2003-2004 Academic Affairs - Enrollment Services & Registrar

Section	Document Name
Fiscal Health	• ENROLLSVCS Fiscal Health Report 2004-05.pdf
Fiscal Health	• REGISTRAR Fiscal Health Report 2004-05.pdf

Mission

IUPUI Enrollment Services is comprised of Undergraduate Admissions, the Enrollment Center, Student Financial Aid Services, Student Scholarships and Registrar.

The *mission* of Enrollment Services is to enhance the quality of the IUPUI student body and the overall educational experience by

· cultivating, recruiting, admitting, and enrolling well prepared undergraduate students from diverse cultural backgrounds;

· supporting students with scholarships (undergraduate) and financial aid services (undergraduate and graduate);

· providing efficient systems, resources and services to assist students in their interactions with the university.

The vision of Enrollment Services is to contribute to establishing IUPUI as a premier destination for individuals from diverse cultures to interact within an urban environment. The offices seek to provide services of the highest quality to prospective and enrolled students by through coordinated services within a courteous, welcoming environment that ensures that we both attract and retain IUPUI's desired student population.

Enrollment Services is committed to providing timely and accurate data and efficient systems, resources and services to help faculty and staff perform the work of the university.

Goals and Objectives

1. Effectively cultivate, recruit, admit, and enroll well prepared students to meet the criteria of our enrollment management plan. Work with academic units to help retain students.

1-a. Guide development of the IUPUI enrollment management plan

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: 2006

Actions taken for 2003-2004:

- Enrollment Management Council and Steering Group appointed

Evidence of Progress for 2003-2004:

- Timeline established by 1/06
- Remaining steps completed according to timeline
- Number of students enrolled increased by 2.9% from Fall 2002 to Fall 2003 reaching a record IUPUI total of 29,860 students

for UI total of 29,000 students
- Number of credit hours taken by enrolled students increased by 4.1% reaching an all-time high of 308,370
- Increased portion of undergraduate students enrolled on a full-time basis (63% vs. 61% for Fall 2002)
- Increased number of beginner admits from Fall 2002 to Fall 2003 by 2% and transfer admits by 10%
- Increased the prospective student visitation programs by serving 3,104 prospective students and families on individual daily tours. This is a 70% increase over 2002-2003.
- Served over 3,000 prospective students through special group tours, an increase of 65% over the 2002-2003 fiscal year.

Activities planned for 2004-2005:

- Establish timeline for process
- Develop strategy to engage appropriate constituencies in the development of the plan
- Draft the plan with inclusion of performance criteria
- Present the plan to constituencies for comment
- Revise the plan
- Adopt the plan
- Initiate the plan

1-b. Institute targeted recruitment activities that result in an improved academic profile of entering students

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Participated in 2003 College Board PSAT student search program
- Contacted PSAT students by mail or email College Notebook program
- Conducted highly successful fall and breakfasts for high school guidance counselors from Indianapolis area school and promoted the Bepko Scholarship Program.
- Created image-enhancing envelopes to separate IUPUI mailings from the mailings prospective students receive from other institutions.
- Expanded the contacts with PSAT test takers. Expanded PSAT contacts to out of state contiguous states. Herron, Engineering and SPEA purchased names for e-mail contact.
- Contacted AP test score senders
- Contacted students who were top scorers and who listed IUPUI
- Contacted all SAT and ACT score senders with separate mailing to parents
- Assisted School of Nursing with conducting specialized recruitment throughout Indiana
- Assisted School of Engineering with conducting specialized recruitment throughout Indiana and contiguous states.
- Used email lists to invite high school juniors to the Spring Campus Day
- Received Dedicated Tuition Funding grant to create virtual tour of IUPUI campus as well as expand campus visit opportunities for prospective students and families
- Collaborated with Schools of Nursing, Health and Rehabilitation Sciences, Dentistry, and Medicine to initiate tours of the medical side of campus

- Created Ambassador Scholarship program to recruit and retain well prepared student tour guides
- Assisted Herron with conducting specialized recruitment in designated states
- Assisted SPEA with conducting specialized recruitment in designated states
- Visited major high schools in Ft Wayne, Gary and selected key large high schools in Northern Indiana
- Called prospective students to encourage them to attend upcoming campus visit events
- Increased admission-based scholarship eligibility requirements and revised scholarship deadlines (for incoming freshman) to reflect the improving academic profile of the IUPUI scholar.
- Partnered with the UCOL 21st Century Scholar mentoring program to offer sessions at the Spring Campus Day for newly admitted 21st Century Scholars

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Evidence of Progress for 2003-2004:

- Profile of entering students exceeds profile for fall 03 entering class
  - Implemented new admissions guidelines for freshman and raised percentage of students admitted from top 10% of their high school class by 15% and those admitted from the top third of their class by 10%
  - Increased number of minority beginning freshman by 5%
  - For the 2005 prospects, response rate for the initial direct mail contact was 8% (2% above national average) and for e-mail responses, the response rate exceeded 14%. 14,000 potential student names, addresses, and e-mail addresses were shared with IUPUI schools

Display 4. Qualifications of First-time Freshmen

	Fall Semesters					*One-Year Net Change ('02 to '03)*
	1999	2000	2001	2002	2003	
Number of Beginning Freshmen						
IUPUI Total	3,458	3,200	2,978	2,787	2,826	39
Direct/Dual Admits	513	506	563	604	642	38
University College Overall	2,945	2,694	2,415	2,183	2,184	1
Regular Admits	773	636	756	884	960	76
Conditional Admits	2,172	2,058	1,659	1,299	1,224	-75
Percent Conditional						
Overall	62.8%	64.3%	55.7%	46.6%	43.3%	-3.3%
Minority	74.0%	76.8%	61.4%	58.7%	54.5%	-4.2%
African American	80.6%	80.9%	68.8%	63.2%	59.1%	-4.1%
Average SAT Score						
IUPUI Total	950	957	971	986	988	2
Direct/Dual Admits	1091	1097	1099	1087	1093	6
University College Overall	921	927	937	957	952	-5
Regular Admits	1015	1017	1001	1006	1002	-4

Conditional Admits	881	895	900	917	903	-14
Average Percentile Rank in High School						
IUPUI Total	52	54	58	59	61	2
Direct/Dual Admits	75	76	77	75	76	1
University College Overall	48	50	53	55	57	2
Regular Admits	69	72	69	68	69	1
Conditional Admits	40	43	46	47	47	0
Distribution by Percentile Rank of Recent H.S. Graduates (Includes only those beginners with rank data on file)						
Top 10%	7.0%	6.8%	8.7%	8.9%	10.4%	1.5%
Top Third	33.1%	37.4%	41.8%	44.5%	48.8%	4.3%
Middle Third	42.5%	43.4%	46.1%	46.3%	42.6%	-3.7%
Bottom Third	24.5%	19.2%	12.1%	9.3%	8.6%	-0.7%
Percent Requiring a Remedial Course						
Reading	20%	na	na	na	na	na
Math	77%	64%	59%	40%	31%	-9%
Writing	16%	15%	na	na	na	na

Activities planned for 2004-2005:

