

Admissions Quiz 4- Scenarios

- 1. New student, John, applied a few days ago. John's wife calls and indicates that her husband is deployed and she is trying to help him complete his file. She asks what documents are still required to complete his file. What do you do?**

Answer: First, you must ask if John's wife has a POA or FERPA Release form on file. If she states she does, you must check the notes to see verify. If it is a POA, the Admissions Rep must make sure that the POA allows for John's wife to access his file. If John's wife does not have a POA or FERPA Release on file, the Admissions Representative may not release any information to his wife. They may offer to send instructions on how to submit a FERPA Release form to the primary email address on John's file should he wish to submit one. Or, they may provide their contact information to have John contact them directly.

- 2. Sally calls and indicates that she has been transferred around to four different departments and can't seem to get an answer to her question regarding her transfer credit award. She is adamant about speaking with someone and does not want to send an email. What do you do?**

Answer: The Admissions Representative can do two things. They can either contact one of our Transfer Student Liaisons (TSL) directly or they can email one of the TSL's or creditaward@apus.edu on behalf of the student. The Admissions Representative should also take down the student's information and offer to follow up with them the following business day. Rep's contact information should also be provided to the student so they have a direct contact when calling back.

- 3. A prospective student calls and requests to speak to Mr. Wally Boston. What do you do?**

Answer: The Admissions Representative should warm transfer the call to [REDACTED] Manager of the Office of the President.

- 4. A visitor logs into the chat module and does not ask questions about APUS and insists on using abusive language. What do you do?**

Answer: The Admissions Representative should contact their manager if the abusive language continues. Our Systems and Training Manager, [REDACTED], has the ability to block IP Addresses and will do so for visitor's using abusive language.

- 5. A prospective student emails and is having trouble completing the admissions application. What do you do?**

Answer: If the prospective student is using Internet Explorer, the Admissions Representative may assist in troubleshooting using the Common Internet Explorer Issues on our Knowledge Base. If the problems persist, the Admissions Representative will recommend the prospective student trying to use another computer as some military computers have restrictions. If the

prospective student asks if the Admission Representative will fill out the application on their behalf, we will do so, but the student still must login and complete orientation themselves.

6. A prospective student calls and is questioning the legitimacy of APUS. He wants to know if employers will accept a degree from APUS. What do you do?

Answer: The Admissions Representative will inform the prospective student that we are both regionally and nationally accredited which many employers look into these accreditations. The student will also be informed that we cannot guarantee that the employer will accept a degree from APUS as each employer has different requirements. Our recommendation at this time would be to speak with possible future employers to see if they would accept our degree.

7. James calls in to check on his program change request. He submitted the “Change Academic Program” form three days ago and his record as not been updated. What do you do?

Answer: The Admissions Representative will take a look at James account to make sure he submitted the correct form as we have a Change Academic Program and a New Program Enrollment Form. If James submitted the incorrect form, the Admissions Representative will instruct him to complete the New Program Enrollment Form. If he did submit the correct form, it should have changed automatically. The Admissions Representative should contact James’s student advisor by a warm transfer to see why the program has not been changed.

8. James also calls back to check on his COLL100 waiver request. He submitted this form five days ago and has not received any notice. What do you do?

Answer: The Admissions Representative will verify that James submitted both the RQ295/COLL100 waiver request form and additional documents including a current resume and 3-5 paragraphs on his previous online experience, academic path, and career goals. If James did not submit all of this documentation, the Admissions Representative will let him know in order to process the waiver, all of the supporting documentation must be submitted in addition to the form to waivers@apus.edu. If James did submit all of the correct paperwork, the Admissions Representative can contact our POC in the Waivers Department, [REDACTED], for more information on why the request has not been processed.

9. Student calls about a course that was dropped. He indicates that he did not drop the course, but it’s no longer showing up under his record. What do you do?

Answer: The Admissions Representative should check the student’s transaction log. There will be a time stamp on when the class was dropped and who dropped it. If it states the system dropped it, the student may not have logged into classes the first week or they could have been dropped for non-payment. If it shows the student id number dropped the course, then the student did indeed drop the course. If they have further questions, the Admissions Representative may send the student to the Registrar’s office for further assistance.

