

# CAS Updates and Policy Review

*Presented by AACCP and Liaison Staff  
July 7, 2020*

# Panel

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American Association of Colleges of Pharmacy

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Director of Application Services and Student Programs

American Association of Colleges of Pharmacy

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Vice President, CAS Operations

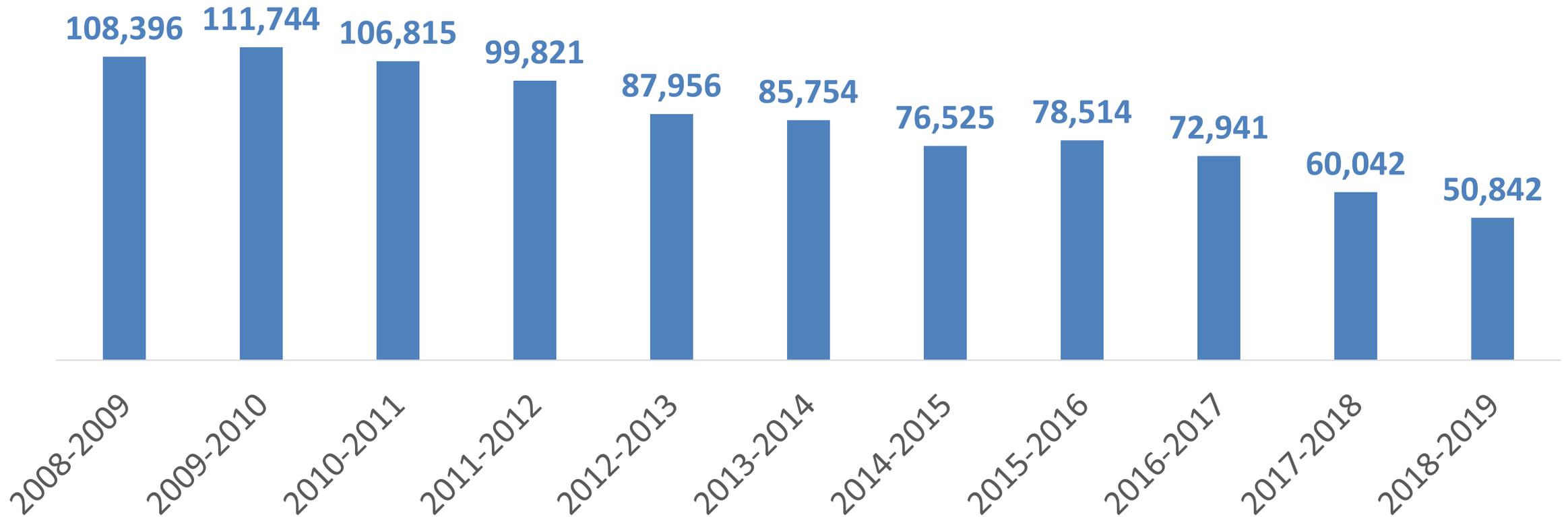
Liaison International, Inc.

# Topics

- Application and Seat Data
- CAS Policies and Enhancements
- CAS Operations Overview

# Total # of Pharm.D. Applications

## PharmCAS and Non-PharmCAS Institutions

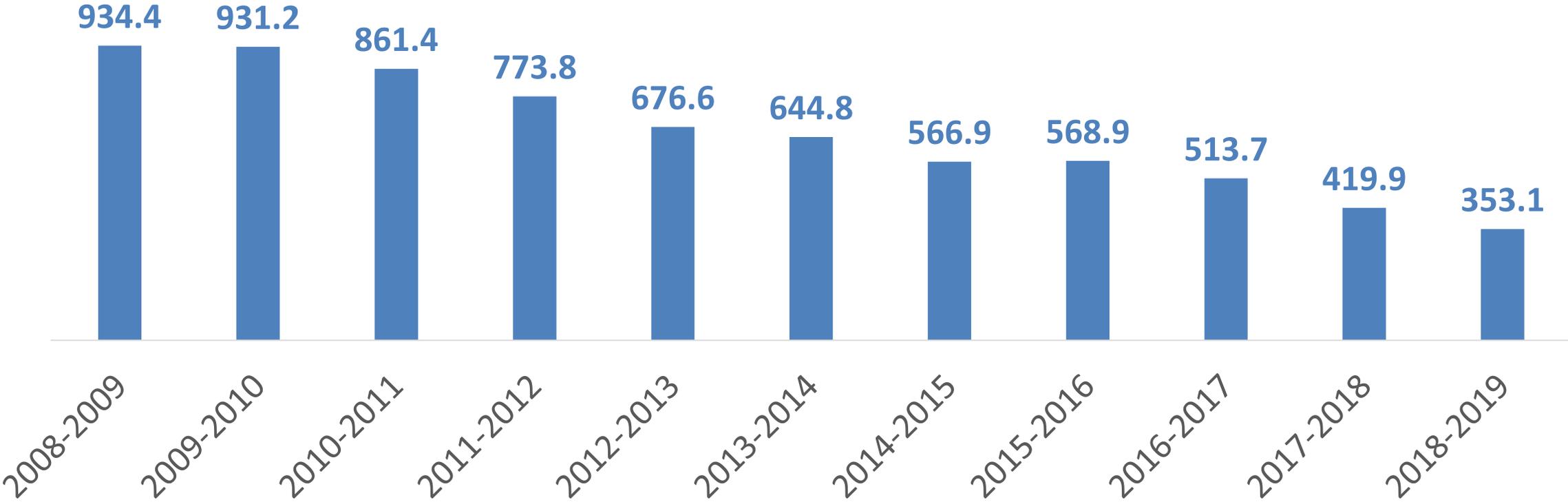


Source: AACP Fall 2019 [Profile of Pharmacy Students](#)

The 2019-2020 application data for all U.S. colleges and schools of pharmacy will be available from AACP's office of institutional research and effectiveness (OIRIE) in spring 2021.

# Mean # of Pharm.D. Applications Per School

## PharmCAS and Non-PharmCAS Institutions

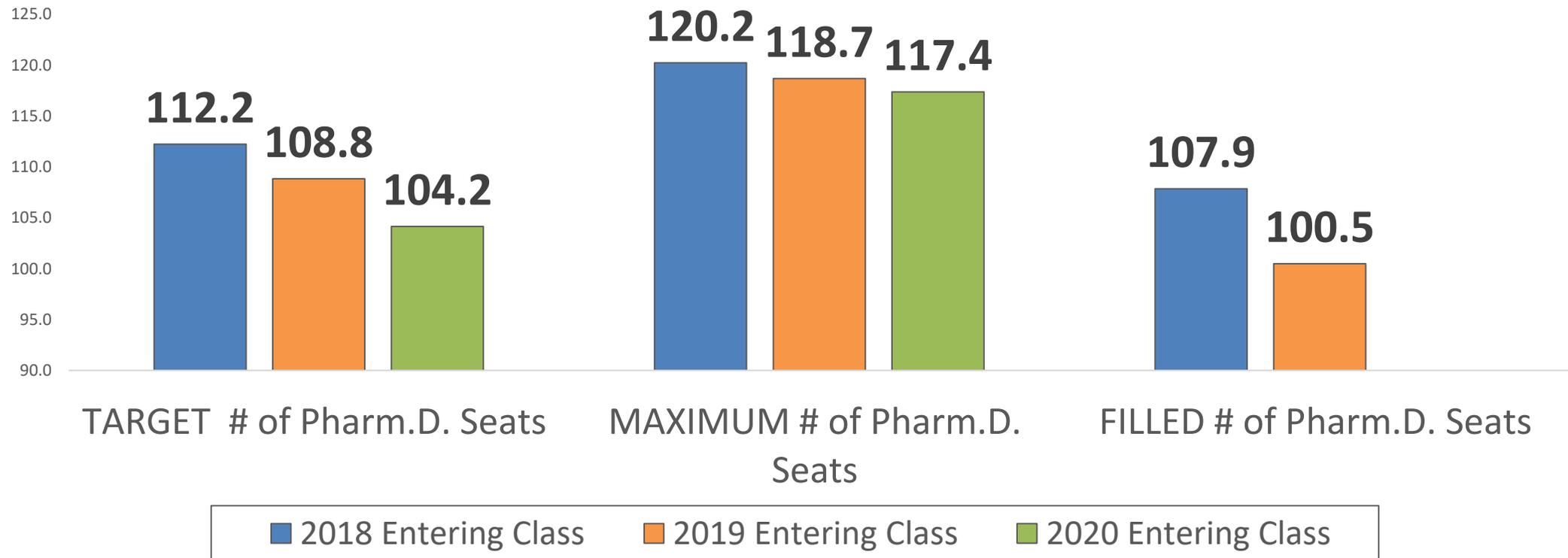


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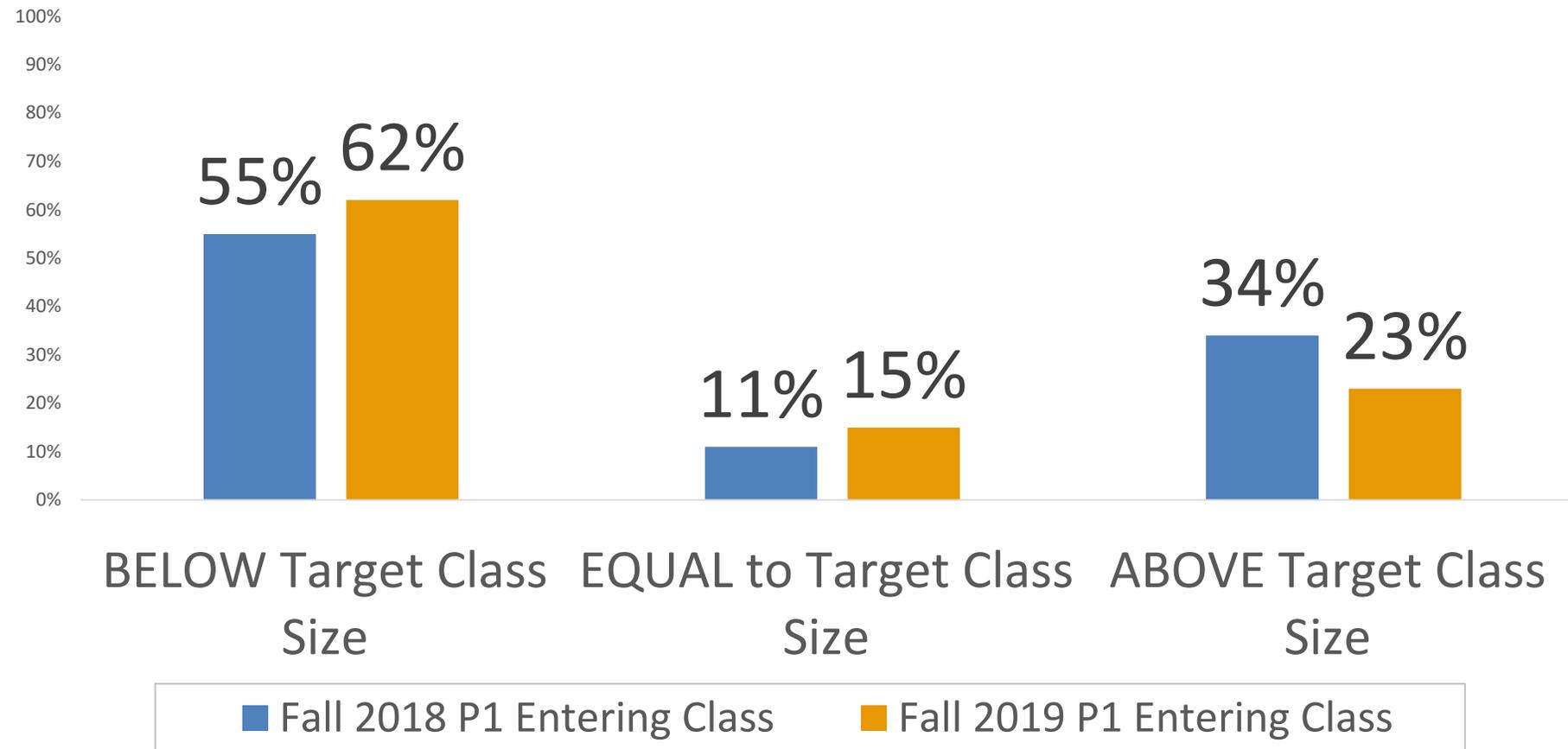
# Mean # of P1 Pharm.D. Seats Available and Filled per Entering Class



Based on the 2020 AACCP Seat Survey results, colleges and schools of pharmacy reduced the overall maximum and target number of seats available for the 2018, 2019, and (upcoming) 2020 P1 entering classes. Additionally, the mean number of seats reported in the survey as filled per school also declined on average from 107.9 for the 2018 entering class to 100.5 for the 2019 entering class. Seats filled for the 2020 entering class is not yet available.

