

Kentucky State University



Student File Review

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SOLUTIONS BEYOND THE OBVIOUS

Kentucky State University
Student File Review

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To the Office of the President
of Kentucky State University

We are pleased to present our recommendations and findings upon completing the inspection of ten student files based upon the objectives and criteria dictated by Kentucky State University (the "University" or "KSU"). The purpose of our engagement is to communicate our understanding of the operational processes, results of testing, and provide recommendations to strengthen controls and reduce risk to the University. This report was developed from inquiry of University faculty and staff, observations, inspection of various policies and procedures, and testing of the operating effectiveness of some controls.

The accompanying comments are intended solely for the information and use of the Audit Committee, Board of Regents, department heads, and others within the University and should not be used for any other purpose.

We appreciate the opportunity to serve you and thank the employees of the University for their cooperation. We will be pleased to discuss the findings and recommendations in further detail at your convenience. We are available to assist with further detailed review of areas of concern and assisting in implementation of procedures and processes as needed.

Tronconi Segarra & Associates LLP

October 29, 2014

Kentucky State University

Student File Review

Application Process –

Objective:

To obtain the following items and/or information for each student selected to determine if the application process at KSU is being completed consistently and documentation exists to support the admittance of the student:

1. Application Process
2. Student Application on File
3. Student's High School or Transfer Transcript
4. Date Application Received
5. Date Application Processed
6. Date of Notification to the Student of Acceptance
7. In State Student Approvals

Work Performed by Auditor & Findings:

1. We obtained an understanding of the application process through discussions with Jessica Evans and Wanda Watts, Student Records Processors. A student can apply through an online application as a first time freshman or transfer students, paper application, or common college application from EDU, Inc. related to Historically Black Colleges and Universities. If a student applies online, the Office of Admissions Staff loads the online applications into Banner using a batch process. Upon completion of the batch process, the office admissions staff ensures the application has loaded properly and may need to update certain records manually. There are no findings to report related to this audit element.
2. We obtained copies of the student's paper application or their application in Banner if the student applied online. There were two findings noted:
 - a. Jared L. Griffith, Student ID #11034386 – The student is currently in high school and applied to take classes at KSU. The application was not fully completed as there are no signatures on Section I thru III of the Dual Enrollment Application. However, pertinent information such as student and guardian information is included on the application.
 - b. Kaira S. Traylor, Student ID # 10151346 – There is no application on file for review. The student's Banner information was created during the conversion from the previously utilized student information system.
3. We obtained copies of the student's high school transcript for newly enrolled students or previously attended schools for transfer and graduate students. There were no findings noted upon review of transcripts for each student.
4. It does not appear that there is a consistent manner in which the receipt date of a student's application is being documented. The date the online application is processed in Banner was used for online applications. In the case where paper applications were submitted auditor

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judgment was used to determine the receipt date. There are four out of ten students where a receipt date cannot be determined:

- a. Jared L. Griffith, Student ID #11034386
 - b. Shelby E. Rodgers, Student ID #11007114
 - c. Kristy M. Allen, Student ID #11031022
 - d. Alhokailan Abdullah, Student ID #11026322
5. The application processing date was determined from the Application Decision information within the "SAADCRV" screen in Banner. There are two students that do not have complete information within Banner and as such, the date the application was processed cannot be determined:
- a. Shelby E. Rodgers, Student ID #11007114
 - b. Kaira S. Traylor, Student ID # 10151346
6. We obtained the acceptance letters from the student's files to determine the date of notification to the student of acceptance. The following students did not have acceptance letters in their file:
- a. Jonathan A. Perry, Student ID #11001847
 - b. Jared L. Griffith, Student ID #11034386
 - c. Kaira S. Traylor, Student ID # 10151346

Further, there were two students, both of which are graduate students, who have acceptance letters dated prior to the date of the decision of admittance in Banner.

- a. Kristy M. Allen, Student ID #11031022
 - b. Alhokailan Abdullah, Student ID #11026322
7. It does not appear the student's classification of residency is verified during the admissions process. As such we are unable to confirm if the student's classification as a resident, out of state, destiny, or international student is correct. Upon discussion with Alice Watson, Acting Director of Admissions, verbal or email communication between the Student Financial Aid Department and the Admissions Department is relied upon to determine if the student is classified properly.

