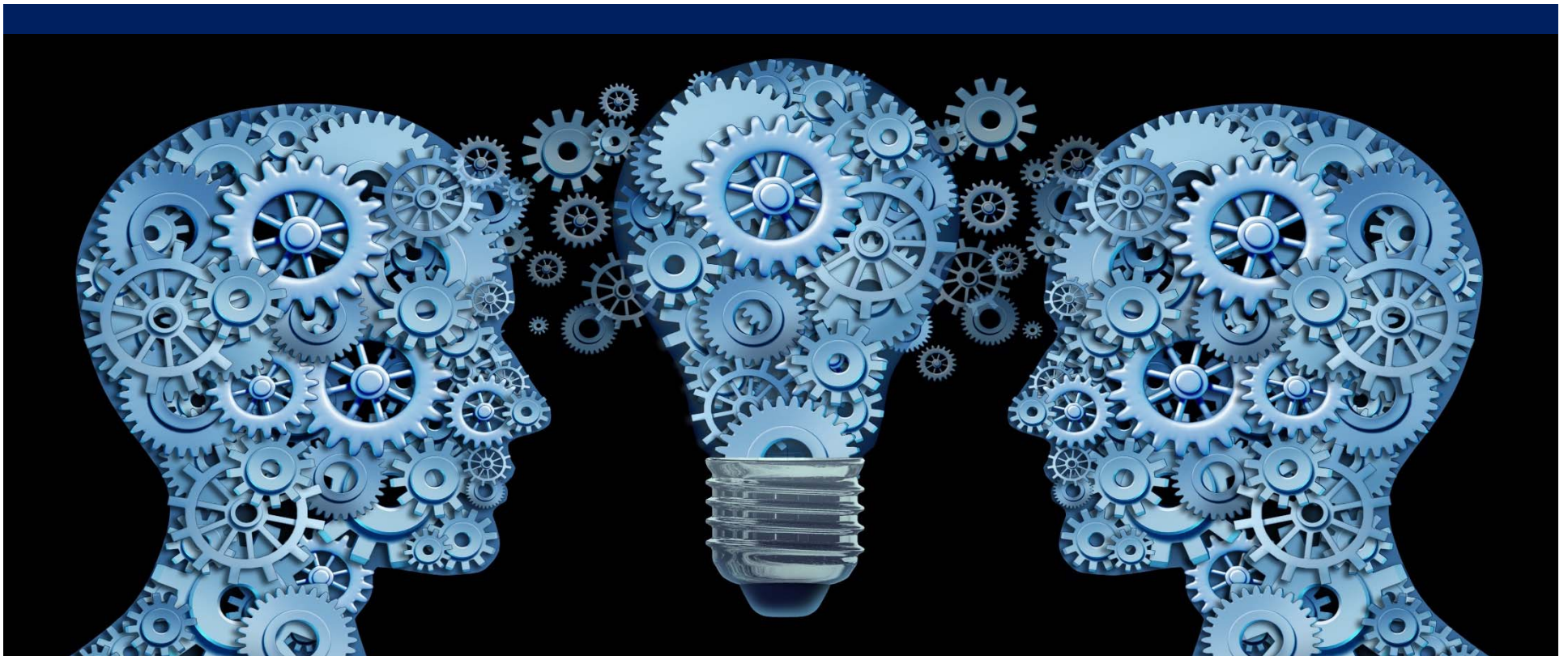


Enrollment Processing Services

David Tyree, Ed.D.
Director



Objectives

Upon completion of this presentation, you will know about:

- The processes supported within Enrollment Processing Services (EPS) including: centralized image capture, document processing for all colleges, and maintenance of an accurate, complete, and up-to-date document imaging database.
- Admission Management Services (AMS) assists supported program offices with the acquisition of all documentation required for submission by an applicant in order to initiate, follow-up, and complete the application record.
- Frequently Asked Questions



EPS Areas

**Mail, Sort,
and Research**

Scanning

**Validation
Data Entry
(Indexing)**

**Degree
Conferral**

**Quality
Control**

Storage

Transcripts

**Admissions
Management
Services**



Mail, Sort, and Research (MSR)

- Receiving, recording and processing incoming mail
- Reviewing documents for authenticity and researching the proper NSU I.D.
- Redacting information to ensure applicant privacy
- Sorting the document according to their priority



Mail, Sort, and Research (MSR)

cont'd.