10. Allison calls and wants to drop her course. She asks you if you can drop it for her. What do you do?

Answer: Admissions Representatives are not advised to drop courses for students. However, the Admissions Representative may offer to walk the student through the process of dropping a course or email the instructions to the student. If the student does not have access to a computer, the student should be sent to the Registrar's office to drop the course.

11. Brian calls and decides that he is not ready to pursue his degree. He wants to disenroll from the University and asks if you can disenroll him. What do you do?

Answer: The Admissions Representative may not disenroll the student, but they may provide instructions on how to disenroll from the University. If the student persists that they do not want to disenroll from the institution themselves, the Admissions Representative may offer to send the information to our Student Records Department.

12. Kimberly emails and inquires if her Transfer Credit Evaluation has been completed as it has been over six weeks. What do you do?

Answer: Take a look at Kimberly's account to make sure it hasn't posted. If it has posted, advise her to view "My Academic Plan" under the Records Menu in her student account. If it still hasn't posted, be sure that it has indeed been 6 weeks. Then, take down her information and inform your manager. Your manager will email ██████████ in Student Records to check the progress of the evaluation.

13. Steven calls to check if his fax was received by the Student Records department. What do you do?

Answer: Since we do not have access to this fax, please notify Steven that it can take 3-5 business days to upload documents into your document log. Also, show Steven where he can see in his document log where they were received. If he states he has sent it in weeks ago, verify the fax number. If everything is correct, offer to have Steven send the document to the Admissions Fax. Once received, let Steven know and forward the document to the Student Records Department.

14. Janice emails regarding her Transfer Student fee. She thought she submitted the transfer credit evaluation application, but her record still shows that it hasn't been submitted. She checked her bank account and indicates that the \$50.00 fee has been deducted. What do you do?

Answer: First, take a look at Janice's account to make sure it doesn't show the TCE Application as received. If it does not, contact Student Accounts to notify them that the student has had the fee deducted. If they also show that the fee was deducted, the Admissions Representative should contact ██████████ to have the TCE Application manually submitted.

15. Collin calls indicating that he is trying to register for a course for the next session. The course is available on the public website but is not available within the student campus. What do you do?

Answer: The Admissions Representative should check Collin's account first to see if there is an FSA Intent Form on file. This may be the reason the next available course is not showing. If the FSA Intent form is submitted and Collin does not intend to use Financial Aid, the Admissions Representative should advise him to cancel the FSA Intent Form. If there is no FSA Intent Form on file, the Admissions Representative should transfer Collin to the Registrar's Office to determine whether or not the class is full.

16. Classes opened this morning and Sharon emails and indicates that there is no information, announcements, or assignments posted within the virtual classroom. What do you do?

Answer: The Admissions Representative should contact the Registrar's Office to notify them of what the student sees. This typically means the professor has not set up the course yet. The Registrar will notify the professor. The Admissions Representative should take down the student's information and follow up the next day to make sure the class is active.

17. Amanda emailed inquiring about her books. Class started two days ago and she is worried about their arrival. What do you do?

Answer: The Admissions Representative may forward the inquiry on to our Books Department at books@apus.edu or they may call down to the books department to verify the shipment of Amanda's books. The Admissions Representative should also inform Amanda that if she does not receive her books by Saturday, she should drop the course and re-register for the next session.

18. Andy is in the fourth week of his first course and has not received any grades on assignments nor has he heard from his professor. What do you do?

Answer: Because Andy has already started classes, you will want to advise him to speak to his student advisor by providing their email address and phone number. The Admissions Representative should also show Andy where he can find this information.

19. William emails and does not have a fax machine or a scanner to send back his signed Transcript Release Authorization (TRA) form. He inquires if he can email it with a digital signature instead. What do you do?

Answer: Unfortunately, the TRA form may not be digitally signed. The student must physically sign the document as it is used to request official transcripts. The Admissions Representative should recommend mailing the TRA form to 10110 Battleview Pkwy, Suite 114, Manassas, VA 20109- Attn: TRA Department.

20. Kevin emailed to request a student ID card so he can order software at a student discount. What do you do?

Answer: The Admissions Representative should inform Kevin that he is able to print out a student id card inside his student account. The student id card can be printed by clicking on Print Student ID Card under the Print Menu on the left hand side of the student account.