

SERVICE UNIT NAME: District Office Admissions	AUTHORING TEAM CONTACT: Nicholas Medina
PHONE: 972-549-6311	E-MAIL: namedina@collin.edu

I. UNIT AND ITS CONTEXT

I.B.1.

Purpose/Mission Statement

(Insert the statement, if any, in PDF immediately after this divider page.)

I. UNIT AND ITS CONTEXT

OPTIONAL:

Other Section I. Documentation

(Insert any other section I. documentation in PDF immediately after this divider page.
Refer to this documentation in the relevant text field(s)
in section I. of the Service Unit Review template.)

Admissions and International Student Regulatory Standards

Requirement	Regulatory Body	Statute(s) (if applicable)	Description
Admission	THECB	TEC 130.0011 and 130.003.e	Institutions shall provide open-admissions and this language is included in board policy and the student handbook.
Application		TEC 51.762	Apply Texas is a state common application that must be used by all Texas institutions who receive state funding. Collin began using this application as the sole source application in Spring 2022.
College Transcript(s)	THECB	<ul style="list-style-type: none"> • Chapter 13, Subchapter F, §13.108) • Chapter 4, Subchapter B, §4.28 • Chapter 51, Subchapter F, §51.331 	Collin requires students with college attendance outside of Collin to submit their college transcript. This helps track compliance state statutes related to course repeat rules, completion of Texas core, and TSI. Students receive notification of this requirement upon admissions to the college but have one full semester after their admit term to meet the requirement before registration is blocked.
High School Transcript(s)/ GED Report	Federal Student Aid Handbook	To receive Title IV funds, students must meet defined academic qualifications, but institution has flexibility in determining how a student's demonstrate qualifications.	Students who have not previously completed college level work are required to submit their high school transcript. The college does not accept or process foreign transcripts. Students receive notification of this requirement upon admissions to the college but have one full semester after their admit term to meet the requirement before registration is blocked.
TSI		<ul style="list-style-type: none"> • Chapter 51, Subchapter F, §51.333 • Chapter 4, subchapter C, §4.51 	All public institutions must assess college readiness of students prior to enrollment, however students who are non-degree seeking or in lower level certificate programs. All new applicants are made aware of this requirement.
Bacterial Meningitis	TEC	<ul style="list-style-type: none"> • Chapter 51, Subchapter Z, §51.9192 • Chapter 21, Subchapter T, §21.611 	All students attending institutions of higher education, under the age of 22, must provide proof of current bacterial meningitis vaccination. There are several exemptions including CE enrollment, conscientious or medical exemption, fully online enrollment or courses taught at a high school location.
Campus Safety		<ul style="list-style-type: none"> • The Stop Campus Hazing Act • Texas HB 699 Campus Sexual Assault Policy • Texas SB 1624 Mental Health and Suicide Prevention • Drug-Free Schools and Communities Act 	This training module covers a variety of campus safety topics that are required by various laws to inform all new students of. All new applications are required to complete this training.

New Student Orientation	Collin College	Institutional Requirement	All first time in college applicants are required to attend orientation prior to enrollment and receive this task in their workday student portal upon admittance to the college.
Passport	Code of Federal Regulations	Title 8, Chapter 1, Subchapter B, Part 214	Passport must be valid for at least six months beyond your period of stay in the United States (unless exempt by country-specific agreements, https://www.cbp.gov/sites/default/files/assets/documents/2024-Mar/six-month-passport-validity-update-20220316.pdf).
Proof of Funds	Code of Federal Regulations	Title 8, Chapter 1, Subchapter B, Part 214	F-1 international students must have the financial resources to live and study in the United States. This includes being able to cover the cost of tuition, books, living expenses and travel.
I-94	Code of Federal Regulations	Title 8, Chapter 1, Subchapter B, Part 214	The Form I-94 is evidence of a nonimmigrant's term of admission and used to document legal status in the United States.
Registration	Code of Federal Regulations	Title 8, Chapter 1, Subchapter B, Part 214	F-1 international undergraduate students must <ul style="list-style-type: none"> • be enrolled for at least 12 credit hours per term, 9 of those must be face-to-face/on campus courses • Maintain academic progress The institution may authorize a reduced course load (RCL) for an F-1 student due to academic difficulties, completion of term, or illness or medical condition.
Practical Training	Code of Federal Regulations	Title 8, Chapter 1, Subchapter B, Part 214	F-1 students may choose from curricular practical training (CPT), optional practical training (OPT), and, if eligible, the science, technology, engineering and mathematics (STEM) OPT extension.
Changes to student record	Code of Federal Regulations	Title 8, Chapter 1, Subchapter B, Part 214	F-1 students must notify the institution to do any of the following: <ul style="list-style-type: none"> • Change major, program, or degree level • Change education level • Transfer to a new school or take a leave of absence • Take a break from school • Travel outside the United States • Change contact information • Request a program extension

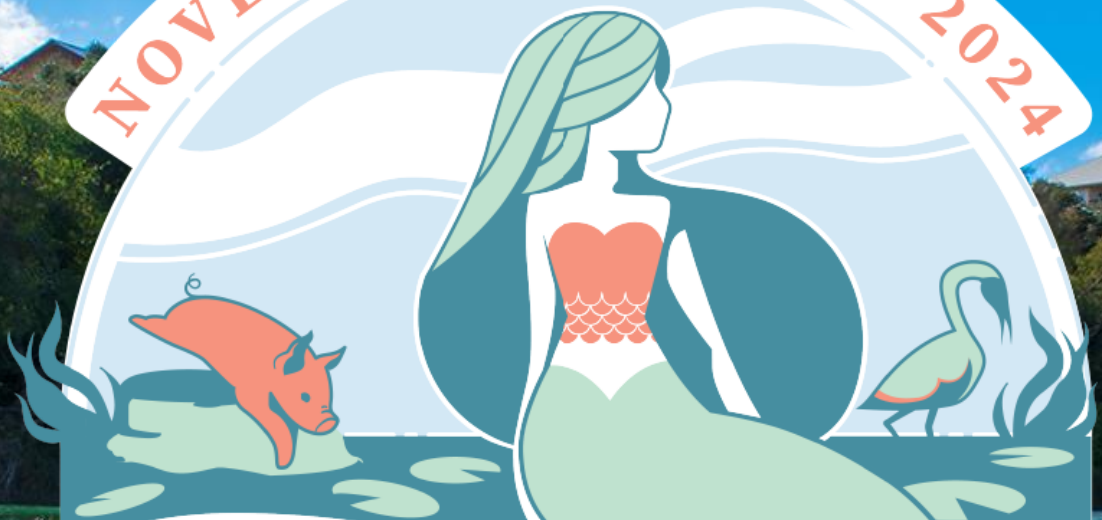
II. UNIT RELATIONSHIP TO COLLEGE MISSION AND STRATEGIC PLAN

OPTIONAL:

Section II. Documentation

(Insert any section II. documentation in PDF immediately after this divider page.
Refer to this documentation in the relevant text field(s)
in section II. of the Service Unit Review template.)

NOVEMBER 10-13, 2024



EMBRACING THE SHIFTING CURRENTS



SAN MARCOS TEXAS

TACRAO



Eddy-ing Through Lies: Steering Through the Waters of Fake Applications

Nicholas A. Medina, Director of Admissions, Collin College

Lu Waterhouse, Director of Admissions & Enrollment Services, Lone Star College



Today's Discussion

How did we get here?

What's the issue?

Why does it matter?

How we are addressing it?

- Collin College
 - Banner
 - Workday
- Lone Star College
 - PeopleSoft

Please silence/turn off your cell phones



How did
we get
here?



How did Collin College get here...

Prior to 2022

- Collin College managed own applications
- Video on YouTube on how to submit fake application
- Automatic process of processing applications

February 2022

- Collin College moves to sole application, ApplyTexas
- Enhanced file mapping ApplyTexas to Banner
- Team manually reviewing and processing applications

May 2022

- ApplyTexas enhanced mapping complete!!
- Developed reports
- Review report for red flags
- Manual push of the button (matriculation)

September 2023

- Workday student implemented!
- Developed customized reports
- Review report for red flags
- Manual push of the button (matriculation)

Identified Fraudulent Applications

Year	Fake Apps	% of Total Apps
2022	10,747	16.21%
2023	260	.45%
2024	860	1.73%
TOTAL	11,867	9.74%



How did Lone Star College get here...

2018-2019

- Lone Star College manages own applications submitted directly into SIS (PeopleSoft)
- Automatic process of processing applications
- Mid-2018 first documented appearance of fraudulent applications

Oct 2018

- Lone Star College begins piloting ApplyTexas as primary application

Early 2019

- Processes implemented to manually screen for fraud during the EDI file load process
- By June, ApplyTexas becomes sole application

2019 – Present Day (Ongoing)

- Develop queries displaying applicant data reviewed during file load process for red flags
- Create fraudulent email domains list
- Suspicious applications are not loaded

Identified Fraudulent Applications		
Year	Fake Apps	% Total Apps
2020	3,278	4.17%
2021	71	0.09%
2022	280	0.33%
2023	86	0.09%
2024	434	0.51%
TOTAL	4,149	0.97%



**What
is the
issue?**



What is the issue...

Fraudulent applications

What is a fraudulent application?

An admissions application containing fabricated, untrue or otherwise inaccurate information with a specific intent to deceive, mislead or otherwise perpetuate misinformation upon the institution for a variety of purposes, including, among others:

Fraud may occur through a variety of circumstances, including, among others:

- Perpetuating a false identity ("ghost student")
- Using fictitious or materially inaccurate applicant information (name, address, DOB, email address, high school, etc.)



