



# BEAN COUNTING

Who's Here? Working with Enrollment Management



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Franciscan University of Steubenville

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University of Cincinnati



## Franciscan University of Steubenville

4 Year Private

Over 2,500 students

Jenzabar EX

# Impact of Online Registration



## Pre-Online Registration Era

- ❑ Check in day in gym
- ❑ Long lines
- ❑ Accurate count
- ❑ Immediate results

## Online Registration Era

- ❑ Faster service online
- ❑ No lines
- ❑ Not really sure who showed up
- ❑ 3 week delay

# Counting 'beans'



## The Issue:

How do we count students who are actually attending in the quickest way possible?

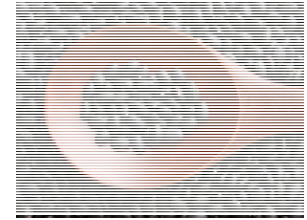
- ❑ Pre-registration begins in April for returning students
- ❑ Registrar creates schedules for new students during summer
- ❑ Not all scheduled students actually attend
- ❑ Faculty roster verifications, 3 week process at best
- ❑ No shows skew enrollment data
- ❑ Sometimes not found until end of semester

# Economic Catalyst



- ❑ Tuition driven school
- ❑ 2009: Were we going to meet enrollment?
- ❑ Annual salary notification delayed from May to October
- ❑ Faculty and staff depending on head count
- ❑ Campus wide campaign to identify attendees
- ❑ Faculty and staff motivated to assist

# Online Check In



- Online check in form created
  - ▣ Software development (Jenzabar EX, JICS)
- Student Portal Prompt at Registration
  - ▣ Students need to login to check room assignments and/or make schedule changes
- No access to schedules or registration until complete
- Automatically changes enrollment status from 'pre-registered' to 'registered'
- Available 1-2 weeks prior to semester start

# Online Registration

[Course Schedules](#)



**Add/Drop**

## **Personal Info Update**

Update your contact information before proceeding to Add/Drop courses.

[Complete the Personal Info Update form](#)

## **Confirm Your Enrollment**

Confirm your enrollment this semester before proceeding to add/drop courses.

[Complete the Confirm Your Enrollment form](#)

[Go to Main screen](#)

## Online Registration

 [Printer Friendly](#)

### Course Schedules



[Add/Drop](#) >

### Confirm Your Enrollment

#### Fall 2011 Registration

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**Confirm your enrollment before proceeding to the add/drop courses screen. You will also be asked to review your personal information and update as necessary.**

1. Do you plan to attend Franciscan University of Steubenville this Fall 2011 semester? \*Required  Yes  
 No

Submit

Cancel

# Student Communication



- ❑ Mailing to home address
- ❑ E-mail blast
- ❑ Signs on campus (residence halls, classrooms, other)
- ❑ Residence Hall check in stations
- ❑ Secondary e-mail blast to those who hadn't yet checked in

# Timeline



- ❑ Mailing/e-mail to students 1-2 wks prior to check in
- ❑ Open check in 1-2 weeks prior to semester
- ❑ Students confirm enrollment before or as they arrive at residence halls
- ❑ Identify students not checked in by first day of class
- ❑ Ask University staff to identify attendees
- ❑ Send faculty memo requesting identification of attending students

# Collaboration



- Interdepartmental Team Approach
  - Residence Directors
  - Admissions Counselors
  - Financial Aid
  - Student Accounts
  - Faculty Secretaries
- Who have you seen?
- Recent account activity? (add/drop, payments, parking passes, meal plan, financial aid)

## STUDENTS WHO HAVEN'T CHECKED-IN

If you know the student is here this semester, please check the 'Here?' column

### Undergraduate

Here?	Full-Time		Hrs enrld	Post Secondary
<input type="checkbox"/>	<input type="checkbox"/>	Kyle	18.00	SR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jennifer	13.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Sara	15.00	SR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Andrew	17.00	JR
<input type="checkbox"/>	<input type="checkbox"/>	Peter	14.00	SO
<input type="checkbox"/>	<input type="checkbox"/>	Mary	19.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Nathaniel	12.00	JR
<input type="checkbox"/>	<input type="checkbox"/>	Mary	12.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Samantha	13.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Deedra	12.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Laureine	12.00	JR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lisa	13.00	SR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Leanna	12.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Sara	15.00	JR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Eliza	15.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Sarah	15.00	JR
<input type="checkbox"/>	<input type="checkbox"/>	Lindsey	12.00	FR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Andrew	13.00	SR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tessa	12.00	JR

