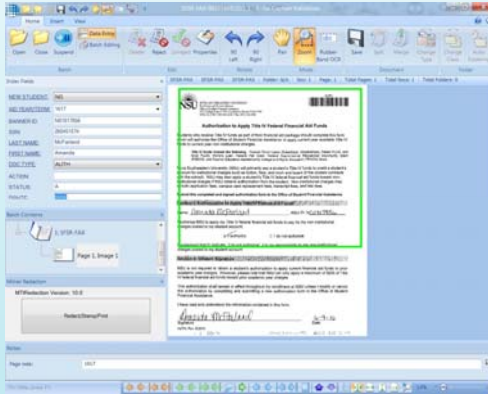
447,643 Documents were scanned in the last year

- 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

EPS – A Day in the Life of a Document

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 first 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.

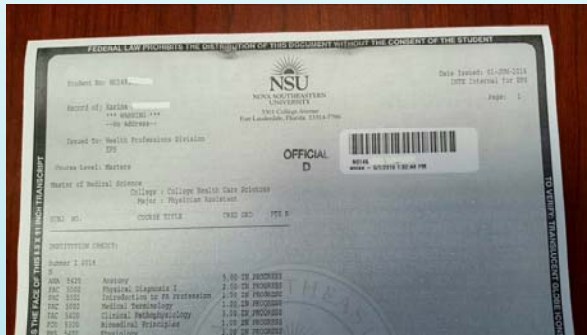
Contact Storage when

- 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)



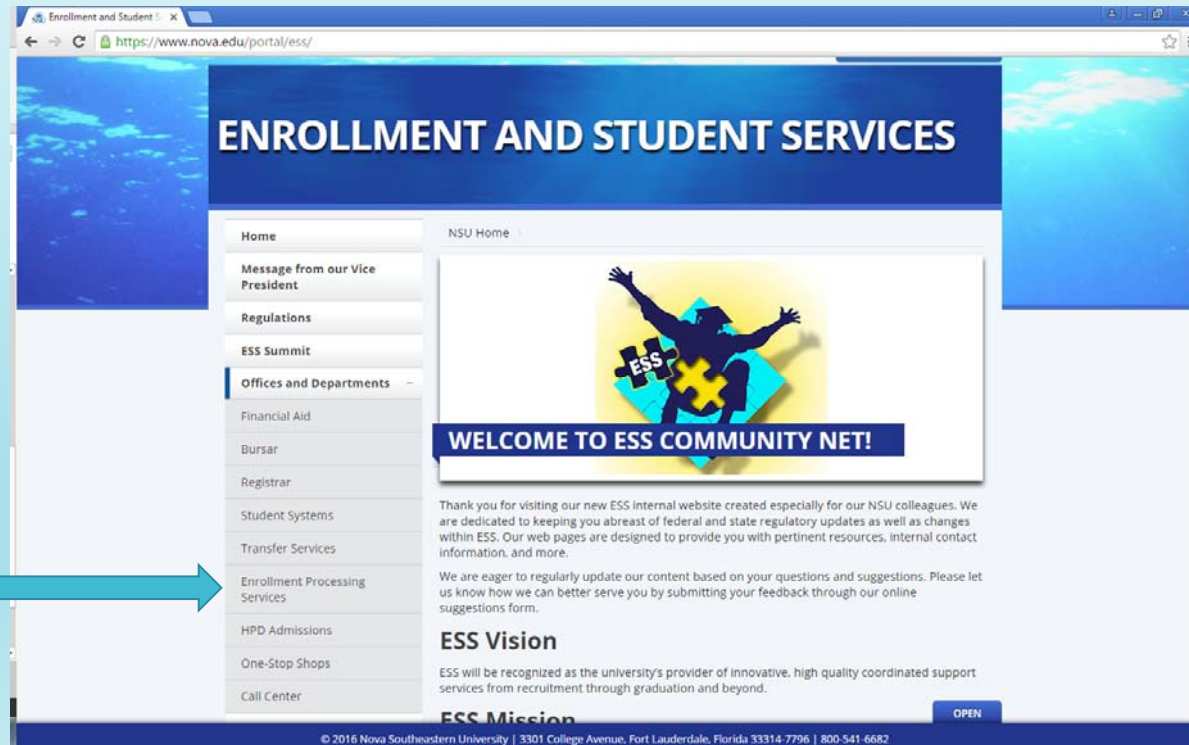
In 2015 AMS processed 22,055 New Applications,
28,122 follow up reviews and
64,399 newly imaged documents

- 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.



EPS – A Day in the Life of a Document and a Whole Lot More

The screenshot shows the NSU Enrollment Processing Services (EPS) website. The browser address bar displays <https://www.nova.edu/portal/ess/eps/index.html>. The website header includes the NSU logo, navigation links for [GIVING TO NSU](#), [ALUMNI](#), and [SELECT A COLLEGE](#), and a search bar. Below the header is a main navigation menu with links for [UNDERGRADUATE](#), [GRADUATE & PROFESSIONAL](#), [ACADEMICS](#), [STUDENT LIFE](#), [RESEARCH](#), [COMMUNITY](#), and [ABOUT NSU](#). A prominent blue banner across the top of the main content area reads "ENROLLMENT PROCESSING SERVICES". To the right of this banner is a button that says "+ APPLY NOW / REQUEST INFO". On the left side, there is a sidebar menu for the "NSU Enrollment Processing Services Center" with links to "Policies and Procedures", "Reference Materials", "Forms", and "Contact Us". Below this is a "QUICK LINKS" section with links to "FAQs", "NetSearch/UPO Login", "University Mailroom", and "Web for Prospects". Further down is an "NSU LINKS" section with links to "Phone/Email Directory" and "SharkLink". The main content area features a large image of a building with palm trees and a fountain, with a blue overlay that says "WELCOME TO EPS". Below the image, a welcome message states: "Welcome to the Enrollment Processing Services Intranet site. Here you will find information about our procedures, forms, reference materials, contact information, FAQs and more. For a general overview of our functions, please refer to the presentations below:". A list of presentations is provided: "EPS Functional Training Overview Presentation (PPT)" and "AMS Functional Training Overview Presentation (PPT)". To the right of the list is a small graphic of a person jumping over a hurdle with the letters "ESS" on it, and a blue button labeled "OPEN". The footer of the website contains the copyright notice: "© 2016 Nova Southeastern University | 3301 College Avenue, Fort Lauderdale, Florida 33314-7796 | 800-541-6682".

NSU Enrollment Processing Services Center

Policies and Procedures

Reference Materials

Forms

Contact Us

QUICK LINKS

- FAQs
- NetSearch/UPO Login
- University Mailroom
- Web for Prospects

NSU LINKS

- Phone/Email Directory
- SharkLink

NSU Home EPS

WELCOME TO EPS

Welcome to the Enrollment Processing Services Intranet site. Here you will find information about our procedures, forms, reference materials, contact information, FAQs and more. For a general overview of our functions, please refer to the presentations below:

- EPS Functional Training Overview Presentation (PPT)
- AMS Functional Training Overview Presentation (PPT)

OPEN

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