What is the issue...

Fraudulent applications

Why are they doing it?

- To perpetrate financial aid fraud
- To obtain a student email address (.edu)
 - Student discounts
 - False impression
- To access campus services / technology
- To gain a foothold into the institution's SIS and the PII contained therein
- Other motivations?



**Why
does it
matter?**



Why does it matter...

IT Security team says so 😊

Security threats:

- Once admitted, access is gained to the institution's network/SIS
- Once admitted, access is gained to .edu email account

Financial impact:

- Once admitted, access is gained to the institution's licenses (Office 365, Single sign on, Adobe, etc.)
- Once admitted, access is gained to .edu email account

Data concerns:

- We don't want "dirty data"
- Inflation of application numbers
- False hope from leadership (applied not enrolled)



How are we addressing it?



How Collin College is addressing it...

Banner:

- All applications are uploaded into SIS, creating a student ID
- Custom report
- Manual review
- Withdrawal/Suspend

Workday:

- All applications are uploaded into SIS, creating a shell record
- Specialized custom report
- Manual review
- Withdrawal



Collin College - Banner

Review specific data points on the application report

- Email
 - Verify domain
 - Username match / make sense to name
- Address
 - Multiple with same address / same street
 - Not within service area
- Age at graduation (manual calculation)
- Graduation date
- High school

Last_Name	First_Name	Email_PREFERRED	EMAIL_PREFIX	EMAIL_DOMAIN	PH
9 Cougar	Collin	CCollin@collin.edu	sujatapuwali467	collin.edu	(8
5 Lion	Leo	BigJ351684632513@outlook.com	BigJ351684632513	outlook.com	(9
2 Falcon	Cy	BirdofPrey@school.com	BirdofPrey	school.com	(4
5 Maverick	Monty	Favoritecowboy@otherschool.com	Favoritecowboy	otherschool.com	(5

PM_HOUSENUM	PM_STREET	PM_CITY	PM_STATE	PM_ZIP	PH
2200	University	McKinney	TX	75071	(8
4622	Creekview Ln	Balch Springs	TX	75180	(9
4623	Creekview Ln	Balch Springs	TX	44600	(4
4624	Creekview Ln	Balch Springs	TX	32900	(5

HS_List	PH
Ennis High School (01-May-2025)	(8
Cy Fair High School (01-May-2025)	(9
Central Catholic -San Antonio (01-May-2025)	(4
Memorial High School (01-Mar-2014)	(5



Collin College - Workday

Review specific data points on the application report

- Email
 - Verify domain
 - Username match / make sense to name
- Address
 - Multiple with same address / same street
 - Not within service area
- Age at graduation
- Graduation date
- High school
- Emergency contact

Age at HS Graduation	All High School	Graduating High School	Graduating High School - Graduation Date
40	Princeton High School	Princeton High School	03/01/2026
17	Bryan Adams High School	Bryan Adams High School	06/01/2015
36	Foreign High School GED - Obtained in Texas	GED - Obtained in Texas	05/01/2018
17	Frisco High School	Frisco High School	05/01/2025

Email Alias Contains First or Last Name	Email
	kbyre
Yes	man
Yes	shte
Yes	ming



How Lone Star College is addressing it...

PeopleSoft ---

- Multiple custom queries that display applicant data from the file
- Manual review of applicant data for red flags
- Fake apps are not loaded into the SIS
- Report from SIS auto-generated daily displaying applicant information from fake apps for record-keeping and tracking
- If discovered after fake application is loaded and applicant is admitted, process to revoke admission, delete application from SIS and disable access to student account



Lone Star College - PeopleSoft

Review specific data points on queries/list(s)

- Email
 - Verify domain
 - Username match / make sense to name
- Address
 - Verify address
 - Out of state / multiple same state
- Name
- Age / DOB
- Graduation date verses to DOB
- High school
- Emergency contact

Fraudulent Email Domains	
Domain	Details
adpurl.com	"The domain name adpurl.com is misconfigured. The owner of this domain is using the nameserver configuration of DAN.COM but has not listed this domain yet."
ahhtee.com	Web searches list this as a disposable/burner/"bad" email domain.
airmail.cc	No information could be found.
app-expert.com	Web searches list this as a disposable/burner email domain.

Address	City	State	Zip	Phone
72 Lincoln Ave	Arcadia	CA	91000	637-446-3738
4301 Maple Ln	Cupertino	CA	87654	637-446-3739

Address	City	State	Zip	High School
301 Main Plaza	New Braunfels	TX	78130	Abeville
205 E. Palestine Ave	Palestine	TX	79123	Abeville
2814 Newbury Ct	Houston	TX	77070	Abeville



Questions, Comments, Best Practices...

Nicholas A. Medina

Collin College

namedina@collin.edu

www.linkedin.com/in/nicholas-a-medina



Lu Waterhouse

Lone Star College

Lu.Waterhouse@LoneStar.edu



IV. UNIT'S IMPACT ON STUDENT OUTCOMES

OPTIONAL:

Section IV. Documentation

(Insert any section IV. documentation in PDF immediately after this divider page.
Refer to this documentation in the relevant text field(s)
in section IV. of the Service Unit Review template.)

Institutional Research on Other Texas Community College Admissions Practices (Rev. 1/31/2025)

							New F1 Deadline			Transfer F1 Deadline			English Proficiency		
College	Application	Source	Admission Requirements	HS Transcript / GED Required	Exemptions from Diploma / GED requirement	Deadline for Records	Fall	Spring	Summer	Fall	Spring	Summer	TOEFL	IELTS	Other
Alamo Colleges	ApplyTexas only	Contacted School	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores Bacterial Meningitis documentation 	<ul style="list-style-type: none"> Will not accept application without HS transcript International students are required to submit HS and college transcripts. Veterans required to submit HS/college transcripts 	<ul style="list-style-type: none"> Will not accept application without HS transcript International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required of non-English HS transcripts and evaluation of college transcripts through NACES 	After admissions, prior to registration.	15-May	1-Oct	None	15-Jun	1-Nov	None	61	5.5	
Austin Community College	ApplyTexas & Custom App	Registrar Office & Website	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test /exemption scores Bacterial Meningitis documentation Residency Form 	<ul style="list-style-type: none"> Application will not be processed without submission of HS transcript & should be submitted within 30 days of application Cannot register without submitting HS/college transcript 	<ul style="list-style-type: none"> Veterans required to submit HS/college transcripts Transfer students exempt from HS requirement but must submit college transcripts Cannot register for 1st term without submitting HS/college transcript International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required of non-English HS transcripts and evaluation of college transcripts through NACES 	After admissions, by end of first enrollment term.	1-Jun	1-Oct	None	15-Jul	15-Nov	None	79	6.5	
Blinn College	ApplyTexas only	Registrar Office	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores Bacterial Meningitis documentation 	They require Official HS transcripts or GED to be submitted within 1 st semester for FTIC. If not received, hold placed on account and not allowed to register or order transcripts until received.	<ul style="list-style-type: none"> Transfer students exempt from HS requirement but must submit college transcripts Cannot register for 2nd term without submitting HS/college transcript International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required of non-English HS transcripts and evaluation of college transcripts through NACES Veterans required to submit HS/college transcripts 	After admissions, by end of first enrollment term. •Transcript hold is placed on record starting the second semester Students with the hold cannot register for classes or obtain an official transcript	15-Jul	15-Nov	None	15-Jul	15-Nov	None	61	5.5	Duolingo - 95 Pearson PTE - 44
Central Texas College	ApplyTexas & Custom App	Website and Registrar Office	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test /exemption scores Bacterial Meningitis documentation Residency Form (some students) Official HS transcript w/ grad date & test scores or GED Certificate 	<ul style="list-style-type: none"> HS transcripts or GED required of all students prior to enrollment Noted if student unable to submit due to financial hardships, they will consider other documents 	<ul style="list-style-type: none"> International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required of non-English HS transcripts 	After admissions, prior to registration.	1-Jul	1-Nov	1-Mar	1-Jul	1-Nov	1-Mar	79	6.5	
Dallas Community College	ApplyTexas & Custom App	Contacted School	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores Bacterial Meningitis documentation NSO (mandatory at some campuses) Official HS transcript w/ grad date & test scores or GED Certificate 	Students must provide HS diploma (if earned within last 5 years) or GED after admitted but prior to registration Transfer students are not required to submit HS transcripts	<ul style="list-style-type: none"> International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required 	After admission, prior to registration.	1-Jul	1-Oct	1-Mar	1-Jul	1-Dec	1-Apr	71 39-70 (ESL)	6.0 5-5.5 (ESL)	Duolingo - 105 Duolingo - 80-105 (ESL)
El Paso Community College (TCA only)	ApplyTexas only	Registrar Office	<ul style="list-style-type: none"> NSO (FTIC) Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores Bacterial Meningitis documentation 	<ul style="list-style-type: none"> Do not require HS transcript/GED when registering for classes, however, must turn in HS transcript/GED prior to Census date. · Students are not dropped if missing transcripts/scores, but registration blocked for some programs w/o transcript/scores. 	<ul style="list-style-type: none"> Will not accept application without HS transcript International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required of non-English HS transcripts and evaluation of college transcripts through NACES Veterans required to submit HS/college transcripts 	After admissions, by census date.							45		
Houston Community College	ApplyTexas only	Contacted School	<ul style="list-style-type: none"> Bacterial Meningitis documentation Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores 	They will allow students to register with Unofficial HS transcript, however Official transcript must be received within first 30 days semester enrolled.	<ul style="list-style-type: none"> International students are required to submit HS and college transcripts according to the same requirements as domestic students translation required of non-English HS transcripts 	After admissions, by end of first enrollment term.	15-Jun	15-Oct	15-Mar	8/6 - Priority (ESL & Academic) 9/10 - Extended	1/6 - Priority (ESL & Academic) 1/30 - Extended	15-May	79	6.5	Duolingo - 100 PTE - 53
Lee College	ApplyTexas only	Contacted School	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores Bacterial Meningitis documentation NSO (FTIC) Official HS transcript w/ grad date & test scores or GED Certificate 	They require an Official HS diploma or GED prior to registering for classes. The HS transcript must be a final transcript and they do not accept faxes.	<ul style="list-style-type: none"> International students required to submit HS & college transcripts with translation & evaluation of both 	After admissions, prior to registration.	1-Jul	1-Nov	None	1-Jul	1-Nov	None	71	5.5	
San Jacinto Community College	ApplyTexas only	Apply Texas Website & Registrar Office	<ul style="list-style-type: none"> Official HS transcript w/ grad date & test scores or GED Certificate Official college transcript from all colleges attended TSI test/exemption scores Bacterial Meningitis documentation 	They require Official HS transcripts or GED to enroll. San Jacinto allows one semester for registered students to submit documentation. If not, hold is placed on their account and future registration is blocked.	<ul style="list-style-type: none"> Transfer students are exempt from HS transcript requirement, but must provide college transcript International students are required to submit HS and college transcripts with copy of translation and evaluation through NACES Veterans required to submit HS/college transcripts 	After admissions, by end of first enrollment term.	15-Jun	1-Jan	15-Feb	1-Aug	1-Jan	15-May	70	6.0	

