DUE: Friday, January 25th, 2019

If you have questions about this form, please contact David Daniels at <u>david.daniels@csuci.edu</u> For additional information please consult the MSFT web page

 Application 				
Project or Activity Title				
Communication Student Assistant for Admissions & Recruitment Requestor				
Requestor Phone Number	Requestor Email			
8054378912	frine.sullivan@csuci.edu			
Staff Support Member for Activity	Staff Support Member Email			
Katharine Soltys	katharine.soltys@csuci.edu			
Amount of MSFT Funding Requested	Date Funding Needed By			
8840.00	9/2/2019			
 Are you a member of the Division of Student Affa No Yes Please select your AVP/Dean Dang, Hung Dich - AVP for Enrollment Management 				
Require_DSA_AVP_Review				
 Will you receive funds from any other source(s)? No Yes Has this project or activity previously received M No Yes Please list the 4-digit MSET sequence and Title 				
Please list the 4-digit MSFT sequence and Title	Imissions & Pagruitmont			
17.07 Social Media & Graphic Design Assistant - Admissions & Recruitment				

Please describe how the use of MSFT funds for this project or activity will benefit the CI student body.

Please provide the following in your application. You may attach additional files as needed (applicants may be requested to meet with the committee to discuss proposals)

1. Brief Project Description

Describe the project and its benefits to the educational or co-curricular experience of students at CI. Please provide specific information about how MSFT funds will be used and their impact on the campus. Please describe how this project benefits CI students? Please describe items and provide justification if your request includes the purchase of computers, equipment, furniture or other materials. Please provide a timeline for implementation of the proposed project. If physical improvements are requested please describe need, scope and impact of work to be completed. If the project includes provision of services please indicate the type of service, personnel costs and level or quantity of service to be provided with project funds.

2. Project/Activity Budget

Please enclose a complete detailed budget of the entire project. Indicate specific items of requested MSFT funding including (where applicable) a schedule and priority of project items to be considered if the project is funded at a reduced level. Were other, less costly, approaches considered when preparing the budget for the project? Are there elements that could be eliminated or deferred if funding is not available for the entire project?

3. Project Assessment

Describe how the effectiveness of the project will be assessed and measures that will be used to determine if it has attained its objectives. Please note a report will be due at the end of the semester (or fiscal year for annual projects). If funded, how will the project acknowledge the use of student funds so that students are aware that their student fees made (or helped to make) it possible? If appropriate, indicate how the project or activity promotes sustainability at CI.

4. Sources of Project Support

Please list the other sources of funding, and additional support for the activity. If this project or activity has been conducted previously please indicate how it was funded. Please explain if MSFT is the only source of support for the project.

Brief Project Description

Incoming students will only be able to achieve educational success and engage in co-curricular activities if they know what opportunities and support services exist. Each year our office is responsible for building the freshmen and transfer classes and providing information and resources for all incoming students as they transition to campus.

The benefits are demonstrated strongly in our enrollment numbers, first year success and ultimately a timely graduation. Students face many barriers to success, receiving up to date information via webpages, social media and mobile responsive emails should not be a barrier. Admissions & Recruitment is the first department a student interacts with when they enroll at CI. We set a standard for providing timely and accurate communications that includes access to and information about student resources such as: Financial Aid & Scholarship (FAFSA, Dreamer and Grant Information); Housing and Residential Education including Living Learning Communities, Student Affairs, Academic Advising, Tutoring Center, Writing Center, Career Development, Sports Clubs and Organizations including Campus Recreation, the CIBC Boating Center and the Santa Rosa Island Research Center.

This MSFT position serves as the sole student support position for all communication that comes from the Admissions &

Recruitment office.

In order to do this, we use several areas of communication: E-communication, web, video, social media and events.

1) E-Communication: we use a CRM database that manages >25,000 applicants annually in which we create and deploy an average 130 emails a year to prospective students resulting in roughly 303,000 mobile responsive emails that are sent.

It is important to note, that this position is responsible for providing email communications that are mobile responsive. This means that HTML code must be created, tested and maintained regularly in order to deliver cutting edge e-communication that competes with the communications that students receive from other universities as they make their college choice.

See the example below of a basic html email compared with a mobile responsive email:

Example A: Side by side email comparison. Email on the left is not mobile responsive; email on the right is mobile responsive, thus enabling easy viewing on mobile phones and tablets.