- Direct mail campaign to targeted rising seniors and their parents
- Send names (electronically) to IUPUI schools for dual admits
- Develop education insert for community and school newsletters
- Develop community organization resource guide (similar to counselor toolkit) to provide information about IUPUI to organizations working with youth
- Purchase names of prospective minority students from College Bound Selection Services

1-c. Implement services that attract well qualified transfer students to IUPUI

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- . . . . . Implemented the final phase of SIS admissions with the posting of transfer credits. Students can see their credit evaluation online.
- Evaluated all courses for articulation from all campuses of Vincennes, Ivy Tech and Purdue and Ball State. Evaluated all freshman and sophomore courses from all other colleges in Indiana. These articulations were built into the SIS transfer credit module. Shared these tables with all regional campuses of IU

Evidence of Progress for 2003-2004:

- Increased number of credit hours transferred and increased number of transfer students
- Student satisfaction with transfer processes remains high

Activities planned for 2004-2005:

- Coordinate activities with OIA to enhance transfer of international students
- Develop strategic plan for attracting well qualified transfer students to IUPUI

1-d. Enhance services that attract returning adult students to IUPUI

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Coordinated staff cross training and outreach activities with CLN
- Participate in business and community outreach activities within CLN and Graduate Office
- Distribute application viewbook and recruitment materials specifically targeted for adult learners
- Work with local day adult centers to encourage individuals to consider starting college at ITSC and transferring to IUPUI
- Collaborated with Human Resources, the Community Learning Network, Career Center, UITS, University College, Scholarships, and Graduate/Grad Non-Degree Program to expand the number of "Educational Opportunities Here At Home" programs designed to encourage IUPUI staff to enroll in IUPUI by presenting to targeted units including Campus Facilities Services, Parking and Transportation, the School of Engineering and Technology, Liberal Arts and through brown bag presentations sponsored by the Partners in Career and Professional Development. Over 100 staff were served through these efforts.
- Worked with Human Resources to design a one-page flyer to highlight educational opportunities for new staff which was included in the IUPUI New Employee packet.
- Expanded Team IUPUI hours of operation at the beginning of the fall and spring semesters to include weekend hours.
- Work with local programs/ agencies servicing 19-24 year old individuals with job placement and skills training to encourage enrollment ITSC and transferring to IUPUI

Evidence of Progress for 2003-2004:

- Increased student satisfaction with availability and quality of services provided
- Increased number of adult applicants converted to matriculant status
- Increased number of prospective returning adult students attending recruitment events

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Activities planned for 2004-2005:

- Coordinate units participating in business and community outreach
- Offer "It's Your Turn" parent workshops in conjunction with middle school outreach activities

1-e. Educate middle school students, parents, counselors to make appropriate choices to prepare the students to enroll in college

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Campus tours for middle school students conducted
- Collaborative relationships established with IPS, Pike Township School
- Packets of materials for middle school students distributed
- Middle school guidance counselor tool kit distributed
- Collaborate with academic schools (Education, Dentistry, Science, etc.) to provide interactive presentations during middle school visits
- Established partnership with Northview Middle School to create curriculum development program with IUPUI faculty and Northview faculty
- Created partnership with IUPUI student support services (Campus and Community Life, Study Abroad, International House, etc.) to implement cultural enrichment programs for middle school students
- Partnered with Campus & Community Programs, Multicultural Outreach, and Campus Visits to provide transportation for groups that would like to visit

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Evidence of Progress for 2003-2004:

- Increased number of from middle school students and expanded services for this group and their parents
- Increased participation and support from IUPUI academic schools and student support services
- Increased knowledge base of middle school visitors of key concepts
- Increased knowledge base of guidance counselors of key concepts
- Piloted a partnership with Northview Middle School for the 2003-2004 academic year with the objective to enhance academic and cultural programs at the school. IUPUI faculty and staff collaborated with the Northview Middle School faculty and staff to develop classroom curriculum and presentations to compliment classroom subject matter. Classroom presentations were conducted in the Social Studies classrooms where 315 seventh grade students gained a broader knowledge of Asia, Oceania, Europe and Africa through presentations from IUPUI's SPEA, International House, and Center for Earth & Environmental Science-School of Science. 60 Northview students and chaperones attended Explore IUPUI. Students participated in a full-day of activities and volunteer IUPUI students served as tour guides for the day. Student evaluations reported that 40 percent would select IUPUI as their college choice.
- Participated in programs at middle schools reaching approximately 5,000 middle school students and over 204 middle school educators.
- Strengthened the quality of middle school group tours by collaborating with academic programs to provide interactive presentations and hosted over 1,200 middle school students through on campus events.

Activities planned for 2004-2005:

- Develop effectiveness indicators and data collection instruments
- Develop or adapt Early Awareness financial aid materials

1-f. Educate high school students, parents, counselors to make appropriate choices to prepare the students to enroll at IUPUI

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Established calendar of activities
- Activities conducted on schedule
- Incorporated activities in campus visits to demonstrate the differences in expectations at the college level versus middle and high school demands
- Conducted empowerment workshops for students in unrepresented populations focusing on the benefits of attending college, preparation for college, process of applying and paying for college
- Counselor Catch-Up Session in Lake County for area guidance counselors
- Collaborate with community service agencies such as Indianapolis Urban League, Indiana Black Expo, and Goodwill Industries to increase awareness of college related issues
- Invite outside organizations to have a presence IUPU related events when there is a mutual interest (i.e. Center for Leadership Development was invited to participate in the "Pre-College Corner" at Campus Day

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Evidence of Progress for 2003-2004:

Activities planned for 2004-2005:

- Develop mechanisms to evaluate outcome of each activity
- Explore other options to reach target audiences
- Host Parent and Prospective Student day on campus

1-g. Facilitate transfer of students from ITSC and Vincennes University

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Multifaceted Passport and Partners Programs

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Evidence of Progress for 2003-2004:

- Regularly scheduled and promoted advising sessions on the Ivy Tech main campus and off-campus centers in Carmel and Lawrence
- Annual joint meeting of IUPUI and Ivy Tech student services professionals to discuss and implement processes and procedures geared to benefit students concurrently enrolling or moving between the institutions
- Increased number of transfer courses listed in Passport
- Expansion of statewide course and program articulations with Ivy Tech-Community College at 23 campuses
- Added four program articulations between the Ivy Tech Indianapolis campus and IUPUI, bringing the total to 44 associate-to-bachelor articulations. Two additional statewide program articulations were added, bringing the total to 15 associate-to-bachelor articulations between IUPUI and the 23 Ivy Tech campuses.
- Continued with Ivy Tech-Indianapolis as the leading source of IUPUI transfer students for the 3rd year. In both the fall and spring semesters, more than 1,500 former Ivy Tech students were enrolled at IUPUI, and their cumulative average GPA was 2.7

Display 8. Profile of New Undergraduate Transfer Students

	Fall Semesters					*Net Change ('02 to '03)*
	1999	2000	2001	2002	2003	
Total Number of New Transfers	1,366	1,623	1,725	1,596	1,534	-62
Top Feeder Transfer Institutions						
IVY Tech - Indianapolis	145	170	204	217	244	27
Purdue Univ. West Lafayette	137	186	165	138	136	-2
Ball State University	113	155	138	125	113	-12
Indiana State University	48	81	83	85	82	-3
Vincennes University	73	110	122	97	68	-29
Univ. of Indianapolis	60	77	52	47	48	1
IVY Tech - Columbus	30	40	53	43	32	-11
Univ. of Southern Indiana	44	53	54	49	31	-18
Butler University	23	26	41	30	25	-5
Franklin College	10	15	28	18	23	5
IVY Tech - Lafayette	7	4	9	22	22	0
All Others	676	706	776	725	710	-15
Percent Distribution by Class Standing						
Freshman	42.2%	43.1%	42.6%	42.2%	37.2%	-5.1%

