# Enrollment Processing Services

## David Tyree, Ed. D.

Director

# Enrollment Processing Services (EPS)

Mail and Research

Scanning

Indexing

Quality Control

Storage

NSU Transcripts

Data Entry

Degree Conferral

Admission Management Services
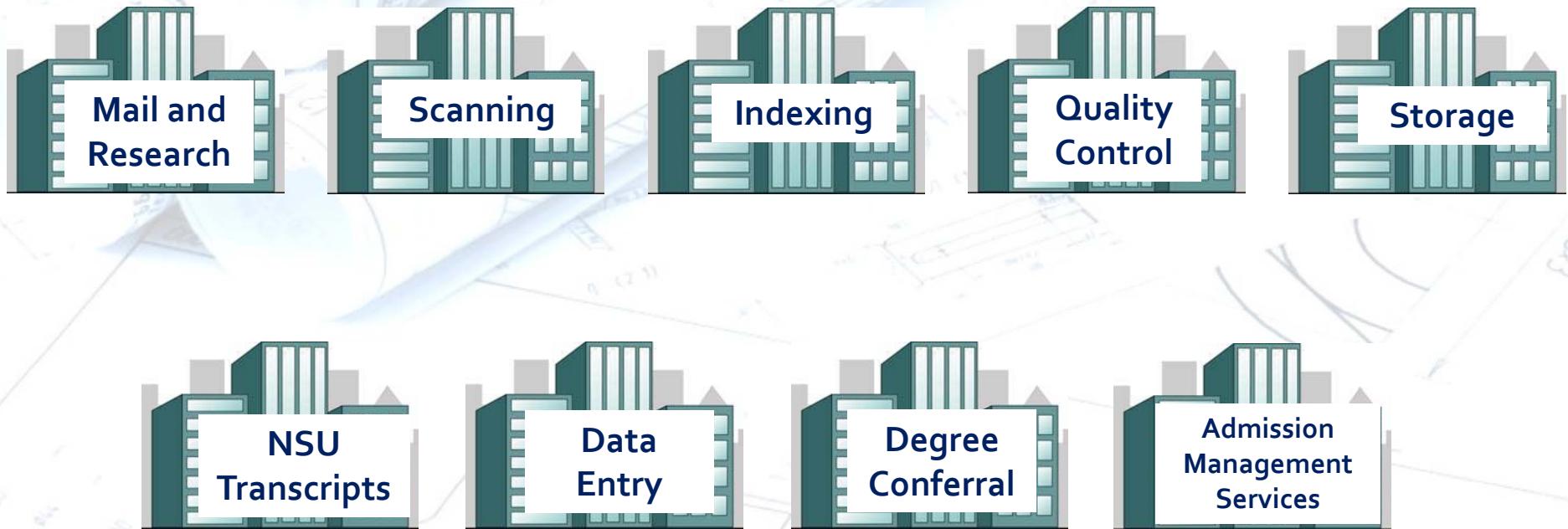
# Incoming Document Sources

Physical Mail

Blue Interoffice Envelopes

Admissions and Financial Aid Documents

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

Financial Aid and Admissions Documents via NSU email

# Mail and Research Area

## Incoming Documents

276,675 documents processed in 2016

**Research Student ID**     **Redact SSN & DOB**     **Scanning Sort**     **Research Orphans**



**Locate ID**     **No ID**

Orphan Doc
Labeled 'NOSID'
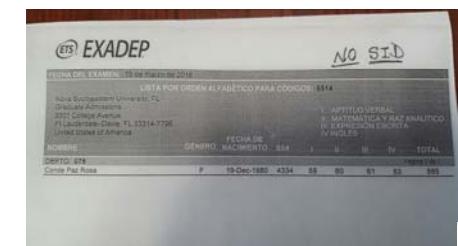
- Daily Auto unorphan by SSN match
- Manual match

NOTE:  Mail and Research returns all foreign credentials to applicants after imaging.

# Scanning
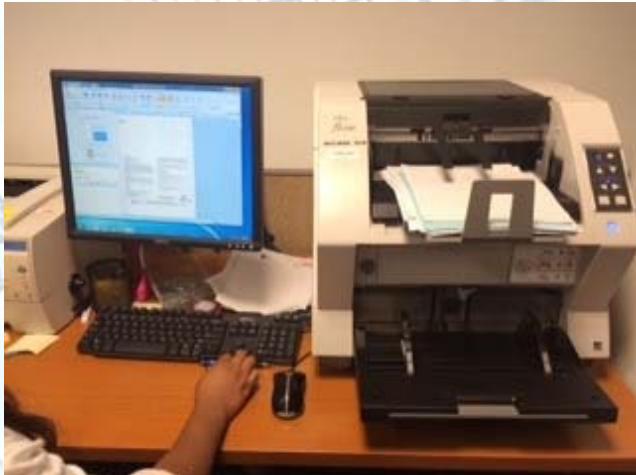


204,543 documents were scanned in 2016

▪Verify all documents are properly stamped, barcoded, and separated

▪Scan document into appropriate Imaging Database (Admissions, Financial Aid, etc.) and processing batch class
  o Associated downstream steps, such as document received email notifications, are triggered.