Tarrant Community College	ApplyTexas only	Registrar Office	They only require a valid SSN and active email address, along with Bacterial Meningitis proof	Students can register w/o HS transcript/GED scores <u>only</u> if they are TSI complete. Non-HS grad without GED scores and not TSI complete must submit Individual Approval Form for enrollment consideration. Students have 1 enrolled semester to submit documentation. No hold is placed; the registrar office contacts them for documentation after first semester.	<ul style="list-style-type: none"> •International students are required to submit HS and college transcripts with copy eof translation and evaluation through NACES •Veterans required to submit HS/college transcripts 	After admissions, by end of first enrollment term.	15-Jul	15-Nov	15-Apr	15-Jul	15-Nov	15-Apr	71	5.5	
Tyler Junior College	ApplyTexas & Custom App	Website & Registrar Office	<ul style="list-style-type: none"> •Official HS transcript w/ grad date & test scores or GED Certificate •Official college transcript from all colleges attended • TSI test/exemption scores •Bacterial Meningitis documentation 	within 1 st semester of enrollment or a hold is placed and registration is blocked until documents are received.	<ul style="list-style-type: none"> •International students required to submit HS transcripts with translation OR college transcripts with translation & evaluation if applicable 	After admissions, by end of first enrollment term.	1-Jul	1-Nov	None	1-Jul	1-Nov	None	64	6.0	
Lone Star College	ApplyTexas only	Website & Registrar Office	<ul style="list-style-type: none"> •Official HS transcript w/ grad date & test scores or GED Certificate (only if no previous College Attendance) •Official college transcript from all colleges attended • TSI test/exemption scores •Bacterial Meningitis documentation •NSQ (FTIC) 	Can register in admit term without submitting; hold blocks registration for semester after admit term until all required documents received.	<ul style="list-style-type: none"> •International students required to submit HS transcripts with translation OR college transcripts with translation & evaluation if applicable 	After admissions, by end of first enrollment term.	1-Jan	15-Nov	None	15-Aug	15-Dec	None	71 19 (ESL)	6 2 (ESL)	Duoling - 100 Duoling - 50 (ESL)

V. EFFECTIVENESS OF UNIT COMMUNICATIONS

V.B.

Unit Literature Review Table

(Insert the completed table in PDF immediately after this divider page.)

SERVICE UNIT NAME: District Office Admissions	AUTHORING TEAM CONTACT: Nicholas Medina
PHONE: 972-549-6311	E-MAIL: n

UNIT LITERATURE REVIEW TABLE

Title	Type <small>(Examples: URL, brochure, handout)</small>	Date of Last Review/Update	Status <small>(Mark all that apply.)</small>	Responsible Party
Apply	www.collin.edu/apply/	2/3/2025	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
International Admissions	www.collin.edu/advising/international/	2/3/2025	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina

New F-1 Applicants	www.collin.edu/advising/international/initial_F-1_Applicants	2/3/2025	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
Transfer F-1 Visa Applicants	www.collin.edu/advising/international/Transfer_F-1_Visa	2/3/2025	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
International Concurrent Students	www.collin.edu/advising/international/Concurrent_Students	2/3/2025	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
Student Help Guide: Collin Applicant Portal	www.collin.edu/advising/international/Student%20Help%20Guide%20-%20Collin%20Applicant%20Portal.pdf	2/22/2024	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate	Nicholas Medina

			<input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	
Student Help Guide: F-1 Student Request	www.collin.edu/advising/international/documents/student-help-guide.pdf	11/15/2024	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
Optional Practical Training: Post-Completion	sway.cloud.microsoft/1OFKAGjYN5ulbsjE?play	11/1/2024	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
International Student Handbook	sway.cloud.microsoft/ZfB8c6KNVDOAxafA?ref=Link	5/15/2023	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina

F-1 Student Concurrent Enrollment Request	www.collin.edu/advising/international/Concurrent.CollinStudents2023.pdf	6/15/2023	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
Address Form	www.collin.edu/advising/international/Address%20Form_1.pdf	7/17/2020	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
Letter of Guarantee	www.collin.edu/advising/international/Letter%20of%20Guarantee_24.pdf	5/9/2024	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina
Admissions	www.collin.edu/admissions/	2/3/2025	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input type="checkbox"/>	Nicholas Medina, although we've requested to remove this

			<input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	
Orientation	www.collin.edu/orientation/	NA	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Stephen Rogers
TSI (Texas Success Initiative)	www.collin.edu/studentresources/testing/availabletesting/tsi	NA	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Karen Stewart
Bacterial Meningitis	www.collin.edu/admissions/meningitis/	NA	<input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> Accurate <input checked="" type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available	Nicholas Medina

V. EFFECTIVENESS OF UNIT COMMUNICATIONS

OPTIONAL:

Other Section V. Documentation

(Insert any other section V. documentation in PDF immediately after this divider page.
Refer to this documentation in the relevant text field(s)
in section V. of the Service Unit Review template.)