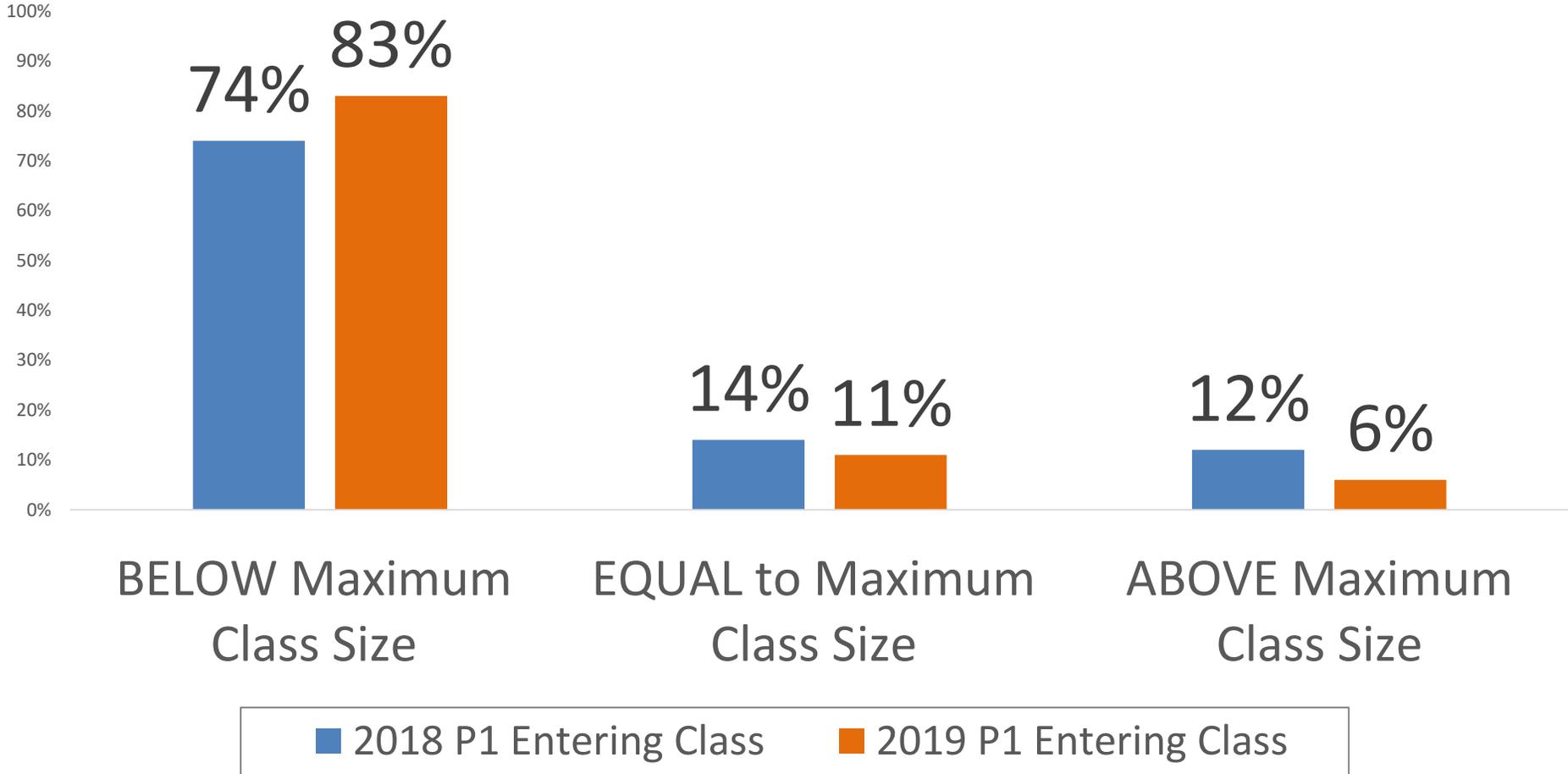
Source: 2020 AACCP Pharm.D. Seats Survey Report (N=134)

# Target # of P1 Seats Available vs. Filled



Source: 2020 AACCP Pharm.D. Seats Survey Report (N=134)

# Maximum # of P1 Seats Available vs. Filled



Source: 2020 AACCP Pharm.D. Seats Survey Report (N=134)

# P1 Pharm.D. Seats Available vs. Filled

## All Institutions

	For All Institutions		
	Target # of Seats Available	Maximum # of Seats Available	# of Seats Filled
2017-2018 Cycle for 2018 Entering Class	15,934	17,050	15,192
2018-2019 Cycle for 2019 Entering Class	15,512	16,893	14,466
2019-2020 Cycle for 2020 Entering Class	14,970	16,756	N/A

- Target, maximum, and filled seat data is estimated and primarily based on data in the 2020 AACCP Seat Survey results.
- Additional data sources for estimates include the 2019 AACCP Seat Survey results, PharmCAS School Directory, WebAdMIT matriculated decision codes, and Table 42 of the AACCP *Profile of Pharmacy Students*.
- Previous seat estimates for the 2019 entering class differ due to updated data.
- AACCP cannot determine the number of individual applicants who applied to non-PharmCAS schools.
- N/A: Not yet available

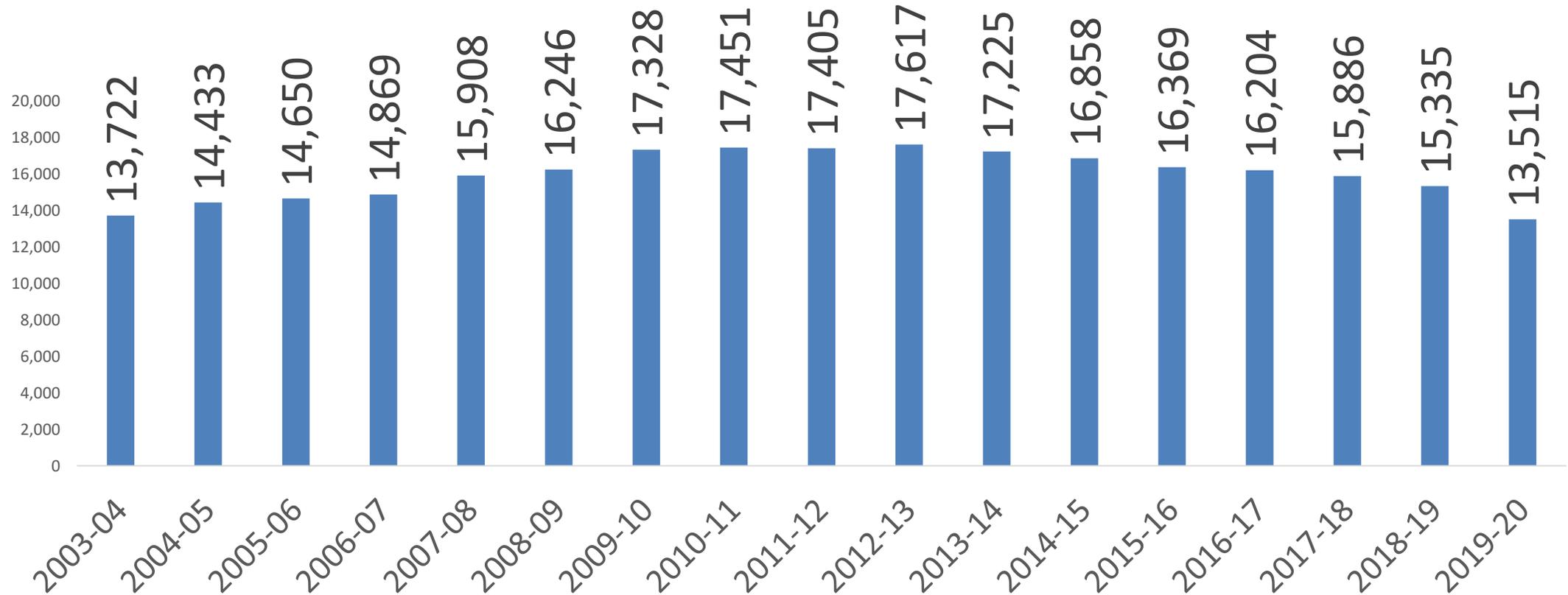
# P1 Pharm.D. Seats Available vs. Filled

## PharmCAS Institutions

	For PharmCAS Institutions					
	Target # of Seats Available	Maximum # of Seats Available	# of Seats Filled	# of PharmCAS Applicants	Ratio of Applicants to Target # of Seats	Ratio of Applicants to Max # of Seats
2017-2018 Cycle for 2018 Entering Class	14,542	15,149	13,501	15,866	1.09	1.05
2018-2019 Cycle for 2019 Entering Class	14,150	15,421	13,230	15,335	1.08	0.99
2019-2020 Cycle for 2020 Entering Class	13,878	15,609	N/A	13,515*	0.97	0.87

- Target, maximum, and filled seat data is estimated and primarily based on data in the 2020 AACP Seat Survey results.
- Additional data sources for estimates include the 2019 AACP Seat Survey results, PharmCAS School Directory, WebAdMIT matriculated decision codes, and Table 42 of the AACP *Profile of Pharmacy Students*.
- Table reflects preliminary PharmCAS data as of \*7/2/2020. The 2019-2020 PharmCAS cycle for the 2020 entering class will close on 7/10/2020. Final PharmCAS data for 2019-2020 will differ from the table and be available in fall 2020.
- Previous seat estimates for the 2019 entering class differ due to updated data.
- AACP cannot determine the number of individual applicants who applied to Non-PharmCAS schools.
- N/A: Not yet available

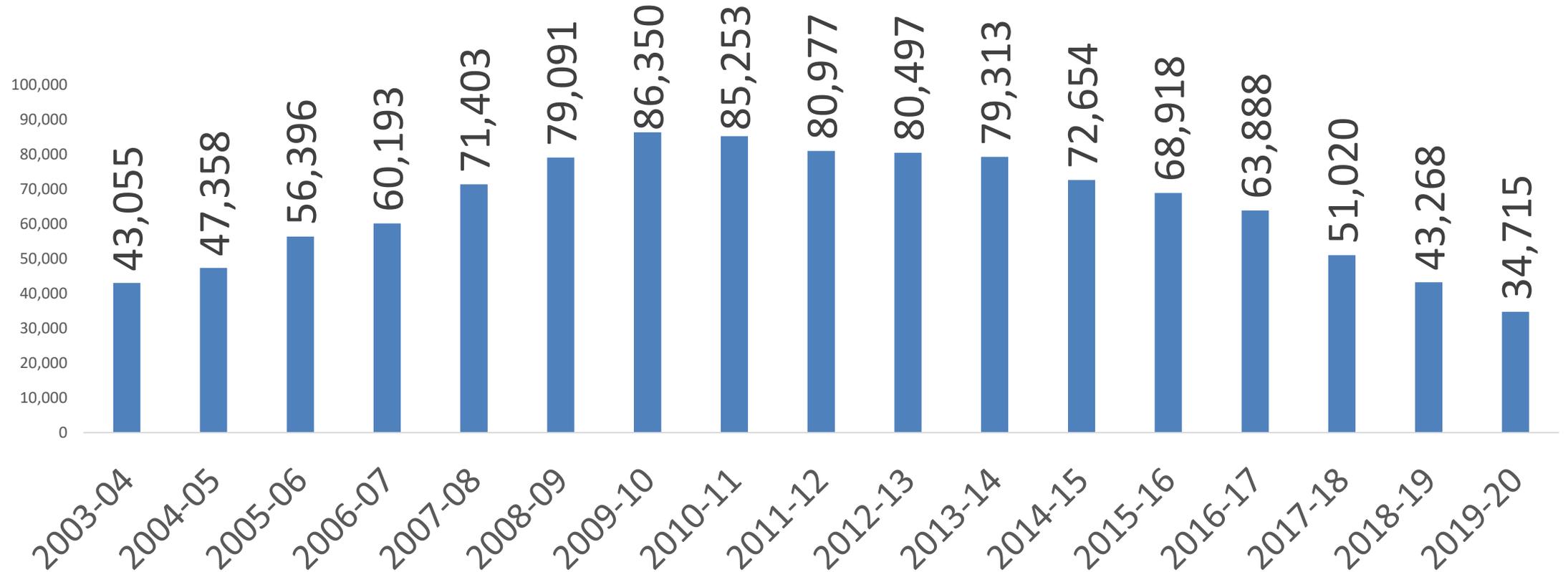
# PharmCAS Applicant Trends



Preliminary PharmCAS data as of 7/2/2020. Final PharmCAS data for 2019-2020 will differ from these slides and be available in fall 2020