# Indexing



302,401 documents were indexed in 2016

- Verify document scanned as required
- Identify document type and status
- Financial aid fax/document routes to appropriate email address
- Ensure redaction of fist 5 digits of SSN and year in DOB
- Correct data as required

# 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*

# Storage



**Online in NETSearch**



**On site in EPS**



**Offsite Warehouse**

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

# Online Storage in NETSearch



- Indexed documents
- Average 45,000 documents imaged monthly
- Over 12.6 million documents in NETSearch

# Onsite Storage at EPS



- Admissions documents – 90 days

# Storage at the Off-site Warehouse

- Transcripts – 91 plus days
- All bursar and financial aid documents
- Over 5,400 boxes in storage

# NSU Transcripts

Satisfied 25,966 requests for NSU transcripts in 2016

- 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 by FedEx on request
- Internal requests satisfied with no fee and imaged directly into NETSearch

# Data Entry



Processed 1,527 updates in 2016

- 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 *contactinfo@nova.edu* and *studentupdates@nova.edu.*

# Degree Conferral

6,794 degree applications conferred in 2016

- Process requests for degree conferral received on Registrar's website, SharkLink, and Webstar

- $100 degree application fee for all programs except 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.

# Admissions Management Services (AMS)

| | Web External Description | Supplemental Information I... | Is Required ▼ | Submission Status... | Submission Date |
|---|---|---|---|---|---|
| ☐ | .. | Application Fee | Yes | Received | |
| ☑ | Florida State University (BS) | Official College Transcript | Yes | Received | 10/18/2016 12:00 AM |
| ☑ | Miami Dade College - All Campus... | Official College Transcript | Yes | Received | 3/30/2017 12:00 AM |
| ☐ | Test Date : 09/2016 | Official GRE Test Scores | No | Received | 10/14/2016 3:33 PM |
| ☐ | Ann Clutter | Recommendation1 | No | Received | 10/11/2016 12:00 AM |
| ☐ | Israel Benmarqz | Recommendation2 | No | Received | 3/9/2017 12:00 AM |
| ☐ | Maribella Ponce | Recommendation3 | No | Received | 4/21/2017 12:00 AM |

*Supplemental Information  Supplemental Information Submission Associated View  Search for records*

AMS processed 22,439 new applications, 21,709 follow up reviews, and 69,908 newly imaged documents in 2016

- Assists HPD and Fischler College supported program offices with acquisition of required documentation 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

# AMS in Comparison to University Application Volume
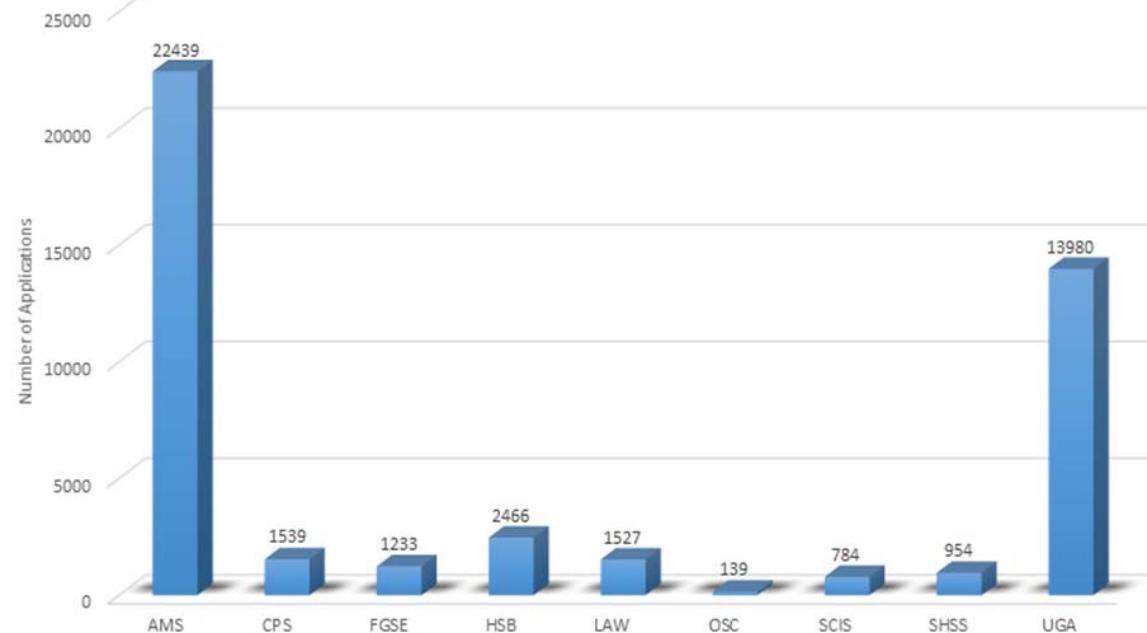


NSU received approximately 45,000 in 2016
Graduate applications totaled 31,081
AMS processed 72% of All graduate applications

