

Electronic Offers of Admission

A Case Study

105's by the Numbers

- 9500 non-101 applicants
- 5800 offers of admission
 - 1280 international offers
 - 3200 domestic 105 offers
 - 1320 internal transfers
- Costs of Packages
 - $4480 \times \$3.00 = \$13,440$
 - $3200 \times \$5.00$ (postage) = \$16,000
 - International courier charges = \$50,000

Goals of Project

- Replace current process of mailing/couriering paper offer packages to OUAC type 105 undergraduate applicants and internal transfers
- Process to be supported by email and student portal (Carleton Central)
- Links to admission offer details and documents with ability to accept offer electronically (internal transfers)

Potential Benefits

- More timely delivery of admission offers to international applicants
- More reliable delivery of admission offers to international applicants
- The most accurate and current information available to applicants at all times
- Significant cost savings from reduction in document printing and postage costs.

Starting the Process

- Support of Senior Management
 - Risk/Benefit analysis
 - Safeguards required to reduce risk(s)
- Coordination of campus-wide experts
 - Admissions
 - Computing Services
 - Technical programming
 - Customized reporting
 - Student portal
 - Student audit
- Staff involvement at all stages of development

Requirements List

- Flag applications in order to direct through appropriate processing stream (electronic or traditional)
- Ability to override default processing stream on an individual file basis (eg. student has no email or student has requested hard copy)
- Electronic offer documents to be electronically tied to applicant and application (term/program)
- Ability to override existing electronic record if information is updated (new scholarship, etc.)

Requirements (cont'd)

- Ability to store multiple files for student/term based on different programs
- Ability to report on students who have not accessed their “offer” page in the student portal
- Ability to generate reminder emails for applicants who have not viewed offer details
- Ability to “hide” information from the portal after the beginning of the term
- Ability to store (and access) offer information by applicant by term

Making the Admission Decision

- Assess application
- Code admission decision and the offer components
- Select delivery method
 - Default for 105's is web
 - If hardcopy required, change “Offer Package Delivery Type” to hardcopy+web
- Request Letter
- Overnight processing of offers

Oracle Developer Forms Runtime - Web: Open > SAAADMS - SZAADMS

File Edit Options Block Item Record Query Tools Help

Admissions Application Detail Form SZAADMS 5.0 (PPRD)

ID: Term:

SZAADMS EXISTS

Term: 200930 Fall 2009 (September-December) Appl No: 1 Ouacid: 1

Rank: 1 Choice: 01 CEGEP Activity:

Degree: BCOMM Bachelor of Commerce Class: U1 BC HS Activity:

Major 1: 3L Commerce: Man People & Orgs CAEL:

Major 2: Acad Warn: Guaranteed Res: ArtsOne Requested:

Minor 1: Alternate Offer: Res Requested:

Minor 2: Offer Package Delivery Type: Default

Conc 1: Status: D Decision Made 10-JUL-2009

Conc 2: Decision: A4 Admitted with Condition(s) 10-JUL-2009

Averages

	Prereq	Overall	Date
Prelim	<input type="text"/>	<input type="text"/>	<input type="text"/>
Early	<input type="text"/>	<input type="text"/>	<input type="text"/>
Interim	76	82	10-JUL-2009 12:07
Final	<input type="text"/>	<input type="text"/>	<input type="text"/>

Deficiency:

Adm. Officer:

County:

School: X11105 Intl Sch of Lusaka

Ssdip:

Late Fee Waiver: ArtsOne:

Record: 1/1 | <OSC>

Default - "hardcopy" for 101's and "web" for all others

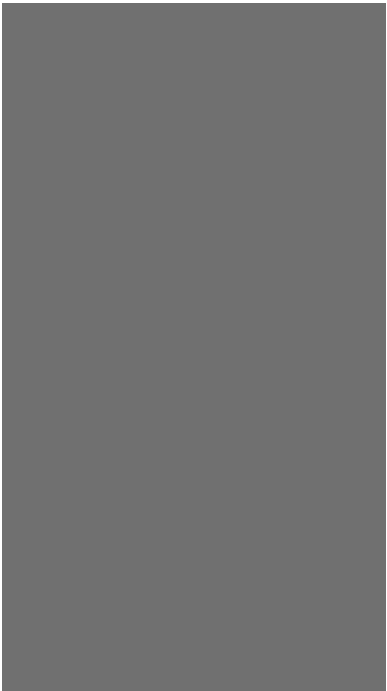
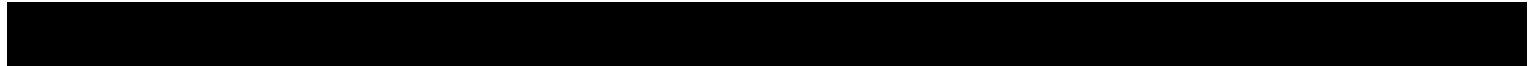
Button is active if offer approved for viewing

