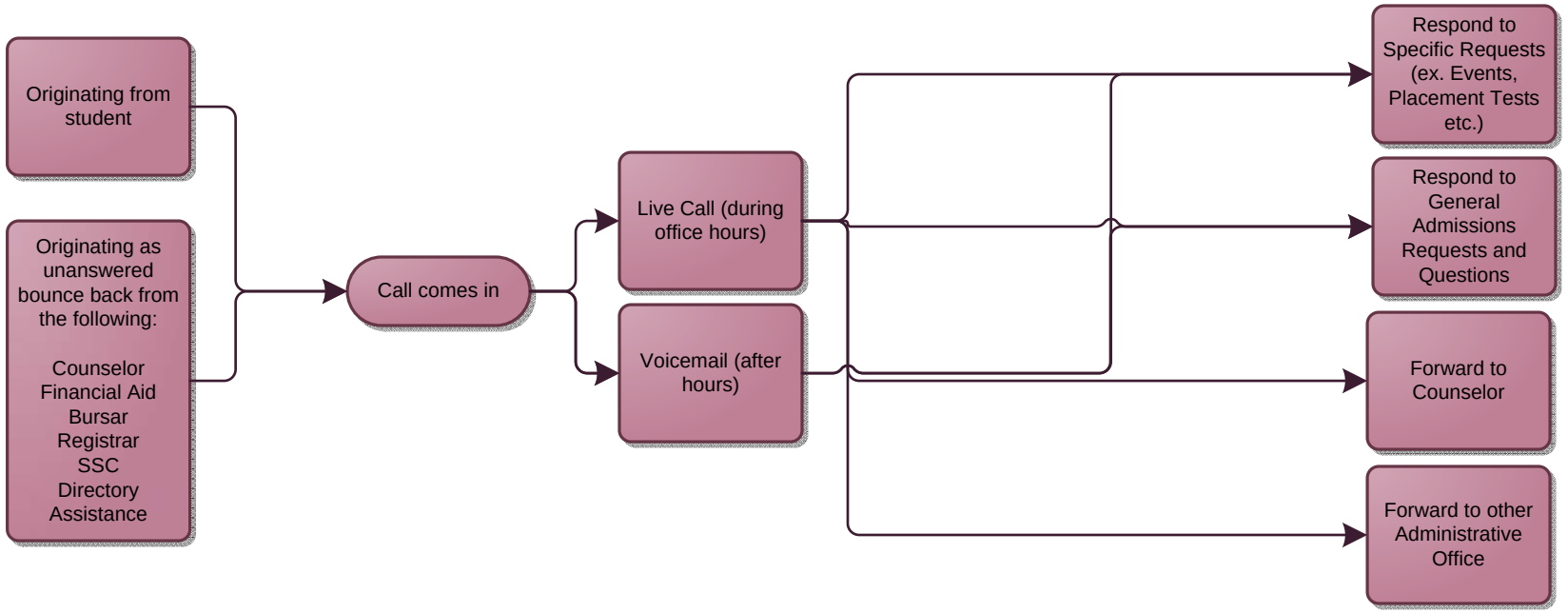
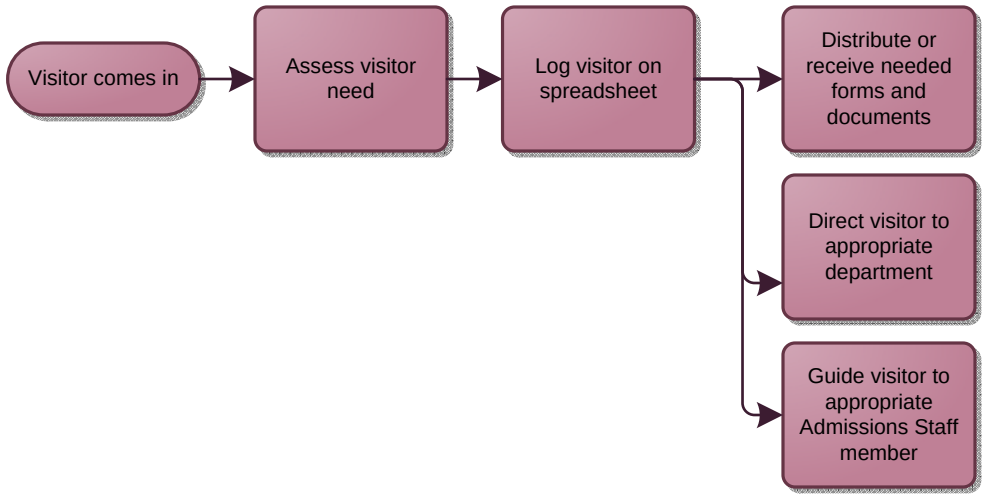
COMMUNICATIONS AND CUSTOMER SERVICE PROTOCOL