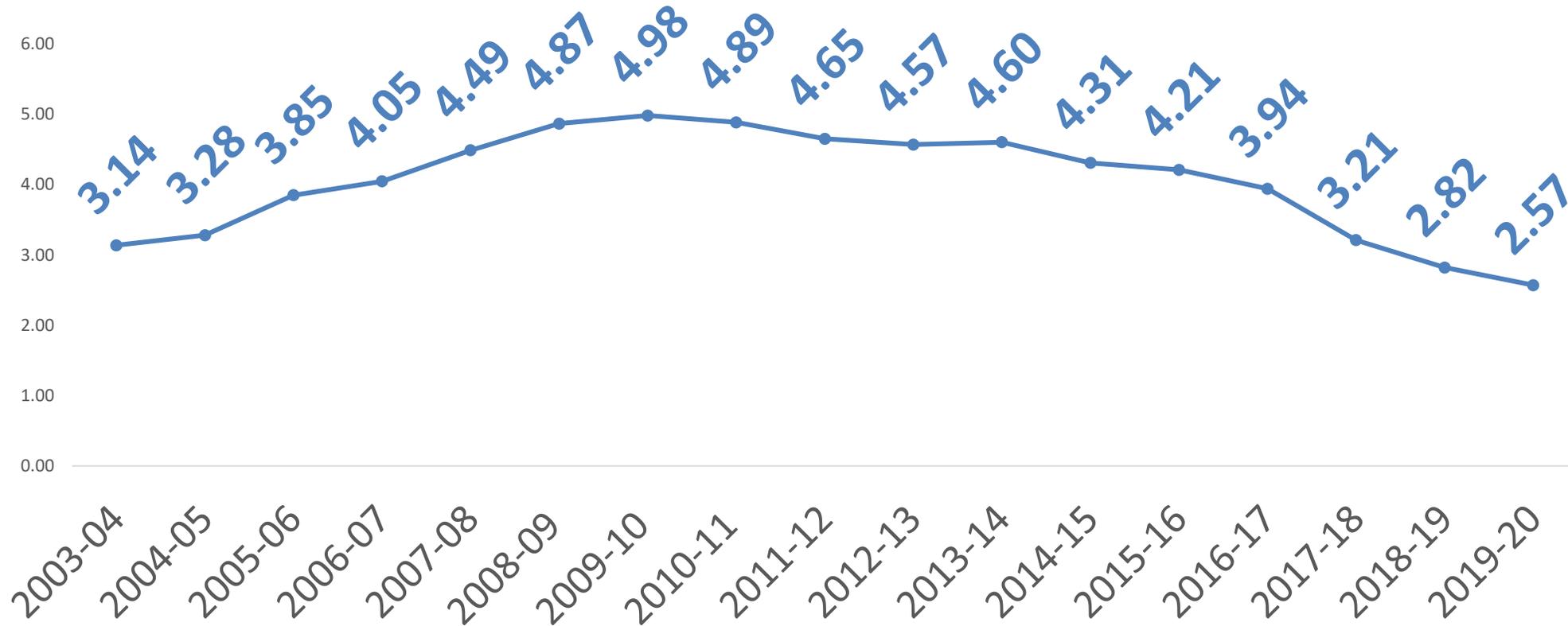
# PharmCAS Application Trends



Preliminary PharmCAS data as of 7/2/2020. Final PharmCAS data for 2019-2020 will differ and be available in fall 2020



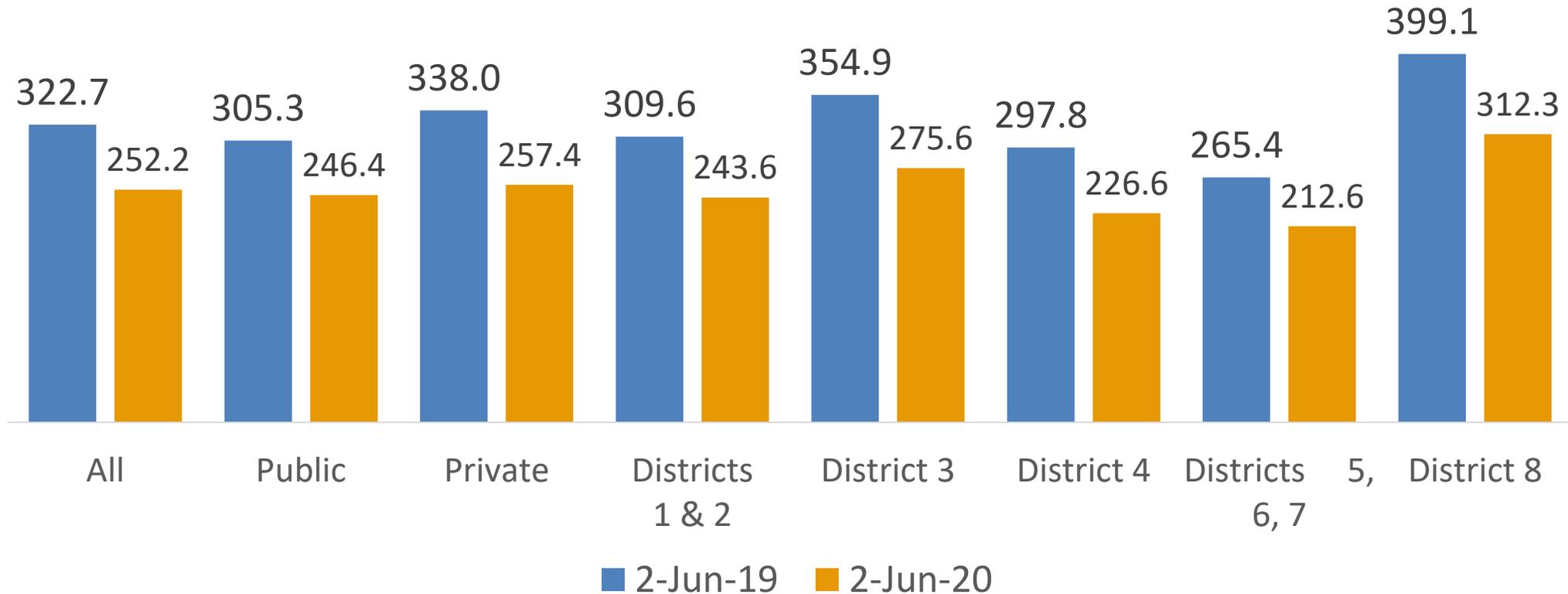
# Mean # of PharmCAS Applications Per Applicant



Preliminary PharmCAS data as of 6/12/2020. Final PharmCAS data for 2019-2020 will differ and be available in fall 2020

# Mean # of PharmCAS Applicants per Program

## As of June 2



Source: PharmCAS Monthly Volume Update as of [June 2, 2020](#). Final PharmCAS data for 2019-2020 will differ and be available in fall 2020



# PharmCAS Applicant Trends by Month

Date	2016-2017	2017-2018	2018-2019	2019-2020	Point in Time % Change: Current Cycle vs 2018-2019	Point in Time % Change: Current Cycle vs 2016-2017
Dec	9,199	8,253	8,065	6,835	-15.3%	-25.7%
Jan	10,793	9,799	9,577	7,798	-18.6%	-27.7%
Feb	12,491	11,450	11,383	9,154	-19.6%	-26.7%
Mar	14,606	13,536	13,053	10,474	-19.8%	-28.3%
Apr	15,775	14,730	13,988	11,531	-17.6%	-26.9%
May	15,990	15,255	14,169	12,071	-14.8%	-24.5%
Jun	<b>16,129</b>	<b>15,652</b>	<b>14,971</b>	<b>12,898</b>	<b>-13.8%</b>	<b>-20.0%</b>

Table reflects applicant volume at the beginning of each month. Final applicant data for previous cycles differ from the June data in this table because additional files become complete and verified between June 1 and the cycle close date every year. Verified applicant counts in previous mid-cycle reports may also differ slightly from this table. The 2019-2020 cycle will close on July 10, 2020. Final applicant data for 2019-2020 will be available in fall 2020.

# PharmCAS Application Trends by Month

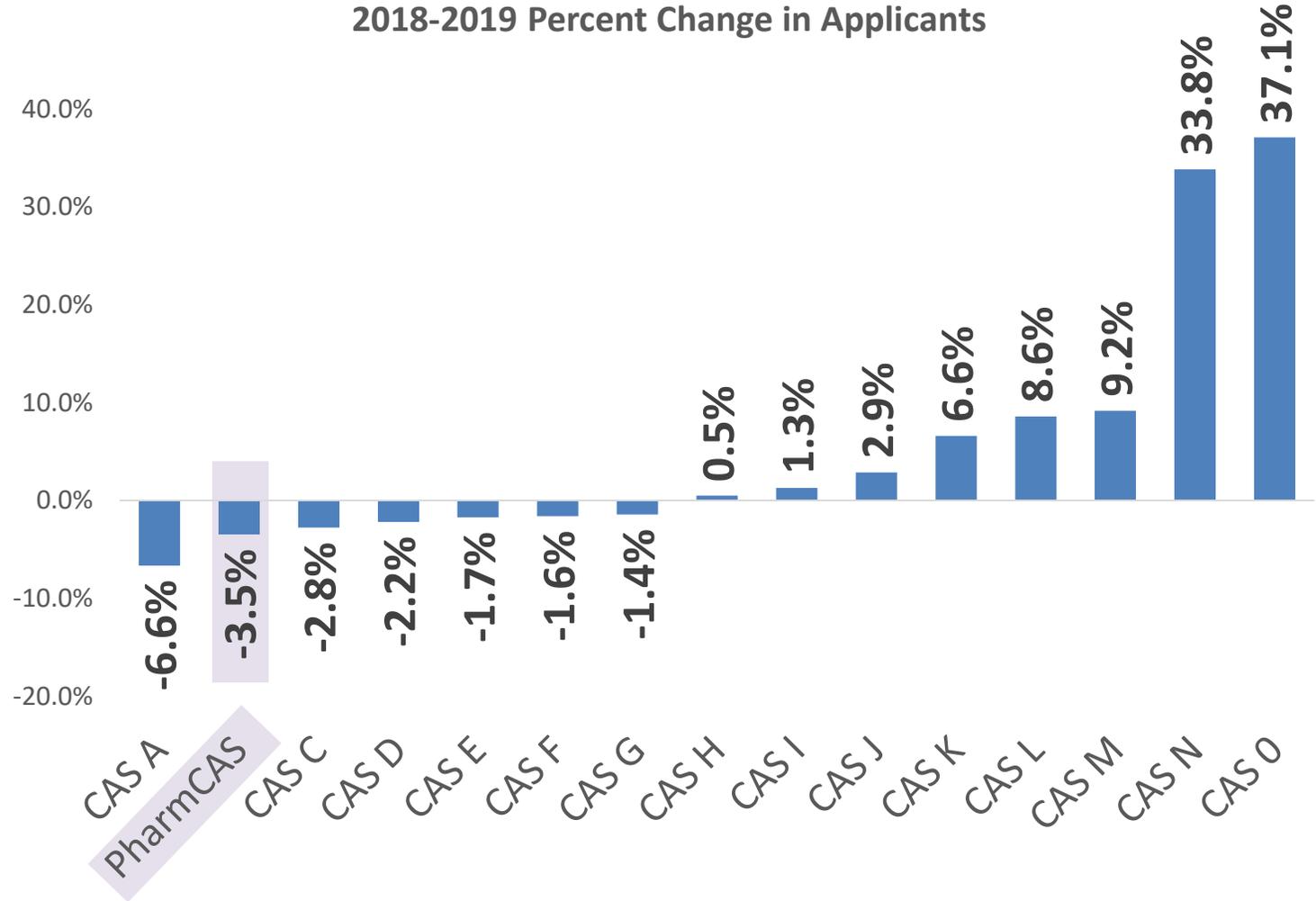
Date	2016-2017	2017-2018	2018-2019	2019-2020	Point in Time % Change: Current Cycle vs 2018-2019	Point in Time % Change: Current Cycle vs 2016-2017
Dec	36,986	26,906	21,052	16,121	-23.4%	-56.4%
Jan	43,801	31,106	25,336	19,787	-21.9%	-54.8%
Feb	53,886	40,010	32,643	23,234	-28.8%	-56.9%
Mar	61,786	46,207	37,883	26,968	-28.8%	-56.4%
Apr	64,679	49,359	39,734	29,571	-25.6%	-54.3%
May	65,025	51,077	41,420	31,301	-24.4%	-51.9%
Jun	65,285	52,986	43,086	34,345	-20.3%	-47.4%

Table reflects Submitted application volume at the beginning of each month. Final application data for previous cycles differ from the June data in this table because additional files become complete and verified between June 1 and the cycle close date each year. Submitted application counts in previous mid-cycle reports may also differ slightly from this table. The 2019-2020 cycle will close on July 10, 2020. Final application data for 2019-2020 will be available in fall 2020.

