

Enrollment Management & Student Access

Admissions • Campus Recreation • Dining Services • Financial Aid • Housing & Residential Education • Registrar



UNIVERSITY of
NORTHERN COLORADO

Dashboards

May 31, 2011

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Enrollment Management & Student Access

Overview

Enrollment Management & Student Access is comprised of the following units: Admissions, Campus Recreation, Dining Services, Financial Aid, Housing & Residential Education, and Registrar. Attached you will find the 4th Period Dashboards for the aforementioned units as of May 31, 2011 compared to the same timeframe for the previous three years.

The purpose of the following dashboards is to provide visibility into Enrollment Management and Student Access performance indicators at a glance view. The data will be distributed two times per semester. The data will be reviewed in order to develop and assess improvement in areas that are key performance indicators for the University.

Enrollment management is a comprehensive process designed to help achieve and maintain optimum enrollment (recruitment, retention and graduation rates). It is an institution wide process that permeates virtually every aspect of the University's function and culture.

Key

Direction of Change:

↑ = Higher

↓ = Lower

↔ = No Change

Importance of Change:

Green=Better

Yellow=Caution

Black=Neutral

Red=Needs Attention

Admissions

FALL ENROLLMENT INDICATORS	FALL 2008	FALL 2009	FALL 2010	FALL 2011	TREND
Inquiries	11,120	13,298	18,879	26,833	↑
New Freshmen	10,661	12,747	18,341	25,985	↑
Transfers	459	551	538	848	↑
Applicants (Complete and Incomplete)	8,070	8,761	9,274	9,627	↑
New Freshmen	6,690	7,383	7,592	7,930	↑
Transfers	1,380	1,378	1,682	1,697	↑
Campus Visits¹	7,397	7,788	8,429	8,333	↓
SUMMER ENROLLMENT INDICATORS	SUMMER 2008 FINAL	SUMMER 2009 CURRENT	SUMMER 2010 CURRENT	SUMMER 2011 CURRENT	TREND
Inquiries	78	113	184	268	↑
New Freshmen	50	87	74	131	↑
Transfers	28	26	110	137	↑
Applicants	282	429	439	585	↑
New Freshmen	94	122	132	192	↑
Transfers	188	307	307	393	↑
RECRUITMENT PROGRAMS	2007-2008	2008-2009	2010-2011	2011-2012	TREND
Outreach Programs					
Middle School Program					
Number of Events	7	15	13	10	↓
Students Attending	1,030	2,558	2,045	1,824	↓
School District Preview Day					
Number of Events	0	5	3	3	↔
Students Attending	0	1,116	608	507	↓
Admissions Counselor Recruitment					
High School Visits					
Number of Visits ²	276	476	631	468	↓
Students Participating	3,602	6,036	6,848	4,621	↓
College Fairs					
Number of Visits	160	132	177	196	↑
Students Participating	9,721	10,573	7,326	7,922	↑
Visit Programs					
Preview Days					
Number of Events	9	8	7	6	↓
Students Attending	792	1,077	875	786	↓
Junior Days					
Number of Events	2	1	2	2	↔
Students Attending	170	134	203	232	↑
Transfer Talk and Tour					
Number of Events	NA	NA	3	5	↑
Students Attending	NA	NA	83	81	↓
Special Group Visits ³					
Students Attending	NA	NA	2,502	2,860	↑

Admissions, cont.

Becoming a Bear Events					
Number of Events	4	4	6	4	↓
Students Attending	212	482	355	302	↓
Daily Visitors @ Visitor's Center ⁴					
Number of Students	NA	NA	2,041	2,235	↑
Total Students and Guests	NA	NA	4,492	5,079	↑

Communications

Mailings/Communications ⁵	254,213	425,238	142,314	117,838	↓
Tele-counseling	31,462	31,973	37,542	47,722	↑
Incoming Phone Calls ⁶	NA	NA	NA	30,574	
Abandoned (dropped) calls ⁷	NA	NA	NA	1,522	

Note:

- (1) Includes Daily Tours, Event Days and Group Visit counts
- (2) A 'visit' is defined as a meeting between a UNC Admission Counselor and either a school counselor and/or student (includes Application Days, High School Visits, and Special Presentations. Note: There was a discrepancy in the way in which data was code d and collected or Fall 2010 so the numbers have been updated to correspond with the coding and collection methodology for Fall 2011.
- (3) Special Group Visits includes all other group visits to campus and was not individually reported on prior to Fall 2010
- (4) Daily Visitors are all students and guests who participate on a daily tour, admissions appointment, or other visit through the Visitors Center
- (5) Total mailing / communications counts for Fall 2011 include email communications sent through Lyris, which were not included in previous Dashboard reports
- (6) Incoming phone calls are tracked from the Visitor Center and were not reported prior to Fall 2011
- (7) Abandoned phone calls indicate the number of calls not picked up by a live person during normal business hours (8am – 5pm) and were not reported on prior to Fall 2011

Campus Recreation Center

MEMBERSHIPS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Faculty	45	50	49	77	↑
Staff	97	97	74	124	↑
Other Members ¹	128	200	NA	NA	
Spouse & Domestic Partners	NA	NA	64	62	↓
Alumni	NA	NA	23	76	↑
Emeritus / Retired	NA	NA	14	18	↑
Total Non-Student Memberships	270	347	224	357	↑
USAGE	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Student Visits to CRC	188,351	187,422	200,388	197,159	↓
Faculty Visits	1,580	2,180	2,265	2,341	↑
Staff Visits	2,926	4,177	4,167	4,360	↑
Other Members ¹	1,702	2,643	NA	NA	
Spouse & Domestic Partner Visits	NA	NA	1,888	1,209	↓
Alumni Visits	NA	NA	1,103	1,254	↑
Emeritus / Retired Visits	NA	NA	377	364	↓
Affiliates	NA	NA	50	183	↑
Guests/Visitors	11,982	15,336	20,786	18,522	↓
Welcome Week – Rec Fest	1,375	1,427	1,820	2,038	↑
Total Facility Usage	207,916	213,185	232,844	227,430	↓
Actual Door Counter Visits ²	NA	NA	NA	123,937	

Campus Recreation Center, cont.

OUTDOOR PURSUITS ³	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Trip Participants	NA	NA	NA	378	
Gear Items Checked Out	NA	NA	NA	2,547	
Blue Cruiser Bikes Checked Out	NA	NA	NA	461	
FITNESS AND WELLNESS EDUCATION	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Number of Events	56	69	131	105	↓
Number of Participants	1,362	2,236	2,310	2,232	↓
GROUP FITNESS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Total Classes	1,036	1,132	1,160	1,359	↑
Total Participations	14,739	11,159	12,154	13,369	↑
Semester Fit Passes Sold	NA	NA	414	393	↓
Annual Fit Passes Sold	NA	734	363	348	↓
Single Class Passes Sold	NA	241	309	142	↓
PERSONAL TRAINING	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Total Sessions Sold	658	890	1,186	1,709	↑
Total Clients	79	86	126	217	↑
INTRAMURAL SPORTS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Total Intramural Participants	4,098	3,652	4,083	3,178	↓
CLUB SPORTS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Total Club Sport Participants	275	314	383	425	↑
SELF-GENERATED REVENUE	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Fitness Services	\$11,105	\$39,034	\$60,625	\$71,669	↑
Intramural Sports	\$27,276	\$26,263	\$25,755	\$21,776	↓
Memberships	\$42,283	\$54,888	\$58,346	\$63,400	↑
Pro Shop Rentals	\$8,250	\$11,326	\$11,248	\$10,921	↓
Pro Shop Sales & Services	\$1,849	\$1,579	\$2,788	\$2,931	↑
Facility Rental	\$18,594	\$15,717	\$36,964	\$40,329	↑
Other Self-funded Non-Tax Sales ⁵	\$5,185	\$7,985	\$8,115	\$11,843	↑
Outdoor Pursuits	NA	NA	NA	\$17,945	
Total Revenue	\$114,543	\$156,790	\$203,840	\$240,814	↑

Note:

