

ENROLLMENT SERVICES NEWS

October 14, 2013

OFFICE OF ADMISSIONS

Position Announcements

Please welcome the following new hires to the OA team:

Alana Stuart joined OA this summer as an international admissions counselor. Alana previously worked in admissions for Northern Michigan University, and is completing her Master's Degree in international education with the SIT Graduate Institute in Vermont.

Judy Prince has joined OA as a part-time international credential analyst. Judy retired early this year from Central Michigan University, where she worked in the Graduate School and handled international credentials for 15 years. We are delighted that Judy has agreed to share her expertise in this area and assist us on a part-time basis.

Operations Coordinator **Arlene Schneider** is now a member of OA's marketing and communications team, taking on the role of EMAS Data Coordinator. In her new role, Arlene is the primary person responsible for monitoring of prospective student data in the Office of Admissions.

Operations Coordinator **Lisa Counsellor** has taken on a new role in the Office of Admissions. She is now the primary staff member responsible for coordinating the daily operational activities in the Operations section. Responsibilities include monitoring processing of incoming applications and documents and working with other staff members to ensure processes run smoothly through to admission decisions and AOP assignment.

With the shifting responsibilities of the operations coordinator roles in the Office of Admissions, some tasks and roles have been reassigned. Thank you to **Operations staff members** who are handling new responsibilities or have taken on new roles.

Farewell Announcement

In August we said good-bye to **Hannah Lowenthal**, International Credential Analyst, who took a job as Associate Director at the University of South Florida in Tampa.

Acknowledgements

Associate Director **Gabe Santi** was recently selected to participate in the "Foundations of Effective Leadership" training program by MSU Human Resources. This 10-session program runs throughout the fall semester.

Anita Musser completed training in "Essentials of Project Management" through Human Resource Development in June 2013.

Romelia Widders and **Anita Musser** are participating in a process mapping group “Sponsored Student/International Billing” which is led by the Controller’s Office. Anita Musser will participate in the presentation session on October 11, 2013.

Orientation staff, along with staff from the Office of International Student and Scholars and the English Language Center, worked closely with the Associate Provost for Undergraduate Education to reengineer International Student Orientation (ISO). For the first time, freshman and transfer international students were required to attend a week of orientation. Qualitative and quantitative data indicate that the changes made positively affected the student's orientation experience.

OFFICE OF FINANCIAL AID

New Staff and Reassignments

- **Christopher Morse** joined OFA as a Financial Aid Officer I on June 24, 2013. Christopher earned his BA in Theater from Temple University and was previously employed at the University of the Arts in Philadelphia as a loan officer.

Accomplishments

- **Alan Bird** led the coordination efforts for the 2013 Michigan Regional Users Group for Perceptive Vision which provides the imaging software used in Enrollment Services.
- **Carol Albert** was recognized for her excellent service by the Resource Center for Persons with Disabilities (RCPD) during their annual award ceremony.
- **Cheryl Whitman** received her Undergraduate Degree in Business Management from Baker College in June of 2013.
- **Cindy Osborne** serves as a member on the Program Committee for the upcoming Michigan Student Financial Aid Association (MSFAA) Winter Training in January, 2014.
- **Gerald DuCap** served as the primary supervisor for our extended summer phone bank. He managed 24 students and approximately 30,000 phone calls.
- **James Roye** completed his 2nd BA at Michigan State University in Communication.
- **John Garcia**, College of Law, executed several presentations which include, but are not limited to, his participation in a retention webinar with PHEAA/FedLoan Servicing, and online chats and presentations for Fall 2013 students. He was also appointed to the National Association of Student Financial Aid Administrators (NASFAA) Publications Editorial Board for 2013-2014.
- **Jennifer Shappell** serves as a member on the Program Committee for the upcoming MSFAA Winter Training in January, 2014.
- **Keith Williams** co-presented at the NASFAA Conference on Enrollment and Financial Aid Modeling. He successfully completed a one-year term with College Board’s Enrollment Leadership Academy. Keith will end his term with the Midwest Association of Student Financial Aid Administrators (MASFAA) as Vice President in October. He also began his appointment to the 2013-2014 NASFAA Access and Diversity Committee.
- **Marcia Pung** received her Associates Degree in Business from Spring Arbor University this summer.
- **Rick Shipman** serves on the Program Committee for the 2013 MASFAA Conference to be held in October 2013. He also serves on the Program Committee for the College Board 2014 Midwestern Regional Forum. His term as the Midwestern Delegate to the College Board National Nominating Committee will end in 2014.