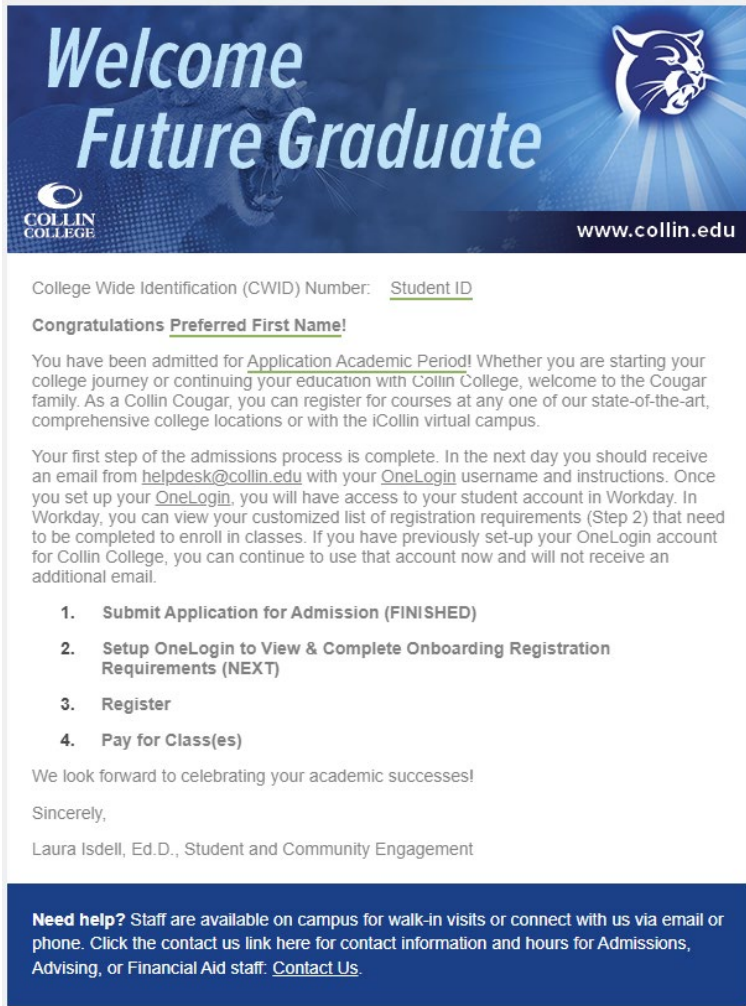
Communications Map

COLLIN COLLEGE STUDENT COMMUNICATION SUMMARY *In Progress						
PROSPECT		APPLICANT			ACTIVE STUDENTS	
ENTRANCE CRITERIA: Register for/at Outreach/Recruiting Event OR Other Sources: Submit Test Scores (TSI, SAT, ACT, AP, Other), Submit HS or College Transcript, Submit FAFSA		ENTRANCE CRITERIA: Submit Application (Not Intl, Not Dual Credit)	ENTRANCE CRITERIA: Submit Application (Non US Citizen or Permanent Resident)	ENTRANCE CRITERIA: Submit Application (Current HS Student)	ENTRANCE CRITERIA: FAFSA Submission	ENTRANCE CRITERIA: Enrollment
RECRUITMENT EVENT	60 DAY PLAN ALL SOURCES	DOMESTIC	INTERNATIONAL	DUAL CREDIT	FINANCIAL AID	CALENDAR
Event Registration Confirmation (Day of Event)	Your Future Begins Here (Day 1)		Reminder to Complete Application Task(s) in Applicant Portal (Weekly)		Outstanding FA Requirements	Registration Opens Soon (February, March, Oct)
Event Reminder (Day Before Event)	Close to Home (Day 11)		Intl. Application Task(s) Returned, Resubmit		Award Notice	Priority Registration Reminder (2 Days Prior)
Event Follow-Up (Attended) OR Event Follow-Up (Not Attended) (Day After Event)	Flexible Options (Day 21)		Deadline Missed / F-1 Application Canceled		Applied FA Not Eligible FA: Failed SAP No HS Completion Program of Study Not Eligible 30+ Dev. Ed.	Classes Start Soon - Register Now (May, July, January)
	Convenience (Day 31)	Welcome Message (Upon Matriculation/Admittance)			FA Award Update	Flexible Start Options (1st week of 16-week part of term)
	High Quality Education (Day 41)	Reminders to Complete Action Items (Bi-Weekly until Registration Opens > Weekly once Registration Opens)			FA SAP: Passed, Warning, Failed (Once per Term)	FAFSA / TASFA Open (December)
	REQUESTED INFO: Campus Tours* Disability Support Services* (ACCESS)* Dual Credit* Financial Aid* Foster Care Resources (live for ISIR) How to Apply* On Campus Housing* Upcoming Outreach Events* Veteran Students & Benefits* Area of Study Specific Content*		ESL Next Steps (Only if Not English Proficient)		Exit Counseling Requirement	Winter Break / Spring Break Campus Closed
		TSI Reminders* (Day Registered)			COMPLIANCE & DROPS	
		You're Registered, Next Steps & Payment Reminder (Day Registered)			Dean of Students/Safety (Once per Term)	
					Dropped for Nonpayment	
PROSPECT/APPLICANT VERSIONS OF CALENDAR COMMUNICATIONS					Bacterial Meningitis Noncompliant (Registered for Face to Face Class, BM Noncompliant)	
GOAL: Submit Application		GOAL: Register			GOAL: Student Retention, Course/Program Completion	
EXIT CRITERIA						
Event Completion	Submit Application	Enrollment, Inactive	Enrollment, INTL Deadline	HS Completion	Graduation, Inactive	

SCREENSHOTS OF DOMESTIC AND INTERNATIONAL APPLICANT COMMUNICATIONS:

APPLICANTS (DOMESTIC)

Welcome Email (All Non F-1 and Non Dual Credit Applicants):



Welcome Future Graduate

COLLIN COLLEGE www.collin.edu

College Wide Identification (CWID) Number: Student ID

Congratulations Preferred First Name!

You have been admitted for Application Academic Period! Whether you are starting your college journey or continuing your education with Collin College, welcome to the Cougar family. As a Collin Cougar, you can register for courses at any one of our state-of-the-art, comprehensive college locations or with the iCollin virtual campus.

Your first step of the admissions process is complete. In the next day you should receive an email from helpdesk@collin.edu with your OneLogin username and instructions. Once you set up your OneLogin, you will have access to your student account in Workday. In Workday, you can view your customized list of registration requirements (Step 2) that need to be completed to enroll in classes. If you have previously set-up your OneLogin account for Collin College, you can continue to use that account now and will not receive an additional email.

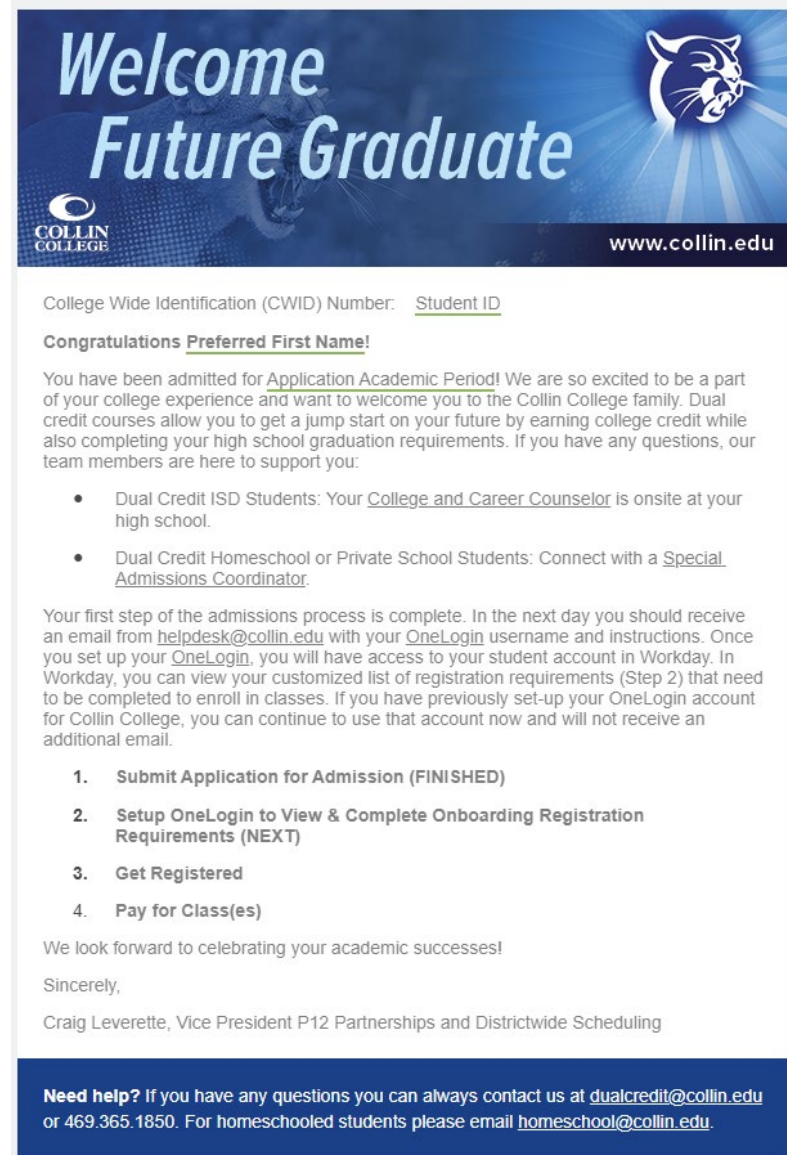
1. **Submit Application for Admission (FINISHED)**
2. **Setup OneLogin to View & Complete Onboarding Registration Requirements (NEXT)**
3. **Register**
4. **Pay for Class(es)**

We look forward to celebrating your academic successes!

Sincerely,
Laura Isdell, Ed.D., Student and Community Engagement

Need help? Staff are available on campus for walk-in visits or connect with us via email or phone. Click the contact us link here for contact information and hours for Admissions, Advising, or Financial Aid staff: [Contact Us](#).

Welcome Email (Dual Credit Applicants):



Welcome Future Graduate

COLLIN COLLEGE www.collin.edu

College Wide Identification (CWID) Number: Student ID

Congratulations Preferred First Name!

You have been admitted for Application Academic Period! We are so excited to be a part of your college experience and want to welcome you to the Collin College family. Dual credit courses allow you to get a jump start on your future by earning college credit while also completing your high school graduation requirements. If you have any questions, our team members are here to support you:

- Dual Credit ISD Students: Your College and Career Counselor is onsite at your high school.
- Dual Credit Homeschool or Private School Students: Connect with a Special Admissions Coordinator.

Your first step of the admissions process is complete. In the next day you should receive an email from helpdesk@collin.edu with your OneLogin username and instructions. Once you set up your OneLogin, you will have access to your student account in Workday. In Workday, you can view your customized list of registration requirements (Step 2) that need to be completed to enroll in classes. If you have previously set-up your OneLogin account for Collin College, you can continue to use that account now and will not receive an additional email.

1. **Submit Application for Admission (FINISHED)**
2. **Setup OneLogin to View & Complete Onboarding Registration Requirements (NEXT)**
3. **Get Registered**
4. **Pay for Class(es)**

We look forward to celebrating your academic successes!


Sincerely,
Craig Leverette, Vice President P12 Partnerships and Districtwide Scheduling

Need help? If you have any questions you can always contact us at dualcredit@collin.edu or 469.365.1850. For homeschooled students please email homeschool@collin.edu.

APPLICANTS (INTERNATIONAL)

International Applicants have more engagements than Domestic Applicants, including requests for documentation for their US address where they will be staying, an English proficiency test, and many others.

Incomplete International Application:



Action Required

Allen • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

Preferred Name,

Thank you for applying to Collin College! Your application for Application Academic Period was received, but additional information is required. You should receive an email from collin@myworkday.com with the subject: Reset your password for your student account. Click the link in that email to create a password and sign into the Collin Applicant Portal. You will need to use the email address you used to apply to Collin College to sign into your Applicant Portal. You can view the Student Help Guide for assistance.