- (1) 'Other Members' category was broken out into more specific groups beginning in Fall 2009 to more accurately identify actual membership groups and usage
- (2) Door counters were added to the Campus Recreation Center on February 7, 2011
- (3) The UNC Outdoor Pursuits Program began in Fall 2010 with the Blue Cruiser Bike Program beginning in January 2011
- (4) Revenue from 1st Aid and CPR class registrations and massage therapy

Dining Services

BOARD OPERATIONS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Number Meal Plans Sold¹	6,858	6,810	7,388	7,263	↓
Mandatory	4,714	4,469	5,080	4,933	↓
Optional	118	188	250	308	↑
Bear Plans	2,026	2,153	2,058	2,022	↓
Student Meal Counts²	864,193	893,205	985,647	1,050,980	↑
Holmes Dining Hall	NA	NA	611,434	639,876	↑
Tobey-Kendel Dining Hall	NA	NA	323,509	325,881	↑
UC Food Court	NA	NA	50,704	85,223	↑
Gourmet to Go Counts	214,518	174,982	194,442	181,675	↓
Bear on the Run Counts	48,974	80,916	98,392	119,282	↑
Preview Day Guests	1,669	1,954	4,073	4,179	↑
Faculty Staff Meals Eaten	13,239	13,931	13,527	15,807	↑
Faculty Staff Revenue	\$66,219	\$69,199	\$71,505	\$83,902	↑
Meal Plan Revenue	\$10,347,414	\$10,846,939	\$13,241,884	\$13,718,294	↑
Dining Room Cash Sales Revenue ³	\$330,998	\$366,089	\$25,547	\$24,112	↓
Total Board Operations Revenue	\$10,744,631	\$11,282,227	\$13,338,937	\$13,826,308	↑
RETAIL OPERATIONS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Dining Dollars					
Total Dining Dollars Sold to Students	\$273,968	\$353,474	\$533,679	\$588,214	↑
Total Dining Dollars Unspent by Students⁹	\$28,826	\$6,630	\$18,134	\$10,583	↓
Coffee Corner at Michener					
Total Michener Coffee Corner Sales⁴	\$150,428	\$165,781	\$183,955	\$206,801	↑
Coffee Corner at Kepner					
Total Kepner Coffee Corner Sales	\$47,886	\$46,670	\$58,864	\$70,410	↑
Coffee Corner at Turner					
Total Turner Coffee Corner Sales	\$36,954	\$41,940	\$35,238	\$48,901	↑
Subtotal Coffee Corner Sales	\$235,268	\$254,391	\$278,057	\$326,112	↑
Bears Bistro⁵					
Total Bears Bistro Sales⁵	\$12,270	\$5,121	\$3,807	\$6,898	↑
Starbucks					
Total Starbucks Sales	\$298,846	\$294,945	\$283,327	\$297,998	↑
Taco Bell					
Total Taco Bell Sales	\$132,562	\$132,735	\$155,212	\$152,003	↓
Subway					
Total Subway Sales	NA	\$212,041	\$352,286	\$360,716	↑
Einstein's					
Total Einstein's Sales	NA	\$42,536	\$224,937	\$242,746	↑
Subtotal UC Retail Operations Sales	\$443,678	\$687,378	\$1,019,570	\$1,060,362	↑
Total Retail Cash Revenue	\$405,938	\$552,194	\$721,780	\$828,092	↑

Dining Services, cont.

Total Retail Faculty/Staff Revenue⁶	\$27,866	\$42,732	\$75,310	\$69,237	↓
Total Retail Dining Dollar Revenue⁶	\$245,142	\$346,844	\$500,537	\$489,145	↓
Total Retail Operations Revenue	\$707,772	\$948,399	\$1,315,621	\$1,397,057	↑
Catering					
Number of Catered Events	674	770	858	873	↑
Number of Patrons Served	105,729	121,329	126,519	128,169	↑
Total Catering Revenue	\$545,129	\$668,761	\$639,359	\$642,029	↑
Vending⁷					
Commission on Faculty/Staff Sales	NA	NA	\$224	\$2,578	↑
Commission on Dining Dollar Sales	NA	NA	\$6,003	\$35,394	↑
Commission on Cash Sales	\$71,832	\$82,407	\$80,374	\$74,060	↓
Total Vending Revenue⁹	\$71,832	\$82,407	\$86,602	\$112,032	↑
Concessions					
Total Concessions Revenue	\$94,150	\$153,948	\$179,154	\$251,176	↑
Senior Nutrition⁸					
Total Senior Nutrition Revenue	\$174,996	\$187,862	\$220,424	\$239,365	↑
GRAND TOTAL DINING SERVICES REVENUE	\$12,338,509	\$13,323,605	\$15,777,255	\$16,467,967	↑