Kentucky State University *Student File Review (continued)*

Recommendations:

Application Process – The following are recommendations based upon our observations, conversations with University personnel, and testing:

- Currently, it appears that the admission documentation maintained varies by student. A determination should be made as to what documentation should be maintained for each student to ensure that files contain pertinent documentation and student records are uniform.
- A process and procedure should be implemented to document the relevant dates in the application process. Currently it does not appear that documentation of the date the application is received, processed, and decisioned is being consistently applied.
- Rolon Williams, Administrative Assistant in Enrollment Services is currently contacting potential graduate students regarding their applications, accumulating application information, and creating student records in Banner. The decision to admit a student to a graduate program is then made by faculty within the respective department. The role being performed by Rolon does not appear to align with her core duties as an Administrative Assistant to Antonio Boyle. The current practices for admitting graduate students should be evaluated to ensure required documentation is being gathered in accordance with University policy and if proper personnel are involved in the process.
- A process and procedure should be established to validate each student's residency status in accordance with residency regulations in the State of Kentucky as there may be student financial aid consequences in the event of failure to comply, along with other potential risks such as lost revenue to the University.

Student Contact Information –

Objective:

To obtain the following items for each student selected to determine if the student's contact information is on file at KSU:

8. KSU Email Address
9. Personal Email Address
10. Parent or Guardian Email Address
11. Parent or Guardian Phone
12. Student Phone
13. Local Address
14. Home Address

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Student File Review (continued)

Work Performed by Auditor & Findings:

We obtained the students information from the "SPAIDEN" screen within Banner. The following are findings related to student contact information:

8. We did not note any findings related to KSU email addresses; all appear to be on file.
9. We did not note any findings related to personal email addresses; all appear to be on file.
10. – 11. It was noted that the emergency contact information within Banner does not currently have a field for parent or guardian email address. The fields that are currently available are name, address, and phone number. Upon review of the student records there is one student with complete information, Alhojailan Abdullah, student ID #11026322. There is incomplete contact information for another student, Brittney R. Gately, student ID #11030907. The remaining eight students tested do not have any emergency contact information within Banner.
12. We did not note any findings related to student phone numbers; all appear to be on file.
13. – 14. All students tested have an address on file; however, seven out of ten have a permanent address on file, two out of ten have a mailing address on file, and the remaining one has their address designated as emergency contact. It is difficult to determine if the permanent address on file represents the student's local or home address. There is one student who is living on campus, Brittney R. Gately, student ID #11030907. She has an emergency contact address on file and not the local address where she is currently housed.

Recommendations:

Student Contact Information - The following are recommendations based upon our observations, conversation with University personnel, and testing:

- It appears there is no process currently in place to update student information on an annual basis. The University should considering requesting updated student information on a recurring schedule to ensure student records are complete and current. Also, address classifications should be applied consistently to allow for mail communication to be sent to the correct address.

Bursar's Office Student Finance and Collection –

Objective:

To perform a detailed review of Fall 2014 billing for the ten students included in the sample. The following criteria were incorporated in our testing:

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Student File Review (continued)

15. Classes Registered versus Classes Billed
16. Refund Issued
17. Date of Refund
18. Amount of Refund
19. Charge for Insurance
20. Determine if the billing is appropriate based upon 2014 – 2015 Fee Schedule

Work Performed by Auditor & Findings:

15. We obtained the student billing in Banner from the Bursar's Office and the student's transcript from the Registrar's Office. The classes billed were compared to classes registered as noted on their transcript to determine if they agree. We then recalculated the amount the student should have been charged using the 2014 – 2015 Tuition and Fee Schedule (Per Semester). Upon review we noted the following two discrepancies:

- a. Manes M. Preptit, Student ID #11034168 –
 - The student was billed \$453 per credit hour or \$1,359, which is the rate for graduate students registered for 12 or more hours. This student is only registered for 3 hours; therefore, he should have been charged \$370 per hour or \$1,110.
- b. Kristy M. Allen, Student ID #11031022 –
 - The student is an out of state graduate student enrolled in 10 credit hours. She should have been charged a total of \$5,990 or \$599 per credit hour. Instead she was charged \$5,174, which results in an undercharge of \$816.