Once you sign in you will be able to view more details about the additional information required for the task(s) below:

- zESI RAD First Incomplete Pre-Decision Action Item**
- zESI RAD Second Incomplete Pre-Decision Action Item**
- zESI RAD Third Incomplete Pre-Decision Action Item**
- zESI RAD Fourth Incomplete Pre-Decision Action Item**


As you review your tasks, do not hesitate to contact us with any questions.

Sincerely,
Nicholas Medina, Director of Admissions

Need help? Staff are available on campus for walk-in visits or connect with us via email or phone. Click the contact us link here for contact information and hours for Admissions, Advising, or Financial Aid staff: Contact Us.

Applicants then receive a series of engagements reminding the applicant to complete those tasks so the application can be fully processed.

Returned Status of International Action Items



Action Required

Allen • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

Preferred Name,

Thank you for submitting the required application action item(s). Additional information is needed. Sign into your Collin Applicant Portal to view more details about the additional information required. When reviewing the information, please notice the reason the action item was returned to you, located at the end of the message under the title of the action item being returned. That information will assist you as you upload new documents as directed. As you review your tasks, do not hesitate to contact us with any questions.

The following item(s) have been returned to you for further action:

- * CF - ESI - Action Item 1 - F-1 Returned
- CF - ESI - Action Item 2 - F-1 Returned
- CF - ESI - Action Item 3 - F-1 Returned
- CF - ESI - Action Item 4 - F-1 Returned
- CF - ESI - Action Item 5 - F-1 Returned

Regards,
Nicholas Medina, Director of Admissions

Need help? Staff are available on campus for walk-in visits or connect with us via email or phone. Click the contact us link here for contact information and hours for Admissions, Advising, or Financial Aid staff: Contact Us.

Welcome Email (Once Admitted - F-1 Non-ESL Applicants):
F-1 applications are processed once all pre-decision action items are completed.



College Wide Identification (CWID) Number: Student ID

Congratulations First Name! You have been admitted to Collin College for Application Academic Period. Whether you are starting your college journey or continuing your education, welcome to the Cougar family. As a student, you can register for courses at any one of our state-of-the-art, comprehensive college locations.

Your first step of the admissions process is complete. In the next day you should receive an email from helpdesk@collin.edu with your OneLogin username and instructions. Once you set up your OneLogin, you will have access to your student account in Workday. In Workday, you can view your customized list of registration requirements (Step 2) that need to be completed to enroll in classes. If you have previously set-up your OneLogin account for Collin College, you can continue to use that account now and will not receive an additional email.

1. **Submit Application for Admission (FINISHED)**
2. **Setup OneLogin to View & Complete Onboarding Registration Requirements (NEXT)**
3. **Register**
4. **Pay for Class(es)**

Your I-20 will be uploaded onto your Workday student account. Once your I-20 is available, an email with instructions on how to download your I-20, along with tips and resources to assist you with the F-1 onboarding process, will be sent.

We look forward to celebrating your academic successes!

Regards,

Nicholas Medina, Director of Admissions

Need help? The International Student Office (ISO) can be reached at ISO@collin.edu or 972-516-5012. You can also visit our website to learn more about the F-1 visa process: [International Student Office](#). Collin College SEVIS school code: DAL214F00970000.

Welcome Email (Once Admitted - F-1 ESL Applicants):
F-1 ESL applications are processed once all pre-decision action items are completed.



College Wide Identification (CWID) Number: Student ID

Congratulations First Name!

You have been accepted in to the English as a Second Language (ESL) program at Collin College for the Application Academic Period term. Your admittance is based on the English proficiency scores you provided. Whether you are starting your college journey or continuing your education with Collin College, welcome to the Cougar family.

Your first step of the admissions process is complete. In the next day you should receive an email from helpdesk@collin.edu with your OneLogin username and instructions. Once you set up your OneLogin, you will have access to your student account in Workday. In Workday, you can view your customized list of registration requirements (Step 2) that need to be completed to enroll in classes. If you have previously set-up your OneLogin account for Collin College, you can continue to use that account now and will not receive an additional email.

1. **Submit Application for Admission (FINISHED)**
2. **Complete ESL placement test (NEXT)**
3. **Setup OneLogin to View & Complete Onboarding Registration Requirements**
4. **Register**
5. **Pay for Class(es)**

Your I-20 will be uploaded onto your Workday student account. Once your I-20 is available, an email with instructions on how to download your I-20, along with tips and resources to assist you with the F-1 onboarding process, will be sent.

We look forward to celebrating your academic successes!

Regards,


Nicholas Medina, Director of Admissions

Need help? The International Student Office (ISO) can be reached at ISO@collin.edu or 972-516-5012. You can also visit our website to learn more about the F-1 visa process: [International Student Office](#). Collin College SEVIS school code: DAL214F00970000.

APPLICANTS POST ADMITTANCE PRE-REGISTRATION

Outstanding Action

(All non-Dual Credit Applicants)



Action Required

Allen • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

College Wide Identification (CWID) Number: Student ID

Preferred First Name.

We can't wait to see you at Collin College! Sign into [OneLogin](#) to access your Workday Student account to view and complete your customized list of registration requirements. Check out the [Academic Calendar](#) to see when registration opens for the [xCF-LRV Latest Admitted Student Application \(Academic Period\)](#). You will be able to view more details about completing each task(s) below:

[zESI RAD First Incomplete Action Item](#)

[zESI RAD Second Incomplete Action Item](#)

[zESI RAD Third Incomplete Action Item](#)

[zESI RAD Fourth Incomplete Action Item](#)

[zESI RAD Fifth Incomplete Action Item](#)

[zESI RAD Sixth Incomplete Action Item](#)

Need help to sign into OneLogin to access your Workday Student Portal? Reset or create your password by going to [OneLogin](#) and selecting the "Forgot Password" link to reset your password using your username.

Username: [zCF Username Only \(Academic Record\)](#)

As you review your tasks, do not hesitate to contact us with any questions.


Sincerely,

Laura Isdell, Ed.D., Student and Community Engagement

Need help? Staff are available on campus for walk-in visits or connect with us via email or phone. Click the contact us link here for contact information and hours for Admissions, Advising, or Financial Aid staff: [Contact Us](#).

Registration Completed Payment Reminder

(All Students)



Notice to Students

Allen • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

College Wide Identification (CWID) Number: Student ID

First Name.

Congratulations on your enrollment at Collin College!

Did you know? Tuition and fee charges are displayed in your student account. Click here to [View Charges](#), and refresh your account, if necessary. Keep in mind your payment is due at the time of registration.

Need to pay? [Click here to pay online with your credit card or checking account](#). Select **Make A Payment** and then check the box with the term you are making payment for. You can then select **Checkout** and enter your financial information. Click **Continue** to verify/correct your information and then **Pay**.

Applied for financial aid and expecting a refund? Students who are awarded financial aid will have those funds appear on their account as Anticipated Payments. Any refundable credit remaining on your account after disbursement can be sent via direct deposit. [Click here to sign up for direct deposit](#), the fastest way to receive your refund. From the **Overview** tab scroll down to see a tile where you **Sign Up for Direct Deposit Refunds!** > review and agree to the **Terms and Conditions**. You will then enter/verify your information and then select **Complete**.

Reminder: Students will be dropped from their courses if they are not paid/funded at the time of registration.

Thank you,

Collin College Student Financials


Need help? Staff are available on campus for walk-in visits or connect with us via email or phone. Click the contact us link here for contact information and hours for Student Financials staff: [Contact Us](#).

STUDENT POST-REGISTRATION DROP NOTICES

Payment (Drop Notification)

(Only those dropped)

Classes Dropped



ALLIANCE • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

Student ID

Preferred First Name

You were dropped from the course below due to nonpayment:

Dropped Course: Course Listing

If you were dropped from multiple courses, you will receive a notification for each course dropped. You may have already added the course back to your schedule and can view the courses you are registered for [here](#).

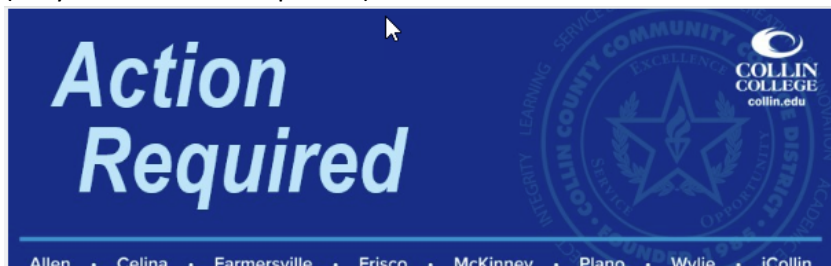
If seats are available, and you have not already done so, you may attempt to re-enroll in the same course section(s). Review available options in your Workday student account by signing into [OneLogin](#).

If you add any courses back to your schedule, remember payment must be made the next day to avoid being dropped from any new courses added for this term.

Important: Please note that this change to your course schedule could impact your financial aid eligibility, veteran benefits, or status as an F-1 student. If you have any questions, please contact Financial Aid (FinancialAid@collin.edu), Veteran Advising Services (VRC@collin.edu), or International Student Office (ISO@collin.edu) for assistance.

Need help? Staff are available on campus for walk-in visits or connect with us via email or phone. Click the contact us link here for contact information and hours for Student Financials staff. [Contact Us](#).

Meningitis Compliance Related (Drop Warning)
(Only those out of compliance)



Action Required

Allen • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

CWID: Student ID

Preferred First Name,

You have not completed the bacterial meningitis requirement, but are currently enrolled in the course below which includes face-to-face instruction:

At-Risk Course: Course Listing

To remain in the course section above you must submit appropriate documentation to meet the bacterial meningitis requirement. Alternatively, you can update your enrollment to a fully online section if one is available.

