
PROVIDING INFORMATION TO PROSPECTIVE STUDENTS

PURPOSE: To develop a policy/procedure for providing information to prospective students.

This policy establishes the procedure for disseminating information about Boise State University to prospective students. The Director of University Admissions Counseling is responsible for implementation of this policy. The New Student Information Center and the Admissions Counseling staff are part of the Boise State University Admissions Office.

I. Sources of Inquiries

- A. Mail and telephone requests for general University information for undergraduates will be forwarded to the New Student Information Center. This includes requests for general information concerning admission, financial aid, housing, academic programs, honors, campus activities, etc. Requests for information regarding applied technology programs will be directed to the College of Technology Student Services Office. Requests for information regarding graduate programs will be directed to the Graduate Admissions Office, and requests from foreign students will be directed to the Foreign Student Admissions Office.
- B. Requests received by other departments on campus will be forwarded to the New Student Information Center. The Center will provide Information Request Cards to any BSU department upon request, to use for recording telephone and in-person inquiries and forwarding them to the New Student Information Center.
- C. Students inquiring in person at the New Student Information Center will be asked to complete an information request card to document this first contact. Information requests are also generated through BSU participation in high school visits, college and career fairs, community college visits and similar events.

II. Prospective Student Information System

- A. Requests for information are entered into the prospective student database, which includes fundamental student information, such as name, address, year of high school graduation, intended major and semester of enrollment at BSU. The database also tracks all information sent and notes each contact with the student. To avoid waste and duplication, the system does not allow a second mailing of information already sent.
- B. Upon request, the Admissions Counseling staff will make available to any BSU department mailing labels or computer lists of those students who have requested information about the department.
- C. Records will be maintained in the database until the semester of intended enrollment at BSU.

III. General Information Requests

Students requesting general information will receive a viewbook, accompanied by a cover letter from an Admissions Counseling staff member. Students requesting other information (housing, financial aid, applications, etc.) will receive those materials as well.

IV. Specific Information Requests

- A. Prospective students requesting information about a specific field of study at BSU will be sent the brochure most closely related to that discipline. Students who request other specific information (residency requirements, housing, financial aid, etc.) will receive the appropriate BSU publication or application. Inquiries requiring a more specific response will be forwarded to the appropriate department.
- B. Requests received by other departments on campus will be forwarded to the New Student Information Center. To avoid duplication, any information sent directly by the department should be noted.
- C. Inquiries not addressed appropriately with existing publications will receive a personal reply by telephone or in writing from an Admissions Counselor.

V. Catalogs and Class Schedules

Requests for BSU catalogs and class schedules will be directed to the New Student Information Center. Inquiries are recorded in the prospective student system and the catalogs and/or class schedules are mailed. Because of the high cost of first-class postage, catalog requests are accumulated for a weekly mailing at the third-class rate.

VI. Specialized Group Correspondence

Letters are routinely created for special recruitment efforts, and copies of each letter are kept on file at the New Student Information Center. Most letters are sent in response to a direct inquiry from a student, but in certain cases letters are sent to students identified indirectly.

- A. ACT and SAT Inquiries. The Dean of Admissions will send a letter acknowledging students who have sent their ACT or SAT results to BSU. The letter will include a return card for use by the student in requesting additional information.
- B. Scholars. The Dean of Admissions will send a letter commending students identified as scholars by various entities, such as the National Merit Scholarship Corporation, the National Council of Teachers of English and others.
- C. Referrals. Occasionally the New Student Information Center receives referrals from corporations or agencies that identify prospective students. On those occasions, a special letter will be sent to these students with a card for use in requesting additional information.
- D. BSU Programs. When departments host groups of prospective students on campus for special events (music clinics, science competition, etc.), they are encouraged to provide the New Student Information Center with names and addresses of their guests. In this case, a special letter will be created and sent to these students with a card for use in requesting additional information.