16. – 18. We obtained the student's billing in Banner from the Bursar's Office and reviewed if there was a refund issued, along with the amount, and date. The following students had refunds which were a result of the financial aid received exceeding the student charges:

Name	ID Number	Amount	Date
Jonathan A. Perry	11001847	\$5,438.28	8/21/14
Timothy W. Morris	11017837	\$1,123.60	8/28/14
Shelby E. Rodgers	11007114	\$915.00	9/30/14
Kristy M. Allen	11031022	\$2,515.00	9/4/14

The refunds were issued for a valid reason and the proper amount; however one student, Timothy W. Morris, received his refund one day late as he received his funds on the fourth business day following the date the school received the funds.

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19. Upon discussion with Floarine Wilson, Director of Health Services, the University does not offer health insurance as there is no requirement for the student to be insured to enroll beginning in the Fall 2012. The University engages a third party broker, Neace Lukens to offer insurance options if the student wishes to enroll directly with the broker. There were no charges for insurance for the sample of students selected noted during testing. As such there are no findings.
20. Upon inspection of the information provided in item #14 above, there were four additional findings noted related to billing. The following two students should have been charged an application fee of \$30; however, their account does not reflect such charges:
 - a. Manes M. Preptit, Student ID #11034168
 - b. Shelby E. Rodgers, Student ID #11007114

Additionally, the following two issues were noted:

- c. Brittney R. Gately, Student ID #11030907 -
 - Brittney received the Presidential Scholarship which pays for tuition, room and board for double occupancy, fees, and a book stipend. This scholarship is renewable for 8 semesters. The student made a payment on her account totaling \$310 for housing reservation fees. The scholarship was applied to the account resulting in the credit of \$310. The amount has not been paid to the student, upon discussion with James Persley, Bursar he mentioned that housing reservation fees are not refundable to the student. This matter should be reviewed further as it appears based upon the description of the scholarship the housing reservation would be considered a fee, resulting in a refund to the student. Additionally, the student was charged a \$15 parking fee, according to the fee schedule that should be \$30.
- d. Jonathan A. Perry, Student ID #11001847 -
 - Jonathan A. Perry has a \$1,500 credit on his student account as he was awarded funds from the KSU Foundation. Upon initial discussion with James Persley, the credit amount is remaining on the students account because he has paid his tuition costs, fees, and books with federal financial aid. However, upon further discussion it appears that this money should be refunded to the student, as of the date of the report these funds have not yet been returned to the student.

Recommendations:

Bursar's Office Student Finance and Collection - The following are recommendations based upon our observations, conversations with University personnel, and testing:

- Upon discussion with James Persley and Millie McAnly, Coordinator Collections & Cash Specialist, the process of student billing includes manual processes which appear to be a

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result of the Banner modules not interfacing. A further review of the processes performed by billing should be completed along with an assessment of determining if Banner can aid in modifying procedures to reduce the manual intervention by those in The Bursars Office.

- One student, Jonathan Perry, Student ID #11001847 has a credit balance of \$1,500 that has not been refunded to the student it relates to a KSU Foundation Award. Upon discussion with James Persley, the KSU Foundation Award was granted after the student's financial aid was disbursed. It is recommended that communication is made with the organizations granting scholarships and grant money regarding the timing of financial aid disbursements to make them aware that the student may accept federal financial aid that must be paid back after graduation with interest, without knowledge that an award will be granted.

Student Housing

Objective:

To determine the adequacy of the process for students sampled that live in the student housing:

21. Is housing properly assigned
22. Is housing is charged appropriately, if applicable

Work Performed by Auditor & Findings:

21. We discussed the process of housing assignments with Eric Lemon, Administrative Assistant II in the Residence Life Department and obtained a listing of students currently being housed to determine if housing is assigned to the students within the sample. The only student within the sample that has housing assigned is Brittney R. Gately, Student ID #11030907. There are no findings related to this audit objective.
22. Upon review of the student's Fall 2014 bill, it was noted that the student noted above was charged \$2,120 which is the accurate amount for a suite in Young Hall. There are no findings noted.

