ENROLLMENT SERVICES

Exceptional Service and Solutions for the MSU Community

ASSOCIATE PROVOST FOR ACADEMIC SERVICES

Admissions  Financial Aid  Registrar
ENROLLMENT SERVICES MISSION:
Facilitate student recruitment, transition, and enrollment at Michigan State University
Facilitating RECRUITMENT

Customer Relationship Management (CRM)
Comprehensive recruitment software providing complete communications management and detailed tracking of customer interactions
Facilitating ACCESSIBILITY

Electronic Transcripts
MSU is in compliance with State of Michigan e-transcript initiative to receive electronic transcripts from high schools for MSU applicants.
Facilitating COMMUNICATION

Personalized Student Admissions Portal
Online application status and decision letters
Facilitating FUNCTIONALITY

Personalized Student Admissions Portal
Document tracking, editing personal information, and experiencing MSU.
Facilitating ENGAGEMENT

Social Media

Improved service and interaction with students and parents via Facebook and Twitter.
Facilitating TRANSITION

Net Price Calculator

- Federally mandated
- Determines the likely level of financial assistance at MSU
- No user logon required
Facilitating INFORMATION

MSU Cost Calculator
• Determines individual’s actual cost of varying credit loads and housing plans
• No user logon required
• Available on the MSU Controller’s Office website

Student Accounts
Fall 2011
Tuition, Fees and Housing Calculator

Your one-semester total for tuition, fees, and housing is $9,099.00

To estimate your Financial Aid and to create an "Estimated MSU Charges and Financial Aid Payments statement" click the icon below.

Calculate Financial Aid

The above figure includes your total for:
tuition and fees of $4,907.00 (based on 12 credits)
as an in-state freshman or sophomore
and your total for housing costs (including housing tax if applicable) of $4,192.00
based on your housing choice of
double room with Silver

Please note that certain online courses may be subject to additional Online Education Special Tuition Fees that are not reflected here.

ITEMIZATION OF ALL CHARGES:

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>$4,907.00</td>
</tr>
<tr>
<td>FHM Radio Tax</td>
<td>$3.00</td>
</tr>
<tr>
<td>ASMSU (undergrad tax)</td>
<td>$10.00</td>
</tr>
<tr>
<td>State News Tax</td>
<td>$5.00</td>
</tr>
<tr>
<td>Housing Cost</td>
<td>$4,077.00</td>
</tr>
<tr>
<td>Housing Tax</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

Remember: these are one-semester costs only.
If you maintain the same housing/meal option and credit level for two semesters, your two-semester costs will be $18,018.00.
Facilitating SCHOLARSHIP

Recruiting Scholarships

• Uses admission application data, GPA, test scores
• Gathers financial need information via the Free Application for Federal Student Aid (FAFSA)
• Awards made after admissions decision
Facilitating AFFORDABILITY

Need-based Financial Aid
- FAFSA is required
- All students receive email award notice
  - New students also receive paper notice
- Recipients accept awards on secure STUINFO website
- Refund of excess aid available via direct deposit
Facilitating ENROLLMENT

Search, plan, and enroll for courses
- Accessed more than 16 million times per year
- No login required
- “Location” links directly to maps.msu.edu
- Click section number to view refund and drop deadlines
Facilitating USABILITY

Schedule of Courses: One click to view textbooks, supplemental materials (federally mandated)
Facilitating CONVENIENCE

Schedule of Courses: Open Seat Notification
- Became available in August 2011
- 300,000 alert messages sent to date
- 80,000 alert requests processed to date
- 21,000 successful enrollments due to alerts
Facilitating GRADUATION

Degree Report
- Enables students and advisors to monitor progress towards degree from admission until graduation
- 95.5% of students apply online to graduate
- 10,935 degrees were conferred for spring, summer, and fall 2011. Of those, 7,110 were conferred electronically.
Facilitating SUCCESS

Electronic Transcripts
• MSU produces more than 90,000 transcripts each year
• Same day delivery
• 70% of orders for transcripts are submitted online; nearly 40% of those are issued electronically
Enrollment Services

With 72 fewer positions than in 1992, Enrollment Services units remain committed to serving MSU’s campus community with excellence and innovation.

- 1999-2000: 178 positions
- 2011-2012: 143 positions; among the smallest in the Big Ten conference
- Cumulative MSU service time is 2,893 years for current staff
- We offer students the ability to complete most tasks online, while continuing to provide in-person services and outreach programming
- In 2011, emails, phone calls, walk-ins, and campus visitors numbered nearly 1 million annually for all ES
Enrollment Services

Fall 2011 Admissions
• 28,416 freshman applicants for fall 2011; 20,728 admits
• 7,782 freshman enrollees for fall 2011 –largest freshman class in MSU’s history; 25% non-resident
• 1,535 transfer enrollments for fall 2011

2010-11 Financial Aid
• 57,114 aid applicants
• 48,629 students were offered $1.2 billion
• 35,758 students received $602 million
• 27,070 undergrads received $418 million
Enrollment Services

Office of the Registrar

• More than 31,000 sections of courses scheduled yearly
• 3.5 million grades submitted electronically since fall 2002
• Since 1856, MSU has conferred 541,518 degrees
• Approximately 1,000 courses and programs are processed by Curriculum and Catalog each year
Enrollment Services Vision

- Emerge as a leader of enrollment services among peer universities.
- Serve as a model for campus-wide communication and collaboration.
- Create an energetic and enthusiastic student-centered environment.
- Maintain a forward-thinking culture.
- Steward University resources wisely.
- Respect and value the differences and contributions of others.
- Implement technologies to advance the University’s mission.