To: Amy

From: Prosper Mapepa

Subject: Recommendation to Implement Final Program Selection Workflow in Slate

Date: 7 July 2025

Overview

International graduate applicants are allowed to apply to and be admitted into multiple programs within the same term. However, this creates confusion during enrollment and hinders downstream processes such as visa preparation, housing coordination, and more.

To improve applicant experience and streamline decision-making for international graduate students admitted to multiple programs within a term on **Slate by Technolutions**, here are my user-friendly recommendations and Slate-based solutions to notify, prompt, and manage program selection effectively:

I propose a new workflow in Slate Technolutions that prompts admitted applicants to select their final program of intent when multiple admits exist for the same term.

1. Trigger a Dynamic Communication When Multiple Admits Exist

Goal: Notify applicants they've been admitted to more than one program and need to make a choice.

Solution in Slate:

- **Use a Deliver Campaign (Email or SMS)**

  - **Trigger**: Query-based

  - **Audience**: Applicants with multiple admits in the same term

  - **Content**: Personalized message explaining that they've been admitted to multiple programs and must select one.

  - **Include**: A dynamic link to a custom form/portal page to make their selection.

2. Create a Program Selection Form in Slate

Goal: Let students select the one program they want to proceed with.

Solution in Slate:

- **Form Type**: Custom form

- **Form Fields**:

    - Slate ID (hidden)

    - List of admitted programs (populated dynamically)

    - Final choice: dropdown or radio buttons

- **Form Action**:

    - Update a custom field (final_program_choice)

    - Send a confirmation email

    - Optional: Trigger a status change or custom tag once submitted

3. Build a Query to Identify Students with Multiple Program Admissions

Goal: Automate targeting of students needing to make a choice.

Query Settings:

- Base: **Applications**

- Filters:

    - Term = e.g., Fall 2025

    - Decision = "Admit Offer"

    - Person ID grouped having count > 1 (to find those with multiple admits)

- Output:

- Person Name

- Email

- Programs Admitted

- Link to the form

Use this query in conjunction with:

- **Deliver mailing**

- **Portal prompts**

- **Reminders/workflows**

4. Add a Portal Widget Prompting for Final Program Selection

Goal: Display a clear action step when the student logs into their portal.

Solution in Slate:

- Add a **conditional portal widget** that appears **only if:**

  - The applicant is admitted to more than one program per Term

  - Final program choice not yet submitted

- Widget text example:
  "🎉 You've been admitted to more than one graduate program! Please select the program you'd like to proceed with by clicking here."

5. Add a Custom Field: final_program_choice

Goal: Track the applicant's selected program across systems.

Field Setup:

- Field Type: Dropdown (with values matching program names or codes)

- Add to:
  - Reader layout
  - Application tab
  - Export keys for integration

6. Add Workflow Steps or Task Reminders

Goal: Keep admissions teams informed and follow up if no selection is made.

Setup:

- Create a **Workflow** that:
  - Starts when multiple admits exist
  - Moves to "Awaiting final program choice"
  - Notifies staff if the choice isn't made within X days
  - Optionally cancels/declines other programs once the choice is submitted

7. Send Confirmation After Selection

Goal: Provide clarity and next steps.

 Use Deliver or Trigger:

- Once the final_program_choice is submitted, send:
  - Confirmation of selected program
  - Next steps (visa, enrollment, housing, for example)
  - Deadline for accepting the offer

Example Email Content:

Subject: Congratulations! Please Select Your Final Graduate Program

Dear [Applicant First Name],

You've been admitted to multiple graduate programs at Central Michigan University for [Term Name]. We're excited about your interest!

To proceed with enrollment, you must choose **one program**. Please complete this quick form by [Deadline Date]:

👉 [Select Your Program Here]

If you have any questions, feel free to contact [admissions contact].

Best regards,
[Admissions Team]

Test Environment Simulation Plan

All the above will be configured first in our Slate Test Environment to ensure a safe and accurate rollout.

✅ Steps:

1. Create sample test applicants with multiple admits.

2. Build and test:

- Custom field

- Form

- Portal widget

- Query + Deliver

3. Simulate applicant actions (e.g., form submission, email click-through).

4. Review all form submissions and workflows for proper data capture.

5. Collect feedback and approve the final configuration.

Benefits

- **Improved Clarity**: Students won't be left guessing what to do next after receiving multiple admits.

- **Operational Efficiency**: Downstream departments (visa, housing, academic advising) can proceed with clarity.

- **Better Data Hygiene:** Final intent data will be stored centrally in Slate.

Enhanced User Experience: Builds trust in our communication and application process.

Next Steps

- Begin implementation in the Slate Test Environment this week after approval.

- Conduct internal testing and simulation using test records.

- If approved, replicate the setup in Production.

Thank you for your time, and I look forward to hearing your insights.

Sincerely,

Prosper Mapepa