# Percent Change in CAS Applicant Volume

- Allopathic Medicine
- Communication Sciences
- Dentistry
- Nursing
- Occupational Therapy
- Optometry
- Orthotic & Prosthetic
- Osteopathic Medicine
- Pharmacy
- Physical Therapy
- Physician Assistant
- Podiatry
- Psychology
- Public Health
- Social Work
- Veterinary Medicine

2018-2019 Percent Change in Applicants

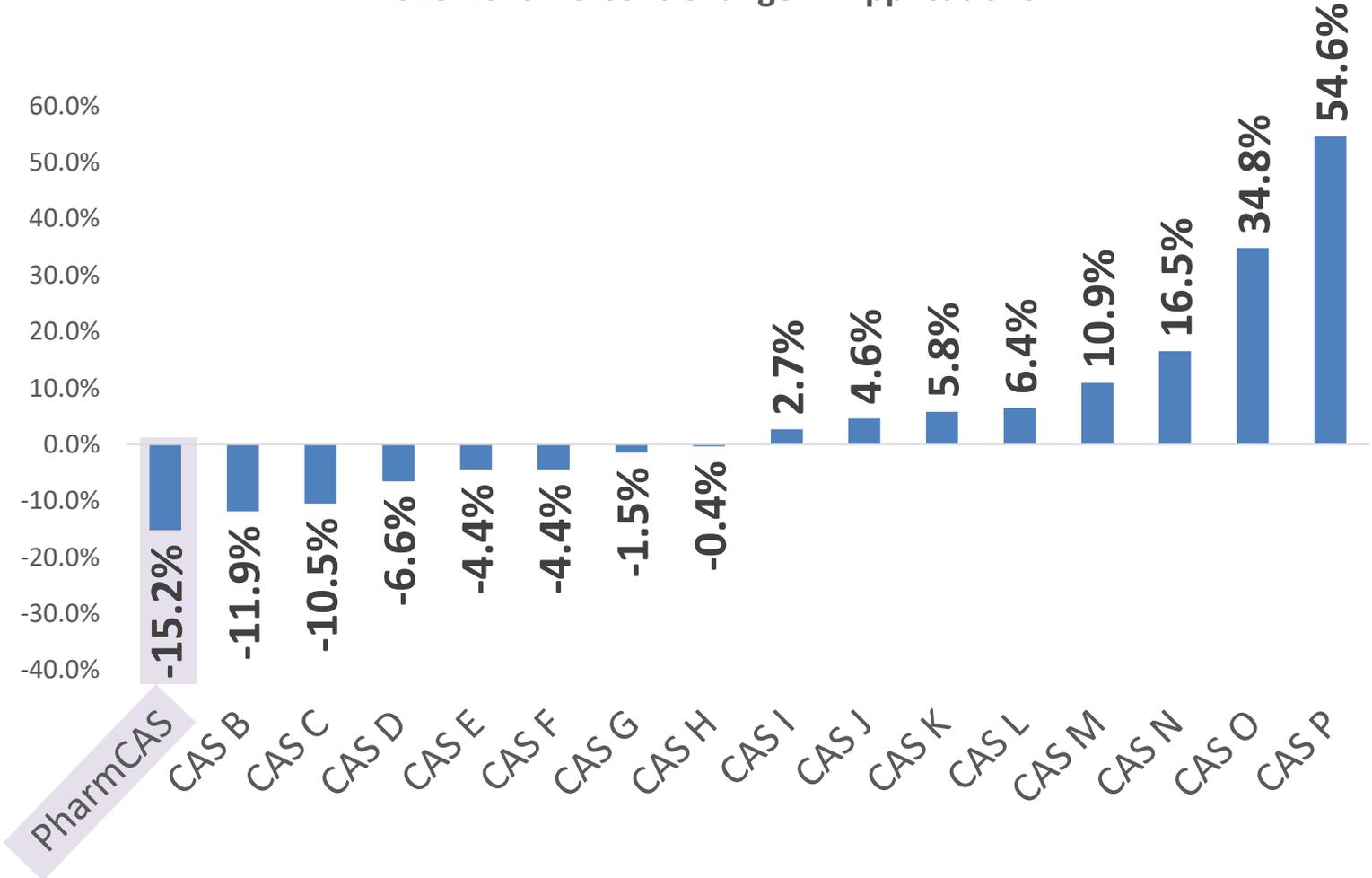


2018-2019 CAS data as of Nov 2019. Order of professions does not reflect order in graph. Graph only reflects CAS volume and may not reflect all volume for a particular profession. Percent changes may be due in part to a change in the number of participating programs or other extenuating circumstances. Only the primary CAS per profession is represented. Due to different cycle dates, updated CAS data for 2019-2020 will be available by Jan 2020. CAS identities are confidential.

# Percent Change in CAS Application Volume

- Allopathic Medicine
- Communication Sciences
- Dentistry
- Nursing
- Occupational Therapy
- Optometry
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- Osteopathic Medicine
- Pharmacy
- Physical Therapy
- Physician Assistant
- Podiatry
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- Social Work
- Veterinary Medicine

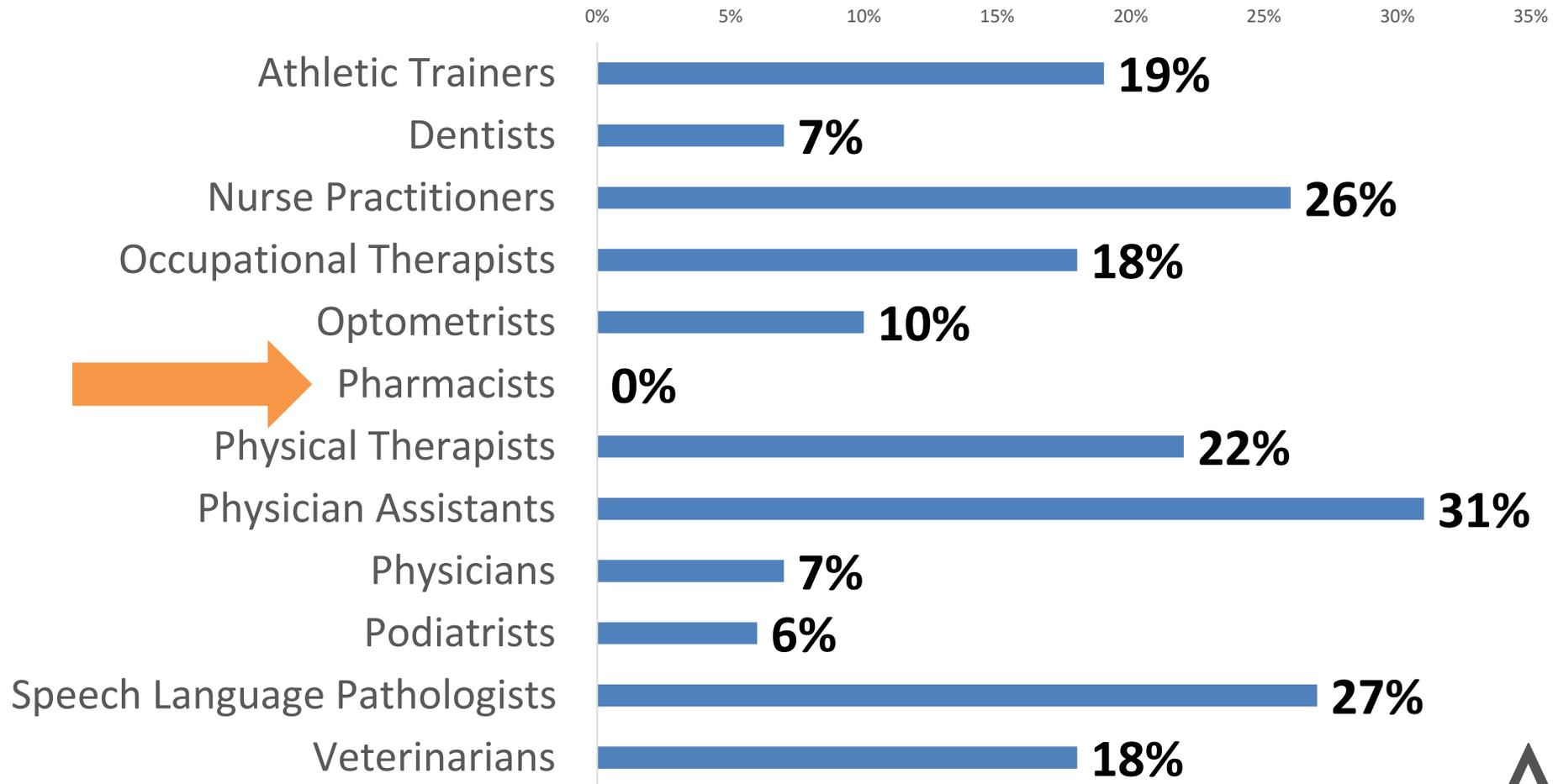
2018-2019 Percent Change in Applications



2018-2019 CAS data as of Nov 2019. Order of professions does not reflect order in graph. Graph only reflects CAS volume and may not reflect all volume for a particular profession. Percent changes may be due in part to a change in the number of participating programs or other extenuating circumstances. Only the primary CAS per profession is represented. Due to different cycle dates, updated CAS data for 2019-2020 will be available by Jan 2020. CAS identities are confidential.

# BLS Job Projections: 2019-2029

**CHALLENGE:** The Bureau of Labor Statistics (BLS) modified its projections for pharmacist job growth from 6% (2018-2028) to 0% (2019-2029). Other professions are projected by the BLS to have a faster than average rate of growth.



# U.S. News and World Report



**CHALLENGE:** Publication has ranked pharmacists lower in its best job lists over the years.

Year	Ranking of Pharmacists by U.S. News and World Report		
	100 Best Jobs	Best Healthcare Jobs (out of 29)	Best Paying Jobs
2013	#3		
2014	#5	#3	#8
2015	#26		#10
2016	#29		
2017	#36	#23	#20
2018	#45		
2019	#55	#27	#21
2020	Not in Top 100		

\* AACP staff has attempted to retrieve past rankings of pharmacists in this publication based on archived and online information.

# New Opportunities

**WSU Pharmacy & Health Sciences** @wsueacphs · Apr 21  
Infectious diseases pharmacy specialist and Wayne State Prof. of Pharmacy Practice Susan Davis serves on the NIH's COVID-19 Treatment Guidelines Panel that was convened in late March by Dr. Anthony Fauci. The NIH released guidelines today. [bit.ly/3aqN4vn](https://bit.ly/3aqN4vn) #waynestate

A portrait of Susan Davis, a woman with long brown hair, wearing a dark purple top, smiling against a blurred city background.A screenshot of a mobile browser showing a WSJ article. The main image shows a pharmacist in green scrubs and a face mask in a pharmacy setting. A yellow sign with 'NARCAN' is visible in the background. Below the image is a quote from Dr. Grossman.

**Dr. Josh Beckhusen, ER pharmacy resident**  
*'Our pharmacists in the ER are unsung heroes. In addition to checking and correcting countless medication orders, they treat critically ill patients at the bedside, are actively involved in cardiac arrests, and are a wealth of resources and knowledge,' Dr. Grossman says. 'I promised I would cook him dinner when this is all over.'*

**CBS This Morning** @CBSThisMorning · Mar 31  
As the #coronavirus outbreak rages on, essential workers like pharmacists and grocery workers are still reporting to work to make sure the rest of us have food and medicine.  
@adrianasdiaz spoke to a few of those who still report to work and put their health on the line.

A video thumbnail from CBS This Morning. It shows a woman in a dark jacket speaking in front of a building with a 'CAFE BAKERY' sign. The video title is 'CORONAVIRUS: THE RACE TO RESPOND' and 'AMERICA'S ESSENTIAL WORKFORCE'. The subtitle is 'PHARMACISTS & GROCERY WORKERS ON THE FRONT LINES OF THE PANDEMIC'. The video duration is 3:07 and it has 11K views.

**CORONAVIRUS: THE RACE TO RESPOND**  
**AMERICA'S ESSENTIAL WORKFORCE**  
PHARMACISTS & GROCERY WORKERS ON THE FRONT LINES OF THE PANDEMIC

3:07 | 11K views

# Pharm4Me Champions Advisory Committee: 2019-2020

Chenita W. Carter	Florida A&M University
Heidi Fuchs	Touro College
Hetty Y. Ha	University of California, Irvine (NAAHP Liaison)
Catherine L. Jarvis	University of Colorado
Shaun Keating	Medical College of Wisconsin
Erik D. Maki	Drake University
Darnae' G. Parks	Philadelphia College of Osteopathic Medicine
Miriam C. Purnell	University of Maryland Eastern Shore
Rosie Walker	AACP

# PharmCAS Applicant Survey



Have you ever visited the Pharmacy Is Right for Me website?

Cycle	Yes	No	Not Sure
2017-2018	17%	74%	9%
2018-2019	22%	67%	11%
<b>2019-2020</b>	<b>24%</b>	<b>65%</b>	<b>11%</b>

2017-2018: N=3275, 2018-2019: N=2835, 2019-2020: N=2296

@AACPharmacy  
#VirtualPharmEd



# Applicant Survey:

## Why did you choose to pursue a career as a pharmacist?

<b>Interest in helping people</b>	<b>87%</b>
<b>Desire to work as part of the healthcare team</b>	<b>86%</b>
<b>Interest in knowing how medicines work in the body</b>	<b>84%</b>
<b>Interest in making a difference in the world</b>	<b>72%</b>
<b>Interest in direct patient care</b>	<b>63%</b>
Interest in STEM (science, technology, engineering, math) careers	59%
Job salary	59%
Work/life balance	55%
Interest in healthcare fields that are less physically or medically intrusive with patients (e.g., contact with extensive bodily fluids, surgery, etc.)	51%
Pharmacists are essential employees (e.g., as during the COVID-19 crisis)	52%

## Applicant Survey

Who encouraged you to consider pharmacy as a career?