Recommendations:

Student Housing - The following are recommendations based upon our observations, conversations with University personnel, and testing:

- University policy requires every full-time freshman and sophomore to live in University housing with the following exceptions: 1) students who are veterans of at least two years of active military service, 2) students who commute from the home of parents or a legal guardian, 3) students who are married and, 4) students 21 years of age or older. Upon discussion with Eric Lemon it was determined that the housing rule is not enforced as there is no process to determine compliance. The University should design a process to determine compliance to ensure applicable freshman and sophomores are housed on campus.

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Student File Review (continued)

Student Immunization

Objective:

To determine if student immunization records are documented and complete for the sample of students reviewed.

Work Performed by Auditor & Findings:

23. We met with Floarine Wilson to discuss the process of ensuring students are vaccinated as it is required for all students regardless of whether they attend online or on campus. This requirement has been actively enforced since May 2013. The vaccinations currently required are: 1) Polio, 2) Adult Tdap (no older than 10 years), 3) Meningitis (up to age 26), 4) Mumps (or documentation of disease), and 5) Varicella, administered in two parts, or having a history of Chickenpox.

Antonio Boyle, Associate Vice President of Enrollment Services provides a listing of students enrolled to Ms. Wilson. The listing is used by Student Health Services to verify that students have met vaccination requirements. The student's health history file is maintained at the Betty White Health Center. If it is determined that the student record is not complete an email notifying the student of the required missing information is sent to inform them they are not allowed to enroll without completing the requirement. A hold will be placed by the Student Health Services Department on the student's account within Banner, precluding them from registering for the next semester unless the hold is removed by University personnel. Ms. Wilson's Administrative Assistant sends a master listing in Excel to Mr. Boyle on a daily basis to communicate the status of the students included in the original listing.

Upon review of student records that were sampled, one out of ten had their immunizations complete; this student is currently enrolled. There is one student who does not have a record of full immunization, however, she is not enrolled in the Fall semester. The remaining eight out of ten students in the sample are not fully immunized and are currently enrolled. Further, six out of ten students did not have a health record on file at the Betty White Health Center.

Recommendations:

Immunization Records - The following are recommendations based upon our observations, conversations with University personnel, and testing:

- The source of data that Mr. Boyle is using to communicate currently enrolled students to Ms. Wilson should be evaluated as the results of audit procedures indicate that the complete student population is not included in the reporting process.
- The timing of communication to Ms. Wilson regarding immunization review should be evaluated as it appears that students are allowed to enroll prior to determining if their file is

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complete. The student should be precluded from enrolling the next semester if the hold is not removed. However, the current process does not appear to be effectively preventing enrollment if such immunization records are incomplete or missing.

- Further investigation should be made to determine if Health History Forms are being completed for graduate students. Upon review of undergraduate student files, communication of the requirement for submission of Health History Forms was noted in the student's acceptance letters. Communication of acceptance for graduate students does not appear to be uniform as the letters are sent from the department granting admission, not the Department of Graduate Admissions.
- Consideration should be given to modify the undergraduate acceptance letters to include a specification of the vaccination requirement along with the Health History Form.
- Consideration should be given to modifying the process to allow direct receipt of Health History Forms and corresponding vaccinations by the Health Services Office to diminish the potential for miscommunication of forms.

Academic Advising

Objective:

To determine if students are or have:

- 24. Assigned an Academic Advisor
- 25. Meeting with Advisors
- 26. Declared a Major

Work Performed by Auditor & Findings:

- 24. We met with Verlee Wilson, Director of Academic Advising to discuss the process of assigning students to advisors. If students are considered freshman, meaning they have earned 0 – 29 credit hours, the student should report to the Center for Academic Persistence and Success and be assigned a counselor based on last name. After earning 29 credit hours the student is then assigned a faculty member in their major who acts as their academic advisor. It is our understanding that the advisor is to document the meeting with the student using counseling form. A student cannot register without a registration code that is provided by University personnel. It appears that all students have an advisor assigned; this was determined as a result of student advising files and the "SGAADVR" screen in Banner.
- 25. One of the students within the sample is in high school taking one class, therefore it is deemed reasonable that a meeting with an advisor has not occurred. Upon inspection of documentation maintained by Academic Advisors for the remaining nine students in the sample there were no files that appear to have adequate documentation nor is there a consistent manner in which advising is being administered to students. We requested the

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Student File Review (continued)

student files from Ms. Wilson; she provided student files for those who are freshman, others were provided by faculty members.

