

## New Enrolments Working Party

CASS and DRSS are proposing the following trial business process be implemented for the pre-enrolment and enrolment of new students commencing a Bachelor of Arts (3100) program at ANU. The purpose of the trial is to reduce the human resource demand for new enrolments and to improve the student experience of enrolling for the first time. Additionally, if the trial is successful, it will demonstrate how the business process might be implemented more widely across the University.

### Proposal:

Cohort for proposal – Program Code **3100** only

### Pre-Enrolment:

This proposal aims to improve the communication to ANU applicants and those in receipt of an offer so that the majority of enrolling students have 'locked in' their course choices before arriving at ANU. This will be achieved by:

- Utilising existing University events (eg Open Day, PEA Day), College events (eg audition/interview sessions) and introduce new events (eg College organised seminars) as a means to advise ANU applicants earlier in the cycle and/or en mass in regards to course options and program structures etc.
- Greatly improving web and print content for new students to reduce the need for person-to-person advice.

The desired outcome is that 50 – 80% of new students in the 3100 program code will not require one-to-one advice from College staff.

### Enrolment:

Initially, the Melville Hall event will not change, however, the hope is that by improving communication to enrolling students, and encouraging them to decide their course choices prior to attending Melville Hall, we will see an increase in the number of 'express' students (those students who have chosen all of their courses, and simply need sign-off).

Presuming that the number of express students does significantly increase (and their course selections are deemed largely appropriate), formal sign-off on the Enrolment Registration Form (ERF) will become optional for course selections, allowing students who have chosen their courses to bypass the academic advice stage of Melville Hall altogether. Those students requiring other approvals such as program transfers will still require sign-off.

Once it is established that express students are able to successfully bypass one-to-one academic advice, enrolling students will be given their University password at the point of (or soon after) accepting their offer (currently the password is issued in Melville Hall). Upon receiving their passwords, enrolling students will be able to enrol themselves into courses using ISIS and bypass Melville Hall altogether.

Legislative compliance requires that all students present their credentials to validate their eligibility for a place at University. Details of how this might work with a fully online enrolment process will need to be further developed, however, it is likely that compliance will be linked in with Student Card production and will be more flexible with regards to when students are able to/must present their credentials.

### Timeline for Trial Introduction:

#### Time Frame

For mid-year intake 2009	Improved web and print content published and advertised to enrolling students. New content is subsequently assessed for usefulness and further developed. Web content to be housed on College Websites with a new central gateway.
From first semester 2010	CASS signature on the reverse side of Enrolment Registration Form becomes optional. Signatures are only required for data entry changes such as program transfers.
Approx mid-term, first semester 2010	New Enrolments Working Party reconvenes to discuss progress of trial and how it might or might not be expanded in the future.
From second semester 2010	Password is issued electronically to enrolling students and they are encouraged to enrol in their courses online prior to arrival at the university.
From first semester 2011	If the trial is deemed successful, Melville Hall event is no longer mandatory for new students, rather an option for those who still need advice (eg recipients of late offers) – possibly with some specific exceptions.