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ALLISON G. JONES
Assistant Vice Chancellor
Academic Affairs, Student Academic Support

Code: AA-2002-17
March 20, 2002

To: CSU Provosts/Vice Presidents for Academic Affairs
CSU Vice Presidents for Student Affairs

From: Allison G. Jones 

Subject: Redirection of Unaccommodated Applications

While historically the CSU has been able to accommodate students at their first-choice CSU campus, several CSU campuses are approaching the point at which their current physical and operational capacity will not permit all applicants to be admitted. As a result of this increasing enrollment demand, it is important for campuses to make every effort to redirect to another CSU campus any CSU-eligible undergraduate applicant who cannot be accommodated within the campus' enrollment capacity. As part of the California State University's Partnership Agreement with the Governor, CSU agreed to report progress toward the goals of ensuring access under the Master Plan for all Californians. "Indicator 1: Improving Access to the CSU" calls for CSU to report on the extent to which eligible high school and upper-division California community college transfer applicants are admitted or denied admission to the CSU campus.

Executive Order No. 673, dated October 24, 1997, established a systemwide definition of redirection and specified minimum common elements of campus redirection procedures. A copy of Executive Order No. 673 is attached for your reference. The executive order specifies redirection procedures for both paper and electronic admission applications. Changes in the Enrollment Reporting System (ERS) became effective summer 2000 allowing CSU to collect and report the information required to respond to Indicator 1. The purpose of this memorandum is to offer further guidance to campuses preparing to redirect and to receive fall 2002 applications in the weeks and months ahead and to respond to several questions that were raised at the Enrollment Management Workshop held on January 22, 2002.

Can the campus redirect the application to another CSU if the applicant has not listed that campus as a second choice without violating any FERPA restrictions against release of personal information?

Yes. The Federal Educational Rights and Privacy Act (FERPA) does not require that protections against release of personally identifiable information be extended to applicants. Therefore, a campus may release the application to another campus if the applicant has provided a second choice campus that has already closed or if the applicant has not provided an alternate campus. The campus may wish to communicate with applicants prior to an automatic redirection to allow the applicant some choices. However, it is possible also for a campus to

make arrangements with one or more CSU campuses to redirect applications for applicants who reside in the area of the second campus or campuses.

If an applicant applied during the initial filing period and cannot be accommodated, must the second choice campus accept a redirected application if the second campus has already closed the application filing period?

No. The application booklet advises applicants that it may be possible to redirect the application providing it is within the application deadline of the receiving campus. A receiving campus may choose to accommodate redirected applicants after the application deadline on a case-by-case basis. However, the initial campus cannot automatically redirect a CSU-eligible applicant to a campus or a major that has already closed without agreement from the receiving campus.

Can the campus return an application to the applicant, without attempting to redirect it, if the applicant has applied after the published filing deadline of the first campus?

No. Executive Order No. 673 provides that after the closing of an enrollment category at the first choice campus, applications and fees are forwarded to the alternate campus. If no alternate campus is indicated, the campus may seek a second choice campus from the applicant or return the application and fee to the applicant with sufficient information concerning available enrollment opportunities within the CSU to accommodate them.

Is a campus required to redirect applicants who are not CSU-eligible?

No. Redirection policies and procedures prescribed in Executive Order No. 673 are intended to serve qualified applicants. A campus is obligated to provide redirection for CSU-eligible applicants. A campus should not redirect ineligible applicants except through the process available to consider individual requests and where the receiving campus has agreed to accommodate the application. A campus that receives an application after the application deadline may redirect the application without processing the application to determine eligibility.

We hope this information will be useful as you plan your enrollment management activities. Please feel free to contact Dr. Nancy Sprotte, Associate Director, Enrollment Management Services, or me if you have additional questions about redirection. Dr. Sprotte may be reached at (562) 951-4726, or by e-mail at nsprotte@calstate.edu.