The following are examples of the documentation obtained:

- The file for Birtney R. Gately, Student ID #11030907 contained a hand written schedule, along with a note indicating the student has not yet met with an advisor in person but the student has been contacted thru email. This documentation appears to have been prepared during our surprise visit on October 15th, 2014. Further, upon reviewing her current class schedule the Advisor noted that the student is coded incorrectly in Banner as a General Biology Major instead of a Pre-Biology.
 - The file for Alhojailan Abdullah, Student ID #11026322, Kristy M. Allen, Student ID #11031022, and Jonathan A. Perry, Student ID #11001847, contained curriculum rubrics with grades but no documentation of meeting with the student discussing their academic plan or advisement.
 - Kaira S. Traylor, Student ID #10151346 has one Individual Office Visit Form completed with staff and student signature from February 19, 2013 however there is no other formal documentation that was included for our review that indicates the student has been advised.
26. We obtained the "SFAREGS" screen from Banner for students within the sample to determine if a major has been declared. There were no findings noted as it appears all nine matriculated students have a major declared. The one-non degree seeking student is currently in high school; as such, it is not deemed a finding that they do not have a major selected.

Recommendations:

Academic Advising - The following are recommendations based upon our observations, conversation with University personnel, and testing:

- We recommend that the documentation required to be completed by Academic Advisors is reinforced to ensure that all Academic Advisors understand the documentation required by the University and the frequency of meetings with the students.

Miscellaneous Student Information

Objective:

To determine the following criteria related to the students in the sample:

- 27. Class Hours Attempted & Number of Semesters Completed
- 28. Receipt of Scholarships, Grants, or Awards

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Student File Review (continued)

Work Performed by Auditor & Findings:

27. We obtained a copy of each student's transcript to determine the class hours attempted and the number of semesters the student has been enrolled at KSU. We included the Fall 2014 semester in the information below:

Name	ID Number	Class Hours Attempted	# of Semesters Enrolled at KSU
Jonathan A. Perry	11001847	40	5
Jared L. Griffith	11034386	3	N/A - Non Degree Seeking
Timothy W. Morris	11017837	42	3
Manes M. Preptit	11034168	3	1
Claire E. Wilson	11004269	50	4
Shelby E. Rodgers	11007114	15	1
Brittney R. Gately	11030907	15	1
Kaira S. Traylor	10151346	38	6
Kristy M. Allen	11031022	10	1
Alhojailan Abdullah	11026322	18	2

28. We obtained information regarding what students received scholarships, grants, and awards from the "PRAAWRD" screen within Banner for Fall 2014:

Name	ID Number	Scholarships	Grants	Awards
Jonathan A. Perry	11001847	No	\$2,149	\$1,500
Jared L. Griffith	11034386	No	No	No
Timothy W. Morris	11017837	No	No	No
Manes M. Preptit	11034168	No	No	No
Claire E. Wilson	11004269	No	No	No
Shelby E. Rodgers	11007114	\$3,507	\$915	\$285
Brittney R. Gately	11030907	\$13,069	No	No
Kaira S. Traylor	10151346	No	No	No
Kristy M. Allen	11031022	No	No	No
Alhojailan Abdullah	11026322	No	No	No

Recommendations:

Miscellaneous Student Information – There are no recommendations to report.

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Student File Review (continued)

Student Attendance & Timely Graduation –

Objective:

To obtain the following items and/or information for each student selected to determine:

- 29. Classes Attended
- 30. Are the courses offered to allow for a four year graduation

Work Performed by Auditor & Findings:

- 29. We discussed class attendance with Carlos Clark, Registrar. Class attendance is the responsibility of the faculty member teaching the class. Official withdraws are initiated by the student who designate their withdraw by completing a form and submitting it to the Registrar's Office. If a student unofficially withdraws by receiving a failing grade in all classes or enough classes to alter their federal financial aid award, the withdrawal date for Return of Title IV Funds must be requested from the professor; many times it's an approximate date if no attendance records are kept. If a date cannot be determined the mid-point rule or the assumption that 50% of the semester was attended is used to determine a date of withdrawal. The calculation of Title IV Funds that are to be returned is completed within Banner based upon the dates used by the Registrar. It is our understanding the mid semester grades are to be posted for students in the Fall 2014 which would allow attendance to be determined. As of the date of our visit the grades were not yet posted; as such there are no findings to report.
- 30. We obtained the Master Course Lists from the Fall of 2011 until the present from Sherri Beth Scroggum, Systems Analyst. The listings were compared to the course rubrics for each student's major to determine if the required classes are offered to allow a student to graduate in four years if the suggested course sequence is followed. One student in the sample, Jared L. Griffith, is a non-degree seeking student; as such he was excluded from our analysis. Kaira S. Traylor, Student ID # 10151346 was not considered as her major changed three times in the five semesters at the University with instances of academic probation and academic suspension.