Sophomore	31.4%	35.3%	33.7%	34.1%	38.1%	3.9%
Junior	17.2%	14.5%	16.9%	14.9%	15.0%	0.1%
Senior	9.2%	7.1%	6.8%	8.7%	9.8%	1.1%
Percent Distribution by Full- vs. Part-time						
Full-Time	58.2%	58.1%	58.3%	65.5%	66.0%	0.6%
Part-time	41.8%	41.9%	41.7%	34.5%	34.0%	-0.6%
Percent Distribution by Gender						
Women	56.7%	56.1%	55.0%	59.0%	55.1%	-3.9%
Men	43.3%	43.9%	45.0%	41.0%	44.9%	3.9%
Percent Distribution by Ethnicity						
African American	10.2%	12.9%	11.5%	9.5%	13.4%	3.9%
Asian American	1.8%	1.6%	2.3%	2.6%	1.8%	-0.9%
Hispanic American	2.4%	2.2%	1.5%	2.1%	2.2%	0.1%
Native American	0.1%	0.1%	0.2%	0.6%	0.6%	0.0%
Percent Minority	14.5%	16.9%	15.6%	14.8%	17.9%	3.1%
All Others	85.5%	83.1%	84.4%	85.2%	82.1%	-3.1%

Activities planned for 2004-2005:

- Inclusion of Admission/EC staff at Partners sessions for students and parents

1-h. Enhance counseling capabilities through active and passive websites, email, and telephone technologies

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: 3 years

Actions taken for 2003-2004:

- Websites developed or upgraded for each office
- Specific email process available for counseling in enrollment center and financial aid
- Enrollment center phone center active
- Outside vendor (College Answer) engaged to provide call center for Office of Student Financial Aid

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Evidence of Progress for 2003-2004:

- Increased student satisfaction with availability of services
- Decreased student on-campus visits to the enrollment services offices
- Rapid response to student requests

Activities planned for 2004-2005:

- Explore enhancements to current services to develop a 'virtual' enrollment services to provide students with all typically required services without an on-campus visit
- Develop integrated plan for the virtual enrollment services that includes mechanisms to assess outcomes

- Implement the plan

1-i. Optimize intra-campus communication between ES offices and academic and administrative units

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Dissemination of information via APPC
- Meetings with academic units to discuss satisfactory academic progress (SAP) requirements and impact on students
- Meetings with campus representatives on middle school initiatives
- Participation in UC Admission Committee
- Twice a year campus tours for staff and faculty
- Developed training materials for frontline staff that are now used via Oncourse for ongoing training and development for enrollment services staff.
- Participated in the campus-wide DART training and co-presented workshops across the campus.
- Continued to host the campus-wide frontline staff meetings and maintained the listserv serving over 250 frontline staff from across the campus to help communicate changes in enrollment services and to introduce new technology and self-service options for staff
- Implemented document imaging and work flow management of the admissions process. Office is now paperless in terms of files and folder reviews. Electronic folders of admitted students are shared with IUPUI schools so that academic advisers have access to applications and academic credentials
- Utilize SIS training opportunities to increase communications with other offices
- Develop intranet for Office of Student Financial Aid to provide resource materials to other related offices
- Creation of a Multicultural Outreach Advisory listserv to assist with information distribution across academic units
- The Office of Campus Visitation in conjunction with Human Resources created new employee tours to provide all incoming staff members an opportunity to se the "big picture" of IUPUI and to better understand the role they play in serving prospective students and their families

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Evidence of Progress for 2003-2004:

- All activities completed
- Created and distributed numerous print and electronic communications directed to students, faculty, and staff. These included such Web resources such as http://registrar.iupui.edu/sis-web/ , http://registrar.iupui.edu/insite-onestart.htm , and http://registrar.iupui.edu/registration/start
- In the past year the Training Group provided 253 sessions and a cadre of staff on the campuses, trained by the Training Group, provided an additional 140 sessions. A total of 4,152 participants from all campuses attended these 393 training sessions. http://www.indiana.edu/~hrsistr/

Activities planned for 2004-2005:

Utilize APPC and FASPAC as venues to increase communications with other areas

1-j. Expand information available on Web

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Added additional content addressing policies and procedures for students, faculty, staff, and the public
- Established online campus visit self-scheduling system to schedule tour and request meetings with various units across campus
- Created Enrollment Center Oncourse class for training Enrollment Services frontline staff
- Implemented the final phase of SIS admissions with the posting of transfer credits. Students can see their credit evaluation online.
- Implemented the Student Records Module of the Student Information System (SIS) http://www.indiana.edu/~hrsis/c_faq_sis.shtml including deployment and promotion of a new Web-based registration system http://registrar.iupui.edu/regist.html for students and advising support tools used by faculty and staff.
- Implemented the Financial Aid module of the SIS
- Took a leading role in the release and promotion of *OneStart* https://onestart.iu.edu , the new on-line tool through which students register and perform many of their business activities with the university. These include reviewing the status of admissions applications, transferability of courses, financial information, updating demographic information, and registering for classes. Additional functionality will become available over the remainder of calendar year 2004.
- Coordinated the university's training initiative for SIS-related tools. This included the development of courses and self-paced training materials for faculty and staff on all IU campuses.
- Continued close collaboration with the Oncourse project http://oncourse.iu.edu. The office provides student data to the system and actively promotes its use through regular communications with students and faculty.
- Implemented a new room scheduling software for courses and one-time events.

Evidence of Progress for 2003-2004:

- Successful implementation of new SIS modules and functionality
- *OneStart* succeeds the heavily-used *Insite*. In calendar year 2003, students at all IU campuses logged into *Insite* 4,294,785 times. IUPUI students accounted for 1,460,861 of this total

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Activities planned for 2004-2005:

- Continue to identify and add Web tools and content

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1-k. Expand support for retention efforts through registration, waitlist, tracking, and data provision

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Provided lists of students not-yet enrolled to the schools for their direct contact.
- Provided lists of enrolled students to the schools containing demographic information, including e-mail addresses, to allow for more timely and frequent interaction with their students.
- Expanded work in the creation, provision, and frequency of decision-support data such as enrollment reports, including conversion of numerous reports with data from the new IUIE reporting environment. http://registrar.iupui.edu/enrollment.html
- Increased electronic communication with students to inform them of deadlines, course availability, and conversion to the new SIS.
- Promoted use of the waitlist system in registration.