AGJ/ncs

Attachment

cc: CSU Presidents
Enrollment Managers/Admission Officers

THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
400 Golden Shore
Long Beach, California 90802-4275

(562) 985-2800

Date: October 24, 1997

To: Presidents

From: Barry Munitz
Chancellor



Subject: Redirection—Executive Order No. 673

I am transmitting to you five copies of Executive Order 673, Redirection. The Executive Order is issued pursuant to Sections 1 and 2 of Chapter III of the Standing Orders of the Board of Trustees of The California State University.

In accordance with the policy of The California State University, the campus President has the responsibility for implementing Executive Orders where applicable and for maintaining the campus repository and index for all Executive Orders.

BM:cc

Attachment

Distribution: Chancellor's Office staff

THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
400 Golden Shore
Long Beach, California 90802-4275
(562) 985-2800

Executive Order No: 673

Title: Redirection

Effective Date: November 1, 1997

Supersedes: No prior executive order

This Executive Order is issued pursuant to Sections 1 and 2 of Chapter III of the Standing Orders of the Board of Trustees of The California State University. This Executive Order applies to all students who enter the California State University on or after the fall term 1998.

The California State University is committed to ensuring that all qualified applicants seeking access to the CSU are offered accommodation within the system. Since the inception of CSU's redirection policy in 1970, campuses have voluntarily established procedures to redirect applicants to another CSU campus when applicants cannot be accommodated at the first-choice campus or in the alternate major(s). This policy establishes a systemwide definition of redirection and specifies minimum common elements of campus redirection procedures.

Definition of Redirection

CSU defines redirection as follows:

Redirection is a process that ensures that applicants for admission who cannot be accommodated at their first-choice campus in their designated major(s) are redirected promptly to other CSU campuses without asking the redirected applicant (1) to complete another admission application, (2) to supply another complement of transcripts and test scores, or (3) to pay an additional admission application fee. Redirection must occur early enough to provide applicants with viable CSU enrollment options.

The CSU application for admission establishes a basis for redirection by giving applicants the opportunity to designate both an alternate major and an alternate campus. Redirection includes not only the act of forwarding an application to an alternate campus but also encompasses the entire process of advising and counseling applicants who cannot be accommodated at a campus about other enrollment options open to them in the CSU and other postsecondary institutions.

Redirection options may be limited by the amount of time remaining prior to the start of a term and by the applicant's interest in enrolling in another CSU campus or other postsecondary institution.

Student Notification of Redirection Opportunities

Applicants are to be contacted as soon as it is determined that accommodation at the first-choice campus or in the alternate major(s) is not possible. Campuses should inform unaccommodated students as early as

possible and make every effort to notify them about opportunities for redirection to a second choice CSU campus or major by March 1 for fall terms. Sufficient information concerning available enrollment options within the CSU is to be provided to applicants in order to try to accommodate them within the CSU. If accommodation within the CSU is not possible, applicants should be counseled about other educational institutions with suitable educational programs.

Processing the Application for Admission Fee

1. For applications received during the initial filing period and for as long as enrollment categories remain open, the application for admission fee is retained by the first-choice campus.
2. For applicants who voluntarily request applications forwarded to other campuses, the application fee is retained by the first-choice campus.
3. After the closing of an enrollment category at the first choice campus, applications and fees are forwarded to the alternate campus.
4. If the first-choice campus is no longer accepting applications for admission and no other major or CSU campus has been identified and efforts have been made to contact the applicant to determine if the applicant wishes to redirect the application to another CSU campus, the application and fee are returned to an applicant who filed the admission application after the initial filing period or close of the enrollment category.

The attachment describes the redirection procedures for students who file a paper admission application and a CSUMentor™ electronic admission application.