- Mail services to Enrollment Student Services departments
- Maintenance of five alias email accounts
- In 2017, MSR processed an average of 29,528 documents monthly
 - Half of which was electronic



Scanning

- Verification that all documents are properly sorted, stamped, and barcoded
- Scan documents into appropriate Imaging Databases (Admissions, Financial Aid, etc.) and processing batch classes
- Associated downstream steps such as document received email notifications are triggered after scanning
- In 2017, scanning processed 235,544 documents



Validation and Data Entry

- Validation:
 - Verification of documents scanned
 - Identify document type and status
 - Ensure redaction to ensure applicant privacy
 - Correct data as required
- Data Entry:
 - Update of Fischler College of Education test scores in Banner
 - Processing of student personal information changes (with supporting documentation)



Storage

- Processed documents are held on site for **90 days**
- Designated documents are stored at an offsite location
- Record keeping for documents stored offsite
- Destruction of onsite records after **90 days**



Quality Control

- Confirm documents are imaged correctly in NETSearch and correct issues identified
- Process documents received through Admissions and Financial Aid fax lines
- Research imaging concerns
- Process inquiries sent to:
epsquality@nova.edu



Degree Conferral

- Processing requests for Degree Conferral received.
- Process applications, approved by Program offices, on the last day of each month they are approved
 - Exception is the month of May for Health Professions Division (HPD) Degrees
- In 2017, a total of 6,373 degrees was conferred



Transcripts

- Satisfy transcript requests received via fax, Recruit, SharkLink, and U.S. mail
- Notify requestor if there is a hold causing the request to not be processed
- All transcripts are printed at 10:00 a.m., 1:00 p.m., and 3:00 p.m.
 - 3:00 p.m. printing time is for transcripts sent via FedEx only



Transcripts

cont'd.

- Internal transcript requests are satisfied with no fee and imaged into the system
- In 2017, a total of 25,615 transcript requests were processed



Admissions Management Services (AMS)

- Assists all prospective students applying to Health Professions Division (HPD) programs and Abraham S. Fischler College of Education doctoral programs.
- Focuses on guiding applicants in the submission of the required documentation needed for admissions
- Conducts initial welcome call to applicants within 24 hours of application submission.



Admissions Management Services (AMS)

cont'd.

- Provides personalized review of all outstanding documents needed for an admission decision.
- Follow-up phone calls and emails until applicant's file is ready to be reviewed for an admission decision
- 98.5% of applications submitted are made ready for review prior to the application term deadline.



