
From: Admissions Employee
Sent: Tuesday, October 13, 2009 4:25 PM
To: Admissions Employee
Subject: FW: Process Flow
Attachments: Admissions Process Flow.pdf; image001.jpg

See below

Redacted

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From: Admissions Employee
Sent: Tuesday, October 13, 2009 3:21 PM
To: Admissions Employee
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I added some verbiage regarding the two paths (taken from a white paper we wrote but never put out there). While we ideally want to close on commitment and enroll the student before they go to FA, there is the secondary path to use if needed.

Preferred Path (Ideally used in most cases)

- Used to ensure the student is committed to the school and program first, regardless of packaging
- Allows the representative to handle any cost objections versus leaving it up to FA to resolve
- Can still do testing at earlier point
- Less work load for FA = Better customer service to enrolled students

Secondary Path (Used in specific circumstances)

- Used rarely (i.e. Student divulges that he/she is in default, never filed for Selective Service, Non-Citizen, Professional Judgment, etc.) In these instances, students cannot start until they resolve these issues. This will avoid enrolling a student that cannot start school.

Confidential

KHE 279097

- Use as a last resort for students who are worried about funding or who want to find out the monthly tuition payment. Representatives should avoid putting financial aid in the position of having to handle cost objections. For more information about how to talk to students about monthly payments, please talk to your DOA about EXCITE training.
- May also be used for dependent students (particularly high school) who need to have buying committee involved before making a decision

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