

Third Party Inquiries: Performance Review of Cappex and Hobson 2016 - 2020

2020-03-19

Description

IN ANTICIPATION OF an evaluation of third party inquiry vendors, I was asked to provide a summary of Cappex and Hobson's performance over the past three years.

Cappex and Hobson contract details are as follows:

- Cappex - annual contract, November - October, 16,500 USD
- Hobson - 33,560 USD
 - Intersect Awareness: annual contract, for the enhanced college profile and counselor community (October - September)
 - Intersect Connection-Active match competitive and Active match self matching: 6 mos (August - January)
 - Major's Awareness: 6 mos (August - January)

Findings

Total Inquiries (initial referral source) by Contract Period

		Contract	CPPX	HBSN
1	CY16	5,824	873	
2	CY17	1,957	1,216	
3	CY18	2,150	1,222	
4	CY19	1,871	1,221	
5	CY20	728	1,188	

Initial.Referral.Source	Inquired	Applied	Admitted	Confirmed	Enrolled
Contract 2016 - 2017					
CPPX	1181	207	189	69	60
HBSN	715	210	174	51	41
Contract 2017 - 2018					
CPPX	971	138	118	35	27
HBSN	628	329	282	89	72
Contract 2018 - 2019					
CPPX	1326	223	214	19	4
HBSN	407	135	116	28	15
Contract 2019 - 2020					
CPPX	229	19	17	0	0
HBSN	535	171	150	5	0

Total Inquiries by Anticipated Start Year

According to Aaron Deets, our CAPPEX representative, given the unpredictable nature of inquiries, considering the funnel by anticipated start year is a good way to evaluate whether we see a return on investment. The table below explores the data from this perspective. It is important to note that confirmed and enrollment numbers will surely increase for 2020, as will all stages for 2021 and 2022. Cappex is on track to surpass last year.

Table 2:

Initial.Referral.Source	Inquired	Applied	Admitted	Confirmed	Enrolled
Anticipated Start 2017					
CPPX	230	17	14	7	6
HBSN	403	69	52	8	7
Anticipated Start 2018					
CPPX	807	118	111	41	36
HBSN	515	238	205	61	52
Anticipated Start 2019					
CPPX	824	114	101	34	29
HBSN	672	297	252	85	68
Anticipated Start 2020					
CPPX	1386	337	311	41	20
HBSN	596	241	213	19	1
Anticipated Start 2021					
CPPX	367	1	1	0	0
HBSN	95	0	0	0	0
Anticipated Start 2022					
CPPX	84	0	0	0	0
HBSN	4	0	0	0	0

Cappex Inquiries by Contract Period

The following table shows the distribution of the of the Cappex inquiries for each contract year. The numbers are weighted heavily towards upper class students.

Table 3:

	Anticipated.Start	Inquired	Applied	Admitted	Confirmed	Enrolled
Contract CPPX 2016 - 2017						
1	Fall 2017	225	17	14	7	6
2	Fall 2018	576	106	101	37	34
3	Fall 2019	326	52	46	16	13
4	Fall 2020	51	31	27	9	7
5	Fall 2021	3	1	1	0	0
Contract CPPX 2017 - 2018						
6	Fall 2017	2	0	0	0	0
7	Fall 2018	223	12	10	4	2
8	Fall 2019	410	57	50	16	15
9	Fall 2020	314	69	58	15	10
10	Fall 2021	22	0	0	0	0
Contract CPPX 2018 - 2019						
13	Fall 2019	88	5	5	2	1
14	Fall 2020	916	218	209	17	3
15	Fall 2021	256	0	0	0	0
16	Fall 2022	46	0	0	0	0
Contract CPPX 2019 - 2020						
18	Fall 2020	105	19	17	0	0
19	Fall 2021	86	0	0	0	0
20	Fall 2022	38	0	0	0	0

Hobson Inquiries by Contract Period

The following table shows the distribution of the of the Hobson inquiries for each contract year. The numbers are weighted heavily towards upper class students, as for Cappex, however, the Junior:Senior ratio has been variable over the past 4 years.

