Tiger Team Update
Goal

Increase the semester credit hours for Fall 2020 by 5% which equals 7,632 SCH using Fall 19 SCH of 152,625.
What we've done

• Dual credit billing
• Remove registration and transcript holds due to state loan defaults
• Prior balance drops only on balances of $200 or more
• TSI hold removed for mid-term grade "C" or better
• Installment plan change from 3 to 4 payments beginning Fall 2020
• Orientation meningitis hold altered to not deter orientation registration
• Academic Excellence & Community Scholarship automatically processed
• Use add/drop feature to reduce student confusion during orientation registration in place of Schedule Planner
• Implemented communications to admitted returning students
• Enhanced and established visit schedule to area community colleges
• Developed a Transfer Showcase (January 31, 2020)
• Financial Responsibility Agreement streamlined; discovered and remediated an error related to this hold.
Current Focus

• Provide bills earlier
• Modifying financial responsibility hold
• Self-service password reset for applicants
• Excessive hour holds
• Tuition and Fee Restructure Review
• Communication enhancements to Students for the purpose of matriculation.
• Enhance communications to SFA community
Enrollment Update

SPRING 2020
## Spring Enrollment 2016 - 2020

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020*</th>
<th>% Change LY</th>
<th>% Change 5 YR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Headcount</strong></td>
<td>11,545</td>
<td>11,639</td>
<td>11,623</td>
<td>12,035</td>
<td>11,839</td>
<td>-1.6%</td>
<td>2.5%</td>
</tr>
<tr>
<td><strong>Total SCH</strong></td>
<td>139,483</td>
<td>140,814</td>
<td>140,205</td>
<td>141,169</td>
<td>138,922</td>
<td>-1.6%</td>
<td>-0.4%</td>
</tr>
</tbody>
</table>

- Data Source: Jack Facts, SFA Office of Institutional Research
## Spring Enrollment by Classification
### 2016 - 2020

<table>
<thead>
<tr>
<th>Classification</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020*</th>
<th>% Change LY</th>
<th>% Change 5 YR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshmen</td>
<td>2,215</td>
<td>2,223</td>
<td>2,235</td>
<td>2,556</td>
<td>2,546</td>
<td>-0.4%</td>
<td>14.9%</td>
</tr>
<tr>
<td>Sophomores</td>
<td>2,249</td>
<td>2,268</td>
<td>2,254</td>
<td>2,268</td>
<td>2,176</td>
<td>-4.0%</td>
<td>-3.2%</td>
</tr>
<tr>
<td>Juniors</td>
<td>2,531</td>
<td>2,587</td>
<td>2,599</td>
<td>2,647</td>
<td>2,701</td>
<td>2.0%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Seniors</td>
<td>2,897</td>
<td>2,919</td>
<td>2,896</td>
<td>2,895</td>
<td>2,981</td>
<td>3.0%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Post-Bacc</td>
<td>112</td>
<td>103</td>
<td>111</td>
<td>107</td>
<td>73</td>
<td>-31.7%</td>
<td>-34.8%</td>
</tr>
<tr>
<td>Masters</td>
<td>1,470</td>
<td>1,483</td>
<td>1,462</td>
<td>1,492</td>
<td>1,301</td>
<td>-12.8%</td>
<td>-11.5%</td>
</tr>
<tr>
<td>Doctoral</td>
<td>71</td>
<td>56</td>
<td>66</td>
<td>70</td>
<td>61</td>
<td>-12.8%</td>
<td>-14.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>11,545</strong></td>
<td><strong>11,639</strong></td>
<td><strong>11,623</strong></td>
<td><strong>12,035</strong></td>
<td><strong>11,839</strong></td>
<td><strong>-1.6%</strong></td>
<td><strong>2.5%</strong></td>
</tr>
</tbody>
</table>

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ITS Update
ITS Projects

• Customer Relationship Management (CRM)
  – Working in collaboration with Enrollment Management.
  – Slate is the selected vendor.

• Meningitis record electronic submissions.
  – Allow students to electronically upload their meningitis record.
  – Will allow Admissions office to quickly review the document and remove the hold (if all is well on the document).
Questions?