Present: Luis Vega (Chair), Tanya Boone-Holladay, Janine Cornelison, Belen Mendiola, Karen Ziegler-Lopez, Liora Gubkin, Todd McBride, Melissa Medina Cruz, Seung Bach, Anayeli Gomez-Navarro, Deisy Mascarinas (Admin Support).

Guests: Veronica Bethea, Ben Perlado, Natasha Harris

Absent: Lisa Zuzarte, Ilaria Pesco

Action Items:
- N. Harris will send out a list to the advisors of the admissions codes and the different program action meanings.

Meeting began at 2:02 p.m.

L. Vega updated the group concerning the credit/no credit document from the last meeting, and the Provost decided to go with pre-COVID-19 grade policies.

<u>Final Transcript Evaluations</u>
Advisors shared their concerns with the Admissions and Records team about students not being aware of the process that goes on after they have submitted their application and transcript. V. Bethea shared with the group that this summer cannot be used as an example for any type of process because there was a lot going on, not just with COVID and working virtually, but also a change in personnel. There was a backlog of many things in the summer, but now there is a steadier flow. V. Bethea explained that for transfer students, once a student has been matriculated by the Admissions Office, they are validated once they have an official transcript, and then they are sent to the Registrar's Office where transfer credit is posted. For advising purposes, the Registrar Office does not want to post transcript transfer credit without all enrollment information completed. N. Harris explained the Admissions process for transfer students: Once a student applies, they are given instructions to submit the initial transcripts to the University. The transcripts are then reviewed and if the student has 60 units and the golden four completed, they are provisionally admitted to the University. The student is then required to submit their official initial transcripts to the University and once that is received, the Admissions Office validates that they have met the required 60 units and the golden four. The student is then coded as ready for matriculation and sent to the Registrar's team. The transcripts must be official and sent directly from the institution to the University. There are transcripts students send to the University but those are self-reported, and this is something the Advisors may be seeing in OnBase. The students must also submit all of their test scores before they can be validated for admissions.

Advisors asked questions and the A&R team shared some insight about their processes.
- How long does it take for a students' transcript to be received? It takes approximately 6 weeks before the Admissions Office can review the transcript after the student has submitted it.
- What is the workflow once the transcript is scanned in? Once the transcript is scanned in, they come into a cue, but the Admissions Office will not pull that student until they run a query that shows all of the students' documents have been received. Once a student is matriculated and validated by the Admissions team, there is coding added to Peoplesoft that then tells the Registrar Office that the student is ready for a transfer evaluation and ready to enroll.
- This process is fairly new, and everyone is in a transition phase, therefore, the team is not able to say their process takes a certain amount of time to be completed. Since working virtually, some schools sent transcripts right away, however, some schools were shut down and they were not able to send transcripts. The University was having to accept unofficial transcripts for a short while, as everyone was transitioning.
- V. Bethea suggested that there should be another communication sent from their department that notifies the student about receipt of their transcript, explain the processing period and the timeline for that. The communication will help students better understand the process and to know what to expect from that

point. There was a suggestion to also let the student know that they can contact someone from the Registrar Office if the student has not heard back from anyone after a certain date.

- B. Perlado suggested having a communication sent out to students from their school to let them know they are aware that their application is in process and provide the next steps for the students.
- Students may be looking more at their *To Do* list than their email.
- It was suggested to have a multi-faceted place where students can go to, as there is no website where students can go see a detailed, transparent process. Possibly we can incorporate this information in the orientation packet for future students.
- How is an Admissions or Registrar employee notified that an updated transcript has been submitted? For the last semester, grades where there are RD's, where does that get resolved in the process? Queries are run often. The Registrar Office has been working with the IT department to develop workflows in OnBase. However, due to COVID, they have not launched and implemented new workflows. It has been an ongoing issue where a student submits a transcript with updated grades, but how is the Registrar Office notified that the student has submitted a transcript? Fortunately, because advisors are working with students as well, they are able to notify the Registrar Office. When the students have an RD grade in Peoplesoft, the Registrar Office is able to gather that information. For some students, there was never an RD, and they will not know about these grades unless the student contacts us. They are looking for solutions to this issue.
- Some students have submitted their transcripts and AP scores multiple times and they still will not show up in our system. N. Harris suggested for advisors to reach out to Admissions, so they can try to locate a student's transcript or AP scores before the student has to submit them again. It is important to provide confirmation emails, so it is easier to track down the transcript by the date it was submitted. There are some transcript companies that put an expiration date on the transcripts and some dates range from a week to 30 days. Most vendors have been cooperative and resubmit transcripts or unlock transcripts that are needed.
- Students may submit unsolicited transcripts even though they have not yet applied to the University, and maybe just want to know if they are eligible to apply. Students must submit official transcripts and scores from each of the schools they have attended previously.
- *Accept/Decline* is going to go away for Fall 2021 and the students will see the *Intent to Enroll*, which will emulate that. Admissions is working on more details on what each of the statuses mean and a corresponding message where the *accept/decline* appeared. This will help students understand what their status is.
- Admissions and Records is working with the OnBase team on the checklist for students.
- It was expressed that it would be great to develop a timeline of where students are in terms of their status, and whether they have been admitted, validated, and term activated.

Meeting ended at 3:30 p.m.