Note:

- (1) Decrease in Mandatory Meal Plans is partly due to the new Freshmen Live-On Requirement, and the decreases are consistent with figures from the University's Undergraduate Enrollment Portfolio and Housing Occupancy Report regarding New Freshman Enrollment. The Freshmen Live-On Requirement has also attributed to an increase in Optional Meal Plans. Although Bear Plan numbers are down, actual revenue is up by 11.18% because students have purchased larger meal plans rather than running out of meals & needing to buy multiple small plans.
- (2) Student Meal Counts are inclusive of Gourmet to Go & Bear on the Run, which are also reported separately below.
- (3) Although Cash Sales have decreased in the Dining Halls, Cash Sales have increased dramatically in Retail Ops. Total Cash Sales (Retail & Board) have increased from \$744,444 to \$852,204 or 14.48%.
- (4) Michener Coffee Corner is closed all summer in AY10-11, while last summer it was open from 5/17/10-8/6/10.
- (5) The Food Court Express Window was closed the week of 1/10/10. It reopened as the Bistro on 1/19/10.
- (6) Although Dining Dollar & Faculty/Staff Sales have decreased in Retail Dining, they have both increased in total. Dining Dollar Sales (including Vending) have increased from \$515,545 to \$577,631 or 12.04%, and Faculty/Staff Sales (Board, Retail & Vending) have increased from \$147,375 to \$159,584 or 8.28%.
- (7) Fifteen Pepsi vending machines began to accept Dining Dollars & Payroll Deductions on 3/15/10; fifteen additional machines were added in October/November 2010. The commission for these sales is received 6-10 weeks following the actual sale.
- (8) Senior Nutrition meal prices increased from \$4.40 to \$5.00 per meal on 1/1/10. Beginning 4/1/11, Senior Nutrition lost one delivery/week to Evans (approx 75 meals/week) due to State budget cuts.
- (9) AY09-10 figures were changed from last year's report because of inconsistencies discovered in the reporting process.

Financial Aid

Communications	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Emails Answered ¹	6,616	7,018	10,375	7,456	↓
Telephone Calls Received ¹	26,236	30,025	44,386	56,795	↑
Counter Visits	16,844	20,720	20,098	20,012	↓
Walk-in Appointments	1,332	1,913	4,520	3,847	↓
Number of Students Who Received Aid	8,578	8,742	9,627	10,019	↑
Number of Loans Processed Year-to-Date	6,219	6,781	6,886	7,753	↑
Professional Judgment Appeals	219	272	298	344	↑
Financial Aid Suspension Appeals ²	472	688	1,261	567	↓
Participants Attending Outreach Sessions	4,758	6,616	9,460	6,407	↓
Scholarship Applications	2,718	3,335	3,389	4,119	↑
Student Aid Packaging ³	2008-2009	2009-2010	2010-2011	2011-2012	TREND
FAFSA's Received Year-to-Date	9,078	9,945	11,161	12,463	↑
Students Packaged Year-to-Date ⁴	5,501	7,752	8,057	7,142	↓
Percent Packaged of FAFSA's Received	60.6%	78%	72.2%	57.3%	↓
Students Selected for Verification Year-to-Date ⁵	1,647	2,419	2,945	3,419	↑
Students Verified Year-to-Date	315	723	488	952	↑

Total Student Earnings

Fiscal Year	Work Study Earnings		Hourly Employment Earnings	
	Total Number of Students	Total Work Study Paid	Total Number of Students	Total Hourly Dollars Paid
2006-07	867	\$1,485,827	2,407	\$2,999,953
2007-08	839	\$1,533,191	2,447	\$3,354,017
2008-09	819	\$1,644,539	2,656	\$3,664,227
2009-10	803	\$1,670,487	2,597	\$3,982,715
2010-11 ⁶	755	\$1,476,275	2,362	\$3,987,075

