



# ONLINE PROGRAMS

APPLICATION FLOW 2018-2019

Exploration

**Office of Marketing and Brand Management**

University of Southern Maine

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# 1 Basic Description

The purpose of this report is to look at the application flow for students who have matriculated into one of the University's Online Undergraduate Degree Programs. These programs are ever evolving and in order to meet applicant needs, we want to be attentive to their behavior and demographics.

## 2 Findings

The raw data is all 2018/2019 online undergraduate net enrollees as of census 2019.

The data reveals a puzzling pattern. Beginning in September, 2018, no students applied. I have shared these findings with Jon Barker to get clarification.

### Where are the online students from?

Most enrollees come from Maine, Cumberland, York, and Androscoggin counties. A county summary is shown below.

State	County	n
LA	Saint Tammany	1
ME		1
ME	Androscoggin	9
ME	Cumberland	14
ME	Franklin	1
ME	Kennebec	1
ME	Knox	5
ME	Lincoln	1
ME	Oxford	3
ME	Penobscot	2
ME	Sagadahoc	1
ME	Washington	1
ME	York	13
NC	Rowan	1
NH	Cheshire	1

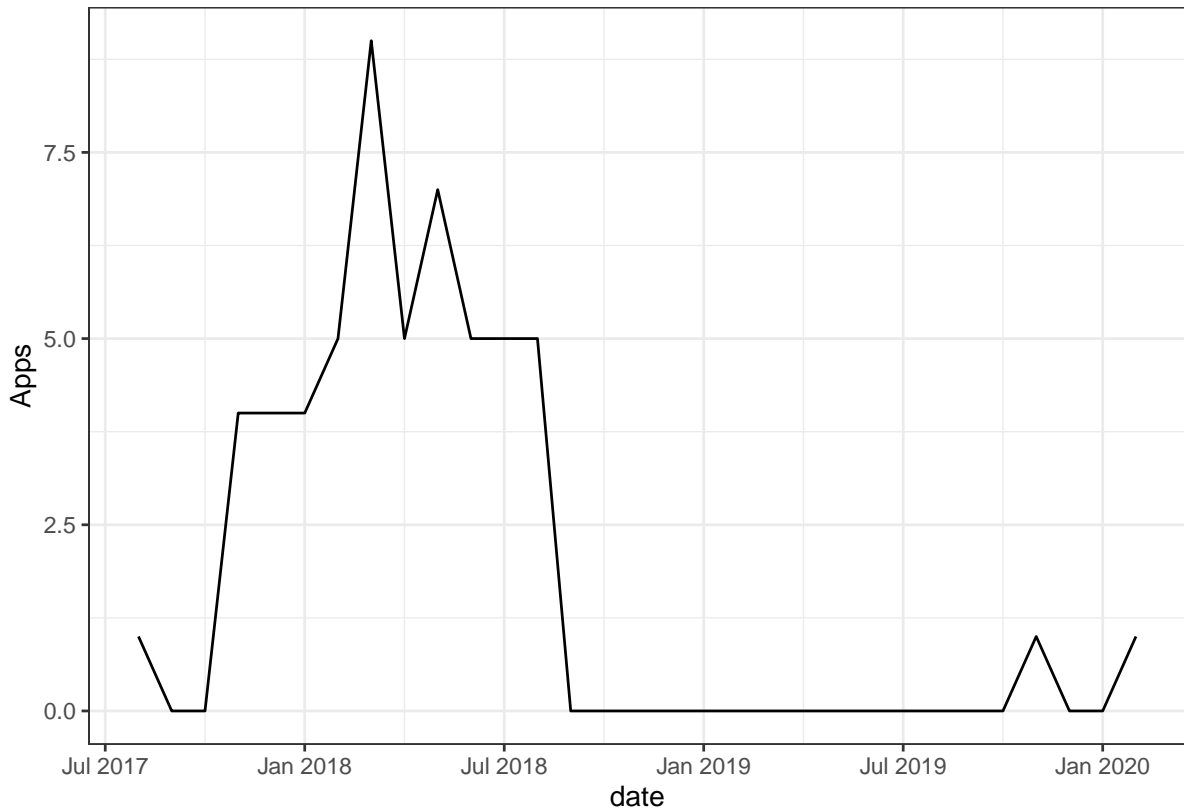
State	County	n
VT	Rutland	1

### When do students apply?

The following table summarizes how many applicants applied in each month. Notice the large gap from September 2018 through November, 2019.

Mo	Month	Apps
8	Aug 2017	1
11	Nov 2017	4
12	Dec 2017	4
1	Jan 2018	4
2	Feb 2018	5
3	Mar 2018	9
4	Apr 2018	5
5	May 2018	7
6	Jun 2018	5
7	Jul 2018	5
8	Aug 2018	5
11	Nov 2019	1
2	Feb 2020	1

The plot below illustrates the application flow.



### 3 Conclusions

- The data provided raises many questions and opportunities for future exploration.
  - We should look at application flow and demographics for students in online graduate programs as well.
  - Do we want to look at the behavior of all students who have indicated an interest in online programs? There is an attribute in Salesforce, a check box for online interest in both Undergraduate and Graduate programs. A little over 3,000 students have indicated an interest. We can discuss this further.

#### 3.1 Wrike Link

See the documentation of [Wrike Project Description](#)

#### 3.2 Github Link

See the documentation of [Github Repository](#)