Click here to connect directly to Med+Proctor and upload your document(s).

The approved documentation options are listed below. Specific details about the three documentation options are found here:
<https://www.collin.edu/admissions/meningitis/index.html>.

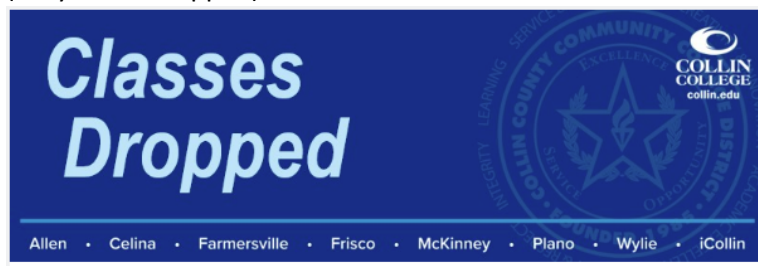
1. Official shot record showing you received the required vaccination (either MenACWY or MPSV4) within the last 5 years.
2. Medical Exemption from your medical provider.
3. Conscientious Objection using the required Texas Department of State Health Service Exemption from Meningococcal Vaccination Requirements for Reasons of Conscience form.

*Note: There is **no** fee to submit documentation. Students are offered an option for lifetime access to their submitted records for a one-time payment, but can decline by selecting the "No, thank you" option in the gray button at the bottom of the submission screen.*

To register for an online course, sign into [OneLogin](#). From your [Academics Hub](#), you can view your [Current Courses](#). You can limit your search to online courses by selecting "Web" or "Web Synchronous" as the Delivery Mode. If seats are available, you may also attempt to re-enroll in the same course section(s) you were dropped from after you have completed your Bacterial Meningitis Vaccination Requirement.

Important: Please note that any changes to your course schedule could impact your financial aid eligibility, veteran benefits, or status as an F-1 student. If you have any questions, please contact Financial Aid (FinancialAid@collin.edu), Veteran Advising Services (VRC@collin.edu), or International Student Office (ISO@collin.edu) for assistance.

Meningitis Compliance Related (Drop Notification)
(Only those dropped)



Classes Dropped

Allen • Celina • Farmersville • Frisco • McKinney • Plano • Wylie • iCollin

CWID: Student ID

Preferred First Name,

You have not completed the Bacterial Meningitis Requirement and were dropped from any courses that included face-to-face instruction.

You can view your [Current Classes](#) from your [Academics Hub](#).

To re-register in any course(s) dropped, you must first submit appropriate documentation to meet the Bacterial Meningitis Vaccination Requirement. Specific details about the three documentation options are found here: www.collin.edu/admissions/meningitis.

Click here to connect directly to Med+Proctor and upload your document(s).

To register for an online course, sign into [OneLogin](#). From your [Academics Hub](#), you can view your [Current Courses](#). You can limit your search to online courses by selecting "Web" or "Web Synchronous" as the Delivery Mode. If seats are available, you may also attempt to re-enroll in the same course section(s) you were dropped from after you have completed your Bacterial Meningitis Vaccination Requirement.

Important: Please note that any changes to your course schedule could impact your financial aid eligibility, veteran benefits, or status as an F-1 student. If you have any questions, please contact Financial Aid (FinancialAid@collin.edu), Veteran Advising Services (VRC@collin.edu), or International Student Office (ISO@collin.edu) for assistance.

VI. EFFECTIVENESS OF UNIT STAKEHOLDER RESOURCES AND PARTNERSHIPS

VI.

Unit Stakeholder Resources and Partnerships Table

(Insert the completed table in PDF immediately after this divider page.)

SERVICE UNIT NAME: District Office Admissions	AUTHORING TEAM CONTACT: Nicholas Medina
PHONE: 972-549-6311	E-MAIL: n

UNIT STAKEHOLDER RESOURCES AND PARTNERSHIPS TABLE

Stakeholder	Type of Relationship	Formal Agreement Duration, If Any	How Is It Valuable to the Unit?
Technology Services	Internal Partner	NA	Helps support implementation and maintenance of technology to help facilitate admissions related processes.
Outreach & Recruitment	Internal Partner	NA	Helps to grow applicant pool.
Academic Affairs	Internal Partner	NA	Informs academic and workforce programs available for selection on the admissions application as well as any selective admissions programs.
Registrar & Student Records	Internal Partner	NA	The data feeds from the admissions application inform a variety of initial inputs that inform what transcripts or other records are required, initial residency status, etc. Teams also work

Institutional Research Office	Internal Partner	NA	teogher related to data integrity and record management. The data feeds from the admissions application inform a variety of initial inputs that inform state reports.
Academic Advising	Internal Partner	NA	Helps inform the organization of programs on the admissions application, high level triage for student accounts, and admissions provides the training related to specific academic requirements for F-1 international students.
Financial Aid	Internal Partner	NA	Work together to support onboarding processes for students and high level training for account triage.
Student Financials	Internal Partner	NA	Provides high level training and resources related to student payment and drops for non payment processes.
Communications	Internal Partner	NA	Impacts external messaging, website, viewbook, imagery, etc.
Signal Vine Texting	External Vendor	Contract	Used for interactive mass text campaigns
Gecko ChatBot	External Vendor	Contract	Used as interactive robochat from website

<p>AACRAO – American Association of Collegiate Registrars and Admissions Officers</p> <p>TACRAO – Texas Association of Collegiate Registrars and Admissions Officers</p>	<p>National and state level professional organizations</p>	<p>Institutional Membership</p>	<p>Provides training, resources and knowledge sharing related to best practices and legislative actions.</p>
<p>THECB – Texas Higher Education Coordinating Board</p>	<p>Texas legislative body</p>	<p>NA</p>	<p>Provides legislative oversight to Texas public institutions.</p>
<p>ApplyTexas</p>	<p>Advisory Board for state application and Vendor for state application</p>	<p>Advisory Board membership; Prior to 2024, each institution paid for portion of total state cost, but now state covers the cost.</p>	<p>Manages the state mandated application, including updates related to legislative action.</p>
<p>COMEVO</p> <p>Med+Proctor</p>	<p>External Vendors</p>	<p>Contract paid for by Student Engagement.</p> <p>Former agreement, but no institutional cost.</p>	<p>Technology to facilitate the legislated Campus Safety requirement for new applicants and online Orientation.</p> <p>Platform used to facilitate legislated meningitis requirement.</p>
<p>TEA – Texas Education Agency</p> <p>National Student Clearinghouse</p> <p>TREx – Texas Records Exchange & SPEEDE servers</p>	<p>State government agency and External Partners</p>	<p>Formal Agreement</p>	<p>TEA is the agency that manages TREx which is an online records exchange within Texas. National Student Clearinghouse owns and manages the SPEEDE servers where we receive ApplyTexas applications and Texas transcripts through TRExFeder.</p>

USCIS – U.S. Citizenship and Immigration Services	Federal government agency	NA	Provides legislative oversight for regulations related to international students.
NAFSA - Association of International Educators	Professional organization for international education and exchange.	Institutional Membership	Provides training, resources and knowledge sharing related to best practices and legislative actions.
SEVIS – Student & Exchange Visitor Information System	External partner	Application and Semi-annual recertification	Department of Homeland Security’s electronic records exchange related to F-1 students.
ISSM – International Student and Scholar Management System	External vendor		

VII. PROFESSIONAL DEVELOPMENT

VII.

Employee Resources Table

(Insert the completed table in PDF immediately after this divider page.)

SERVICE UNIT NAME: Admissions	AUTHORING TEAM CONTACT: Nicholas Medina
PHONE: 972-549-6311	E-MAIL: n

UNIT EMPLOYEE RESOURCES TABLE

Employee Name	Role in Unit	Professional Development Summary	How Is It Valuable to the Unit?
Kirsten Dixon	Data Management Specialist	Cybersecurity (annually) FERPA (annually) Title XI/Harassment (annually) CRASE (Fall 2024) TACRAO Summer Meeting (Summer 2024) SES Professional Development (2023 - present)	With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and College regulations and best practices, as well as protect student data.
Nate Salter	Admissions/Records Assistant	Cybersecurity (annually) FERPA (annually) Title XI/Harassment (annually) CRASE (Fall 2024)	With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and College regulations and best practices, as well as protect student data.
Aimee Moore	Admissions/Record Assistant	Cybersecurity (annually) FERPA (annually) Title XI/Harassment (annually) CRASE (Fall 2024)	With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and

			College regulations and best practices, as well as protect student data.
Keyona McClellan	International Student Coordinator	<p>Cybersecurity (annually)</p> <p>FERPA (annually)</p> <p>Title XI/Harassment (annually)</p> <p>CRASE (Fall 2024)</p> <p>NAFSA Regional Meeting</p> <p>NAFSA State Meeting</p> <p>NAFSA DFW Meeting</p> <p>SES Professional Development (2023 – present)</p>	<p>With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and College regulations and best practices, as well as protect student data.</p> <p>Participation in the NAFSA meeting allows for collaboration and networking, as well as updates on federal regulations and best practices.</p>
Nicholas Medina	Director, Admissions	<p>Cybersecurity</p> <p>FERPA (annually)</p> <p>Title XI/Harassment (annually)</p> <p>CRASE (Fall 2024)</p> <p>NAFSA Regional Meeting (2024)</p> <p>NAFSA State Meeting</p> <p>TACRAO Annual Meeting (2020, 2022, 2023, 2024)</p> <p>TACRAO Summer Meeting (2022)</p> <p>SES Professional Development (2023 – present)</p>	<p>With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and College regulations and best practices, as well as protect student data.</p> <p>Participation in professional organizations (TACRAO and NASFA), provides opportunities to network, collaborate, and learn from and with my peers, while receiving updated on federal and state regulations and best practices</p>

IX. CONTINUOUS IMPROVEMENT PLAN (CIP)

IX.A.