2010-2011 Funds Management	OFFERED	PAID
Graduate Funds		
Grant Dollars (State)	\$136,325	\$136,325
Grant Dollars (Federal)	\$121,540	\$104,790
Grant Dollars (Institutional)	\$2,750	\$2,750
Loan Dollars (Perkins)	\$306,180	\$306,180
Loan Dollars (Subsidized Stafford)	\$7,015,599	\$6,983,246
Loan Dollars (Unsubsidized Stafford)	\$7,557,019	\$7,519,548
Loan Dollars (GR PLUS)	\$225,690	\$220,082
Work Study (Federal)	\$21,200	\$18,793
Scholarship Dollars Total	\$3,517,224	\$3,515,292
TOTAL GRADUATE FUNDS	\$18,903,527	\$18,807,006

Financial Aid, cont.

Undergraduate Funds		
Grant Dollars (State)	\$3,521,078	\$3,521,078
Grant Dollars (Federal)	\$597,909	\$597,909
Grant Dollars (Pell)	\$12,606,933	\$12,348,951
Grant Dollars (Institutional)	\$3,738,068	\$3,738,068
Loan Dollars (Perkins)	\$825,688	\$825,688
Loan Dollars (Subsidized Stafford)	\$16,981,312	\$16,906,002
Loan Dollars (Unsubsidized Stafford)	\$20,125,025	\$19,997,808
Loan Dollars (PLUS)	\$16,728,420	\$16,321,733
Loan Dollars (Alternative)	\$3,814,696	\$3,814,696
Work Study (State)	\$833,508	\$695,742
Work Study (Federal)	\$205,635	\$154,103
Scholarship Dollars Total	\$18,887,761	\$18,886,230
TOTAL UNDERGRADUATE FUNDS	\$98,866,033	\$97,808,008
TOTAL ALL FUNDS 2010-2011	\$117,769,560	\$116,615,014
TOTAL ALL FUNDS 2009-2010	\$107,079,179	\$105,114,659
TOTAL ALL FUNDS 2008-2009	\$92,083,388	\$85,416,682
Foundation Scholarships Coordinated by Financial Aid	TOTAL AVAILABLE FUNDS	FUNDS DISBURSED
Foundation Scholarship Dollars	\$2,190,036	\$2,185,786
Percentage	.2%	99.8%

Note:

- (1) Includes counts for June and July of each year
- (2) The Financial Aid Suspension policy changed in Spring 2010
- (3) Year-to-Date totals, not quarterly
- (4) FAFSA packaged to date for 11-12. Additional 1901 awards were made on June 1, 2011 for a year to date total of 9066 or 72.7%
- (5) For 2010-11, all Pell Grant recipients were selected for verification of FAFSA data; additional students may have been selected as part of a Quality Assurance sample. For 2011-12 new QA standards were implemented.
- (6) 2010-11 numbers reflect year-to-date compared to end-of-year data for the other years

Housing & Residential Education

RESIDENTIAL EDUCATION	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Room Contract Revenue	\$11,253,531	\$11,963,127	\$14,240,065	15,045,339	↑
Residence Hall Occupancy ¹	88.67%	87.77%	93.56%	92.60%	↓
University Apartments Occupancy	93.17%	93.51%	96.04%	92.22%	↓
Other Housing Revenue (Old Man Mountain, Early Arrival, Leases)	\$279,271	\$302,664	\$245,449	\$239,839	↓
Total Withdrawn/Suspended Students from Residence Halls	97	122	120	92	↓
Residence Hall Withdrawals ²	91	111	110	86	↓
% of withdrawn students	NA	NA	3.9%	3.1%	↓
Suspended Students	34	38	49	40	↓
Disciplinary Suspend	6	11	10	6	↓
Academic Suspend (students living on-campus)	28	27	39	34	↓

Housing & Residential Education, cont.