Barry Munitz, Chancellor

Date: October 24, 1997

REDIRECTION

Redirection Procedure (paper and electronic admission applications)

The application fee gives an applicant access to the entire CSU system, not only to the campus or major of first choice. Therefore, any eligible applicants who cannot be accommodated by the first-choice campus or in the designated major(s) are to be redirected as follows:

1. Campuses should inform unaccommodated students as early as possible and make every effort to notify them about opportunities for redirection to a second choice CSU campus or major by March 1 for the fall terms. If accommodation within the CSU is not possible, applicants should be counseled about other educational institutions with suitable educational programs.
2. Prospective applicants inquiring in person, by telephone, electronic mail, or by other non-application methods, shall be advised of other enrollment options at the campus, at other CSU campuses and/or at other educational institutions that can meet the applicant's educational objectives.
3. Applications received after the first-choice campus or major have closed are to be considered in the following order:
 - a. Students who cannot be accommodated in their first-choice major at their first-choice campus should be considered for accommodation in the designated alternate major at the first-choice campus.
 - b. If the alternate major request cannot be met at the first-choice campus, the application is to be redirected to the alternate campus identified in the application for admission.

If necessary, additional information is to be solicited from the applicant about interest in other majors at the first-choice campus or interest in other CSU campuses.

4. For applications redirected to another CSU campus, the first-choice CSU campus must forward promptly the admission application (paper, disk, electronic applications via CSUMentor™), official transcripts, and test scores directly to the second-choice CSU campus.
5. Admission applications shall not be redirected to campuses that are no longer accepting admission applications.
6. For students who filed their admission application electronically via CSUMentor™, the following process is to be followed:

CSUMentor™ provides an opportunity to campuses to redirect a student's CSUMentor™ admission application electronically to the student's alternate campus or to a "prospect file" maintained on the CSUMentor™ server for students who cannot be accommodated or who do not indicate an alternate campus on the initial admission application. The process for electronic redirection of a student's CSUMentor™ admission application is outlined below.

a. **For Students who indicate an alternate campus on the admission application**

- (1) The first-choice campus that cannot accommodate the student will review the CSUMentor™ application status report that campuses update no less frequently than weekly to determine if the alternate campus is still accepting applications. If the alternate campus is accepting

applications, the first-choice campus should follow steps 2 through 5 below. If the alternate campus is no longer accepting applications, the first-choice campus should follow the steps outlined below in section b. "For Students who do not indicate an alternate campus on the admission application."

- (2) The first-choice campus will provide to CSUMentor™ the student's confirmation number provided by CSUMentor™ at the time of the student's initial admission application filing.
 - (3) CSUMentor™ will use the student's confirmation number and initial admission application filing date to retrieve the student's initial CSUMentor™ admission application to redirect to the student's alternate campus.
 - (4) The student's first-choice campus will forward via surface mail the student's academic transcript(s) and test scores to the alternate campus until the time academic transcripts and test scores can be transmitted electronically.
 - (5) The alternate campus will download the student's CSUMentor™ admission application.
- b. **For Students who do not indicate an alternate campus on the admission application**
- (1) The first-choice campus should contact the student to determine if the student is interested in attending another CSU campus.
 - (2) The first-choice campus will provide to CSUMentor™ the student's confirmation number provided by CSUMentor™ at the time of the student's initial admission application filing and the initial admission application filing date.
 - (3) CSUMentor™ will use the student's confirmation number and initial admission application filing date to retrieve the student's initial CSUMentor™ admission application and will place the student's CSUMentor™ admission application in a "prospect file" that is available to all CSU campuses.
 - (4) Campuses that are continuing to accommodate students will review no less frequently than weekly the CSUMentor™ Prospect File. Campus(es) will contact the student to determine the student's interest in being evaluated for admission to the campus(es).
 - (5) If the student indicates an interest in an alternate campus, the campus will download a student's CSUMentor™ admission application.
 - (6) If the student elects to have the campus evaluate his/her application, the campus will contact the student's first-choice campus to request the student's academic transcript(s) and test scores.