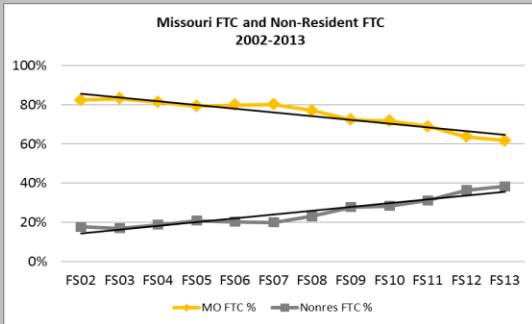


Missouri Residency Petition Re-engineering

Problem / Opportunity Statement Beginning in the mid-2000s, the University of Missouri began strategically recruiting out-of-state students due to known future decreases in the number of Missouri high school grads. However, an unforeseen consequence was the impact this would have on students petitioning for Missouri residency.

- FS02, 17.7% (n=791) of FTC MU students were non-residents; FS13, 38.3% (n=2374) were non-residents.



- FS08 (8/1/08-10/17/08), 560 students visited the residency office; FS13, 1,514 students visited the residency office, a 170% increase.

The process that had historically been in place worked well when residency petitions were at lower levels. However, with the strategic shift, this process was not sustainable. A recent move of the Residency operation from Admissions to the Office of the University Registrar offered an opportunity to re-engineer the process. There were issues that needed to be considered:

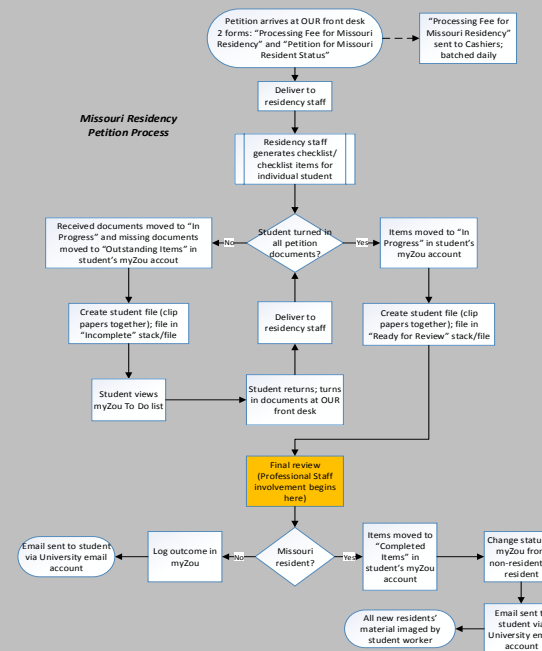
- Busy times occur at the beginning and end of the semester with peaks at various key dates.
- With more students, there was an increase in the demand for staff to help.
 - Staff, who had been hired for other tasks, were borrowed to meet with families.
- Parents are increasingly engaged in their student's efforts to obtain residency, leading to an increase in phone calls and emails from parents.
- The Residency website outlines the process, however, students and parents often believe that they have extenuating circumstances and attempt to bypass the process to fit their "special needs."
- With regard to the website, there is a delicate balance between providing too much information and not enough.

Goals

- Streamline the overall process, removing unnecessary and non-value added work.
- Make the business case for either hiring additional help, or procuring software or upgrades to myZou that can help facilitate this process.
- Reduction in the number of phone calls and emails from parents.

Team Steps

- Mapped out current process
 - Identified pain points and delays
 - Non-valued added work (e.g., meeting with all students petitioning; professional staff spending time on the phone or sending emails, not meeting with students)
 - Identified where technology could be implemented
- Created process map of future state (see below)



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Changes Implemented

- Students no longer must see residency staff; only if there are issues or students are having problems
- Student workers or grad assistants manage process up to full review of material (see process map)
- In the past, Residency sent a daily email to Financial Aid, Cashiers, and Athletics notifying of students who became residents. An automated report is now generated daily and pushed out to offices, saving up to 40 minutes daily of residency staff time.

Future Changes

- Use MU Connect to schedule appointments with residency staff – will help identify reason for appointment

- Image documents upon arrival – reduce paper files
- Web form for application – will help make process paperless
- Parental access through AAA to checklist – help cut down on communication from parents
- YouTube videos on residency process
- Working with SIS, to create a Residency checklist in myZou

- Residency creates once student submits petition
- Notices of to-dos, in-progress, and outstanding items
- Includes a cover sheet, which guides students on what must be submitted

myZou Residency Checklist

To Do List

- [Master's Plan of Study Form](#)
- [Doctoral Comm Approval Form](#)
- [Request for EdSp Advisory Comm](#)
- [Report of EdSp Exam Comm \(S3\)](#)
- [Doctoral Plan of Study](#)
- [RES01 Petition Form](#)
- [RES02 Processing Fee Form](#)
- [RES03 Presence in Missouri](#)
- [RES04 Bank Statements](#)
- [RES05 MO Driver's License](#)
- [RES06 MO Voter's Registration](#)
- [RES07 Exemption Document](#)
- [RES08 Income Requirement](#)
- [RES09 Cover Sheet](#)
- [RES10 Work Schedule](#)
- [RES11 Tip Log](#)
- [RES12 Pay Records](#)
- [RES13 Nanny](#)
- [RES13 Nanny](#)
- [RES14 Email](#)
- [RES15 Other](#)
- [RES15 Other](#)
- [RES16 Amendment](#)

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