FACILITY MGMT. ALLOCATIONS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Custodial, Grounds, & Maintenance	\$2,345,791	\$2,585,868	\$3,018,885	\$2,641,563	↓
HOUSING APPLICATIONS	2008	2009	2010	2011	TREND
Completed Applications w/deposit	2,755	3,048			
For Spring Semester	NA	NA	134	136	↑
For Fall Semester	NA	NA	3,089	3,014	↓
Incomplete Applications w/out deposit	163	129			
For Spring Semester	NA	NA	6	17	↑
For Fall Semester	NA	NA	144	151	↑
STUDENT CONDUCT	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Alcohol	733	612	637	509	↓
Hospital	10	14	15	14	↓
Detox	28	35	30	20	↓
Drugs	152	194	234	199	↓
Assault	9	19	13	13	↔
Sexual	5	2	5	5	↔
Non-sexual	4	17	8	8	↔
Health & Safety	33	35	22	32	↑
Hospitalization	6	2	18	28	↑
Theft	12	15	14	20	↑
Bias Motivated Incidents ³	13	20	4	21	↑
PROGRAMMING ⁴	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Weekday Events					
Week Day Event Opportunities	1,013	540	966	1,244	↑
Week Day Attendance	20,229	10,337	11,512	20,447	↑
Attendance per Event Opportunity	20	19	12	16	↑
Weekend Events					
Weekend Event Opportunities	654	476	795	409	↓
Weekend Attendance	10,009	11,304	14,210	8,366	↓
Attendance per Event Opportunity	15	24	18	20	↑
Grand Total Events	1,667	1,016	1,761	1,653	↓
Grand Total Attendance	30,238	21,641	25,722	28,813	↑
Average Persons per Event	18	21	15	17	↑

Note:

- (1) The withdrawal tracking process was streamlined in Fall 2010 to more accurately reflect actual student withdrawals from the residence halls
- (2) Fall 2010 the live-on requirement boundary was extended to include a larger Greeley area
- (3) Bias motivated incidents involve behavior that is motivated by a person's race, religion, sexual orientation, ethnicity, national origin, ancestry, gender, age or ability. In previous years passive incidents without a targeted individual were not counted in these numbers.
- (4) The programming model was replaced with a community development model for 2008-2009 and expectations for program creation were different for RAs.

Registrar					
REGISTRATION & SCHEDULING	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Fall Registration					
Census Headcount Data	12,199	11,925	12,148	12,358	↑
Undergraduate	10,175	9,851	9,973	10,090	↑
Graduate	2,024	2,074	2,175	2,268	↑
Final Headcount Data	12,309	12,498	12,711	13,000	↑
Undergraduate	10,413	10,109	10,299	10,461	↑
Graduate	1,896	2,389	2,412	2,539	↑
Interim Registration					
Final Headcount Data	NA	NA	563	630	↑
Undergraduate	NA	NA	531	615	↑
Graduate	NA	NA	32	15	↓
Spring Registration					
Census Headcount Data	11,205	10,833	11,308	11,670	↑
Undergraduate	9,204	8,808	9,142	9,506	↑
Graduate	2,001	2,025	2,166	2,164	↑
Final Headcount Data	11,251	11,228	11,692	11,808	↑
Undergraduate	9,403	8,988	9,337	9,496	↑
Graduate	1,848	2,240	2,355	2,312	↓
Summer Registration					
Headcount Data	4,528	4,479	4,569	4,748	↑
Undergraduate	3,035	2,900	2,911	3,168	↑
Graduate	1,493	1,579	1,658	1,580	↓
Additional Registration & Scheduling Data					
Active Course Sections					
Fall Semester	3,724	3,756	4,267	3,922	↓
Interim Session	51	49	40	72	↑
Spring Semester	3,588	3,646	3,730	3,697	↓
Directed Study	NA	1,435	1,553	1,268	↓
Post-Census Registration Transactions	NA	1,402	1,119	754	↓
Complete Withdrawals	999	635	552	724	↑
ACADEMIC RECORDS	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Academic Probation					
Total on Probation	NA	NA	760	1,279	↑
First-Term on Probation	NA	NA	638	795	↑
Continuing on Probation	NA	NA	122	484	↑
Course Repeat					
Repeated Course Adjustments	521	452	502	670	↑
Grade Forgiveness Applications	1,694	2,257	1,269	978	↓
Verification of Student Enrollment Requests					
In-House	2,447	1,358	1,456	1,417	↓
Transcripts Produced					
Unofficial	1,079	2,072	3,093	2,952	↓
Official	24,845	22,506	19,231	18,607	↓

Registrar, cont.