<-- position cursor in DATE field and press TAB to activate next screen

Start | InBox - Microsoft Outlook | 3 Internet Explorer | Electronic Offers AD proc... | Desktop | 4:21 PM

After the Admission Decision

- Admissions Officer receives report when offers ready
- Personalized queue of electronic offers available for approval for each admissions officer (by term)
- E-offer approval form contains:
 - Applicant ID, Name
 - Application Number
 - Program code and Class
 - Admit Term, Admit Type
 - Alternate, Residence, Warning Flags (if appropriate)
 - Overall and prerequisite averages
 - OUAC flag
 - Email address



Oracle Developer Forms Runtime - Web: Open > SZAOWFR

File Edit Options Block Item Record Query Tools Help

Web Delivered Offer Packages: SZAOWFR 7.0 (PROD)

ID: AO ST Term: 201010 Status: <none>

Student ID	Name	Program	Letter Date	Status	Date	User	Email	Date	Student View Date
		BENG-82	23-NOV-2009 08:	<none>			<input type="checkbox"/>		
							<input type="checkbox"/>		
							<input type="checkbox"/>		
							<input type="checkbox"/>		
							<input type="checkbox"/>		

Appl No: Rank: [Send Email](#)
 Type:
 Decision: Admitted: Final Alternate Offer: Guaranteed Res: ArtsOne Requested:
 Class: Acad Warn: OUAC:
 Major 1: Electrical Active Holds:
 Major 2: Preliminary:
 Minor 1: Early:
 Minor 2: Interim:
 Conc: Co-operative Option Final:
 Conc 2: Connect Email:
 Offer Package: Personal Email:
 Delivery Type: [Show Package](#)
 Adm. Officer:

Record: 1/1 | ... | <OSC>

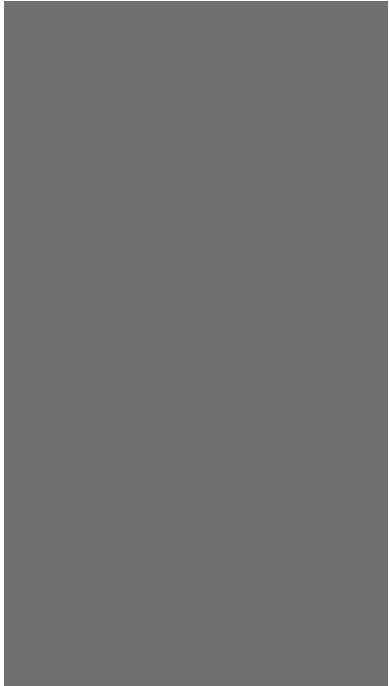
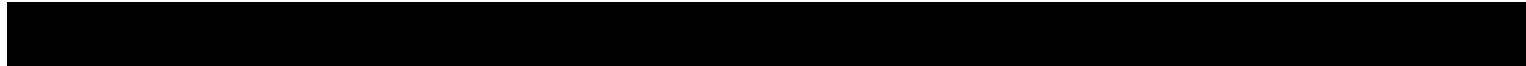
Start | 3 Microsoft ... | 4 Internet ... | W:\Admission... | W:\Admission... | Electronic Offe... | Desktop | 10:35 AM

After queuing of offers

- Reviewed by Admissions Officer
 - Form automatically defaults to logged in Admissions Officer
 - Ability to switch log in (if required)
- Approve (or reject) offer details
- Activate email box (popup occurs if no email address exists for applicant or if offer not “approved”)
- System generated email with information about how to view offer of admission
- Option to override electronic stream and print offer via traditional stream

Electronic Stream Application Pieces

- Offer PDF including scholarship and housing offers (if applicable)
- Visa PDF for international students
- List of application specific additional information (brochures, URL links, etc) for posting to student portal
- Real-time Statement of Standing (for applicants with advanced standing)
- Ability to accept/decline offer for internal transfers



Admission Offer Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address http://bannerdev.cunet.carleton.ca:16010/pls/pprd/Pkg_Electronic_Offer.P_DispofferDet?p_appno=1&p_term=200930&p_dprog=BCOMM-3L Go Links >>

Personal Information **Student Services**

RETURN TO MENU SITE MAP HELP EXIT

Admission Offer Details

Nov 23, 2009 01:10 pm

i Listed below are your letter(s) of offer, including (if applicable) conditions of the offer, and offers of residence and scholarship. To view and/or print any of this information, click on a link.