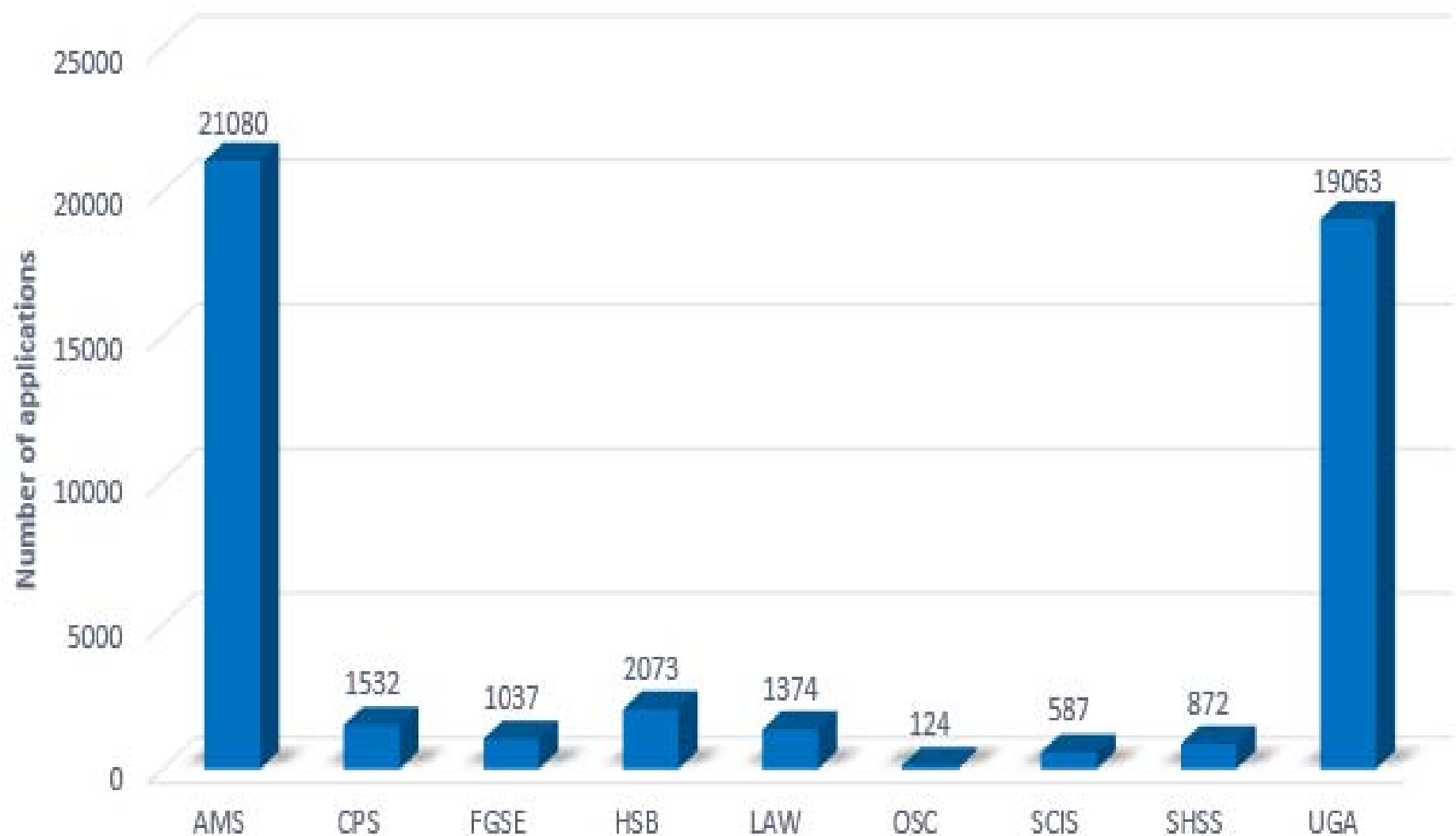
Admissions Management Services (AMS)

cont'd.

- AMS assists the University Call Center, HPD Admissions, and Fischler with any issues that need to be researched and resolved.
 - Most requests are send through *AMSQC@nova.edu* for same day resolution.
- Quality control at each stage of the AMS process ensures that every applicant is processed quickly and accurately so that decision makers can focus on selecting the best-suited candidates for their programs.



AMS in Comparison to University Application Volume



AMS 2017 Productivity

Applications Processed	21,080
Documents Reviewed	207,385
Follow-Up Calls	18,596
Duplicate I.D.s	895
Missing Signature/Email Contact	4,219
AMSQC Emails	7,560

Mail, Sort, Research Email Alias

Admissions	<i>admitdocs@nova.edu</i> Admission documents received via email for internal use only
Financial Aid	<i>finaid@nova.edu</i> Emails managed by University Call Center <i>finaiddocs@nova.edu</i> Emails received via internally/NSU personal; students have access to submit their documents <i>faidnsu@nova.edu</i> Emails received from students who complete online financial aid forms.
Electronic Transcripts	<i>electronictranscripts@nova.edu</i> <i>electronictranscript@nova.edu</i> Transcripts submitted from external institutions via secure portals. Students and advisors have access to this email. If not downloaded through a secure portal, transcripts are processed as UNOFFICIAL
Supplemental Applications	<i>supapp@nova.edu</i> Used by Undergraduate for submission of supplemental applications and their supporting documents

EPS Contacts

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Michelle Migliardi	Admissions Management Services (AMS)	27464	<i>mm2674@nova.edu</i>

The background of the slide is a light blue color with a subtle, abstract pattern. It features faint, stylized question marks and floral or leaf-like motifs in a slightly darker shade of blue. A solid dark blue horizontal band runs across the middle of the slide, containing the title text in white.