Final Grades

Phone Contacts to Faculty for Unreported Grades by Deadline	75	48	71	80	↑
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Record Updates / Residency

Student Information Forms	NA	NA	791	765	↓
Name Changes	166	192	551	503	↓
Major/Minor Changes	4,940	3,827	3,367	2,567	↓
Grade Changes (Inc/F)	4,136	3,032	3,352	3,215	↓
Tuition Classification Petitions	104	143	185	161	↓

Phone Queue¹

General Assistance	NA	NA	2,178	7,854	↑
Average Response Time (in seconds)	NA	NA	10	14	↓
Graduation	NA	NA	750	3,362	↑
Average Response Time (in seconds)	NA	NA	19	17	↓
Registration	NA	NA	2,622	9,157	↑
Average Response Time (in seconds)	NA	NA	26	28	↓
Transcripts	NA	NA	556	2,789	↑
Average Response Time (in seconds)	NA	NA	21	19	↓
Withdrawals	NA	NA	NA	1,082	
Average Response Time (in seconds)	NA	NA	NA	33	
Total Calls Handled	NA	NA	6,106	24,244	↑
Average Response Time (in seconds)	NA	NA	19	22	↓

LAWFUL PRESENCE

	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Contacts with Non-Compliant Students	323	440	37	53	↑
Verification via Dept. of Motor Vehicles	NA	28	622	218	↓

VETERAN SERVICES

	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Total Enrollment Certification ²	NA	NA	176	475	↑
Reserves / National Guard	NA	NA	18	41	↑
Survivors / Dependents	NA	NA	36	78	↔
Montgomery GI Bill	NA	NA	19	35	↓
Post 9/11 GI Bill	NA	NA	103	300	↑
Voc Rehab ³	NA	NA	NA	21	
Total Degrees Awarded	NA	NA	24	12	
Undergraduate	NA	NA	22	NA	
Graduate	NA	NA	2	NA	

Registrar, cont.

COF WAIVERS OF 145 CREDIT HR CAP	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Fall Waivers					
New Waivers Approved	NA	NA	19	19	↔
Total Active Waivers	NA	NA	32	34	↑
GRADUATION PROCESSING	2007-2008	2008-2009	2009-2010	2010-2011	TREND
Graduation Check Applications	2,444	2,451	1,995	2,225	↑
Requirement Adjustments	NA	922	1,127	1,058	↓
Confirmed Undergraduate Graduation	1,733	1,663	1,718	1,612	↓
Fall	575	557			
Number of Students	NA	NA	537	529	↓
Total Degrees Awarded	NA	NA	543	539	↓
Spring	1,158	1,106			
Number of Students	NA	NA	1,145	1,045	↓
Total Degrees Awarded	NA	NA	1,175	1,073	↓

Note:

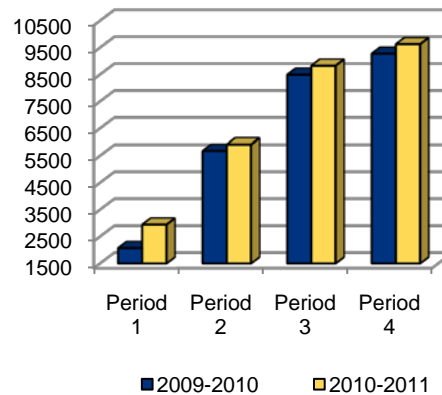
- (1) Phone queue was implemented in February 2010
- (2) Collection of Veteran Services enrollment certification for this report began in Spring 2010
- (3) Voc Rehab not reported by our office until Spring 2011

Fourth Period Highlights

Admissions:

- 3.8% increase in total student applications (complete and incomplete) received for Fall semester (as of May 31, 2011)
- Total applications received for Summer 2011 are up 33.3% (146 applications)
- The number of students visiting campus through the Visitors Center increased by 587 students (13.1%)