Evidence of Progress for 2003-2004:

- School satisfaction with service
- Achieved the top-ranking of campus programs and services in the Student Satisfaction Survey /Surveys/ContinuingStudent/summary.asp for *Registration for Classes through the Web*. 89.5% of respondents were satisfied or very satisfied with the service and only 3.1% dissatisfied or very dissatisfied. This was the first time this item appeared on the survey, replacing the previously top-rated *Registration for Classes by Phone*. The satisfaction rating for *Registration through the Web* was significantly higher than *Telephone Registration*, which in 2001 recorded a 77.0% Satisfied or Very Satisfied rate.
- Achieved second ranked program or service for *Overall Process of Registering for Classes*, with 86.5% of respondents satisfied or very satisfied and only 5.6% dissatisfied or very dissatisfied. This is an improvement over the last survey in which the *Overall Process* had ratings of 82.5% satisfied and 8.1% dissatisfied and was the third-ranked program or service. This item had the 4th largest increase in satisfaction ratings for any program or service over the 2001 survey. As an additional point of reference, in 1993, the Overall Process was ranked 26th among campus programs or services.
- Continued successful placement of students on the waitlist. If a class is closed, students can place themselves on a waiting list. Students are placed in the class due to other students withdrawing from the course or if a department adds additional seats or sections to meet demand. Over 6,100 waitlist requests for classes were placed in the Fall of 2003, and increase of 20.6% with a successful placement rate of 83.6%. The process is equitable and efficient and has resulted in a much better start-of-term experience for both students and faculty

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Activities planned for 2004-2005:

- Add additional reports to Web and directly to academic units
- Continue conversion of reports from old to new reporting environments

1-l. Work with schools to create updated IUPUI Bulletin

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: May 2004 publication date

Actions taken for 2003-2004:

- Collaborated with all schools to review and edit content in the common bulletin
- Worked with IU Publications for timely printing and distribution and then posting electronic versions to the Web
- Scaled back total number printed from 45,000 in 2000 to 30,000 in 2002 to 15,000 in 2004.

Evidence of Progress for 2003-2004:

- 2004-06 Bulletin was published on schedule in print, html, and PDF versions
- The Web version of the Bulletin had 67,100 visits last year, an increase of 54.9% over the previous year.
- The Bulletin is available in both html and PDF versions to allow ease of printing selected sections or pages.
- The earlier all-campus bulletins (2000-2002 and 2002-2004) remain available on-line.

Activities planned for 2004-2005:

- Consider elimination of print version of Bulletin for the 2006-08

2. Support students with scholarships (undergraduate) and financial aid services (undergraduate, graduate, and professional)

2-a. Increase student satisfaction with timeliness of provision of services by the Office of Student Financial Aid

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: One year

Actions taken for 2003-2004:

- Reorganized activities in OSFA to increase the number of counselors available to students
- Shifted location of service area to Bursar's Office to increase number of stations
- Continued Sallie Mae College Answer Service for responding to telephone inquiries
- Reorganized leadership structure of OSFA
- Added ´How are we doing´ evaluation to email contacts with students
- Initiated changes to web site to increase information available to financial aid applicants and recipients.
- Initiated reorganization of office to accommodate separation of client services

- Initiated reorganization of office to accommodate separation of client services staff and processing staff
- Implemented standardized practices with IUB OFSA as appropriate

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Evidence of Progress for 2003-2004:

Activities planned for 2004-2005:

- Revise student satisfaction assessment tools to better identify problem areas
- Continue business practice re-engineering to separate customer service and back office functions

2-b. Educate students on financial management

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Increase financial management information provided as part of contacts with students, primarily at Orientation
- Create financial aid counselor position specifically dealing with graduate professional students. Positions will be filled in 2004-05 year
- Pilot program of educational materials in partnership and University College advisors

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Evidence of Progress for 2003-2004:

- Student loan default rate < mean rate for past 5 years
- Student loan default rate < mean rate for comparable institutions

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Activities planned for 2004-2005:

- Investigate sponsoring financial management/planning classes for middle school parents

2-c. Increase number of students applying for federal financial aid by March deadlines

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Financial Aid Awareness Month activities during the month of February
- Staff participation in College Goal Sunday

Evidence of Progress for 2003-2004:

- Increased number of students applying by March deadline

Activities planned for 2004-2005:

- Continue above 2 activities
- Investigate additional actions to increase campus awareness of deadlines

2-d. Facilitate the scholarship application and awarding process

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Developed common scholarship electronic application
- Increased communications with individuals/committees awarding scholarships
- Revised process of awarding funding to units awarded via Recruitment and Retention funding
- Completed detail review of all programs receiving funds from Office of Student Scholarships
- Revised Website
- Increased number of presentations in area high schools
- Developed volunteer tracking system
- Added an interactive IUPUI Scholarship Search database for prospective incoming freshman to our website developed in coordination with the School of Engineering and Technology (http://www.et.iupui.edu/scholarships/index.asp).
- Implemented private scholarship donor tracking database
- Successful implemented the new position of Scholarship Accounts Administrator enabling transfer of scholarship clearinghouse processing from Financial Aid to the OSS allowing the OSS to better serve the needs of the scholar population
- Enhanced the scholar tracking system with regard to verifying grade point average and enrollment information for scholars pertaining to their scholarship renewal eligibility
- Participated in the successful launch of the 21st Century Gear-Up Mentoring Program. The fiscal administration developed for this program by OSS/UCOL partnership was recognized by the state and now serving as the national model for this program
- Instrumental in the inception and launch of the Bepko Scholars and Fellows program

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Evidence of Progress for 2003-2004:

- Increased student satisfaction with process
- Campus funds administered by Office of Student Scholarships neither overawarded or

underawarded

Served 16,514 students who applied for financial aid, a 7% increase from the previous year. 7% more applicants demonstrated financial need with 2% more students having unmet financial need. The average unmet financial need was $3169, an increase of 2%. /odb/getReport1.asp?mmid=2&smID=5&schlcode=20&rptType=N

Activities planned for 2004-2005:

- Investigate barriers to students applying for scholarships
- Develop mechanisms to eliminate or decrease barriers
- Institute activities to increase communications with prospective applicants

2-e. Enhance the use of scholarships to support recruitment and retention initiatives

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Established target date for award notification to applicants
- Improved communication with academic units to facilitate timely notification of awards
- Reviewed inactive scholarship accounts within IU Foundation and made revisions when possible to facilitate awarding of inactive scholarships
- Revised of scholarship brochure to decrease cost
- Improved web site
- Created a new recruitment CD called *Discover IUPUI* which was disseminated to high school guidance counselors across the state
- Expanded recruitment efforts to include accompanying admissions counselors on high school visits
- Up-graded admission-based scholarship criteria to mirror new admission criteria
- Partnered with University College and other IUPUI academic units for a successful Scholars Day Rec attended by over 1200 campus scholars and their guests.
- Coordinated with International Affairs to utilize scholarships as a recruitment tool for International stud population.
- Supported development of Bepko Scholars and Fellows Program

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Evidence of Progress for 2003-2004:

- Increased percentage of scholarship award notifications occurring by target date
- Increased number of scholarships awarded to IUPUI students
- Increased the number of matriculated incoming student scholars by nearly 22% (from 483 in 02/ 587 in 03/04). This year´s total reflects a 60% yeld rate on the 983 scholarship offers.
- Coordinated with the IUPUI Orientation Office for the second annual Scholarship Orientation attended approximately 300 incoming student scholars (attendance increased 3 fold from the previous year).
- Increased the continuing student scholarship applicant pool by 300% through better marketing of

scholarship opportunities to IUPUI continuing students by giving scholarship presentations to UCOL learning communities and mentoring groups, as well through general scholarship informational sessio available to all IUPUI students.