Phone

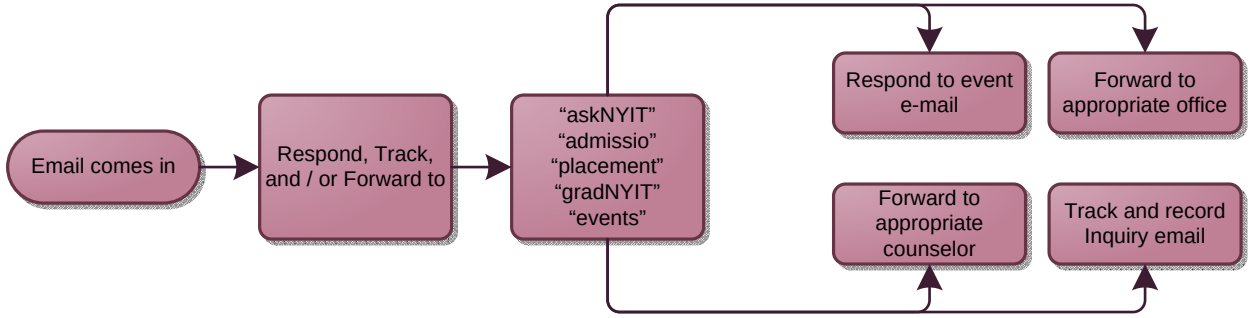


Front Desk

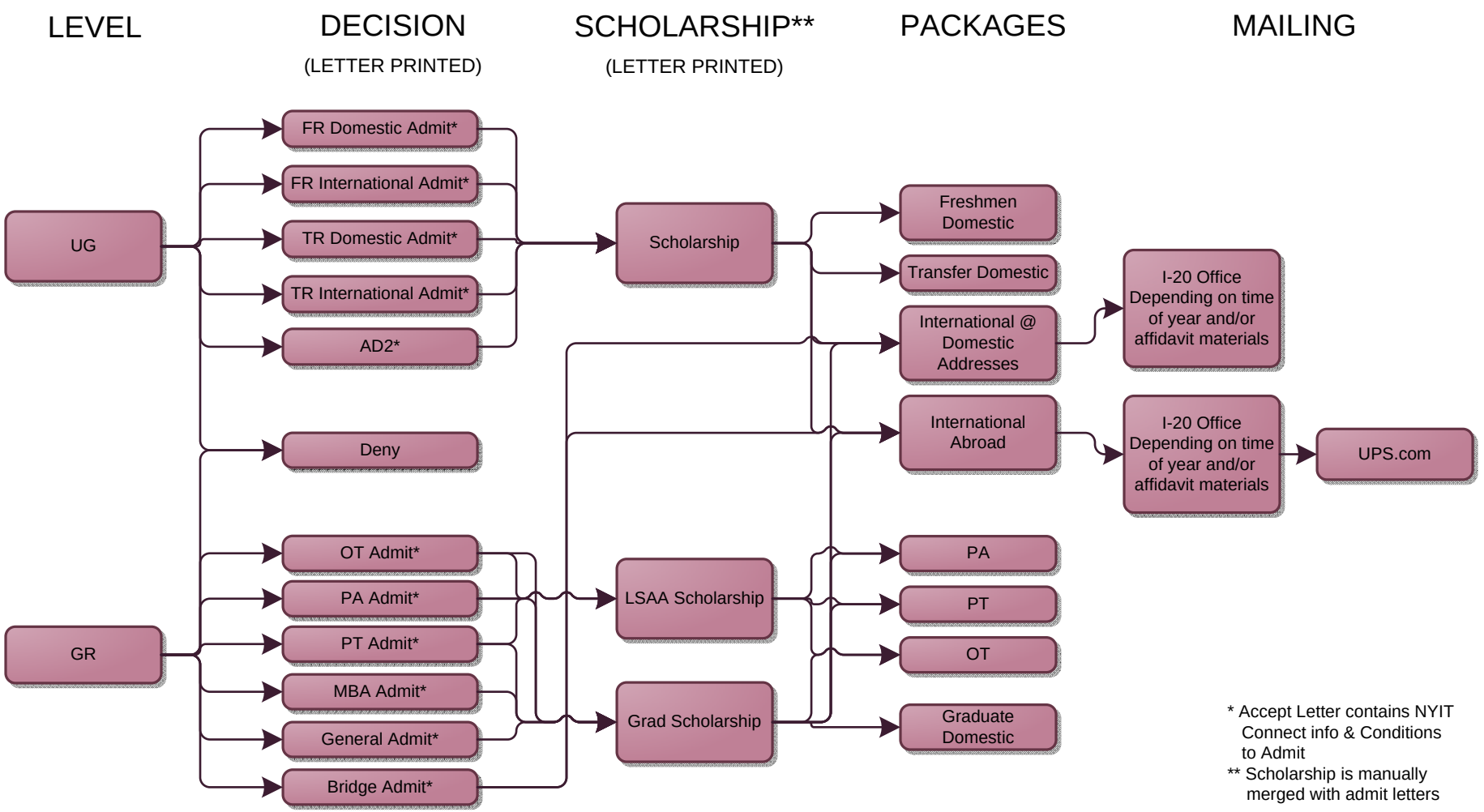


COMMUNICATIONS AND CUSTOMER SERVICE PROTOCOL

Email

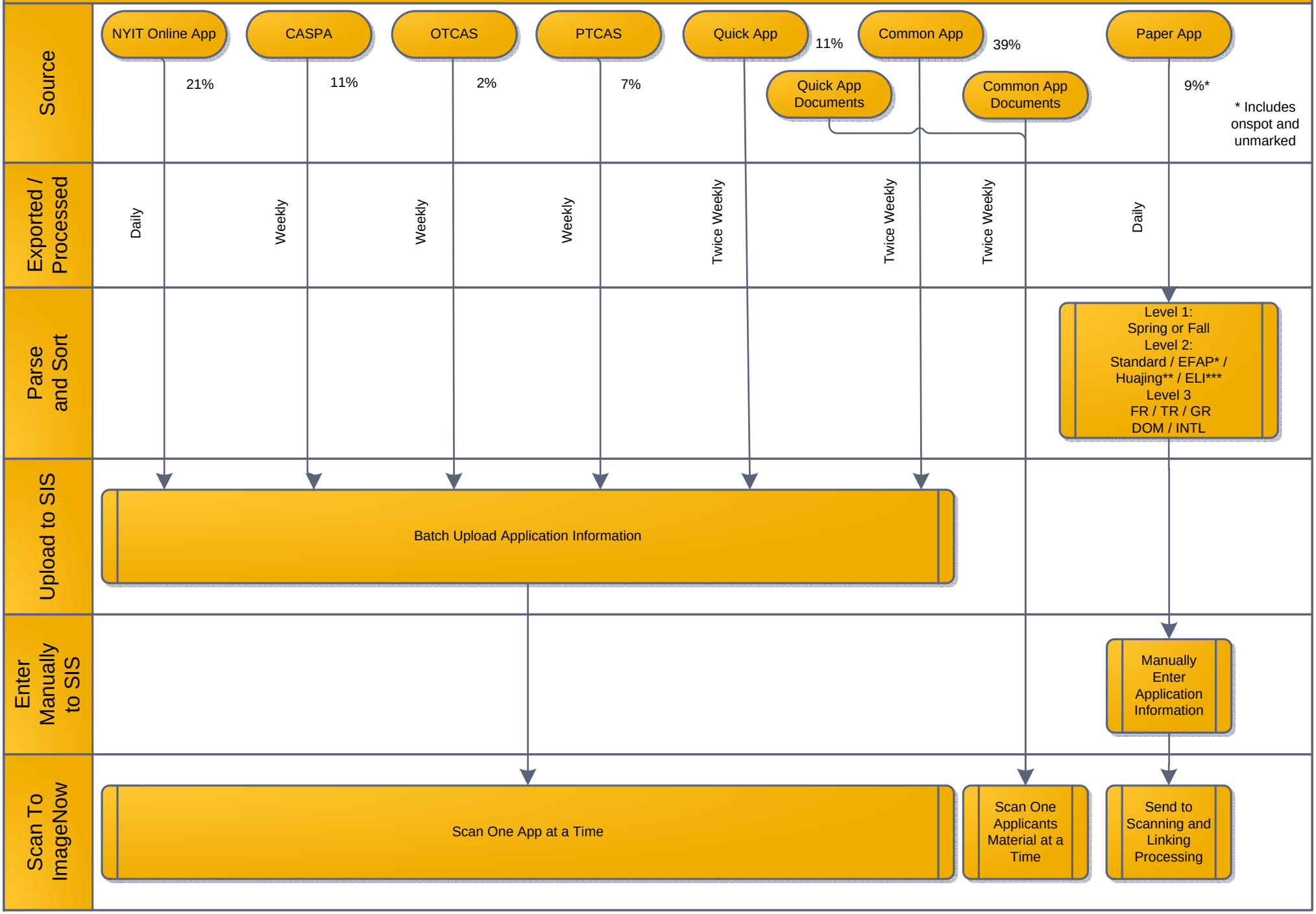


Letters