# EPS

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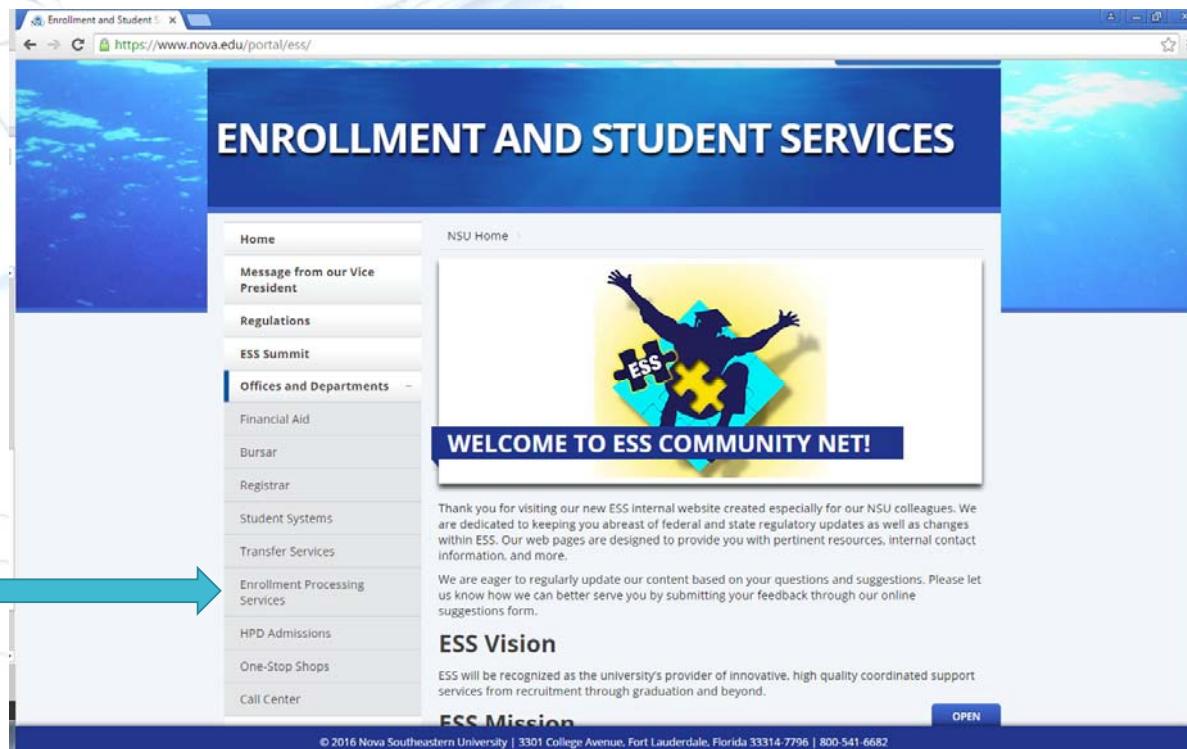
# EPS Contact Information

- Mail and Research -  Supervisors, Nancy Stanford at (954) 262-7487, *nstanfor@nova.edu,* or Godfrey Thomas at (954) 262-7458, *gt229@nova.edu*
    - Questions about EPS admissions or financial aid mail processing
    - Where to mail admissions or financial aid documents

- Scanning, Quality Control, Storage, NSU Transcripts  – Supervisor, Edward Parker at (954) 262-7479, *pedward@nova.edu*
    - A document has been incorrectly imaged (NSUID, doc type, status, aid year, etc.) or looking for missing documents, email *epsquality@nova.edu*
    - Need to verify/review/retrieve document(s) stored offsite
    - Questions regarding transcript requests

# EPS Contact Information *-continued*

- Indexing, Data Entry, Degree Conferral –  Supervisor, Ana Iglesias at (954) 262-7470, *gonzana@nova.edu*
    - Questions regarding student information in Banner and NETSearch (name, address change, DOB etc.)
    - Access to UPO, email *epssystems@nova.edu*
    - Questions about the degree conferral process & PIN approval process

- Admission Management Services – Supervisor,  Michelle Migliardi at (954) 262-7464, *mm2674@nova.edu*

- Director –David Tyree, Ed. D.,  (954) 262-7431*, tyreed@nova.edu*

- Assistant Director – Eileen Broyles, (954) 262-7484, *vb43@nova.edu*

# Enrollment Processing Services


Alone we can do so little, together we can do so much

-Helen Keller