Activities planned for 2004-2005:

- Collaborate with academic units to facilitate academic unit scholarship support of juniors and seniors who received scholarships as 1st and 2nd year students
- Develop programming for New Generation Scholarship recipients

3. Establish IUPUI as a premier destination for individuals from diverse cultures to interact within an urban university environment

3-a. Enact a multifaceted recruitment strategy to enhance domestic student diversity

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Maintained an inventory of IUPUI activities related to minority recruitment and retention
- Collaborated with the National Society of Hispanic MBA's to provide the Project Stepping Stone College Awareness Program
- Created a partnership with Indiana Black Expo which gave IUPUI a presence in the all aspects of the annual Summer Celebration event.
- Continued Minority Scholars Recruitment activities such as Shades of Brilliance
- Partnered with the IU School of Education and the Office of Campus Visitation for the "Future Teachers" visit program. This program tries to encourage students to consider careers in education by reinforcing that learning is fun. The students participated in a hands-on learning experience and were then directed to lead the same activity with their classmates upon their return to school. Two schools were targeted for this program: Fredrick Douglas Middle School (IPS) and T.C. Howe Academy (IPS) – African-American males. Students from these schools/programs were selected to participate because a majority of their population consists of at-risk students.
- Hosted the first Counselor Catch-Up for high school guidance counselors in the Lake County region. This program provided the counselors with more information on IUPUI's programs. Representatives from the Office of Student Scholarship, Office of Undergraduate Admissions, School of Dentistry, School of Engineering and Technology, and Housing presented at this event.
- Presented "Empowerment Workshops" for various community and school groups. These workshops differed from the traditional Admissions presentation by trying to engage students in discussions of their personal identity and how it affects their education; their responsibility to their greater community and the role education plays in their community; goal setting and planning; and academic achievement. These workshops were directed to low-income, first generation, and minority students.
- Created the IUPUI Multicultural Outreach Advisory Committee (MOAC) with representatives from various academic units. This group was convened to begin sharing information across the academic units regarding the numerous multicultural outreach programs at IUPUI. This group meets twice a semester and a listserv is maintained to share information

share information.

- Contacted all Indiana minority students based on College Board student search with personal follow up to all respondents and transmission of names to IUPUI academic units
- Hired new Multicultural Outreach Coordinator
- Participated in college fairs/high school visits in Lake and Allen Counties
- Attended community based events targeting minority prospective students
- Conducted Minority Student Phone-a-thon
- Produced a special edition of *Passport News* featuring four Latino/Latina students was published in Spanish and English (1,250 Spanish, 1,650 English print versions and also on the Web www.iupui.edu/~ivy). Passport sent multiple copies to more than 50 agencies, churches, businesses, ESL programs, organizations, media outlets, and schools that serve large segments of the Latino community. The mailings resulted in positive feedback and invitations to speak about educational opportunities at Ivy Tech and IUPUI.
- Revamp the current minority admit call out program to provide more assistance and resources to newly admitted minority students
- Convene a quarterly group of IUPUI representatives that actively participate in minority recruitment initiatives (multicultural outreach advisory committee)

Evidence of Progress for 2003-2004:

- Increased the number of minority students at IUPUI by 4.6% from Fall 2002 to Fall 2003. The percentage of minority students at the Indianapolis campus as a percentage of the IUPUI total student body increased from 14.3% to 14.5%
- Increased number of African American students at IUPUI by 2% from Fall 2002 to Fall 2003
- Increased percent of minority students in freshman class and among Ivy Tech/CCI transfer students
- Increased prospective student participation in the "Shades of Brilliance" breakfast by 52%

Display 5. Profile of First-time Freshmen

	Fall Semesters					*One-Year Net Change (2001 to 2002)*
	1999	2000	2001	2002	2003	
Percent Full- vs. Part-time						
Full-time	74.1%	77.5%	76.5%	80.5%	82.9%	2.4%
Part-time	25.9%	22.5%	23.5%	19.5%	17.1%	-2.4%
Distribution by Gender						
Women	55.3%	56.3%	58.2%	57.2%	57.7%	0.5%
Men	44.7%	43.8%	41.8%	42.8%	42.3%	-0.5%
Distribution by Ethnicity						
African American	10.9%	10.3%	9.7%	8.9%	8.9%	0.0%
Asian American	2.2%	2.3%	2.2%	2.3%	2.1%	-0.2%
Hispanic American	1.5%	1.7%	1.7%	1.5%	2.4%	0.9%
Native American	0.3%	0.3%	0.4%	0.4%	0.3%	-0.1%
Percent Minority	14.9%	14.7%	14.0%	13.1%	13.7%	0.6%

All Others	85.1%	85.3%	86.1%	86.9%	86.3%	-0.6%

Activities planned for 2004-2005:

- Develop, communicate and execute coordinated recruitment plan
- Contact all 21st Century Scholars and parents living in metropolitan Indianapolis
- Contact admitted minority students who are candidates for scholarships
- Develop minority student recruitment corps composed of current students and alumni
- Initiate annual minority recruitment forum in spring for individuals interested in assisting with minority recruitment
- Implement IUPUI minority recruitment listserve

3-b. Enact a multifaceted recruitment strategy to enhance international student numbers and diversity

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: None
Time Frame: Ongoing

Actions taken for 2003-2004:

- Developed email communication system with prospective international students
- Continued welcoming service for airport arrivals
- Assisted with arrangement of housing
- Coordinated recruitment activities with other activities of the Office of International Affairs (OIA)
- Coordinated with International Affairs to utilize scholarships as a recruitment tool for International stud population
- Implementation of document imaging/document management system for processing of applications

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Evidence of Progress for 2003-2004:

- Increased percentage of international undergraduate students
- Increased number of countries represented in student population
- Decreased processing time of international applications
- Increased speed of processing credit transfer requests

Activities planned for 2004-2005:

- Participate with OIA in development of revised recruitment plan

4. Provide timely service of the highest quality to prospective and enrolled students by providing coordinated services within a courteous welcoming environment.