2) Web: Across our department we manage 86 web pages. This position helps maintain and update content as each enrollment cycle changes from fall/spring and as enrollment deadlines pass. Having updated web pages benefits students in that we are able to provide accurate and timely information to help them transition to campus life. Additionally, we actively engage current students in the design and content development of our web projects. Sharing their testimonials and videos on the "Why I chose to study at CI" website. This content is then shared across social platforms with prospective students as well as the entire campus community, thus benefiting the educational and co-curricular experience of students.

3) Video: We host the "Program Spotlights Page" with 14 program video to share with students what their programs have to offer. Our "Get to Know CI" online hub of videos includes videos about Campus Facts, Campus Recreation, Santa Rosa Island and the CIBC Boating Center.

4) Social Media: With the help of this MSFT position we deploy on average >120 social media posts across Instagram, Facebook and Twitter. The use of social media creates an active forum between current students and prospective students. Social media is an integral part of strategic student recruitment and communication. According to a recent study by Chegg Enrollment, close to 100% of students use one or more social media sites throughout the college selection process.

5) Events: communications for 160 campus tours and on-campus yield events (reaching > 10,000 students and families each year). Events include; weekly campus tours, Campus Preview Days and Admitted Dolphin Days https://www.csuci.edu/visit-campus/prospective-events/index.htm.

Example B: Over 160 events were hosted in 2018, this MSFT position supports the events.

The educational and co-curricular benefits are a primary component of our communication with incoming students. We share with them the value of joining Student Clubs and Sports, the opportunities of living on campus and joining Living Learning Communities, with Housing and Residential Education and we make them aware of the FAFSA, Dreamer and grants and scholarship opportunities available with the Financial Aid office.

Example C: Two emails side by side, the one on the left outlines Financial Aid & Scholarship information including FAFSA and Dreamer. Email on the right share information and a video we made that highlights Campus Recreational opportunities.

Brief Project Description Additional Documents

Question 1_Brief Description.doc

Project/Activity Budget

Student Assistant - 17 hours per week @ \$13.00/hr. for about 40 weeks from September 1, 2019 to June 30, 2020 = \$8,840

MSFT Project Budget: Hiring a student assistant will cost less than hiring a professional web/graphic design/social media staff. According to Career Services we must offer at least \$1/hr more than minimum wage for this type of work.

Project List:

- Web support and regular updates to 86 Enrollment Management web pages
- Hobsons Database/CRM and HTML for e-communications
- Event Registration: Support of the RSVP system for Campus Tours and all recruitment related events
- Facebook /Instagram/Twitter Social Media posts; design and execution
- Monthly csuci.edu "Home Page" banners (mock-ups and photography)
- Yield Events: Admitted Dolphin Day(s) (graphic design, publications/social media posts/videos and webpage updates)
- Enrollment Center TV Screens add/creating slides for students
- Video editing projects for Campus Preview Days/ Transfer Information Sessions
- Infographics: ongoing creation of informative graphics that highlight CI
- Events: Transfer Information Sessions (photography, video, publication)
- Events: Campus Preview Days (photography, video, publication)
- Peer Advising: Create new flyers and posters as needed
- MVS Scholarship promotion (print piece and E-Communication)
- Mechatronics Scholarship promotion (print piece and E-Communication)
- WhyCl? Testimonies (edits, photography, social media and web content)
- Summer Melt Social media campaign design and execution
- Photography for student events on campus

Project/Activity Budget Additional Documents

Question 2 Project Activity Budget.doc

Project Assessment

Ultimately, effectiveness is measured by an engaged student body who take part in the student resources and activities that we promote. We also know that an engaged student is more likely to graduate on time, thus a measure of timely graduation can be included in our success.

Individually, the effectiveness of each communication project is assessed by tracking analytics including:

1) Annual number of attendees at Campus Events

- 2) Number of opens, views, click rates from e-communications
- 3) Number of web site visits, comments and shares on each social media site, video or web page.

4) Summer Melt Campaigns: Additionally, a large part of our assessment happens from May-September. This period is referred to as "summer melt". Student that choose to enroll at CI may change their mind by the time class registration starts. CI has an average summer melt loss of <12%. It is vital that we continue to engage and support newly enrolled students via social media and e-communication throughout the entire enrollment cycle. Summer melt communications contribute to an improvement in our enrollment numbers and this is a key performance indicator that we measure every year in addition to the aforementioned measures.</p>

We acknowledge the use of student funds in our projects, by stating that content has been created thanks to MSFT funding.

