EXECUTIVE SUMMARY
Non-Degree Application & Registration Process

BACKGROUND
The current Non-degree application is only offered as a paper application with the expectation it will be printed and brought to the Admissions Office along with the $50 application fee. If the student chooses to pay the application fee with cash or credit card, they are directed to walk over to the Student Account Office and return to Admissions providing a receipt of their payment. Furthermore, the student will typically wait for their application to be processed in the Admissions System, Slate, then speak with an Admissions Counselor to discuss the out of pocket cost the student could expect to pay. If the student is still interested in taking undergraduate level courses they will register for classes with the Registrar’s Office and pay their bill. Alternatively, if the student is interested in taking a graduate level class, they must speak with and get written approval from the Program Director or delegated faculty member in order to move forward with registering for the course(s).

Additionally, over the summer non-matriculated students taking undergraduate courses do not need to submit an application with the Admissions Office, they are able to go directly to the Registrar’s Office to register for the classes. The inconsistency in process has caused some confusion for both students and staff.

OVERVIEW OF WHY PROCESS IS IN NEED OF IMPROVEMENT
The Non-matriculated (visiting students) application & registration process is outdated and hinders a student’s ability to easily register for classes. With the goal of optimizing operations, we should ensure that we are offering processes that create a supportive environment and are not burdensome on the student.

RECOMMENDATIONS TO IMPROVE PROCESS
Application Process
- Build an online application within the Admissions system
  - An online application will allow for faster processing as well as limit the wait time and burdensome process put on the student.
  - With the increase in online programs offered, the proposed process is more distance-learning friendly.
- Waive/remove the $50 application fee
  - Waiving the application fee for the estimated 35-60 non-matriculated applicants received per year could help increase applications.
- Admissions should electronically notify the Graduate Academic departments when a non-matriculated application is received for electronic approval and review
  - Taking the burden off the student from walking between campus buildings could help promote a positive student experience. Provide detailed directions outlining the student
process on our website as well as building email communication plans for non-matriculated students
  o This will allow the process to be transparent, easy to understand and follow.
  o Increasing communication could help increase the transition of applications into students based on positive communication.

- Recommend re-evaluating policy of formal approval process for non-matriculated graduate students to make the process consistent for both graduate and undergraduate students
  o This could help increase the number of graduate non-matriculated students who decide to take a course.

Data Analysis
- Formally track the reasons why students are taking the course(s)
  o Having a better understanding of why students are choosing to take certain classes could help with course offerings each semester.

- Review the cost for to run each course
  o To help determine whether the cost for summer courses could be lowered with the goal of increasing the number of students registered in each course.

- Track course registration within Admissions
  o This will allow us to determine where we lose students in the process and why.
  o Tracking the entire lifecycle of a non-matriculated student could provide more options for data analysis.

- Review grades in courses to determine student success
  o Determine how students are performing in our courses and if the students matriculate