4-a. Implement service configuration enhancements within the existing space

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: One year

Actions taken for 2003-2004:

- Transfer of financial aid customer service stations to bursar teller area
- Transfer financial aid processing functions to bursar back office area
- Adjust office locations of EC and Admissions staff
- Scholarship Office moved from basement of Cavanaugh Hall to more visible location on the first floor
- Create 2 private counseling offices

Evidence of Progress for 2003-2004:

- Office space available for all personnel
- Improved visibility for Scholarship Office

Activities planned for 2004-2005:

4-b. Develop optimal physical environment in Campus Center and reconfiguration of space for activities in other buildings

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: 2006

Actions taken for 2003-2004:

- Continued planning for Campus Center space assigned to Enrollment Services
- Determine appropriate configuration of space requirements for non-Campus Center located Enrollment Services functions
- Continued planning for business practice changes to support separation of location of customer services and back office functions

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Evidence of Progress for 2003-2004:

- Planning completed
- Non-Campus Center location(s) identified

Activities planned for 2004-2005:

4-c. Support SIS implementation

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Three years

Actions taken for 2003-2004:

- Staff and fiscal resources assigned to SIS. (82% of the Enrollment Services PA staff have at least a partial assignment to SIS activities with the equivalent of 55% of the total ES PA staff time assigned to SIS.)
- Implemented the Student Records Module of the Student Information System (SIS) http://www.indiana.edu/~hrsis/c_faq_sis.shtml including deployment and promotion of a new Web-based registration system http://registrar.iupui.edu/regist.html for students and advising support tools used by faculty and staff.
- Implemented the Financial Aid module of the SIS
- Took a leading role in the release and promotion of *OneStart* https://onestart.iu.edu , the new on-line tool through which students register and perform many of their business activities with the university. These include reviewing the status of admissions applications, transferability of courses, financial information, updating demographic information, and registering for classes. Additional functionality will become available over the remainder of calendar year 2004 and beyond

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Evidence of Progress for 2003-2004:

- SIS implementation remains on schedule
- Coordinated the university's training initiative for SIS-related tools. This included the development of courses and self-paced training materials for faculty and staff on all IU campuses
- In the past year the Training Group provided 253 sessions and a cadre of staff on the campuses, trained by the Training Group, provided an additional 140 sessions. A total of 4,152 participants from all campuses attended these 393 training sessions. http://www.indiana.edu/~hrsistr/
- *OneStart* succeeds the heavily-used *Insite*. In calendar year 2003, students at all IU campuses logged into *Insite* 4,294,785 times. IUPUI students accounted for 1,460,861 of this total

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Activities planned for 2004-2005:

Continue staff and fiscal resources to support SIS

4-d. Support development of SES

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Completed in 2005

Actions taken for 2003-2004:

- Off-campus space for SES offices rented
- Interim Director appointments made for SES-Indianapolis located functions
- Hiring of administrative staff, trainers and admissions-related staff
- Hiring additional help desk and financial-aid related staff
- Approximately 0.75% FTE from Enrollment Services offices assigned to SES related activities
- Continued stabilization of business practices

Evidence of Progress for 2003-2004:

- Transition of back office functions to SES remains on schedule to support SIS implementation

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Activities planned for 2004-2005:

- Complete hiring of SES staff
- Continued review of business practices with a goal of making the best use of new functionality and increased efficiency
- Complete transition of appropriate activities from SIS to SES

4-e. Develop document management strategy to accommodate physical location of services in the Campus Center

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Two years

Actions taken for 2003-2004:

- Document Imaging implemented by Admissions
- Develop document management process
- Train admission and academic unit staffs
- Implement revised business practices
- Decision made to delay implementation of document imaging/document management system for Office of Student Financial Aid until after Admissions implementation completed

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Evidence of Progress for 2003-2004:

- Process approved by Internal Audit Office for business practice integrity

- Process approved by Internal Audit Office for business practice integrity
- Process approved by UITS for information security
- Imaging of documents implemented
- Admissions decisions based on imaged documents
- Documents available to academic units on demand

Activities planned for 2004-2005:

Fiscal Health

*** Fiscal health report for 2004-05 is attached as PDF file. ***

Enrollment Services completed AY 03-04 with the required balance of reserved funds in place.

Salary levels remain a concern. The salaries in several areas are significantly lower than the salaries of individuals in academic units with similar levels of responsibility. The salary differences are magnified by the assignment of individuals to the SIS teams which increases the comparison of the salaries of IUPUI and IUB staff responsible for the same types of functions on the SIS project.

Approximately 82% of the PA level staff within Admissions, Enrollment Center, Financial Aid, and Registrar offices are assigned to provide varying percents of their time to support the SIS implementation. Approximately 55% of the PA FTE time is assigned to SIS. Additionally, the Registrar and Directors of Admissions and Financial Aid have oversight responsibilities for components of SES. Internal reallocation of funds have been used to fund an additional positional within Admissions since one FTE has been assigned to SIS.

Though initial implementation of the SIS is scheduled to be completed at the end of the 2004 calendar year, we know much work still needs to be done in fixes, upgrades, and enhancements to bring functionality in a number of units to that extant with the legacy system. Additionally, hundreds of reports must be rewritten in the new reporting environment to provide the same level of decision support to which the schools and other decision makers were accustomed. As a result, staff from a number of ES offices will continue to be dedicated to these efforts for the foreseeable future, often leaving the offices to provide their usual range of services with a reduced staff. We also note that most staff needed for the continued implementation efforts are among our best and most experienced.

We have been able to address some of this through internal reallocation and using cash to hire some staff on limited-term appointments. In addition, the campus has provided support in additional staffing.

The increase in enrollment at IUPUI is adding pressure to the offices responsible for serving our students. Expanding the amount of funding monitored by the Office of Student Scholarships is taxing the staff resources. If IUPUI has aspirations to increase out-of-state and international student recruitment, additional resources will be required.

Based on the experience of the implementation over the last several years, it is anticipated that additional resources will be needed to respond to the issues noted above during calendar year 2005.

Reallocation Plan

Other Question(s)

How do you plan to maintain/ increase quality in the face of diminishing resources? What processes do you have in place to do this, for example, how are faculty involved in decision-making?

We face the special challenge of providing continued quality service at a time of a significant change in our

We face the special challenge of providing continued quality service at a time of a significant change in our business infrastructure. The implementation of new systems by itself is a significant challenge, but it is exacerbated by ES staff members having been reallocated from their office activities to work on the multi-year project. While a limited number of additional or temporary staff have been hired to help with this process, we recognize that current staffing is not sufficient to maintain or increase quality, particularly since processes with the SIS require more time than was required within the legacy systems.

Enrollment Services regularly consults with the schools through APPC, the Enrollment Management Council, appropriate committees of Faculty Council, and other groups in developing priorities, processes, and procedures.

How do you cultivate a climate for diversity -- how do you recruit, develop, and retain diverse students, faculty, and staff? How do you incorporate diversity in the curriculum, in research, in civic engagement?

Enrollment Services is actively engaged in recruiting a diverse student population. See section 3 of the Annual Report for details.

Five years from now what proportion of your faculty do you expect to be in the following categories: tenure track faculty, clinical faculty, research faculty, lecturers, or other academic specialties (percentages should total 100%)?

N/A

Please prepare an EXECUTIVE SUMMARY of no more than one page summarizing your most significant accomplishments of the past year (including items from the period from July 1, 2003 to the present) and the major initiatives you plan to undertake in 2004-05.

Enrollment Services most significant effort for the year involved continued implementation of the SIS/SES. This, along with review and revision of business practices as a result of implementation, will continue to bethe major focus 2004-05.
A more detailed summary of accomplishments for 2003-04 appears below. These accomplishments are included in appropriate sections of the full report.

ENROLLMENT SERVICES

2003-2004 Highlights

Office of Undergraduate Admissions

Teaching and Learning

Increased number of beginner admits from Fall 2002 to Fall 2003 by 2% and transfer admits by 10%.

Implemented new admissions guidelines for freshman and raised percentage of students admitted from top 10% of their high school class by 15% and those admitted from the top third of their class by 10%.

Increased number of minority beginning freshman by 5%.

