Credit Evaluation Process Mapping

1. How do you define an official credit evaluation? Unofficial credit evaluation? How are the triggered?

2. What are the steps a transfer student must take to receive an official credit evaluation? Define the following for each step:

   - Owner, roles, and responsibilities

   - Any required materials

   - Turnaround time

   - Any known barriers or challenges

3. Other points in process to consider or discuss:

   - Hand-off points between Admission, Registrar, Advising

   - Documentation collection follow up process (what happens when/if materials are missing or not provided, e.g., official transcripts, syllabus)

   - Student transcript evaluation workflow and bottlenecks

   - Total, end-to-end turnaround time

4. How are new course equivalency decisions made? Who owns this process? How could this process and turnaround time be improved?