<b>Family Member</b>	<b>57%</b>
<b>Pharmacist</b>	<b>43%</b>
<b>Friend</b>	<b>28%</b>
<b>Current PharmD Student</b>	<b>20%</b>
<b>College Professor</b>	<b>11%</b>
College Advisor	10%
Pre-Pharmacy Club or Society	10%
None	10%
High School Teacher	8%
Other Health Professional (e.g., physician)	8%
Pre-Pharmacy or Health Professions Advisor	8%
Other	7%
High School Counselor	4%
Pharmacy School Faculty	4%

# Applicant Survey: Impact of Recruitment Events

How did virtual and/or on campus events ...influence your decision to become a pharmacist?	A <b>PIVOTAL</b> experience that significantly influenced my decision to pursue pharmacy	A <b>POSITIVE</b> experience that influenced my decision to pursue pharmacy	A <b>NEUTRAL</b> experience that did not significantly influence my decision to pursue pharmacy	I did not participate in this type of event
AACP Virtual Pharmacy School Fair	5%	10%	5%	80%
Pharmacy School Event - Virtual	7%	17%	7%	69%
Pharmacy School Event - On Campus	<b>18%</b>	<b>30%</b>	6%	45%
Health Prof or Grad School Fair - Virtual	7%	13%	7%	73%
Health Prof or Grad School Fair - On Campus	12%	25%	7%	57%
College Fair	10%	19%	10%	61%

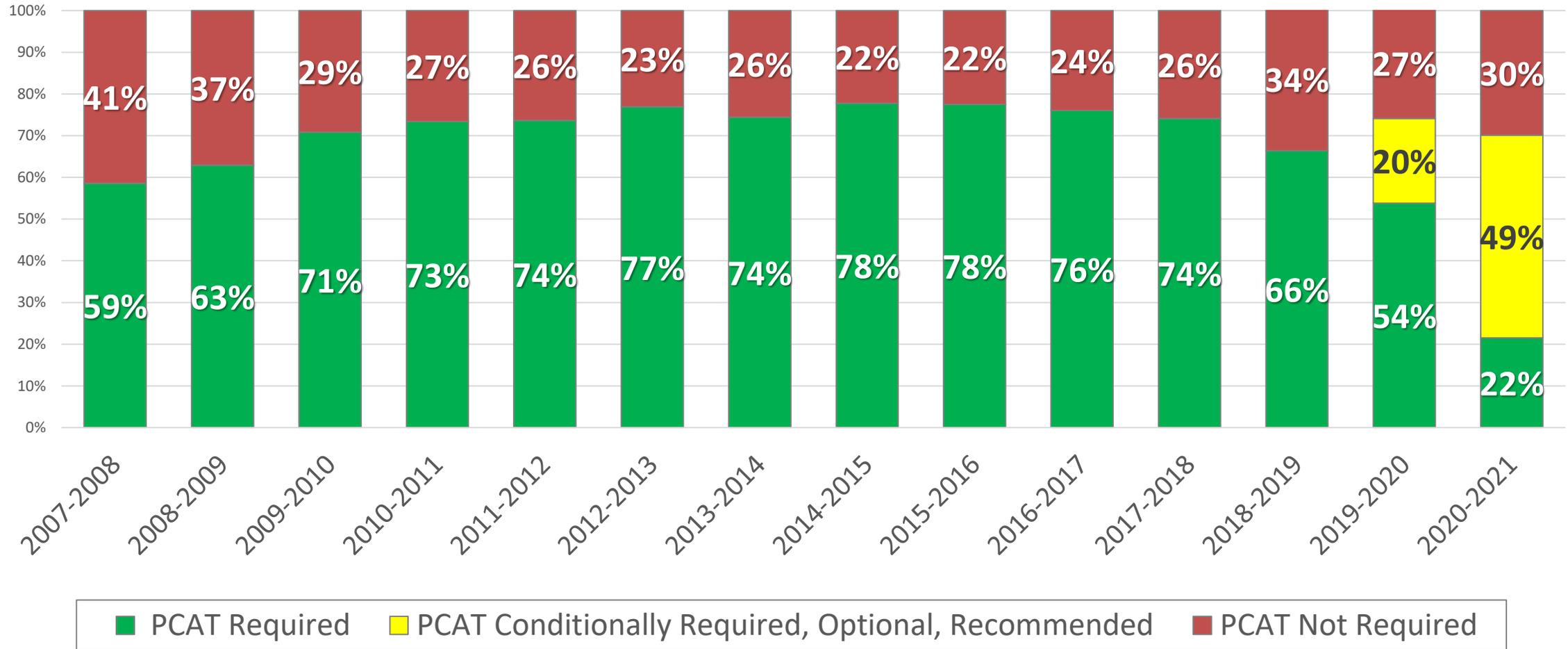
Source: PharmCAS 2019-2020 Applicant Survey (June 2020) N=2296



# PCAT Advisory Committee: 2019-2020

Paul Jungnickel	Auburn University, Chair
Renee DeHart	Samford University
Amy Diepenbrock	University of the Incarnate Word
Mary Euler	West Virginia University
Hetty Ha	NAAHP Liaison
Jamie Hall	University of Missouri-Kansas City
Jason Haney	Medical University of South Carolina
Lisa Lebovitz	University of Maryland
Ann Philbrick	University of Minnesota
Caroline Sierra	Loma Linda University
Libby Ross	AACP

# Percentage of Schools by PCAT Requirement & Cycle



Source: PharmCAS School Directory as of 7/2/2020.



# Policy Review & 2020-2021 Enhancements

# PharmCAS Advisory Committee: 2019-2020

- Joel Gonzales University of California, San Francisco, Chair
- Jeffrey Bates Cedarville University
- Jordana Berry Mercer University
- Olivia Buncher University of Minnesota
- Jennifer Clutter West Virginia University
- Hetty Ha University of California, Irvine, NAAHP Liaison
- Bill Nichols Belmont University
- Helen Park Roseman University of Health Sciences
- Everlidis Pena Larkin University
- Jennifer Rosenberg University at Buffalo, SUNY
- Laurel Sampognaro The University of Louisiana Monroe
- Mackenzie Stick Creighton University
- Thomas TenHoeve University of Illinois at Chicago
- Katie Bruce AACP

# Welcome New Schools in PharmCAS!

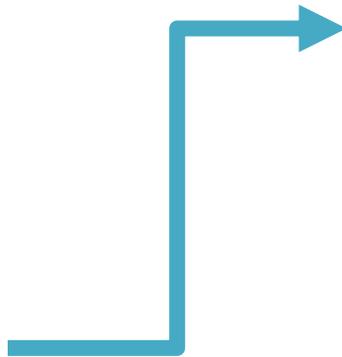
#	Institution	Joined PharmCAS in 2019-2020	Joined PharmCAS in 2020-2021
134	Florida A&M U	X	
135	U of Kansas, The	X	
136	<b>Ohio Northern University</b>		X

All AACP member institutions are eligible and invited to participate in PharmCAS as “full” participants, meaning the institution agrees to require all applicants to the first year of its professional Pharm.D. degree program apply through PharmCAS and pay the calculated fee. There are no partial participation options in PharmCAS.

# PharmCAS Community

- Faculty and staff involved in the pharmacy admissions process are encouraged to subscribe to the PharmCAS Community on AACCP Connect.
- Accessed here: <http://connect.aacp.org>.
- To request access to this community, contact [cas@aacp.org](mailto:cas@aacp.org).

# New CAS Logos for 2020-2021



# New PharmCAS Website

The screenshot displays the PharmCAS website interface. At the top left is the PharmCAS logo with the tagline "Pharmacy College Application Service". The top right navigation bar includes links for "CALENDAR", "CONTACT US", and "HELPFUL RESOURCES", along with social media icons for Facebook, Twitter, and a search icon. A prominent yellow "APPLY NOW" button is located in the top right corner. The main content area is split into two panels. The left panel, titled "READY TO APPLY", features a woman sitting in a yellow chair using a laptop, with the text "Apply with ease through PharmCAS." and a teal "START APPLICATION" button. The right panel, titled "SCHOOL DIRECTORY", shows three students in lab coats working in a laboratory, with the text "Find the program that's right for you." and a teal "SCHOOL DIRECTORY" button. The footer contains the PharmCAS logo and the tagline "APPLY EASILY WITH PHARMCAS".

**PharmCAS**  
Pharmacy College Application Service

CALENDAR CONTACT US

APPLICATION INSTRUCTIONS APPLICANT CONDUCT SCHOOL DIRECTORY HELPFUL RESOURCES

APPLY NOW

**READY TO APPLY**  
Apply with ease through PharmCAS.  
START APPLICATION

**SCHOOL DIRECTORY**  
Find the program that's right for you.  
SCHOOL DIRECTORY

**APPLY EASILY WITH PHARMCAS**

# New PharmCAS School Directory



## Pharm.D. Directory

### Pharm.D. Directory

Each Pharm.D. program has its own page with important deadlines, requirements, and descriptions of programs, which will help you plan your application strategy. Use the filters below to find Pharm.D. programs by various options. Click "Apply Filter" after making your selections and click "Clear" to remove any selected filters.

You can compare individual programs by checking boxes in the "Compare" column and then clicking "Apply Filter."

Regions 	Location 	PCAT Requirements 	Public/Private 
Primary Program Structure 	Early Decision 	Accreditation Status 	CAG Status 

Search Institution

Apply Filter Clear

Displaying 1 - 3 of 3

 Download File

# New “Compare Programs” Tool

The screenshot displays the PharmCAS website interface. At the top left is the PharmCAS logo with the tagline 'Pharmacy College Application Service'. The top right navigation bar includes links for 'CALENDAR', 'CONTACT US', and social media icons for Facebook, Twitter, and a search icon. Below these are links for 'APPLICATION INSTRUCTIONS', 'APPLICANT CONDUCT', 'SCHOOL DIRECTORY', and 'HELPFUL RESOURCES'. A prominent yellow 'APPLY NOW' button is located on the right side of the header.

The main content area features a large banner image of a pharmacist in a white lab coat and a red bow tie, wearing gloves and holding a syringe. Overlaid on this image is the text 'Compare Pharm.D. Programs' in a large, white, sans-serif font.

Below the banner, a centered text prompt reads: 'Explore and compare your desired programs using the following up-to-date statistics.' This is followed by two columns of teal-colored buttons, each representing a filter category:

- ENROLLMENT OPTIONS
- DUAL DEGREE PROGRAMS
- INTERNATIONAL APPLICANTS
- PCAT AND OTHER TESTS
- SUPPLEMENTAL MATERIALS
- PUBLIC OR PRIVATE
- STATE RESIDENCY
- PRE-PHARMACY REQUIREMENTS
- INTERVIEW TYPE

# PharmGrad Advisory Committee: 2019-2020

- Kimberly J. Dunn Campbell University, Chair
- Lori M. Altenbaugh University of Pittsburgh
- Daniel J. Canney Temple University
- Julie A. Cogley-Pifko Manchester University
- Justin Hadley Albany College of Pharmacy and Health Sciences
- Jason Hartfield Keck Graduate Institute
- Cynthia B. Jones Marshall University
- Rose Llanos-Almeida Nova Southeastern University
- Innokentiy Maslennikov Chapman University
- Kaci Thiessen University of Arkansas for Medical Sciences
- Katie Bruce AACP

# Welcome New PharmGrad Programs!

PharmGrad Institution	PharmGrad 2020-21
Albany College of Pharmacy and Health Sciences	X
California Northstate University	X
Chapman University	X
Keck Graduate Institute	X
Manchester University	X
Marshall University	X
Nova Southeastern University	X
Temple University	X
University of Louisiana Monroe	X
University of Pittsburgh	X
<b>TOTAL # of PharmGrad INSTITUTIONS</b>	10
<b>TOTAL # of PharmGrad PROGRAMS</b>	23