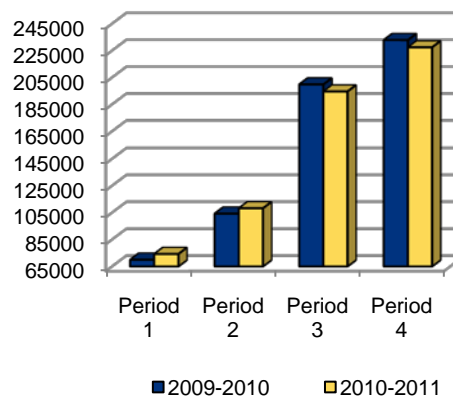
Applications Received



Campus Recreation:

- Usage of the Campus Recreation Facility by all groups decreased by 5,414 visits or 2.3% from last year
- Outdoor Pursuits programs continue to show significant participation with 378 students participating in trips and the Blue Cruiser Bikes were checked-out 461 times
- Non-Student memberships showed a significant increase of 133 memberships (59.4%) purchased over last year

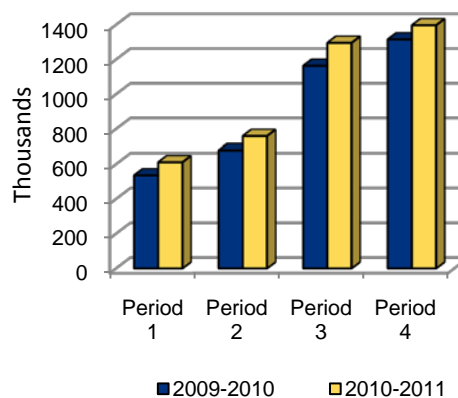
Facility Usage



Dining Services:

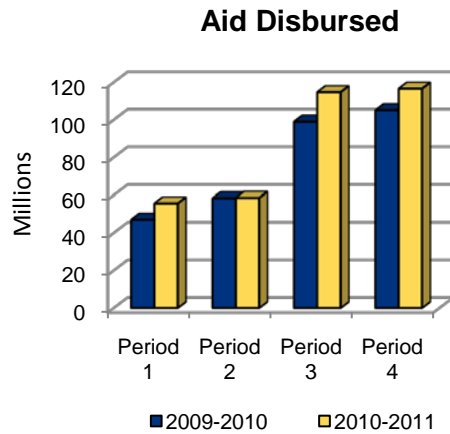
- 6.2% increase in overall retail operations revenue
- Revenue generated from faculty and staff utilizing the board operations continues to rise resulting in an increase of 17.3%
- Continued increase in both vending revenue and concessions revenue, 29.4% and 40.2% respectively

Retail Operations Revenue



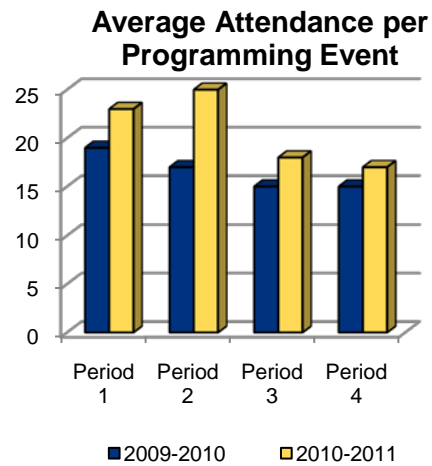
Financial Aid:

- 10.9% increase in the amount of aid disbursed to students
- An additional 1,302 (11.7%) students submitted a FAFSA compared to this time last year
- 21.5% increase in the number of scholarship applications submitted in 2011



Housing & Residential Education:

- Average student attendance at weekday and weekend programming events increased by 13.3%, an average increase of 2 students per event
- 25.5% decrease in the total number of students withdrawn or suspended from the residence halls; 24 fewer students withdrew and 4 fewer students were suspended from the halls for disciplinary reasons
- \$377,322 (12.5%) fewer dollars were allocated to Custodial, Grounds & Maintenance over 2010



Registrar:

- Overall census headcount for all students increased by 3.2% for Spring 2011
- 67 additional students were enrolled for interim session which was a 11.9% increase over last year
- An additional 179 (3.9%) students registered for Summer 2011 term over Summer 2010