There were two students who are taking enough credit hours and appear to be able to graduate on time:

- a. Claire E. Wilson, Student ID #11004269
- b. Brittney R. Gately, Student ID #11030907

The remaining students in the sample are not taking the credit hours required, or the class sequence is not dictated by a suggested course pattern; therefore, we are unable to decipher whether a four year graduation is possible. We find that there could be a correlation between advising students and their current progress in the respective programs. The sequence of classes required to be taken should be determined for the student to the best extent possible. Many of the curriculum rubrics we reviewed did not have a sequence.

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Recommendations:

Student Attendance & Timely Graduation – The following are recommendations based upon our observations, conversations with University personnel, and testing:

- Upon discussion with Myrna Bryant, Assistant Director of Financial Aid and past internal control reviews, communications regarding official and unofficial withdraws need to be modified. We suggest the current process of communicating official and unofficial withdraws from the student and professor is reviewed in further detail and a formalized process is implemented to communicate those changes to the Student Financial Aid Department. It appears there are instances where changes in courses are not being communicated timely, which can affect timeliness of funds returned to the federal government.
- The determination of class offerings, frequency and number of sections appears to be a manual process. Upon discussion with Carlos Clark it would be beneficial to the University to invest in data mining and classroom planning software that is currently available to help determine the number of sections needed and the frequency of section offerings using past information such as class attendance figures.
- Students should be made aware and advised that graduation in four years can be achieved, however, a minimum of 15 credit hours must be taken to accomplish timely graduation.

Appendix I

Listing of Students Randomly Selected to Audit

Listing of Students Randomly Selected to Audit:

Name	ID Number	Status	Class
Jonathan A. Perry	11001847	Resident	Junior
Jared L. Griffith	11034386	Resident	Freshman
Timothy W. Morris	11017837	Resident	Junior
Manes M. Preptit	11034168	Resident	Graduate
Claire E. Wilson	11004269	Resident	Senior
Shelby E. Rodgers	11007114	Resident	Junior
Brittney R. Gately	11030907	Resident	Freshman
Kaira S. Traylor	10151346	Destiny/Legacy	Freshman
Kristy M. Allen	11031022	Out of State Resident	Graduate
Alhojailan Abdullah	11026322	International	Graduate

Appendix II

Listing of Topics Requested to Audit

Listing of Topics Requested to Audit:

Application Process

- 1 Application Process
- 2 Student Application on File
- 3 Student's High School or Transfer Transcript
- 4 Date Application Received
- 5 Date Application Processed
- 6 Date of Notification to the Student of Acceptance
- 7 In State Student Approvals

Student Contact Information

- 8 KSU Email Address
- 9 Personal Email Address
- 10 Parent or Guardian Email Address
- 11 Parent or Guardian Phone
- 12 Student Phone
- 13 Local Address
- 14 Home Address

Bursar's Office Student Finance and Collection

- 15 Classes Registered versus Classes Billed
- 16 Refund Issued
- 17 Date of Refund
Amount of
- 18 Refund
- 19 Charge for Insurance
- 20 Determine if the billings is appropriate based upon 2014 - 2015 Fee Schedule

Student Housing

- 21 Is housing properly assigned
- 22 Is housing properly billed

Student Immunization

- 23 Are immunizations records documented and complete

Academic Advising

- 24 Academic Advisor Assigned
- 25 Meeting with Advisors
- 26 Declared a Major

Miscellaneous Student Information

- 27 Class Hours Attempted & Number of Semesters Completed
- 28 Receipt of Scholarships, Grants, or Awards

Student Attendance & Timely Graduation

- 29 Classes Attended
- 30 Are the courses offered to allow for four year graduation