Frequently Asked Questions

Degree Conferral

Question:

When will I be charged the degree application fee?

Answer:

The application fee will be charged to the same term as when applied within 24-48 hours.



Mail Sort Research

Question:

Who should I reach out to if I have a question about receipt or processing of a document in NETSearch?

Answer:

Send an email to ***epsquality@nova.edu***

Your request will be forwarded to the proper area for research.

Information needed if available: Student name, NSU I.D., delivery method, any tracking information, and date sent.



Storage

Question:

Is there a particular person that handles all EPS storage requests?

Answer:

All file/box storage requests should be directed to: *epsstorage@nova.edu*



Quality Control

Question:

Can I give students the contact information for EPS Quality?

Answer:

epsquality@nova.edu and direct telephone numbers are for internal use only



Transcript

Question:

How does a student order a transcript?

Answer:

- Submit paper request via fax at: (954) 262-4862
- Submit paper request via U.S. mail at:
Enrollment and Student Services
Office of the University Registrar
3301 College Avenue
Fort Lauderdale, FL 33317-7796
- Online via SharkLink
- Pick up at One Stop Shop



Scanning

Question:

What is the turnaround time for documents submitted for scanning?

Answer:

Documents are scanned into NETSearch within 24 hours of receipt; with the exception of those received before a scheduled closure of the university.



AMS

Question:

What if a student is having difficulty submitting their application in Recruit.

Answer:

- What error message are they receiving?
- Most often applicants select a college from the pick list and also write in the information in the unlisted school name area; recruit can only accept one or the other.



AMS

cont'd.

Answer:

- The application requires all information with a red asterisk to be completed in order to submit an application.
- If applicant initially selected an anticipated start term that is now closed, they must select an available open term in order to submit an application.



Degree Conferral

Question:

My students are not listed in my queue for approval of their degrees.

Answer:

The student may have not submitted a degree application or your access may need to be adjusted.

If so, please contact Ana Iglesias at Ext.: 27470



Mail Sort Research (MSR)

Question:

What rules are used when deciding if a transcript or evaluation is official or unofficial?

Answer:

Transcripts and evaluations are considered Official only when they arrive as hard copy and in a sealed envelope, or if they are retrieved from an electronic processing portal such as National Clearinghouse or Parchment.



Storage

Question:

What types of documents are sent to storage and how long are they kept?

Answer:

- Transcripts, Financial Aid, Bursar, Finance, and Registrar documents are sent to storage.
- Transcripts are stored permanently.
- For all other documents, such as student files and Financial Aid related documents, please see the *Record and Retention Policy* found at: www.nova.edu/records



Quality Control

Question:

I have a student that submitted documents to the University for admission but I cannot locate them in NETSearch.

What information do I need to assist in the search for the missing document?

Answer:

Confirm with the student how the documents were sent and for any tracking information they have.



Quality Control

cont'd.

Answer:

- Correct mailing address is:
Enrollment Processing Services
3301 College Avenue
PO Box 299000
Fort Lauderdale, FL 33329
- We have no way of tracking mail sent without a tracking number.



Transcript

Question:

Does Nova Southeastern University (NSU) send out electronic transcript?

Answer:

NSU currently is unable to send transcripts electronically



Scanning

Question:

How often are service applications downloaded?

Answer:

Service applications are downloaded and uploaded to NETSearch daily, depending on the program.

Service applications are also uploaded to NETSearch when requested by AMS staff.



AMS

Question:

What happens when documents were sent in that are not attached to applicant NSU I.D.?

Answer:

If documents arrive prior to an application, they may be in orphan status and need to be located in the system and updated to the applicant's record.