Beginning freshman student profile available at /infore/mi/five07.htm

Best Practices

Conducted highly successful fall and breakfasts for high school guidance counselors from Indianapolis area school and promoted the Bepko Scholarship Program.

Created image enhancing envelopes to separate IUPUI mailings from the mailings prospective students receive from other institutions.

Expanded the contacts with PSAT test takers. For the 2005 prospects, response rate for the initial direct mail contact was 8% (2% above national average) and for e-mail responses, the response rate exceeded 14%. 14,000 potential student names, addresses, and e-mail addresses were shared with IUPUI schools. Expanded PSAT contacts to out of state contiguous states. Herron, Engineering and SPEA purchased names for e-mail contact.

Implemented document imaging and work flow management of the admissions process. Office is now paperless in terms of files and folder reviews. Electronic folders of admitted students are shared with IUPUI schools so that academic advisers have access to applications and academic credentials.

Implemented the final phase of SIS admissions with the posting of transfer credits. Students can see their credit evaluation online.

Evaluated all courses for articulation from all campuses of Vincennes, Ivy Tech and Purdue and Ball State. Evaluated all freshman and sophomore courses from all other colleges in Indiana. These articulations were

built into the SIS transfer credit module. Shared these tables with all regional campuses of IU.

Enrollment Center

Best Practices

- Developedtraining materials for frontline staff that are now used via Oncourse for ongoingtraining anddevelopmentfor enrollment services staff.
- Participated in thecampus-wideDART training and co-presented workshopsacross the campus.
- Continued to host the campus-wide frontline staff meetings and maintained the listserv serving over 250frontline staff from across the campus to help communicate changes inenrollment services and to introduce new technology and self-service options for staff.
- Expanded Team IUPUI hours of operation at the beginning of the fall and spring semesters to include weekend hours.
- Collaborated with Human Resources, the Community Learning Network, Career Center, UITS, University College, Scholarships, and Graduate/Grad Non-Degree Program to expand the number of "Educational Opportunities Here At Home" programs designed to encourage IUPUI staff to enroll in IUPUI by presenting to targeted units including Campus Facilities Services, Parking and Transportation, the School of Engineering and Technology, Liberal Arts and through brown bag presentations sponsored by the Partners in Career and Professional Development. Over 100 staff were served through these efforts.
- Worked with Human Resources to design a one-page flyer to highlight educational opportunities for new staff which will be included in the IUPUI New Employee packet.
- Achieved 100% participation inCampusCampaign (all of Enrollment Services offices).

Passport

Teaching and Learning

- Addedfourprogramarticulationsbetweenthe IvyTech Indianapolis campusandIUPUI, bringing the total to 44 associate-to-bachelor articulations.Twoadditionalstatewide programarticulationswereadded, bringing the total to 15 associate-to-bachelor articulations between IUPUI andthe 23 Ivy Tech campuses.
- Continued with Ivy Tech-Indianapolisas the leading source of IUPUI transfer students for the 3rd year.In both the fall and spring semesters, more than 1,500 former Ivy Tech students were enrolled at IUPUI, and their cumulative average GPA was 2.7.

Civic Engagement

- Produced a special edition of *Passport News* featuring four Latino/Latina students was published in Spanish and English (1,250 Spanish, 1,650 English print versions and also on the Web www.iupui.edu/~ivy). Passport sent multiple copies to more than 50 agencies, churches, businesses, ESL programs, organizations, media outlets, and schools that serve large segments of the Latino community. The mailings resulted in positivefeedback and invitations to speak about educational opportunities at Ivy Tech and IUPUI.

Multicultural Outreach Program

Teaching & Learning

- Increased prospective student participation in the Shades of Brilliance breakfast by 52%.
- Partnered with the IU School of Education and the Office of Campus Visitation for the Future Teachers visit program. This program tries to encourage students to consider careers in education by reinforcing that learning is fun. The students participated in a hands-on learning experience and were then directed to lead the same activity with their classmates upon their return to school. Two schools were targeted for this program: Fredrick Douglas Middle School (IPS) and T.C. Howe Academy (IPS) African-American males. Students from these schools/programs were selected to participate because a majority of their population consists of at-risk students.
- Hosted the first Counselor Catch-Up for high school guidance counselors in the Lake County region. This program provided the counselors with more information on IUPUIs programs. Representatives from the Office of Student Scholarship, Office of Undergraduate Admissions, School of Dentistry, School of Engineering and Technology, and Housing presented at this event.
- Presented Empowerment Workshops for various community and school groups. These workshops differed from the traditional Admissions presentation by trying to engage students in discussions of their personal identity and how it affects their education; their responsibility to their greater community and the role education plays in

their community; goal setting and planning; and academic achievement. These workshops were directed to low-income, first generation, and minority students.

Best Practices

- Created the IUPUI Multicultural Outreach Advisory Committee (MOAC) with representatives from various academic units. This group was convened to begin sharing information across the academic units regarding the numerous multicultural outreach programs at IUPUI. This group meets twice a semester and a listserv is maintained to share information.

Civic Engagement

- Participated as member of the planning committee and served as host for IUPUI sponsored table for the Indianapolis Professional Associations Achievers Breakfast.
- Served as a panelist at the Fall 2003 Indiana Association for College Admission Counseling Congress for session titled The Importance of a Multicultural Recruiter to Your Campus.
- Served as the 2003 Chairperson for the Indiana Association of Collegiate Registrars and Admissions Officers Diversity Committee.
- Increased involvement with 21st Century Scholars groups visiting IUPUI. Conducted Empowerment sessions for the 21st Century Scholars groups from Gary, Evansville, Kokomo, and Richmond. In addition to increased visits to the IUPUI campus, a number of 21st Century Scholars groups have also indicated that they will attend Shades of Brilliance and other events at Explore IUPUI and Campus Day on an annual basis.

Office of Campus Visitation

Teaching & Learning

- Engaged the 21st Century Scholars Programs (beyond the Indianapolis campus) to provide pizza lunch to groups from their region that are visiting IUPUI so that student groups who lack funds for lunch could still visit campus.
- Created, in conjunction with Human Resources, new employee tours to provide all incoming staff members an opportunity to see the big picture of IUPUI and to better understand the role they plan in serving prospective students and their families.
- Created, through collaborative efforts with the School of Medicine, a tour of the medical side of campus to showcase the medical facilities and programs available at IUPUI.
- Increased the prospective student visitation programs by serving 3,104 prospective students and families on individual daily tours. This is a 70% increase over 2002-2003.
- Served over 3,000 prospective students through special group tours, an increase of 65% over the 2002-2003 fiscal year.

Civic Engagement

- Engaged the Eiteljorg to provide free admissions to groups visiting IUPUI as a way of enhancing their visit to IUPUI.

Best Practices

- Created, through collaboration with the School of Science, the Capstone Scholar as a way of financially assisting students engaged in technology programs to volunteer their skills and time to the campus on a virtual tour project. Also engaged School of Science faculty and students to develop a 3-D virtual tour of IUPUI that is both unique, engaging, and unlike anything our competitors are doing.
- Initiated development of a traditional virtual tour of the IUPUI campus that will be added to the campus.iupui.edu web site in fall 2004.