@AACPharmacy  
#VirtualPharmEd



# New PharmGrad Website



CALENDAR

CONTACT US



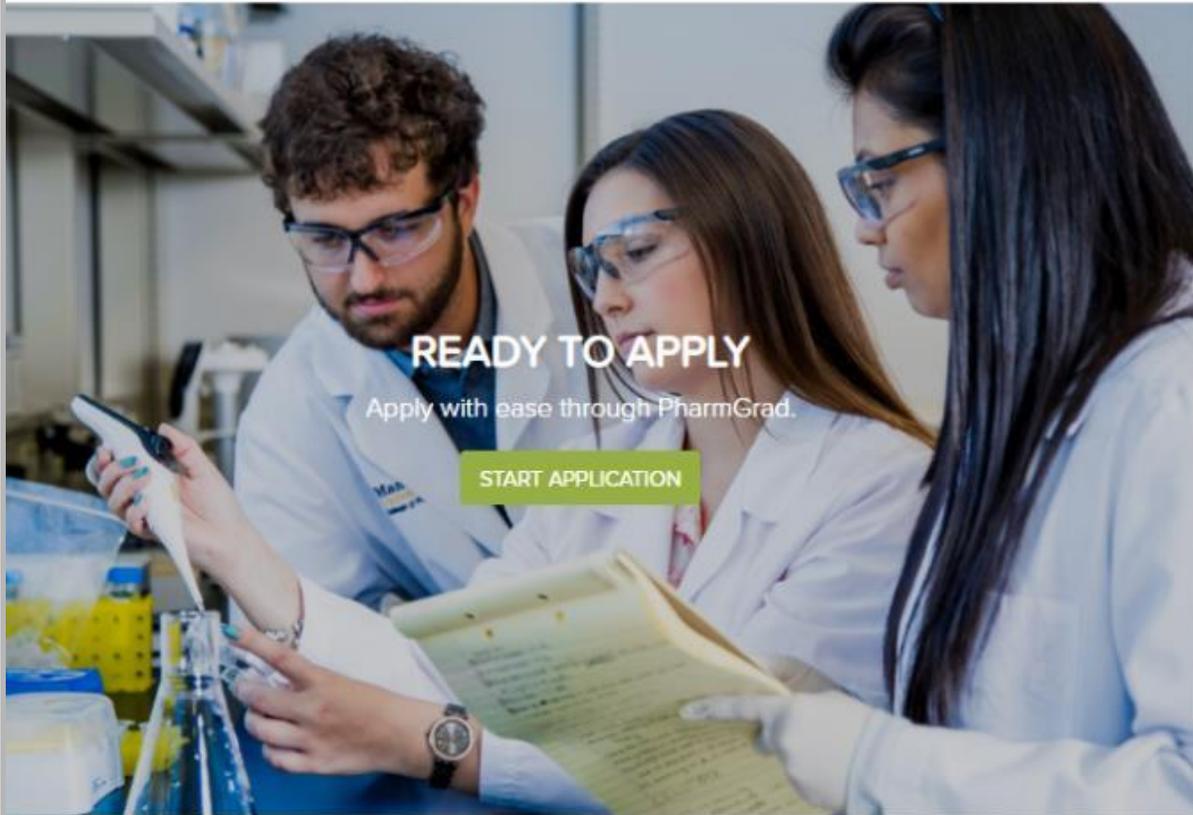
APPLY NOW

APPLICATION INSTRUCTIONS

PROGRAM DIRECTORY

APPLICANT HELP CENTER

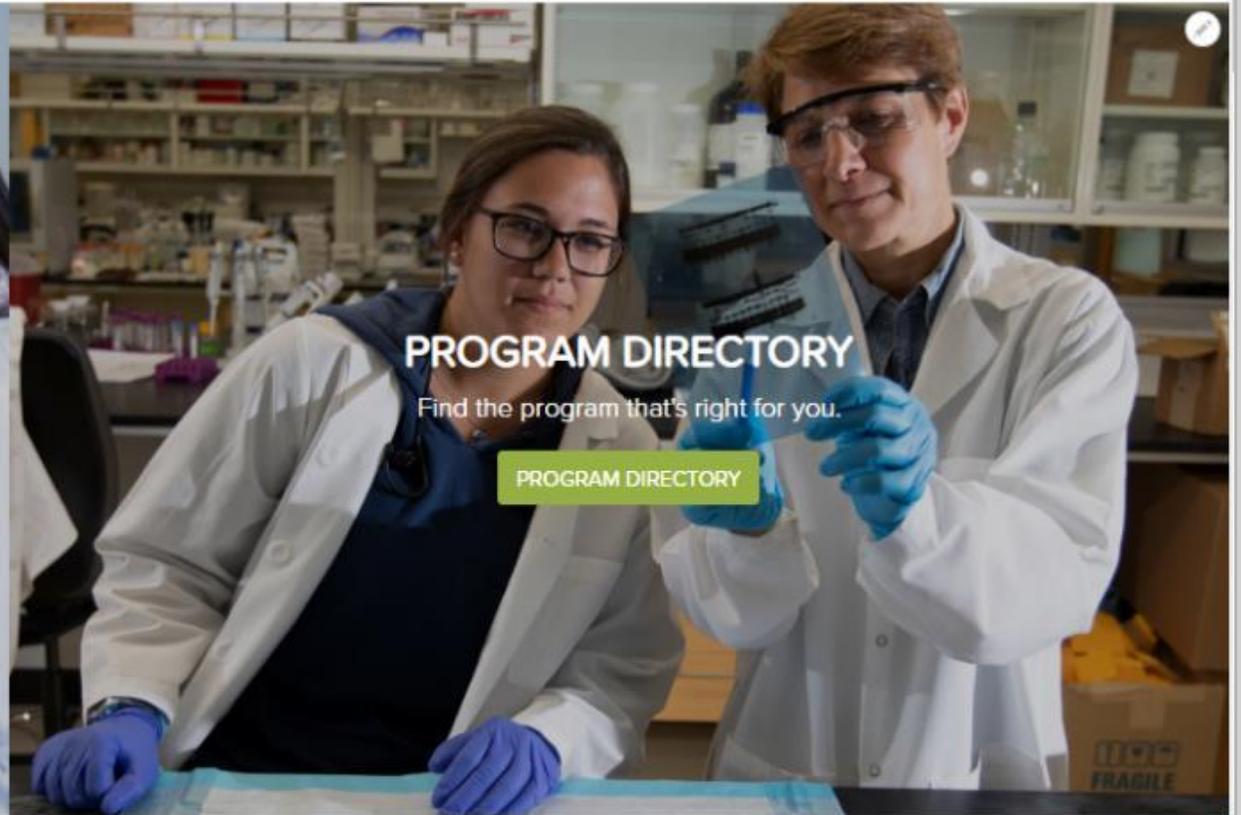
PHARMACEUTICAL GRADUATE EDUCATION



READY TO APPLY

Apply with ease through PharmGrad.

START APPLICATION



PROGRAM DIRECTORY

Find the program that's right for you.

PROGRAM DIRECTORY

# New Graduate Directory

## Graduate Directory

### Graduate Directory

Each advanced science degree program has its own page with important deadlines, requirements, and descriptions to help you plan your application strategy. Use the filters below to find degree programs by various options. Click "Apply Filter" after making your selections and click "Clear" to remove any selected filters.

You can compare individual programs by checking boxes in the "Compare" column and then clicking "Apply Filter."

<input type="text" value="Regions"/>	<input type="text" value="Location"/>	<input type="text" value="GRE Requirement"/>	<input type="text" value="Public/Private"/>
<input type="text" value="Degree Type"/>	<input type="text" value="Delivery Method"/>	<input type="text" value="Program Start Term"/>	<input type="text" value="PharmGrad Participation"/>
<input type="text" value="Institution Name"/>	<input type="button" value="Apply Filters"/>	<input type="button" value="Clear"/>	

# Liaison-Assisted Deferral Process

- Occurs on October 1 each year and results in deferred applicants appearing in WebAdMIT in the new cycle with an application status of Manual.
- Schools must use the decision code of Deferred in WebAdMIT by no later than September 30 (and before the deferred data pull on October 1).

▼ Designations

Designation	Local Status	Decision Code	Application Status	Early Decision Status
PharmD	Offer Accepted	Offer Accepted	<input checked="" type="radio"/> Manual	Not Early Decision

# COVID-19 Impact Questions

- The following questions have been added to the 2020-2021 PharmCAS application:
  - Did your school move to offering only online curriculum during the COVID-19 crisis?
  - Did you have an opportunity to receive a letter grade for any of your courses taken during the COVID-19 crisis?
  - Please describe how COVID-19 has impacted your pathway to pharmacy school?

# PharmCAS Fee Waiver Fund Expanded

- Due to COVID-19, the AACCP Board of Directors increased the PharmCAS application fee waiver fund from \$80K to \$100K for the 2020-2021 cycle only.
- The temporary expansion will allow AACCP to cover an additional 114 applicants in financial need for a total of 571 during the 2020-2021 cycle.
- With the exception of AAMC (medicine), AACCP supports the highest fee waiver fund of any CAS.

# Coupon Codes

- Coupon codes are application fee discounts that colleges and schools can use to incentivize applicants to apply.
- Beginning in the 2020-2021 application cycle, pharmacy programs will be able to purchase coupon codes in the amount of \$55 or \$175 to cover an applicant's incremental or base application fee, as desired.

# Invitation Codes

- To extend the deadline for individual applicants only after the program deadline has passed, programs will request an “invitation code” from Liaison that is unique to the pharmacy program.
- The program can then share the code with the applicant approved for an individual deadline extension.
- The applicant will enter the code into the application to gain access to the designation after the deadline has passed.

# Application Deadline Time Zone

- **2020-2021 PharmCAS Institutional Deadline Dates:**
  - November 2, 2020 (11:59 pm Hawaii Time)
  - December 1, 2020 (11:59 pm Hawaii Time)
  - January 4, 2021 (11:59 pm Hawaii Time)
  - February 1, 2021 (11:59 pm Hawaii Time)
  - March 1, 2021 (11:59 pm Hawaii Time)
  - April 1, 2021 (11:59 pm Hawaii Time)
  - May 3, 2021 (11:59 pm Hawaii Time)
  - June 1, 2021 (11:59 pm Hawaii Time)

# Post-Submission Edits to Advisor Release

- Applicants will now be permitted to change their answer to the Advisor Release even if they have submitted their application.

## Advisor Release

\* By selecting **Yes**, you authorize PharmCAS to release parts of your PharmCAS application and application status to health profession advisors and advisory committees at schools you previously attended. Your advisor can then better assist you throughout the admissions process. Once you submit your application, you cannot edit this response.

Yes

No

# Early Decision

- As outlined in the School Manual, schools that opt to participate in the early decision process during the 2020-2021 PharmCAS cycle must agree to release any accepted early decision applicants who no longer wish to enroll in the Pharm.D. program for any reason.
- Early decision will no longer be available in PharmCAS beginning in the 2021-2022 admissions cycle for applicants applying for fall 2022 enrollment.

# Early Decision School Codes

## **LOCK:**

- Offer Accepted
- Offer Made
- Declined Offer
- Deferred
- Matriculated

## **RELEASE:**

- None
- Denied
- Wait List
- Received/Under Review
- Incomplete/Application Not Reviewed
- Withdrew
- Withdrawn after Matriculation
- Rescinded
- Return Early Decision to Regular Pool

# PharmCAS Criminal Background Check

- Only **OFFER ACCEPTED** will trigger Certiphi Screening, Inc. to send an email to the preferred email address of the applicant, as entered in the PharmCAS application.
- Applicants will be charged a **\$72.70** fee by Certiphi.
- Financially disadvantaged applicants who were approved for a PharmCAS application fee waiver will also receive a waiver for the Certiphi CBC.



# PharmGrad Criminal Background Check

- A new criminal background check option will launch for PharmGrad in 2020-2021.
- Each institution will decide whether to use the Certiphi Screening service.
- There is **no** Certiphi fee for the PharmGrad institution.
- Once a PharmGrad program enters a decision code of “OFFER ACCEPTED” into WebAdMIT, Certiphi will email the applicant to begin the process.
- Applicants will be charged a flat \$72.70 fee by Certiphi.
- Completed background reports will be shared with the applicant’s PharmGrad program via Certiphi’s secure portal.



# Liaison Operations Update





# • Agenda

- Liaison Team
- CAS Services
- COVID – 19 – Liaison’s response
- Business Continuity
- Liaison by the numbers



## • **Your Liaison Team**

### **Client Success Manager, Team Lead – Nicole Iarossi**

- Day to Day operations
- Salesforce tickets
- WebAdMIT Resource

### **Client Delivery Manager, Kevin Kendall**

- Cycle Rollover Activities and planning
- Design Documents for client sponsored product development
- Timeline for deliverables, testing and remediation

### **VP of Operations, Deborah Erdner**

- Manage client relationship
- Facilitate best practices using Liaison tools & services



- **COVID-19 Business Continuity – Transcript Processing**



**1. Paper:** Essential staff continues to process paper transcripts.

**2. eTranscripts:** Our staff proactively reaches out to 2,500+ school registrars.

*Promoting eTranscripts via NSC & Parchment/CredSol (new record: 5,300+/day)*

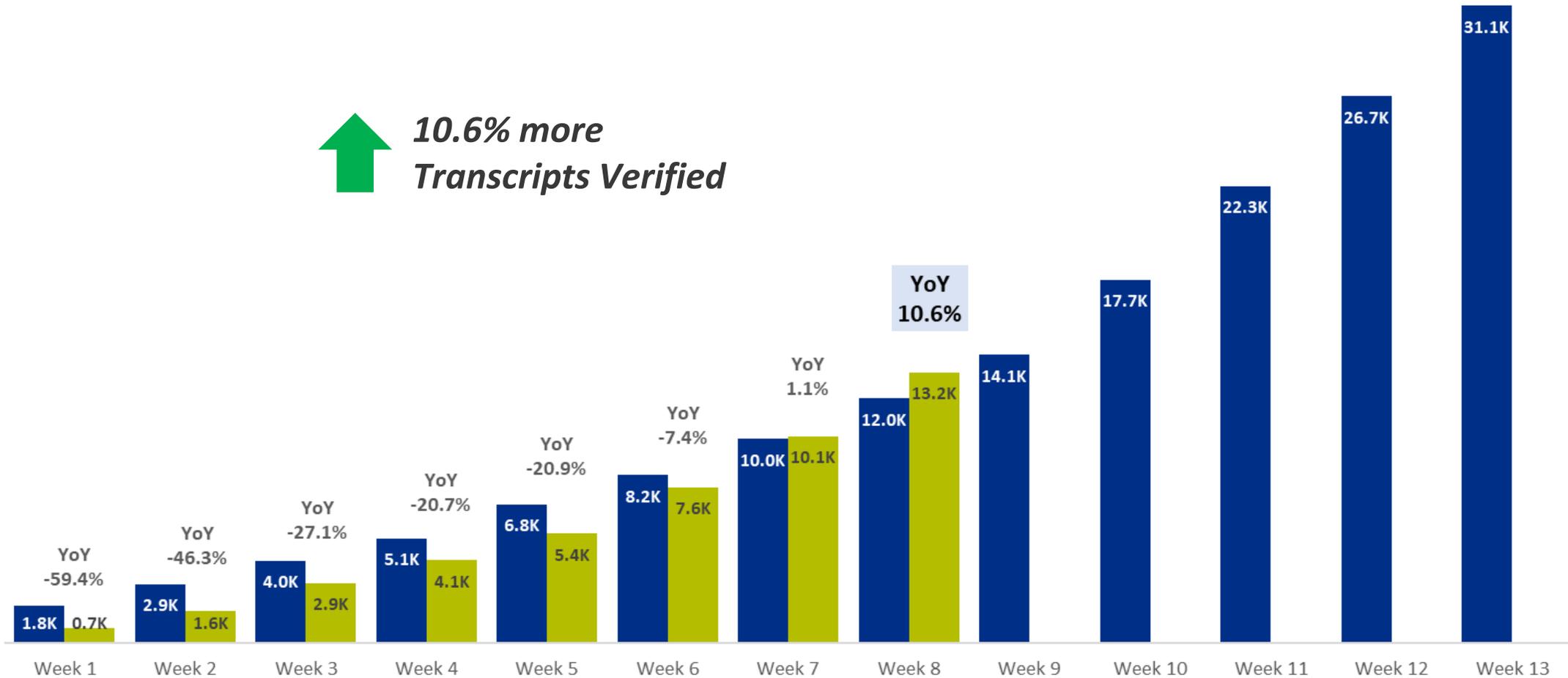
**3. Email:** We created an exception process that enables Registrars to email official transcripts.

