

Best case timeline for students applying:  
 Without financial aid: 11 days (includes mail time)  
 With financial aid or reciprocity: 4-6 weeks

- To Apply**  
**Guestimate of timeline for student to receive acceptance packet**
- 11 days if application perfect the first time
  - 20 days if missing info but no transcripts required
  - 33 days if transcripts required from other colleges

Use communication module to text notifications about missing application information instead of relying only on mail or students finding notices on e-services

Email student or notify them via communication module to notify them of their acceptance and next steps 5-7 days ahead of the acceptance packet in the US mail.

**To Register (SOAR)**  
 Best case: 1 day

**To get financial aid**  
 Best case: approximately 6 weeks?

Use communication module to notify students of holds on their accounts for missing immunization forms – we may be doing this already?

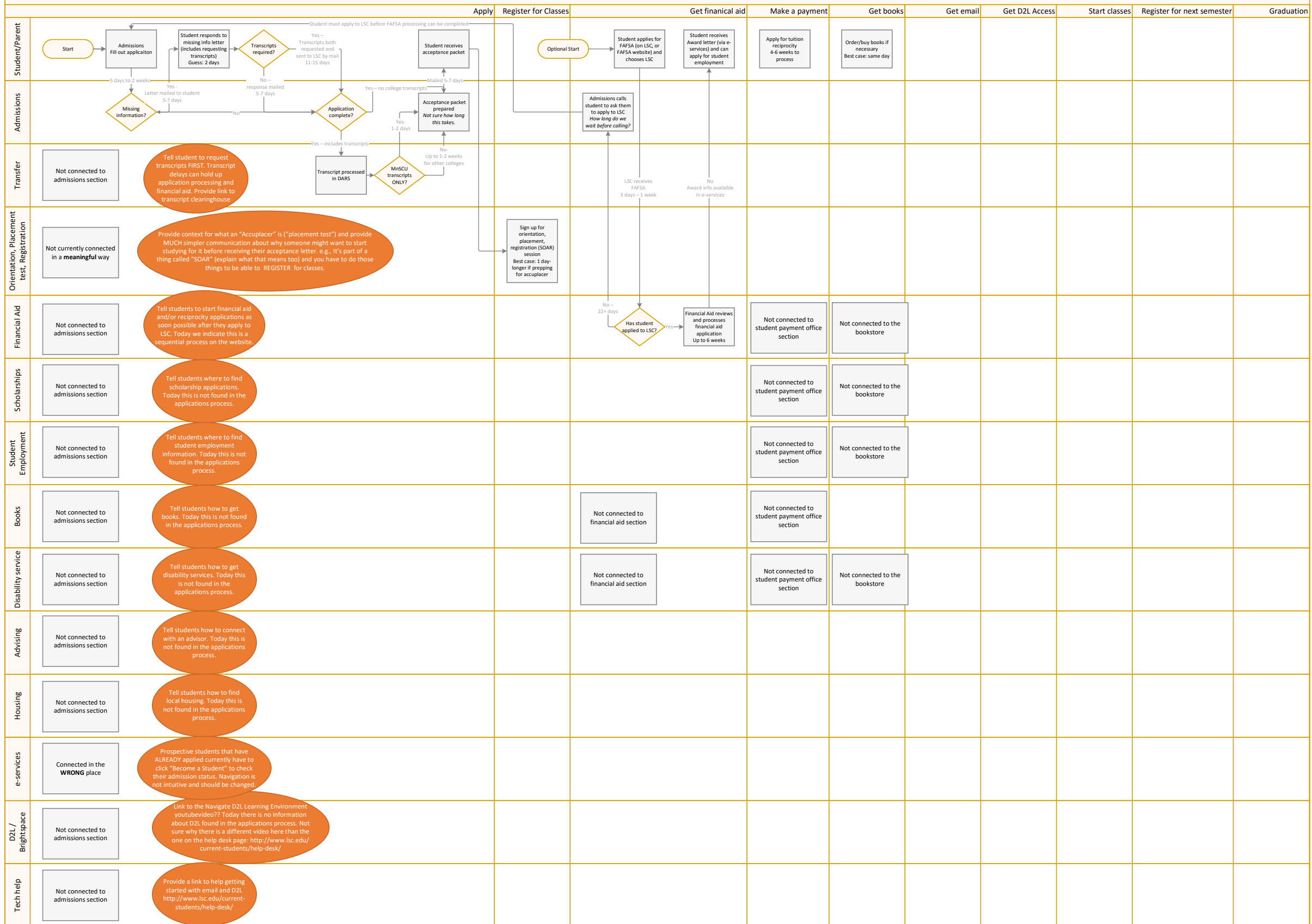
**To get reciprocity**  
 Best case: 4-6 weeks

**To get books**  
 Best case: 0 days

Do we inform students on D2L when they can start registering for next semester? Many may bookmark D2L and not visit lsc.edu.

Give students hints before they get to the universal MnSCU app. They don't need to fill out the application at all if they are non-degree seeking. They may not need to fill out all of their high school courses if they don't plan to continue to a four year degree. Etc.

Customer Experience: Becoming an LSC student



\*\* Orange circles represent ideas and opportunities \*\*