41 Full-Time Undergraduate

Here?	Part-Time		Hrs enrld	Post Secondary
<input type="checkbox"/>	<input type="checkbox"/>	David	10.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	John	3.00	JR
<input type="checkbox"/>	<input type="checkbox"/>	Joseph	3.00	FR Y
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Francine	10.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	David	10.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Kathleen	3.00	FR Y
<input type="checkbox"/>	<input type="checkbox"/>	Celene	6.00	FR Y
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Kevin	3.00	FR
<input type="checkbox"/>	<input type="checkbox"/>	Sarah	3.00	FR Y
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Cierra	3.00	FR Y
<input type="checkbox"/>	<input type="checkbox"/>	Jacob	6.00	FR Y
<input type="checkbox"/>	<input type="checkbox"/>	Rachael	3.00	FR Y
<input type="checkbox"/>	<input type="checkbox"/>	Gregory	3.00	FR
<input type="checkbox"/>	<input type="checkbox"/>	Danielle	3.00	SR
<input type="checkbox"/>	<input type="checkbox"/>	Nicholas	9.00	SO

15 Part-Time Undergraduate

56 Undergraduate

107 All students not checked in

# Faculty role



- ❑ Enrollment Verification memo circulated
- ❑ Shows only students who haven't checked-in
- ❑ Faculty are asked to identify whether or not they've seen a student
- ❑ Distinct from roster verification

To: Faculty Name

From: Ann Dulany, Associate Registrar

RE: Enrollment Verification

Date: (Second day of class)

The following students have not yet checked in. Please assist us in identifying whether or not they are attending Franciscan University of Steubenville this semester. Official roster verifications will be distributed the week after the add/drop period closes. Indicate whether or not you have seen these students in your class and return this memo to me by (end of first week of class).

ENG 103 A: Freshman English I

This class has not yet met

Student Name

Yes, I have seen this student

No, I have not seen this student

Student Name

Yes, I have seen this student

No, I have not seen this student

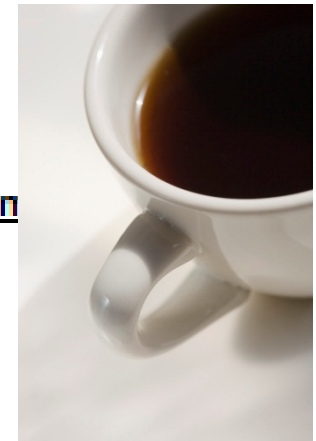
ENG 290 A: Speech Communication

This class has not yet met

Student Name

Yes, I have seen this student

No, I have not seen this student



# Accurate Count



- As staff and faculty verifications, Registrar office manually changes students from pre-registered to registered
- Within one week, we have identified and contacted 'no shows'
- Enrollment count is reliable
- Vice President for Enrollment is happy

# University of Cincinnati



- 4-Year Public, Urban, Research
- Autumn 2010 Enrollment = 41, 357
  - ▣ Undergrad = 31, 523
  - ▣ First Time Full Time First Year Baccalaureate Retention
    - 84% (colleges range 80 – 91%)
    - 77% in 2004
    - Goal is 90% overall
- Two main campuses
- Two suburban campuses

# University of Cincinnati



1. Managing Admissions Cancellations
2. Finding Phantom Students

# Admissions Application Cancellations

- Assoc registrar/director of student records (chief sleuth)
  - ▣ Admissions side clues
    - Still wants second choice major?
    - Admissions notes & correspondence?
  - ▣ Registrar side processes
    - Back out class enrollment
    - Student status > “never attended”
      - Complicated by Service Blocks
      - New regulations re: student “participation and progress”

# Phantom Students



- On the books but not on campus
- Scary effect on Enrollment Reports
  - ▣ Efforts to identify

# Phantom Students



- UC Attempts
  - Housing
  - Learning Communities/First Year Experience
  - Course instructors
    - Early Intervention (home grown)
    - Early Alert (Starfish Retention Solutions)
  - Common First Year Courses
    - Engl 101

# Discussion



- Use of online/web activity logs
  - ▣ Activity between early registration and beginning of classes
    - Schedule/bill, etc.
- Cause/Effect of No-Show Behavior
  - ▣ Shoppers
  - ▣ Cost/Economy/buyers remorse
  - ▣ Financial Aid