

Cross Campus Communication

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COTC and OSU-N

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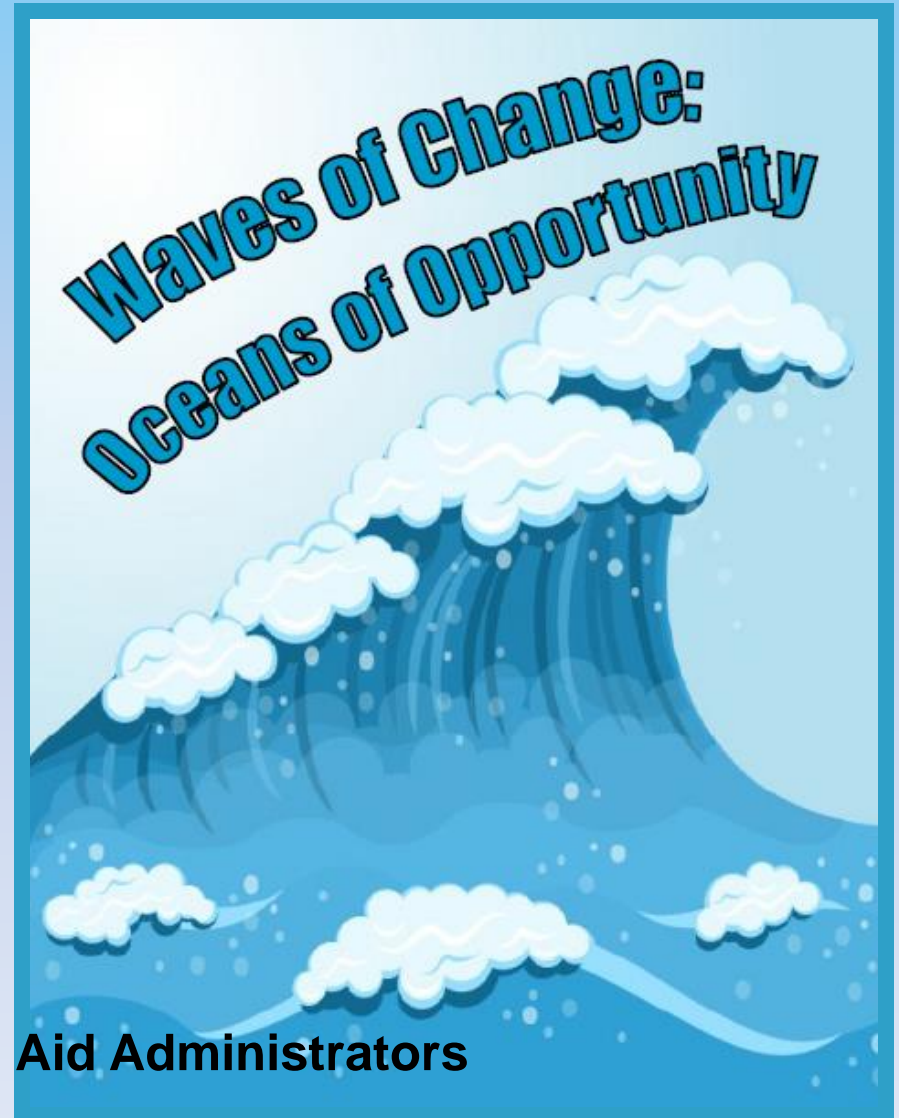
Admissions

Representative

OSU-N

Jessica Mautz, Bursar

COTC and OSU-N



Common Challenge

Student Interpretation

Possible Resolutions

- Notes or comments in the system that other offices can view.
- Walking the student to the next office/transferring by phone and explaining the situation
- Sharing communications being sent to students with other departments

Common Challenge

Policy Changes or New State and Federal Regulations

Possible Resolutions

- Emailing other departments/offices
- Monthly meetings
- Involving others in conference calls
- Encouraging other areas to become members of associations

Common Challenge

Differences in Office Goals

Possible Resolutions

- Admissions/Advising typically have numeric driven goals of enrollment
- FA and Bursar have a goal of getting students into a paid status
- Cross training
- Sharing data about unpaid students, what are the populations, what can we change going forward?

Common Challenge

Deadlines

Possible Resolutions

- Creating a comprehensive calendar of dates including key deadlines related to FA, Bursar and registration.
- Sending out reminders of upcoming important dates to students
- Example – Last date to W/D and receive a W v. last day to W/D and receive a refund

Common Challenge

Process Changes

Possible Resolutions

- Communicating via email, meetings
- BPR Groups – cross campus group designed to think about systematic impact of changes

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