Previous CIP Tables

(Insert the tables in PDF immediately after this divider page.
In addition, separately e-mail the tables to the
Institutional Research Office at effectiveness@collin.edu.)

Continuous Improvement Plan

Date: February 28, 2024

Name of Program/Unit: Admissions/Records

Contact name: Laura Isdell

Contact email: lisdell@collin.edu

Contact phone:

Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)

A. Expected Outcome(s) Results expected in this unit (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services)	B. Measure(s) Instrument(s)/process(es) used to measure results (e.g. survey results, exam questions, etc.) Include Course Information and Semester in which assessment will occur	C. Target(s) Level of success expected (e.g. 80% approval rating, 10-day faster request turn-around time, etc.)
Increase efficiency, effectiveness and customer satisfaction by implementing a district year-round phone bank (collaboration with Advising and Financial Aid).	Baseline data include call volume and costs. New tracking will be compared to baseline. Customer service surveys.	Reductions in cost for temporary workers. Reduction in full time staff being pulled away from other duties to supervise phone bank.
Increase efficiency, effectiveness and customer satisfaction by developing and utilizing an in-house application process.	Track out-of-state coded residency notification emails and compare.	Reduce the number of residency emails by 25%.
Increase efficiency, effectiveness and customer satisfaction by implementing College Source Degree Audit System	Track system reports and customer service surveys.	Increase customer satisfaction related to degree audit and schedule building by 25%.

Description of Fields in the Following CIP Tables:

A. Outcome(s) - Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

B. Measure(s) - Instrument(s)/process(es) used to measure results (e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

C. Target(s) - Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

D. Action Plan - Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

E. Results Summary - Summarize the information and data collected in year 1.

F. Findings - Explain how the information and data has impacted the expected outcome and program success.

G. Implementation of Findings – Describe how you have used or will use your findings and analysis of the data to make improvements.

Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)

<p>A. Outcome #1 Increase efficiency, effectiveness and customer satisfaction by implementing a district year-round phone bank (collaboration with Advising and Financial Aid)</p>																																																			
<p>B. Measure (Outcome #1) 1) Baseline data include call volume and costs. New tracking will be compared to baseline. 2) Customer service surveys.</p>			<p>C. Target (Outcome #1) 3) Reductions in cost for temporary workers. 4) Reduction in full-time staff being pulled away from other duties to supervise phone bank. 5) Customer satisfaction with ARO increase by 10%</p>																																																
<p>D. Action Plan (Outcome #1) In collaboration with the Financial Aid/Veterans Affairs office and the Admissions area, a district-wide call center was created in March of 2019. Prior to this, the call center was focused on financial aid related questions, but the change in March 2019 meant the call center was also equipped to answer admissions and general registration questions. Initially callers could choose between the admissions or financial aid queues. In 2022 a queue for registration was also created to better differentiate between calls focused on admissions verses registration.</p>																																																			
<p>E. Results Summary (Outcome #1) Year 2 Data</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="6">Staffing Model for Call Center by Year Admissions & Registration Team</th> </tr> <tr> <th rowspan="2">Year</th> <th colspan="2">Part-time employees</th> <th colspan="2">Full-time employees</th> <th rowspan="2">FTE</th> </tr> <tr> <th>Temporary</th> <th>Permanent</th> <th>Temporary</th> <th>Permanent</th> </tr> </thead> <tbody> <tr> <td>March -July 2019</td> <td>-</td> <td>3</td> <td>2</td> <td>-</td> <td>3.5</td> </tr> <tr> <td>Aug 2019 - July 2020</td> <td>2</td> <td>3</td> <td>2</td> <td>1</td> <td>5.5</td> </tr> <tr> <td>Aug 2020 – July 2021</td> <td>-</td> <td>3</td> <td>2</td> <td>3</td> <td>6.5</td> </tr> <tr> <td>Aug 2021 - July 2022</td> <td>-</td> <td>4</td> <td>-</td> <td>5</td> <td>7</td> </tr> <tr> <td>Spring 2024</td> <td>-</td> <td>4</td> <td>-</td> <td>7</td> <td>9</td> </tr> </tbody> </table> <p>Target 3) Temporary workers are no longer utilized When the call center was expanded in March 2019, 3.5 FTE were added to the team to handle the anticipated call volume for the admissions and registration queue. It has since and has grown to 7 FTE who are all in permanent positions. The cost for temporary positions has been completely eliminated. The temporary phone bank has been eliminated by absorbing admissions and registration calls into the call center. Year 4 Data – The Temporary phone bank was eliminated in 2022.</p> <p>1) Baseline data for call volume and costs</p> <p>Below is a summary of the inbound calls volume to the admissions and registration queue Call Center from September - August each year and a breakdown of the average number of calls handled based on the FTE count of the staffing model. This data can be used as our baseline data set in terms of volume. Each year, total calls received have increased, but so did the total number of calls handled. The proportion of calls handled also</p>						Staffing Model for Call Center by Year Admissions & Registration Team						Year	Part-time employees		Full-time employees		FTE	Temporary	Permanent	Temporary	Permanent	March -July 2019	-	3	2	-	3.5	Aug 2019 - July 2020	2	3	2	1	5.5	Aug 2020 – July 2021	-	3	2	3	6.5	Aug 2021 - July 2022	-	4	-	5	7	Spring 2024	-	4	-	7	9
Staffing Model for Call Center by Year Admissions & Registration Team																																																			
Year	Part-time employees		Full-time employees		FTE																																														
	Temporary	Permanent	Temporary	Permanent																																															
March -July 2019	-	3	2	-	3.5																																														
Aug 2019 - July 2020	2	3	2	1	5.5																																														
Aug 2020 – July 2021	-	3	2	3	6.5																																														
Aug 2021 - July 2022	-	4	-	5	7																																														
Spring 2024	-	4	-	7	9																																														

improved each year overall and the average calls answered by FTE jumped significantly in 2020-21 when additional permanent positions were added and stayed higher the following year as well.

Target 4) Reduction in fulltime staff being pulled away from other duties to supervise phone bank

By advertising the direct line to the call center rather than campus numbers, call volume to each campus service desk has been greatly reduced, even though overall call volume has continued to increase for the call centers.

Inbound Calls to the Call Center for the Admissions and Registration						
	Admissions Queue			Financial Aid Queue		
Year	# Received	# Handled	% Handled	# Received	# Handled	% Handled
2019-20	42,314	33,010	78.0%	24,398	21,601	88.5%
2020-21	60,033	51,662	86.1%	30,176	28,692	95.1%
2021-22	68,896	56,358	81.8%	27,306	26,200	95.9%
2022-23	65,883	62,071	94.2%	28,543	26,554	93%

Average Inbound Calls Handled by FTE for the Admissions and Registration			
Year	Total Calls Handled	FTE	Ave Calls Handled by FTE
2019-20	54,611	5.5	9,929
2020-21	80,354	6.5	12,362
2021-22	82,738	7	11,820
2022-23	88,625	9	9,847

Target 5) The goal of increasing customer satisfaction by 10%

Percentage of Respondents Indicating Overall Satisfaction with Admissions & Records Overtime					
	Strong Disagree	Disagree	Neutral	Agree	Strongly Agree
2017	3.4	4.0	12.9	28.2	49.9
2019	2.4	2.2	10.8	30.4	54.2
2021	2.8	2.2	11.1	25.2	58.8
2023	Survey data for this year not available				

Percentage of Respondents Indicating Overall Satisfaction with Financial Aid Overtime					
	Strong Disagree	Disagree	Neutral	Agree	Strongly Agree
2017	3.3	3.8	8.5	24.1	57.2
2019	3.4	2.5	9.3	21.9	62.9
2021	4.4	5.5	7.7	22.5	59.9
2023	Survey data for this year not available				

The 2017 Collin College Service Unity Survey Reports data can serve as the baseline satisfaction data, since it was the last report completed before the Call Center was implemented. At that time, 78.1% of students surveyed indicated they agreed or strongly agreed that that their overall service experience with Admissions & Records was satisfactory. In 2019, that grew to 84.6%, followed by 84% in 2021. In comparison, the percentage of students surveyed who indicated they agreed or strongly agreed that that their overall service experience with Financial Aid was satisfactory was 81.3% in 2017, peaking at 84.8% in 2019, and 82.4% in 2021.

F. Findings (Outcome #1)

The implementation of the call center has eliminated the use of temporary workers. While more is being spent to cover salary and wages of permanent employees than was used to cover 4 months of staffing peak season calls, the service level has dramatically increased by providing a direct point of contact for admissions and registration calls year-round. While the overall admissions and records service experience of the end-user seems to have improved between 2017 and 2021, this positive change may be related to call center implementation since financial aid did not see a similar change and already had the call center in place in 2017. [Unfortunately, the survey data for 2023 is not available due to the small number of participants, so the findings are inconclusive for the Year 4 submission.](#)

G. Implementation of Findings

Given the enrollment increase and addition of four new campuses, having a centralized call center provides the most effective operations for the institution. The new campuses do not have the capacity for team members to serve students in person, answer phones, and assist with on campus activities. The total number of FTE for the call center has increased to meet the demand due to enrollment growth.