Sometimes documents are orphaned because of a slight difference in their name or lack of unique identifiers. This can be resolved once confirmed with the applicant. Sometimes documents are found under a duplicate NSU I.D. and the records need to be merged.



Degree Conferral

Question:

When approving degree application, what is academic requirement completed date?

Answer:

The last day of the term, not the day the application is approved.



Mail Sort Research (MSR)

Question:

What is needed to retrieve electronic transcripts?

Answer:

Notice that the transcript is ready for download

Password for access to the transcript

Note: These come in separate emails
to the applicant and both are needed
to access the transcript.



Storage

Question:

How do I order empty boxes to use for storage?

Answer:

Supply orders for boxes are ordered through records management via email:
jlong2 @nova.edu



Storage

Question:

How do I request a box pick up to be sent to EPS storage?

Answer:

For storage box pick-up and delivery, requests must be made through NSU's Physical Plant department.



Transcript

Question:

A student supplied their credit card information on the transcript request form, is that information safe?

Answer:

Yes, all transcript requests are processed securely on campus. Student financial information security is our main priority.



Scanning

Question:

What happens to documents that do not have any identifiable information on them?

Answer:

Documents without corresponding information in Banner are placed in orphan status and appear on daily orphan report.

The orphan report is generated daily where we search for a matching student account.



AMS

Question:

A recommender is having difficulty submitting a recommendation through Recruit, what help can I give them?

Answer:

If recommender was unsuccessful opening the link, that checklist item needs to be deleted and re-added.

Recommender should always open link from server with no firewalls.



AMS

cont'd.

If recommender submitted the electronic form and then tries to upload an attachment it will not work since the system views the recommendation as completed.

AMS assists with troubleshooting possible user/system issues.

Your 'super user' can help open a ticket if necessary.



Degree Conferral

Question:

I do not know my username and password for UPO.

Answer:

If you have previously submitted an access form, use the Service Manager on your desktop to open a ticket to reset your password.

OIIT will email you with the necessary information.



Storage

Question:

How many boxes can be sent to EPS Storage at one time?

Answer:

For more than 7 boxes, please email: *epsstorage@nova.edu* to confirm the amount of boxes for storage. EPS Storage receives storage box requests from various departments university-wide. This will help us manage the processing of all requests.



Information

Question:

A student has a hold on their account;
can they still receive a transcript?

Answer:

If there is a hold on a student's account,
the only methods to receive a transcript are:

1. Clear the hold on that account or
2. Request a hold override via the Registrar's office.



AMS

Question:

Why can't an applicant upload a document in Recruit?

Answer:

Not all documents types are set up for applicant uploading.



AMS

Question:

Why can't a document be opened that has been uploaded in Recruit?

Answer:

Not all document types are compatible with Recruit (e.g. apple pages), check doc type extension and ask the applicant to resubmit in Word if possible.

Sometimes files become corrupt and need to be resubmitted. You will need to remove the current checklist item or the uploaded document for the applicant to re-upload a new document.



Storage

Question:

What information is needed to send boxes to EPS Storage?

Answer:

Send an email to *epsstorage@nova.edu* indicating the number of boxes to be sent, indicate the program information, and the name of requestor and contact information. For boxes with student files, include two lists of the students in alphabetical order with NSU IDs. The files must be in alphabetical order. For all other documents, provide a description on the box.



Transcript

Question:

Does the transcript form have to be filled out completely?

Answer:

Yes, all required fields must be completed for the request to be processed (i.e. signature lines, payment information fields, mail transcript to fields).

This applies to internal transcript requests as well.



AMS

Question:

An applicant applied to an HPD professional program requiring a service application, I see that application in Webadmit in verified status, why is there no Banner screen in SAAADMS?

Answer:

Sometimes when an applicant's service application name is slightly different from the NSU application name, the system creates a duplicate NSU I.D. which needs to be merged in order for both applications to show in Banner.



AMS

cont'd.

If the local status in Webadmit is changed before ESS Systems downloads the batch, that application will not be included.

Sometimes the applicant completes the wrong NSU application which doesn't match the service application.

AMS would follow-up with the applicant to guide them in submitting the correct application.