- **Tyler Arens** was elected for a second year to attend the Freshmen Seminar as a program assistant/staff representative. The Freshman Seminar was held in Ireland this year.
- **Val Meyers** co-presented on Grassroots Legislative Advocacy at the NASFAA Conference. She will begin her two-year appointment as MASFAA's Treasurer-Elect in October, 2013.
- The expanded summer phone bank is a point of pride for OFA. It enabled many good things to happen including fewer complaints from MSU operators and other units as well as a huge improvement in our ability to process aid over the summer.
- OFA offered over \$1.3 billion dollars to 51,531 students for 2013-2013. Over \$622 million dollars were paid to 35,005 students for the same academic year.
- OFA staff created a Need Level Display application for MSU units outside of OFA to identify scholarship recipients.
- OFA staff created an Athlete Viewer application to support Student Athletic Support Services (SASS) with current financial aid data for student athletes.
- OFA staff created an application to notify delinquent borrowers of repayment options to avoid defaulting on student loans.
- OFA staff created the International Student Employment Assistance (ISEA) program to support the Office of International Students and Scholars' international student employment program which is funded in part by the international student fee.

Projects

- Working with IT Services and others to enhance our self-service tools in StuInfo, particularly eFinaid
- Updating our web page text and content based on feedback from an external review.
- Working with IT Services and Development to enhance the MSU Scholarship Endowment System to provide more functions.
- OFA has been approved for a renovation of the public area where our students and parents are most likely to be seen. The renovation plan for completion is July, 2014.

Conferences and Outreach

- **Cheryl Whitman, John Garcia, Keith Williams, Rick Shipman** and **Val Meyers** all attended the NASFAA Conference held in Las Vegas, NV.
- **Chandra Owen, Cheryl Whitman, Cindy Osborne, Jennifer Shappell, Melody Coates** and **Val Meyers** attended the MSFAA Summer Conference in Bellaire, MI.
- **Jennifer Shappell** also attended the Foster Care Youth Conference at the University of Michigan.
- **Rick** attended the College Board Midwestern Regional Board Meeting and also the Conference Planning Meeting both held in Chicago, IL.

OFFICE OF THE REGISTRAR

Service

- **Kimberly Blair-Chambers** and **Mike McDonald** (IT Services) presented on the topic of Academic Room Scheduling to ISTECC on August 22.

- **Nicole Rovig** is co-facilitating a Leadership Learning Community (LLC) fall 2013 and spring 2014 with Deborah DeZure, Assistant Provost for Faculty and Organizational Development. The LLC is open to Deans, Directors, Chairs, and Executive managers.

Professional Development

The Office of the Registrar management team will be participating in the Leading the Spartan Experience workshops in October.

Nicole Rovig attended the inaugural CIC Military and Veterans Peer Group conference at Purdue University October 2-3 and was also selected to participate in the 2013-2014 CIC Information Technology Leadership Program (CICLP).

Select Accomplishments

- In collaboration with the Office of Admissions, Controller's Office, Office of Financial Aid, IT Services, and Office of Planning and Budgets, implemented student preferred name.
- In an effort to foster consistency and collect accurate and useful address information from students and entities, the SIS Operations group (a cross-unit group with representatives from the Office of Admissions, Office of Planning and Budget, Controller's Office, Office of Financial Aid, IT Services, and Office of the Registrar) completed a full review of address types in SIS.
- Worked closely with IT Service's Learning, Design, and Technology department to complete the grade upload feature directly from Desire2Learn (D2L) to the RO Instructor System.
- The Office of the Registrar's 5-year strategic plan has been updated:
www.reg.msu.edu/Read/PDF/StrategicPlan.pdf.