Middle School Outreach Program

Teaching & Learning

- Piloted a partnership with Northview Middle School for the 2003-2004 academic year with the objective to enhance academic and cultural programs at the school. IUPUI faculty and staff collaborated with the Northview Middle School faculty and staff to develop classroom curriculum and presentations to compliment classroom

subject matter. Classroom presentations were conducted in the Social Studies classrooms where 315 seventh grade students gained a broader knowledge of Asia, Oceania, Europe and Africa through presentations from IUPUIs SPEA, International House, and Center for Earth & Environmental Science-School of Science.60 Northview students and chaperones attended Explore IUPUI. Students participated in a full-day of activities and volunteer IUPUI students served as tour guides for the day. Student evaluations reported that 40 percent would select IUPUI as their college choice.

Civic Engagement

- Participated in programs at middle schools reaching approximately 5,000 middle school students and over 204 middle school educators.
- Strengthened the quality of middle school group tours by collaborating with academic programs to provide interactive presentations and hosted over 1,200 middle school studentsthrough on campus events.

Office of Student Scholarships

Teaching and Learning

- Increased the number of matriculated incoming student scholars by nearly 22% (from 483 in 02/03 to 587 in 03/04
- Partnered with University College and other IUPUI academic units for a successful Scholars Day Reception attend over 1200 campus scholars and their guests.
- Coordinated with International Affairs to utilize scholarships as a recruitment tool for International student populatio
- Coordinated with the IUPUI Orientation Office for the second annual Scholarship Orientation attended by approxim 300 incoming student scholars (attendance increased 3 fold from the previous year).
- Increased admission-based scholarship eligibility requirements and revised scholarship deadlines (for incoming freshman) to reflect the improving academic profile of the IUPUI scholar.
- Increased the continuing student scholarship applicant pool by 300% through better marketing of scholarship opportunities to IUPUI continuing students by giving scholarship presentations to UCOL learning communities and mentoring groups, as well through general scholarship informational sessions available to all IUPUI students.

Civic Engagement

- Participated in 20 area High School Spring Award ceremonies for personalized presentation of scholarship certific to incoming freshman scholars.
- Encourage our student scholars to volunteer in the campus community or the greater Indianapolis community which resulted in approximately 400 scholars volunteering and engaging in community service.

Best Practices

- Presented at a National Scholarship Conference on the topic of utilizing scholarships as a recruitment tool.
- Served as administrative and developmental support for the new Bepko Scholars and Fellows scholarship prograr
- Added an interactive IUPUI Scholarship Search database for prospective incoming freshman to our website developed in coordination with the School of Engineering and Technology (http://www.et.iupui.edu/scholarships/index.asp).
- Successful implemented the new position of Scholarship Accounts Administrator enabling transfer of scholarship clearinghouse processing from Financial Aid to the OSS allowing the OSS to better serve the needs of the scholar population.
- Participated in the successful launch of the 21st Century Gear-Up Mentoring Program. The fiscal administration developed for this program by OSS/UCOL partnership was recognized by the state and is now serving as the nati model for this program.

Office of Student Financial Aid

Teaching and Learning

Served 16,514 students who applied for financial aid, a 7% increase from the previous year. 7% more applicants demonstrated financial need with 2% more students having unmet financial need. The average unmet financial need was $3169, an increase of 2%. */odb/getReport1.asp?mmid=2&smID=5&schlcode=20&rptType=N*

Civic Engagement

Participated in United Way, Jam the Jag Bus, and Back Pack Attack.
Coordinated the Enrollment Services team for Race for the Cure

Conducted outreach to assist individuals with completing the Free Application for Federal Student Aid (FAFSA) during College Goal Sunday

Served on USA Funds School Advisory Board which works with the community to promote opportunities for higher education.

Best Practices

Initiated changes to web site to increase information available to financial aid applicants and recipients.

Initiated reorganization of office to accommodate separation of client services staff and processing staff.

Office of the Registrar

Teaching and Learning

- Implemented the Student Records Module of the Student Information System (SIS) http://www.indiana.edu/~hrsis/c_faq_sis.shtml including deployment and promotion of a new Web-based registration system http://registrar.iupui.edu/regist.html for students and advising support tools used by faculty and staff.
- Coordinated, with the schools and IU Publications, the preparation and publishing of the 2004-06 *Bulletin* http://bulletin.iupui.edu/2004-pdf/. The office maintains the on-line version of the Bulletin which had nearly 65,000 visits in the past year.
- Continued close collaboration with the Oncourse project http://oncourse.iu.edu. The office provides student data to the system and actively promotes its use through regular communications with students and faculty.
- Expanded its work in the creation, provision, and frequency of decision-support data such as enrollment reports. http://registrar.iupui.edu/enrollment.html

Best Practices

- Took a leading role in the release and promotion of *OneStart* https://onestart.iu.edu , the new on-line tool through which students register and perform many of their business activities with the university. These include reviewing the status of admissions applications, transferability of courses, financial information, updating demographic information, and registering for classes. Additional functionality will become available over the remainder of calendar year 2004. *OneStart* succeeds the heavily-used *Insite*. In calendar year 2003, students at all IU campuses logged into *Insite* 4,294,785 times. IUPUI students accounted for 1,460,861 of this total.
- Created and distributed numerous print and electronic communications directed to students, faculty, and staff. These included such Web resources such as http://registrar.iupui.edu/sis-web/ , http://registrar.iupui.edu/insite-onestart.htm , and http://registrar.iupui.edu/registration/start .
- Coordinated the universitys training initiative for SIS-related tools. This included the development of courses and self-paced training materials for faculty and staff on all IU campuses. In the past year the Training Group provided 253 sessions and a cadre of staff on the campuses, trained by the Training Group, provided an additional 140 sessions. A total of 4,152 participants from all campuses attended these 393 training sessions. http://www.indiana.edu/~hrsistr/

- Implemented a new room scheduling software for courses and one-time events.
- Achieved the top-ranking of campus programs and services in the Student Satisfaction Survey /Surveys/ContinuingStudent/summary.asp for *Registration for Classes through the Web*. 89.5% of respondents were satisfied or very satisfied with the service and only 3.1% dissatisfied or very dissatisfied. This was the first time this item appeared on the survey, replacing the previously top-rated *Registration for Classes by Phone*. The satisfaction rating for *Registration through the Web* was significantly higher than *Telephone Registration*, which in 2001 recorded a 77.0% Satisfied or Very Satisfied rate.
- Achieved second ranked program or service for *Overall Process of Registering for Classes*, with 86.5% of respondents satisfied or very satisfied and only 5.6% dissatisfied or very dissatisfied. This is an improvement over the last survey in which the *Overall Process* had ratings of 82.5% satisfied and 8.1% dissatisfied and was the third-ranked program or service. This item had the 4th largest increase in satisfaction ratings for any program or service over the 2001 survey. As an additional point of reference, in 1993, the Overall Process was ranked 26th among campus programs or services.
- Continued successful placement of students on the waitlist. If a class is closed, students can place themselves on a waiting list. Students are placed in the class due to other students withdrawing from the course or if a department adds additional seats or sections to meet demand. Over 6,100 waitlist requests for classes were placed in the Fall of 2003, and increase of 20.6% with a successful placement rate of 83.6%. The process is equitable and efficient and has resulted in a much better start of term experience for both students and faculty.

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