Sustainability is a priority for our department in that we provide all student print resources online through downloadable PDFs. We have the largest audience of any department on campus, (for example our print viewbook is the largest print purchase for the university around 40,000 pieces annually). We also maintain a digital library for reference, thus limiting the amount of print

pieces that we have to distribute.

2019 CSUCI Viewbook Viewbook Archive Admissions Publication Online Library

Additionally, the benefits to the educational and co-curricular experience are demonstrated strongly in our enrollment numbers and first year success. Strategic communications can benefit student success from enrollment through graduation. We let them know what academic resources are available for their success immediately when they enroll.

Here is an example of a bookmark designed by our student assistant that new students receive:

Example A: Student Resources Bookmark. These same resources are also shared in print and through online mediums (social, web, e-communication).

We inform students of the opportunities that exist for on-campus involvement including student support services such as; Academic Advising, Tutoring, Writing Center, Sports, Clubs, Organizations and Living Learning Communities.

Here are examples of two emails students receive that provides information on the aforementioned:

Example B: Side by side images of two emails that provide information from Housing and Residential Education and highlight the opportunity for Living Learning Communities.

This includes sharing videos, infographics, e-communication and organizing all of the above groups to attend our yield events (Admitted Dolphin Day, Admitted Transfer Day).

Additionally, we work with Student Affairs to ensure the incoming students get a chance to meet Ekho at many of our events.

Example C: We make sure that students meet Ekho first at our events! This is a great engagement opportunity and introduction to CSUCI campus spirit.

Project Assessment Additional Documents

Question 3_Project Assessment.doc

Sources of Project Support

We will be requesting additional student assistant funding again through the budget request, but student funding has always been their last priority. We did not receive MSFT funds or additional funding for student assistants this fiscal year. We were able to manage this year due to salary savings but now all positions have been filled. We are not anticipating any salary savings for the next fiscal year. Previously, MSFT was the only source of support for this project and has helped the Admissions and Recruitment efforts tremendously.

Sources of Project Support Additional Documents

Accounting String to Fund Any Overage Above MSFT Award

601303-GD901-540

Fiscal Management:

Project sponsor's unit or department may be responsible for incurred over and above what is funded through the MSFT. If

support is requested for costs beyond initial award, or for use on activities or materials not included in approved proposals, the project sponsor must seek approval from the MSFT committee. The project sponsor will be responsible for managing purchases, transfers of funds, and all transactions related to approved projects

Please review MSFT web page for information about the fund and its objectives before submitting your application.

Jan 24 2019

AVP/Dean Review

- I recommend approval of the MSFT Funds Request described on this page
- I DO NOT recommend approval of the MSFT Funds Request described on this page

Comments

Jan 31 2019



Project or Activity Title: Communication Student Assistant for Admissions & Recruitment

1. Brief Project Description. Describe the project and its benefits to the educational or co-curricular experience of students at CI. Please provide specific information about how MSFT funds will be used and their impact on the campus. Please describe how this project benefits CI students? Please describe items and provide justification if your request includes the purchase of computers, equipment, furniture or other materials. Please provide a timeline for implementation of the proposed project. If physical improvements are requested please describe need, scope and impact of work to be completed. If the project includes provision of services please indicate the type of service, personnel costs and level or quantity of service to be provided with project funds.

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See the example below of a basic html email compared with a mobile responsive email:

Calibratis State University	Constant Stands
Januar 19, 2018	Full Tutlion Scholarship Opportunity: MVS Fellows You have been selected to accer for <u>Tax Kunny Schol</u> Factors scholarship. The scholarship is for noning technice with on interested in subury Business or Bosconsis al CBU Channel Interested for to years, for thoraptiment advantage and memorial for too years, for thoraptiment advantage.
Dear (#First Name#): Your application for Spring 2018 admission was recently re-directed from the CSU Chancelor's Office to CSU Channel Islands (CSUCI). I am pleased to offer you provisional admission to CSUCI for the Spring 2018 semester. This offer of admission is only valid for the Spring 2018 term and cannot be applied to a future term. Your admission status will remain provisional until we can verify that you have completed at CSU admission requirements, which is done after reviewing your final official transcripts.	In order to be eligible all four years, you must maintain at least a 3.25 goals proce average. MIS Harous work with tools and other strategies and an eligible strategies and strategies and other average according the Business Advisory council meetings and MISS Speaker Storker. CSUG2 also others havey other scholarship opportunities. We encourage you duy! toolsy.
Our offer of provisional admission was based on information you provided on your admission application. We may rescind your admission at any time for non-compliance with deadlines and conditions included in this letter.	If you have almady applied: thank you for your application. The office of Financial Ad and Scholarships will be in fouch with further communications.
To accept our offer of provisional admission, you must log into your myCl (myci cauci edu) and click on "Cl Records." Your login information should have been emailed by now. We used the email address noted on your Cal State Apply application. Scroll to the bottom of the page (under "Admission") and "Accept" Admission no later than Sunday, January 21, 2018 at 11:59 p.m. Failure to do so will result in our offer of admission being cancelled as of Monday. January 22, 2018. After accepting our offer of databasion, a witch writeged will appear and runnia until your frant transcripts have been reviewed.	How to Apply: Step 1: Submit your CSU Channel Islands <u>Scholarship</u> destination Step 2: Submit your <u>FAFSA</u> or <u>Dream Act Application</u>
Your final, official transcripts must be received by CSUCI no later than Friday, January 26 at 5:00 p.m. It is your responsibility to request official transcripts from all community colleges and/or universities attended and have them submitted by the deadline. No email or faxes are allowed.	Step 3: Apply for the MYS Fellows Scholarship Step 1: Apply for the MYS Fellows Scholarship Scholarship
 Electronic transcripts are preferred. If you will be postal mailing your transcripts, we recommend that you use an overright service where you are able to track delivery. Envelopes must be properly addressed in order to reach the Admissions Office. Our address is: Admissions Office 	MARI Description spplication Match 2, 2018 2 Do of description is a 3-site application process. Log into your <u>inscited with the start today.</u>
CSU Channel Islands Sage Mail One University Drive Camarile, CA 93012 Academic advisor, is available on Friday, January 19, 2018 at 11:00 a.m. via Zoom technology. To access the site, visit <u>https://csuid.zoom.us/96/6658138</u> . There is no need to register for the session.	About IV'S School of Business & Economics The Marine X Sum School of Business & Economics emphasizes and economics, where also expresses and economics, where also economics where and economics where also economics where al
Spring 2016 classes begin on Monday, January 22, Information about registering for classes is available at https://www.csuci.edu/records-registration/reciter_docs/how-to-enrol-in-classes.ed/. (Pay particular attention to item #7.)	collaborate, and communicate Studying at the Martin V. Smith School of
Information pertaining to the payment of fees can be found here: https://www.csuci.edu/abuilees.and-due-dates.htm	Buaines & Boonomics will prepare you for a variety of carear through an advantation that is creative, incovative and focused on you and your future success.
We took forward to seeing you in the spring term.	Learn More
Sincerely, Admissions & Recruitment CSU Channel Islands	Compared and the second s

Example A: Side by side email comparison. Email on the left is not mobile responsive; email on the right is mobile responsive, thus enabling easy viewing on mobile phones and tablets.

- 2)Web: Across our department we manage 86 web pages. This position helps maintain and update content as each enrollment cycle changes from fall/spring and as enrollment deadlines pass. Having updated web pages benefits students in that we are able to provide accurate and timely information to help them transition to campus life. Additionally, we actively engage current students in the design and content development of our web projects. Sharing their testimonials and videos on the "Why I chose to study at CI" website. This content is then shared across social platforms with prospective students as well as the entire campus community, thus benefiting the educational and co-curricular experience of students.
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Project or Activity Title: Communication Student Assistant for Admissions & Recruitment

2. Project/Activity Budget. Please enclose a complete detailed budget of the entire project. Indicate (in **bold**) specific items of requested MSFT funding including (where applicable) a schedule and priority of project items to be considered if the project is funded at a reduced level. Were other, less costly, approaches considered when preparing the budget for the project? Are there elements that could be eliminated or deferred if funding is not available for the entire project?

Item	Cost	Timeframe	Amount
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We inform students of the opportunities that exist for on-campus involvement including student support services such as; Academic Advising, Tutoring, Writing Center, Sports, Clubs, Organizations and Living Learning Communities.