Table 4:

	Anticipated.Start	Inquired	Applied	Admitted	Confirmed	Enrolled
Contract HBSN 2016 - 2017						
1	Fall 2017	403	69	52	8	7
2	Fall 2018	287	126	112	38	31
3	Fall 2019	19	11	9	5	3
4	Fall 2020	6	4	1	0	0
Contract HBSN 2017 - 2018						
5	Fall 2018	228	112	93	23	21
6	Fall 2019	381	202	177	59	50
7	Fall 2020	18	15	12	7	1
Contract HBSN 2018 - 2019						
9	Fall 2019	272	84	66	21	15
10	Fall 2020	129	51	50	7	0
11	Fall 2021	6	0	0	0	0
Contract HBSN 2019 - 2020						
12	Fall 2020	443	171	150	5	0
13	Fall 2021	88	0	0	0	0
14	Fall 2022	4	0	0	0	0

Total Inquiries and Enrollments by State 2016-2020

Table 5:

Region	Initial.Referral.Source	Inquired	Enrolled
Maine			
Maine	CPPX	981	71
Maine	HBSN	744	111
New Hampshire			
New Hampshire	CPPX	290	8
New Hampshire	HBSN	215	2
Massachusetts			
Massachusetts	CPPX	500	3
Massachusetts	HBSN	601	4
Connecticut			
Connecticut	CPPX	314	2
Connecticut	HBSN	194	4
Vermont			
Vermont	CPPX	82	4
Vermont	HBSN	98	4
Rhode Island			
Rhode Island	CPPX	96	0
Rhode Island	HBSN	1	0
Other			
Other	CPPX	1446	3
Other	HBSN	432	3

Fall 2017: Total Inquiries and Enrollments by State

Table 6:

Region	Initial.Referral.Source	Inquired	Enrolled
Maine			
Maine	CPPX	26	2
Maine	HBSN	21	5
New Hampshire			
New Hampshire	CPPX	7	1
New Hampshire	HBSN	17	0
Massachusetts			
Massachusetts	CPPX	26	2
Massachusetts	HBSN	111	0
Connecticut			
Connecticut	CPPX	11	0
Connecticut	HBSN	23	1
Vermont			
Vermont	CPPX	7	1
Vermont	HBSN	9	1
Rhode Island			
Rhode Island	CPPX	3	0
Other			
Other	CPPX	150	0
Other	HBSN	222	0

Fall 2018: Total Inquiries and Enrollments by State

Table 7:

Region	Initial.Referral.Source	Inquired	Enrolled
Maine			
Maine	CPPX	198	28
Maine	HBSN	224	47
New Hampshire			
New Hampshire	CPPX	86	4
New Hampshire	HBSN	58	0
Massachusetts			
Massachusetts	CPPX	134	0
Massachusetts	HBSN	134	1
Connecticut			
Connecticut	CPPX	78	1
Connecticut	HBSN	35	0
Vermont			
Vermont	CPPX	23	3
Vermont	HBSN	22	1
Rhode Island			
Rhode Island	CPPX	22	0
Rhode Island	HBSN	1	0
Other			
Other	CPPX	266	0
Other	HBSN	41	3

Fall 2019: Total Inquiries and Enrollments by State

Table 8:

Region	Initial.Referral.Source	Inquired	Enrolled
Maine			
Maine	CPPX	200	25
Maine	HBSN	265	58
New Hampshire			
New Hampshire	CPPX	71	3
New Hampshire	HBSN	72	2
Massachusetts			
Massachusetts	CPPX	135	0
Massachusetts	HBSN	180	3
Connecticut			
Connecticut	CPPX	104	0
Connecticut	HBSN	73	3
Vermont			
Vermont	CPPX	21	0
Vermont	HBSN	27	2
Rhode Island			
Rhode Island	CPPX	28	0
Other			
Other	CPPX	265	1
Other	HBSN	55	0

Fall 2020: Total Inquiries and Enrollments by State

Table 9:

Region	Initial.Referral.Source	Inquired	Applied	Admitted	Enrolled
Maine					
Maine	CPPX	464	234	215	16
Maine	HBSN	222	149	135	1
New Hampshire					
New Hampshire	CPPX	89	20	19	0
New Hampshire	HBSN	53	18	17	0
Massachusetts					
Massachusetts	CPPX	149	28	26	1
Massachusetts	HBSN	144	33	26	0
Connecticut					
Connecticut	CPPX	88	9	9	1
Connecticut	HBSN	51	21	18	0
Vermont					
Vermont	CPPX	21	6	6	0
Vermont	HBSN	36	13	12	0
Rhode Island					
Rhode Island	CPPX	32	7	7	0
Other					
Other	CPPX	543	33	29	2
Other	HBSN	90	7	5	0

Conclusion

- Percent of inquiries that are the same vendor as the initial referral source
- Is it different for each vendor?
- Is Cappex positive ROI

- Is Hobson positive ROI
- Which generates more ROI
- Was the increase in Hobson cost worth the investment? TBA because we don't know if the out of state inquiries are for the RSP programs.
- Is there an increase in quality applicants from either vendor.
- Are conversions up or down?