A. Outcome #2

Increase efficiency, effectiveness and customer satisfaction by developing and utilizing an in-house application process.

B. Measure (Outcome #2)

Track out-of-state coded residency notification emails and compare

C. Target (Outcome #2)

Reduce the number of residency emails by 25%

D. Action Plan (Outcome #2)

The Texas Higher Education Coordinating Board requires all institutions to use the statewide Apply Texas application. When Apply Texas was originally designed, it primarily focused on questions for universities. Due to unique residency requirements for community colleges, Collin College developed an independent application that would capture all the necessary questions to aid in determining a student’s residency status. That status was then used to calculate their tuition.

<p>E. Results Summary (Outcome #2) In the spring of 2022, the in-house application was discontinued due to security issues. Apply Texas became the institutional admissions application, with residency logic and mapping reviewed and updated at that time. The registrar team is currently working on review of existing residency process to eliminate redundancies with requirements and document review. For the Year 4 review, the target that was set did not provide baseline numbers to accurately measure success. Additionally, the institution has experienced enrollment growth and without the correct data available, the overall percentage reduction is not able to be calculated.</p>
<p>F. Findings (Outcome #1) Not Applicable</p>
<p>G. Implementation of Findings For Fall 2024, Collin College will be converting the Student Information System to Workday. This new system will enable students to upload documents directly and securely without the need to email. It is anticipated that this new system will increase efficiency for the department.</p>

<p>H. Outcome #3 Increase efficiency, effectiveness and customer satisfaction by implementing College Source Degree Audit System</p>	
<p>I. Measure (Outcome #3) Track system reports and customer service surveys</p>	<p>J. Target (Outcome #3) Increase customer satisfaction related to degree audit and schedule building by 25%</p>
<p>K. Action Plan (Outcome #3) College Source Degree Audit System was implemented and students access through CougarWeb.</p>	
<p>L. Results Summary (Outcome #3) Weekly reports are generated that demonstrate student usage of the degree audit system. Those reports do not provide cumulative data nor satisfaction of the degree audit tool. Unfortunately, those reports are also purged weekly creating a challenge in providing quantitative data.</p>	
<p>M. Findings (Outcome #3) The student satisfaction survey collects data related to the overall satisfaction with the registration process, but does not drill down to degree audit and schedule building. This makes it an ineffective measure for the outcome.</p>	
<p>N. Implementation of Findings There is no easy way to easily pull data on students taking courses inside vs outside their degree plan within Banner, but this should be resolved with the implementation of Workday. When Workday is launched baseline data should be established related to utilization of degree audits and student changes to their schedule. Year 4 Update: No metric was available to calculate customer satisfaction related to the degree audit. Given the Workday implementation, the College Source Degree Auditing System will be discontinued.</p>	

XI. NEW CIP TABLES

XI.A.

CIP Measures, Outcomes & Targets Table

(Insert the completed table in PDF immediately after this divider page.
In addition, separately e-mail the table to the
Institutional Research Office at effectiveness@collin.edu.)

Continuous Improvement Plan

Date: 1/31/2025

Name of Program/Unit: District Office Admissions

Contact name: Nicholas Medina

Contact email: namedina@collin.edu

Contact phone: 972-459-6311

Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)

<p>A. Expected Outcome(s) Results expected in this unit (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services)</p>	<p>B. Measure(s) Instrument(s)/process(es) used to measure results (e.g. survey results, exam questions, etc.) Include Course Information and Semester in which assessment will occur</p>	<p>C. Target(s) Level of success expected (e.g. 80% approval rating, 10 day faster request turn-around time, etc.)</p>
<p>Create seamless onboarding experience for applicants that includes the ability to track application status.</p>	<p>Data sources will include:</p> <ul style="list-style-type: none"> • Reports available from the admissions dashboard in Workday regarding action item completion • Email and call data to admissions@collin.edu, ISO@collin.edu, admissions call center, and ISO phone line 	<ul style="list-style-type: none"> • 5% increase in F-1 international applicants who complete the pre-matriculation steps • 5% increase in non F-1 international applicants who complete the pre-matriculation steps • 5% increase in the total number of international and domestic applicants who complete the full onboarding process
<p>Improve management of compliance and regulatory requirements of F-1 international applicants/students in terms of enrollment eligibility.</p>	<p>Data sources will include:</p> <ul style="list-style-type: none"> • Audit report(s) to identify ongoing F-1 international students out of compliance with F-1 regulations • Established engagement plan in Workday related to compliance 	<ul style="list-style-type: none"> • Documented communication related to compliance and regulatory items will be on all F-1 student records and include proactive outreach efforts • No F-1 international students will be out of compliance with expected SEVIS (Student and Exchange Visitor Information System) regulations
<p>Improve overall operation efficiencies related to admissions, onboarding, and F-1 international students.</p>	<p>Data sources will include:</p> <ul style="list-style-type: none"> • Total number of manual steps for the admissions application process and manual data clean up processes • Increase total number of engagements that are auto triggered vs manually assigned 	<ul style="list-style-type: none"> • Reduce total number of manual application steps from 16 to 14 • Create mass clean-up process for at least 3 manual processes • An additional 5 emails will be built into an engagement plan to auto assign to applicants (rather than be manually assigned)

XI. NEW CIP TABLES

XI.B.

CIP Outcomes 1 and 2 Table

(Insert the completed table in PDF immediately after this divider page.

In addition, separately e-mail the table to the
Institutional Research Office at effectiveness@collin.edu.)

Description of Fields in the Following CIP Tables:

A. Outcome(s) - Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

B. Measure(s) - Instrument(s)/process(es) used to measure results (e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

C. Target(s) - Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

D. Action Plan - Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

E. Results Summary - Summarize the information and data collected in year 1.

F. Findings - Explain how the information and data has impacted the expected outcome and program success.

G. Implementation of Findings – Describe how you have used or will use your findings and analysis of the data to make improvements.

Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)

<p>A. Outcome #1 Create seamless onboarding experience for applicants that includes the ability to track application status.</p>	
<p>B. Measure (Outcome #1) Data sources will include:</p> <ul style="list-style-type: none"> • Reports available from the admissions dashboard in Workday regarding action item completion • Email and call data to admissions@collin.edu, ISO@collin.edu, admissions call center, and ISO phone line 	<p>C. Target (Outcome #1)</p> <ul style="list-style-type: none"> • 5% increase in F-1 international applicants who complete the pre-matriculation steps • 5% increase in non F-1 international applicants who complete the pre-matriculation steps • 5% increase in the total number of international and domestic applicants who complete the full onboarding process
<p>D. Action Plan (Outcome #1)</p> <ul style="list-style-type: none"> • Identify stall-out points in admissions onboarding process and establish targeted efforts to encourage progression towards completion of admissions process and enrollment • Compile summary document for Texas Community College systems admissions and onboarding processes to ensure best practices 	
<p>E. Results Summary (Outcome #1)</p>	
<p>F. Findings (Outcome #1)</p>	
<p>G. Implementation of Findings</p>	

<p>A. Outcome #2 Improve management of compliance and regulatory requirements of F-1 international applicants/students in terms of enrollment eligibility</p>	
<p>B. Measure (Outcome #2) Data sources will include:</p> <ul style="list-style-type: none"> • Audit report(s) to identify ongoing F-1 international students out of compliance with F-1 regulations • Established engagement plan in Workday related to compliance 	<p>C. Target (Outcome #2)</p> <ul style="list-style-type: none"> • Documented communication related to compliance and regulatory items will be on all F-1 student records and include proactive outreach efforts • No F-1 international students will be out of compliance with expected SEVIS (Student and Exchange Visitor Information System) regulations
<p>D. Action Plan (Outcome #2)</p> <ul style="list-style-type: none"> • Create a document to outline all compliance and regulatory items related to F-1 international student eligibility and compliance. This should include a summary of requirements, action steps taken to monitor/report compliance with each item, and efforts to notify students of compliance expectations. • Establish processes to communicate compliance expectations with F-1 international applicants/students. 	
<p>E. Results Summary (Outcome #2)</p>	
<p>F. Findings (Outcome #2)</p>	
<p>G. Implementation of Findings</p>	

<p>A. Outcome #3 Improve overall operation efficiencies related to admissions, onboarding, and F-1 international students.</p>	
<p>B. Measure (Outcome #3) Data sources will include:</p> <ul style="list-style-type: none"> • Total number of manual steps for the admissions application process and manual data clean up processes • Increase total number of engagements that are auto triggered vs manually assigned 	<p>C. Target (Outcome #3)</p> <ul style="list-style-type: none"> • Reduce total number of manual application steps from 16 to 14 • Create mass clean-up process for at least 3 manual processes • An additional 5 emails will be built into an engagement plan to auto assign to applicants (rather than be manually assigned)
<p>D. Action Plan (Outcome #3)</p> <ul style="list-style-type: none"> • Identify manual steps in the admissions application that have the potential for automation and work with IT to develop a solution that would either automatically complete the tasks in that step or create a mechanism to update the required data in mass. • Review data audit reports to determine which have the potential for automation. Work with IT to develop an EIB or other solution to either prevent the invalid/duplicated data from being created or to update it in a less manual way. • Develop engagement plans to auto-trigger emails rather manually assigning once that step is completed by the applicant or F-1 international student. 	
<p>E. Results Summary (Outcome #3)</p>	
<p>F. Findings (Outcome #3)</p>	
<p>G. Implementation of Findings</p>	