MINUTES
ADMISSIONS WORK TEAM AUDIO
Monday May 23, 2011
10:30 am

CALL IN NUMBER 1 (800) 893-8850   PARTICIPANT PIN 6384637

Attendees:
UAA-Patty, Charese
Kenai-Shelly
Kodiak-Jenny
Mat-Su-Fran
UAF-Crystal, Kara, Libby
UAS-Barbara (so nice to have you!)
SW-

1. Scanning requests-update on who to contact. Reminder to not put Name and SSN in the subject line of your email. *See updated procedures and contact list.*

2. PR Cards and Residency-clock starts ticking at receipt of notice of action or when PR card is issued? *Notice of Action starts the clock. For more info about the lottery system:*

   http://articles.cnn.com/2011-05-14/us/diversity.lottery_1_green-card-lottery-computer-glitch-random-selection?_s=PM:US

3. Clarification on Academic Disqualification at one MAU and Readmission to a different MAU.

   If student is Disqualified at one campus and wishes to attend another campus, they would complete the requirements for readmission at the campus they wish to attend. (For example, a student is disqualified at UAF and wants to attend UAS. The student would satisfy whatever requirement UAS has in order to be reinstated to good standing.)

4. Face 2 Face Agenda items
   Barbara: Admitting students-how to do that without cancelling programs at the other campuses
   SAR2APC report
   We'll continue to build a list and prioritize items over the summer

5. Calls to help desk re: Campus Affiliation (from Mary)

Please ask the team to discuss this issue at the next Admiss meeting.

I spoke with Kenny and Martha from the help desk. New students receive something (acceptance letter, pin mailer, email from admissions office) indicating that they've been accepted and/or to login to UAOnline for the first time. The new student goes to UAOnline (or ELMO then UAOnline), enters in their temporary pin, completes the prompt for them to reset their pin, and then the student's screen errors out. The error indicates that the student does not have a campus affiliation set up yet, and the student can go no further in UAOnline. What happens next varies, but apparently many times the students call the registrar's office, and then are getting forwarded to the help desk. The help desk is seeing an increasing number of calls coming in with this issue. This is happening across the system; it's not exclusive to a single campus.

Questions:

1) The calls with this issue have become more prevalent in the past approximately four months - what has changed?
2) What can we do to help solve this?
3) What does the registrar's office or admissions office do when they get these calls coming in?
4) What should the help desk be doing? Right now the help desk staff forwards the call back to the registrar's office once they determine the issue. However, they really don't want to be giving this new student the run-around.

Reg team discussed this. First contact is OIT help desk. Unsecure side of UAOnline-click on help. Need to ask for update on this. Should be contacting .

I talked with Jane about this issue today-she will try and replicate the error and see if the student is directed to the OIT Help Desk when encountering this error. Also see email string re: Applicant who can't access UAOnline. Perhaps have a combined Adm/Reg team meeting to discuss, or bring this up with the BST for full discussion.