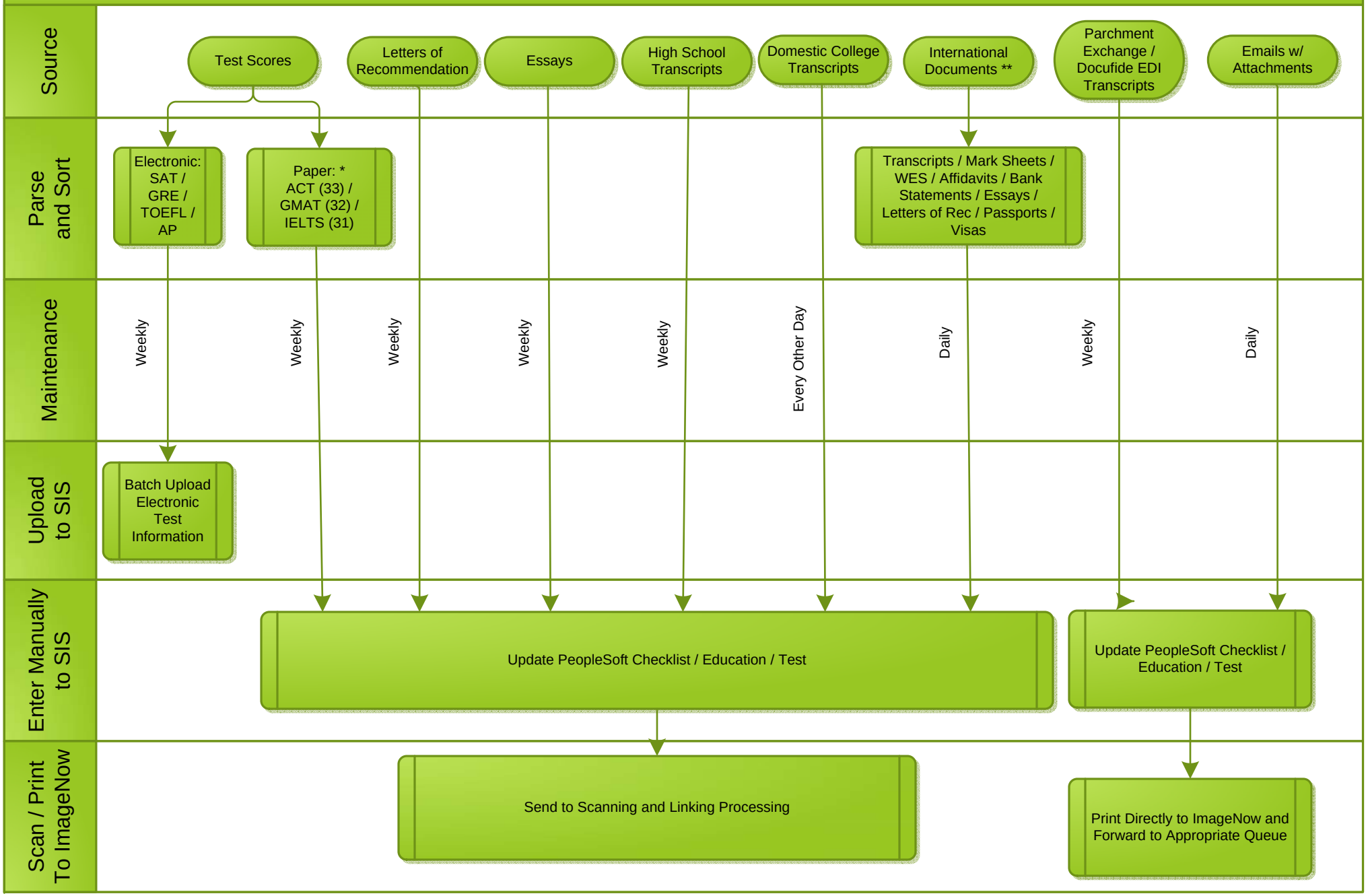


APPLICATION PROCESSING

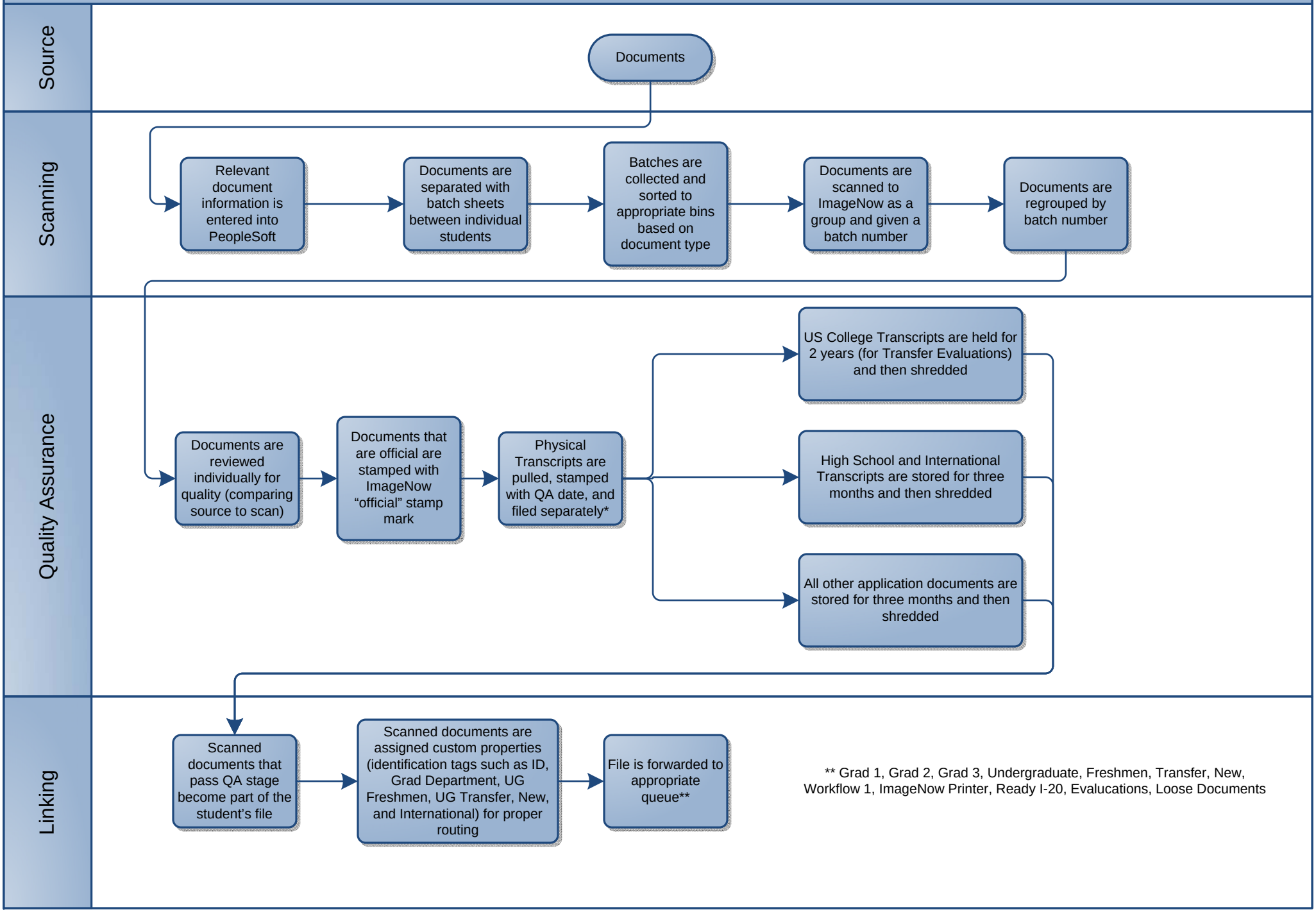
* EFAP - Follows paper procedure
** Huajing – Follows paper procedure as. Source is International Office.
ELI – Follows paper procedure. Source is email to NYITAdmisso. Image Key is in email



ADDENDUM MATERIALS PROCESSING (VOLUME DEPENDENT)



* Plan to move to electronic as PeopleSoft bundles allow

** Internationals account for 25% of all applications (3046 / 12360 as 3-10-14).
Current 2014 volume already surpasses final 2013 numbers by 10% (3046 vs 2767)

SCANNING AND LINKING PROCEDURE (5 – 7 DAYS)