Documents	Important Information
Offer of Admission	Your Carleton University Admission Information
Visa Letter (for study permit application)	After Your Admission
Admission Audit	Maintaining your Offer of Admission
	Claiming/Renewing Your Scholarship
	Living on Campus
	Guide to the Admission Audit

To respond to this offer, please go to the Ontario Universities' Application Centre website at www.ouac.on.ca. You will require your OUAC reference number along with your COMPASS password/PIN. There may be a short delay before this information appears on their web site. If you do not see it within 2 business days, please contact us at (613) 520-3609, or at admissions@carleton.ca.

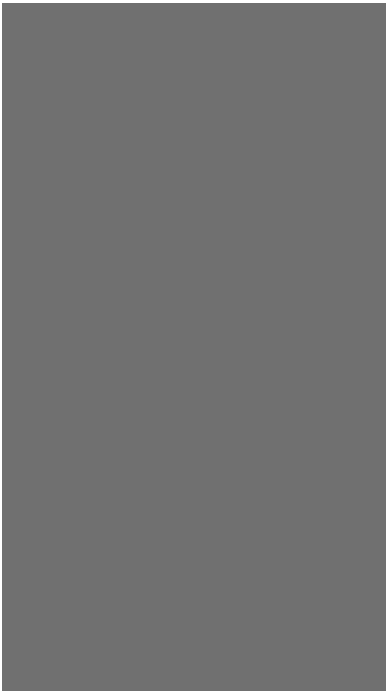
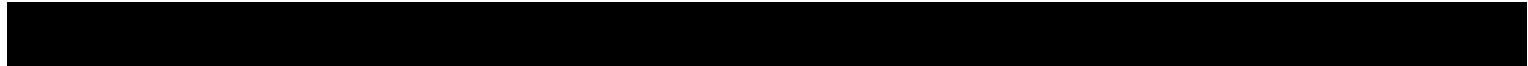
1. Select "All Other Undergraduate Applicants (OUAC 105)"
2. Select "Review and Change your Completed Application"
3. Select the "Choices/Offer" link

RELEASE: 7.3

Done

Start | Internet Explorer | 4 Internet Explorer | Electronic Offers AQ proc... | Desktop | 1:11 PM





Admission Offer Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail New Tab

Address http://bannerdev.cunet.carleton.ca:16010/pls/pprd/Pkg_Electronic_Offer_P_DispOfferDet?p_appno=2&p_term=200930&p_dprog=HBA-41 Go Links

Carleton UNIVERSITY Canada's Capital University **Carleton Central**

Personal Information **Student Services**

RETURN TO MENU SITE MAP HELP EXIT

Admission Offer Details

Nov 23, 2009 01:22 pm

i Listed below are your letter(s) of offer, including (if applicable) conditions of the offer, and offers of residence and scholarship. To view and/or print any of this information, click on a link.

Documents	Important Information
Offer of Admission	Your Carleton University Admission Information
Admission Audit	Financing Your Studies
	Registration Instructions
	Guide to the Admission Audit

You have accepted this offer. To make any changes, please contact Admissions Services at admissions@carleton.ca, or 613-520-3609.

RELEASE: 7.3 Powered by SunGard SCT

Start | Internet Explorer | 4 Internet Explorer | Electronic Offers AQ proc... | Desktop | 1:22 PM

Rollout

- Started small – used winter term to test, obtain feedback, make adjustments, etc.
- Specialized training sessions for:
 - Admissions officers
 - Staff with viewing requirements
 - Front line staff (phone enquiries)
- Documentation of procedures (including screen shots)
- Embassy notification regarding new visa letter format

Benefits

- More efficient processing of offers of admission
 - Eliminated need for casual position
 - Operations staff able to verify and assemble new files quicker
- Applicant has access to offer information as soon as offer approved
 - Faster visa processing for international applicants
- Offer information is updated within 24 hours when offer details change (scholarship, major, etc.)
- Statement of Standing information updated immediately when changes made to transfer credit

Benefits (cont'd)

- Cost savings (paper, printing, postage)
- Ability to access the electronic record of offer details sent to applicant
 - Can review offer details without requesting file
 - Improved customer service
- Ability to deliver electronic version of registration package now that student portal updated