Here are examples of two emails students receive that provides information on the aforementioned:



Example B: Side by side images of two emails that provide information from Housing and Residential Education and highlight the opportunity for Living Learning Communities.

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Additionally, we work with Student Affairs to ensure the incoming students get a chance to meet Ekho at many of our events.



Example C: We make sure that students meet Ekho first at our events! This is a great engagement opportunity and introduction to CSUCI campus spirit.

17-18 MSFT Mid-Term Progress Report

Freshman

Our MSFT proposal requested funding for 17.07 Social Media & Graphic Design Assistant – Admissions & Recruitment

Provide a brief summary of the status of your submission. Feel free to add photos.

With the help of MSFT funding, Admissions and Recruitment has been able to communicate with and engage prospective and admitted students via social media, print mail pieces and ecommunications. For the Fall 2018 recruitment season, CI received over 11,000 applications. With the assistance of MSFT student assistants we are able to support the recruitment efforts of the department by providing: 1) updated Enrollment Guides for Freshmen and Transfer students 2) updated videos for Junior and Seniors in high school, 3) timely and accurate ecommunications, 4) Print piece to promote scholarship opportunities, 5) monthly home page web banners for csuci.edu 6) social media posts for on-campus events 7) Peer Advisory flier.

The examples mentioned above are the few that we could visually represent. In addition, the students also provided support for the launch of our new online reservation system for campus tours. This included building over 20 html-based emails that are sent through the automated system. MSFT funded students also regularly attend and photograph on-campus events in order to create engagement on social media.

Below are a few samples of the work of our students assistants in the last 6 months:



1) Enrollment Guides for Freshman and Transfer students: https://www.csuci.edu/admissions/publications.htm



6 Steps for College Prep for Juniors



6 Steps for College Prep for Seniors

2) Update College Prep Videos for Juniors and Seniors in High School: https://www.csuci.edu/admissions/freshman/prepare-for-college.htm



Communication Program at CI

Cl is known for its interdisciplinary approach to learning and our Communication program is no exception. You'll work in groups, make a variety of presentations, build your leadership skills and expand your knowledge about communication channels—from face-to face to the Internet. You'll understand the importance of Communication in the workplace—and in your community. Find out more in Communication at Cl video.





There is less than one month left to complete the three-step intent to enroll process. Review the admitted student page and find out what is required to reserve a space at CSU Channel Islands for Fall 2017. See you at CI!







Reminder: Submit Your Final Transcripts

July 10, 2017

Dear {#First Name#}:

If you have already sent in your transcripts, please disregard this sage

Final transcript(s) with spring 2017 grades posted must be received by the Admissions Office at CSU Channel Islands **no later than 12:00** noon on Friday, July 14, 2017. It is your responsibility to request official transcripts from all community colleges and/or universities attended and ensure that we receive them by the July 14 deadline.

Your transcript is considered "official" if it arrives in a sealed envelope, is hand-delivered in a sealed envelope, or electronically transmitted through a third party (e.g., Parchment, etc.). Faxes and email are not accepted.

Your Admission Status

Once CSU Channel Islands has received your final official transcript, your myCl "To Do" List for that item will disappear. Please allow 2 weeks for your "To Do" List to update.

Because we receive thousands of transcripts, we are unable to tell you by phone or email whether or not your transcript has been received. Please be patient and check your "To Do" List often.

Your admission status will appear as "Incomplete" until we have reviewed your final official transcript and verified that all admission requirements were met. Please allow 4-6 weeks for us to review your transcript. Admission requirements were outlined in your initial admission offer



The deadline for us to **receive** these documents is *Friday, July* 14, 2017 at 12:00 noon. Failure to receive your final documents will result in a hold on your account and possible enrollment cancellation.



Deadline for CI to Receive Transcripts Friday, July 14, 2017 at 12:00 noon

3) New E-Communication Pieces

2017 WEB BANNERS



4) Monthly Webpage banners for csuci.edu





5) Social media posts for on-campus events



6) MVS Scholarship Opportunities Print Piece



7) Peer Advisor Flyer

Provide a brief summary of the status of your budget. Are you within budget? Will you expect to spend your entire allocation by end of FY?

We currently have spent \$7,209.43 as of end of December 2017. We expect to spend our entire allocation by June 30, 2018.

Additional Comments?

Thank you for the MSFT Funding!