*Quickly responding to Registrars unable to send eTranscripts*

# COVID-19 Operational Trends – YTD Transcript Verification

Running Total of Verifications FY20 vs FY21 (With YoY): Qtr1

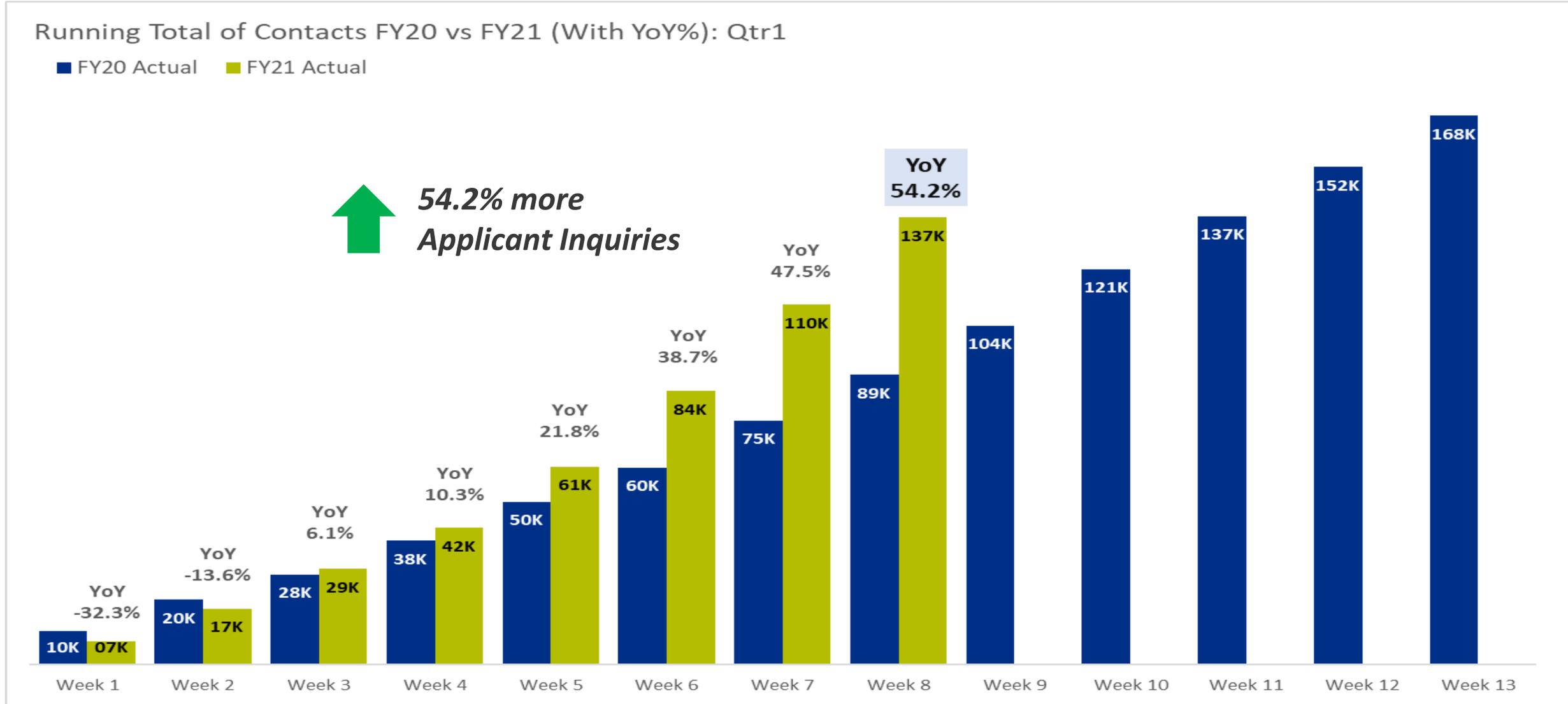
FY20 Actual    FY21 Actual



**↑ 10.6% more  
Transcripts Verified**



- COVID-19 Operational Trends – YTD Applicant Inquiries





- **Business Continuity**

- Business continuity in processing, verification and customer service.
- We didn't miss a day at Liaison since March 12<sup>th</sup> when we sent all non-essential employees to work from home.
- We process applications and service applicants year-round:
  - 20 hours a day
  - 7 days a week
  - 360 days a year



## CAS Services



### Scanning & Document Processing

Over **2.5 million** documents processed annually

**15 to 20** buckets opened per day

Annual processing error rate of **less than 1%**



### Transcript Verification

Highly trained staff and year-round scalable processes

Official transcripts compared with coursework, grades and credits

Standardized GPAs calculated



### Customer Service

Over **1,000,000** calls, chats and emails resolved annually

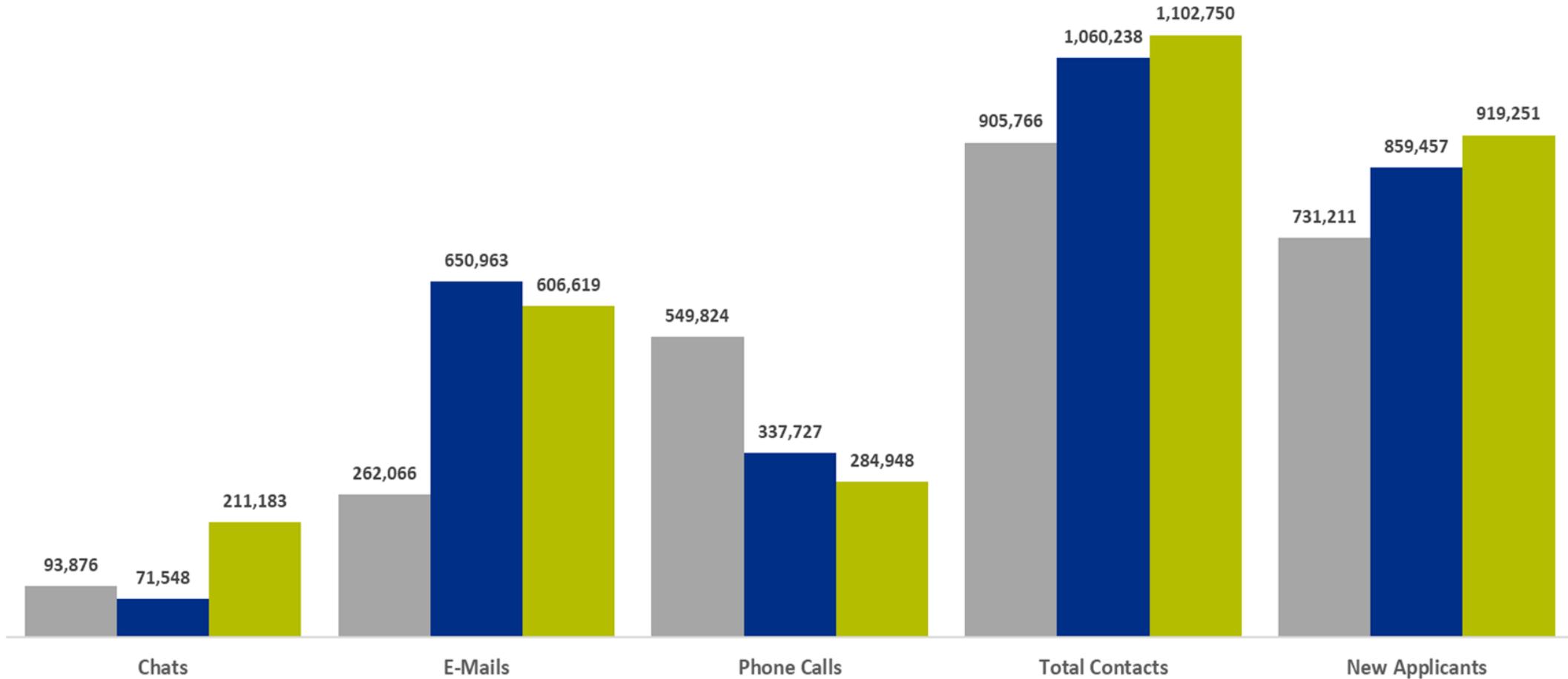
An extension of **over 5,000** admissions offices



# Total Contacts – All Services

Total Contacts By Media and Number of New Applicants By Cycle

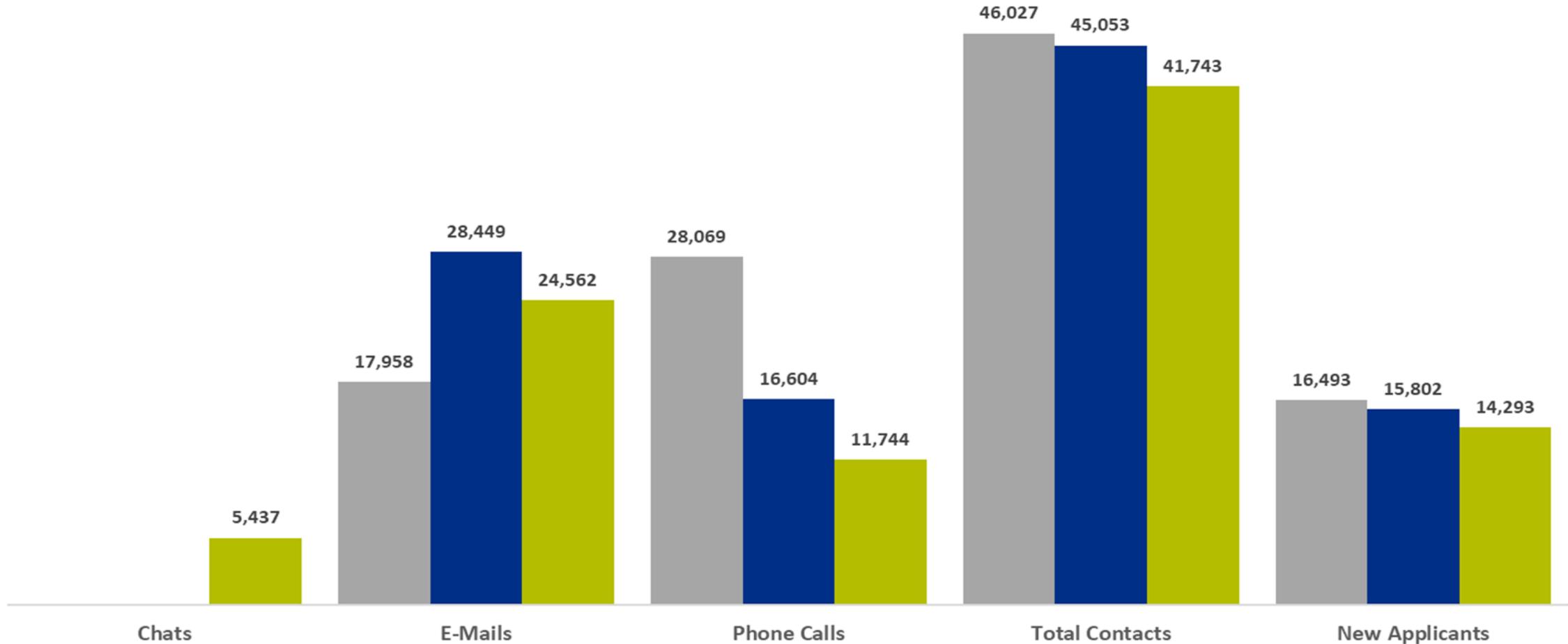
■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle



# • Total Contacts – PharmCAS

Total PharmCAS Contacts By Media and Number of New Applicants By Cycle

■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle

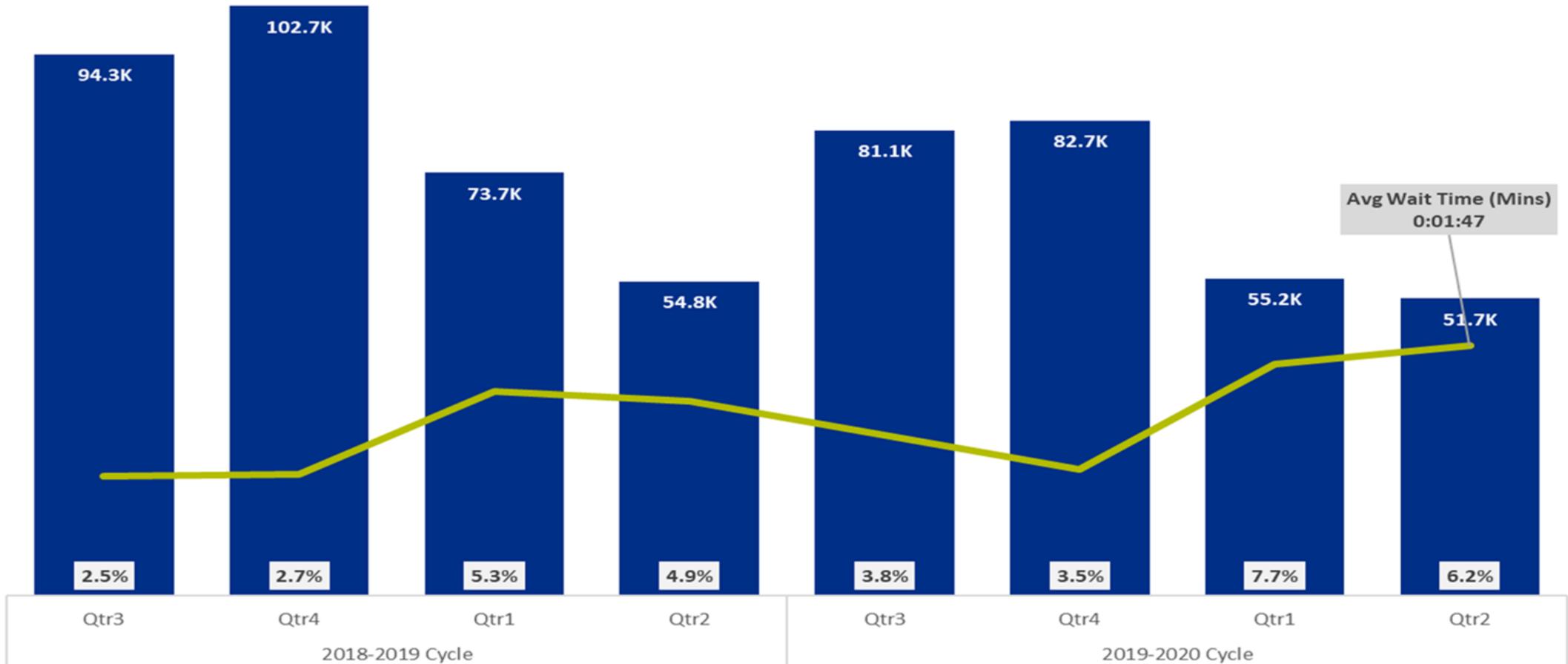




# All services - calls

Total Contact Calls With Average Wait Times and Abandonment Percentage by Cycle and Quarter

■ Phone Contacts    — Avg Wait Time (Mins)



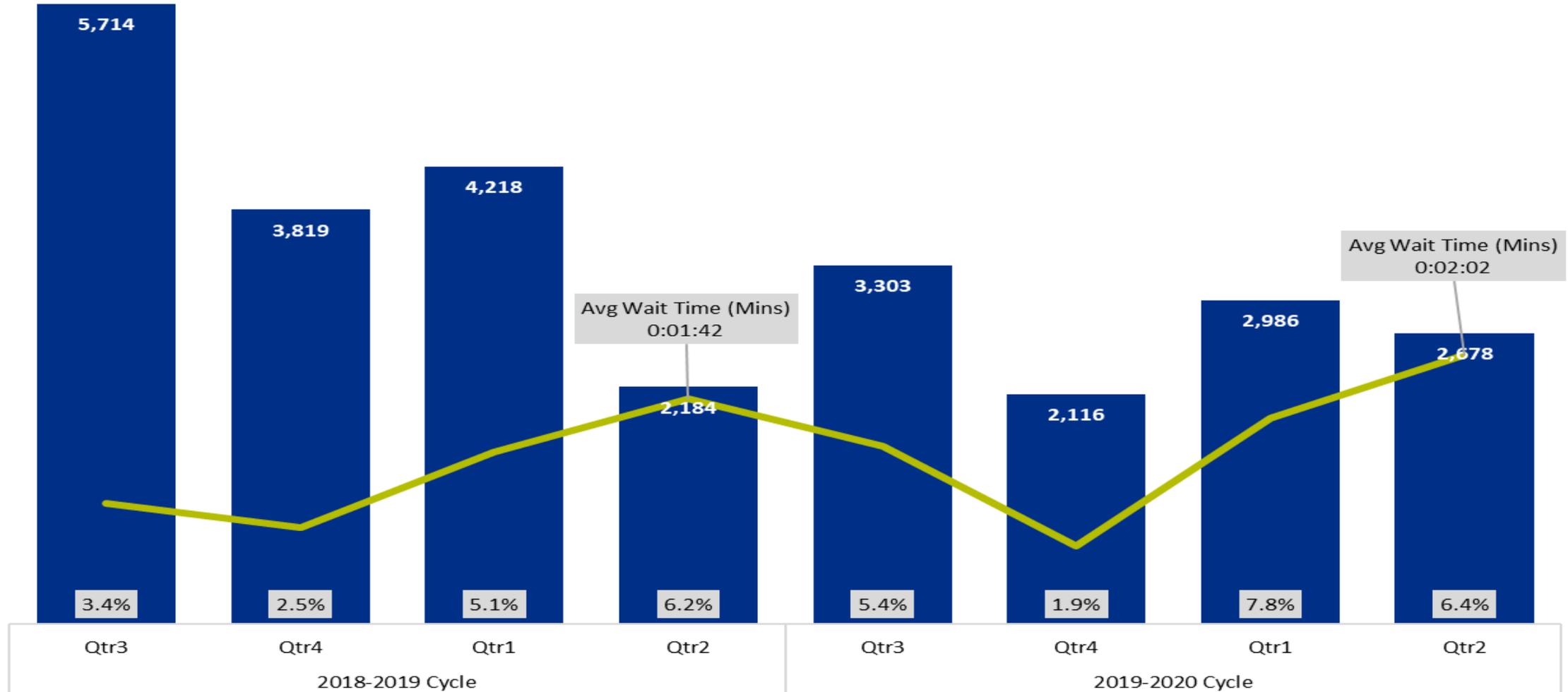


# PharmCAS calls

Total PharmCAS Calls With Average Wait Times and Abandonment Percentage by Cycle and Quarter

Phone Contacts

Avg Wait Time (Mins)



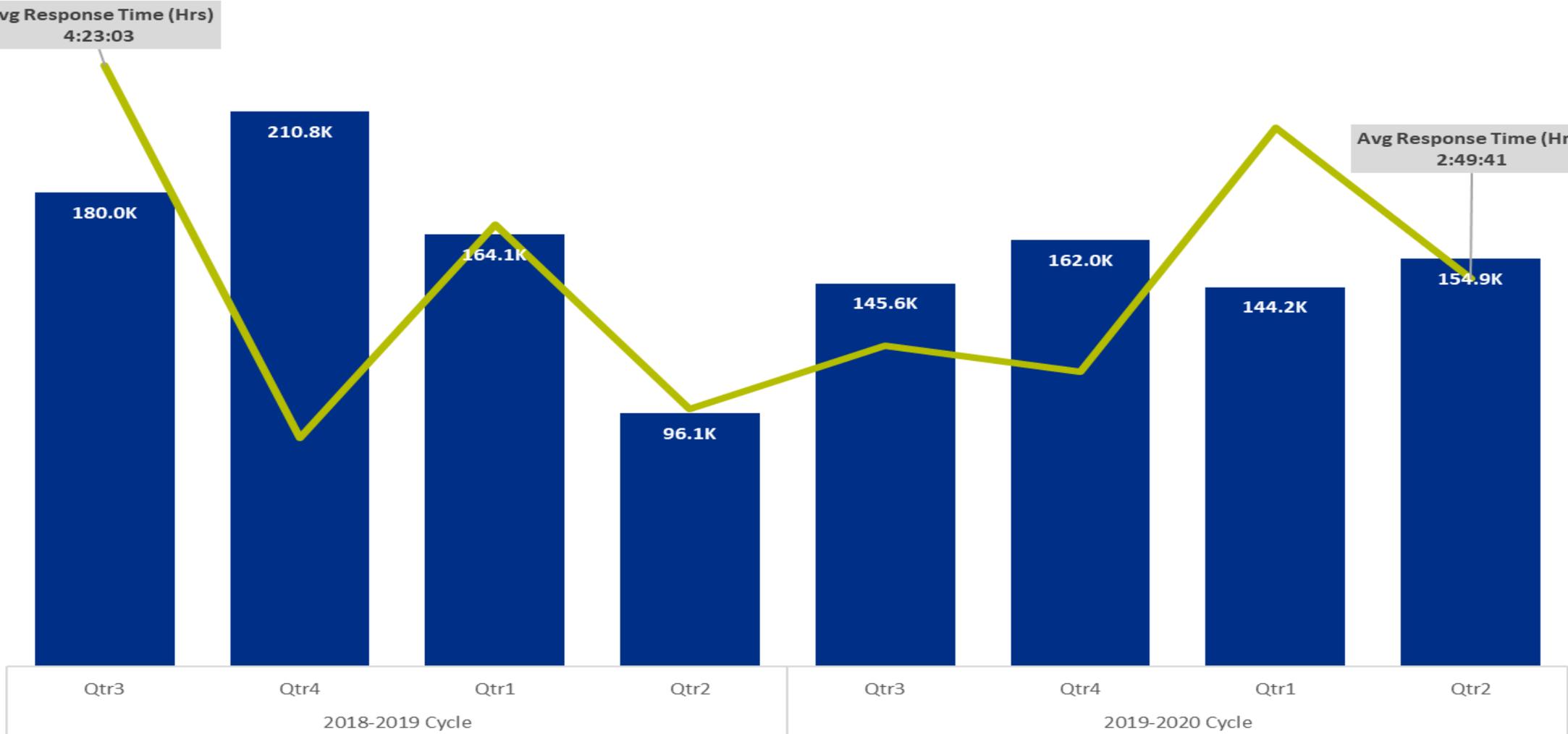
# All Services - Emails

Total Contact Emails With Average Response Times by Cycle and Quarter

■ Email Contacts    — Avg Response Time (Hrs)

Avg Response Time (Hrs)  
4:23:03

Avg Response Time (Hrs)  
2:49:41



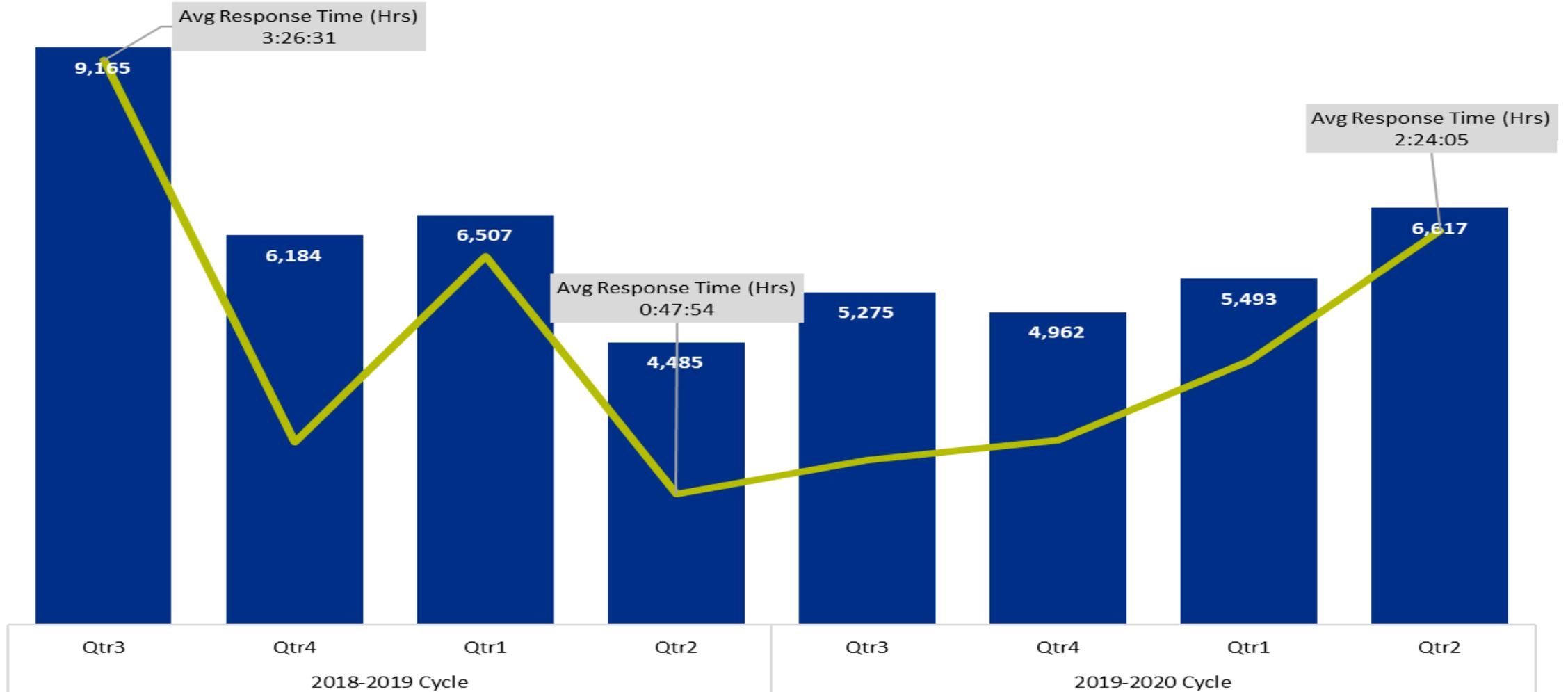


# PharmCAS Emails

Total PharmCAS Emails With Average Response Times by Cycle and Quarter

■ Email Contacts

— Avg Response Time (Hrs)



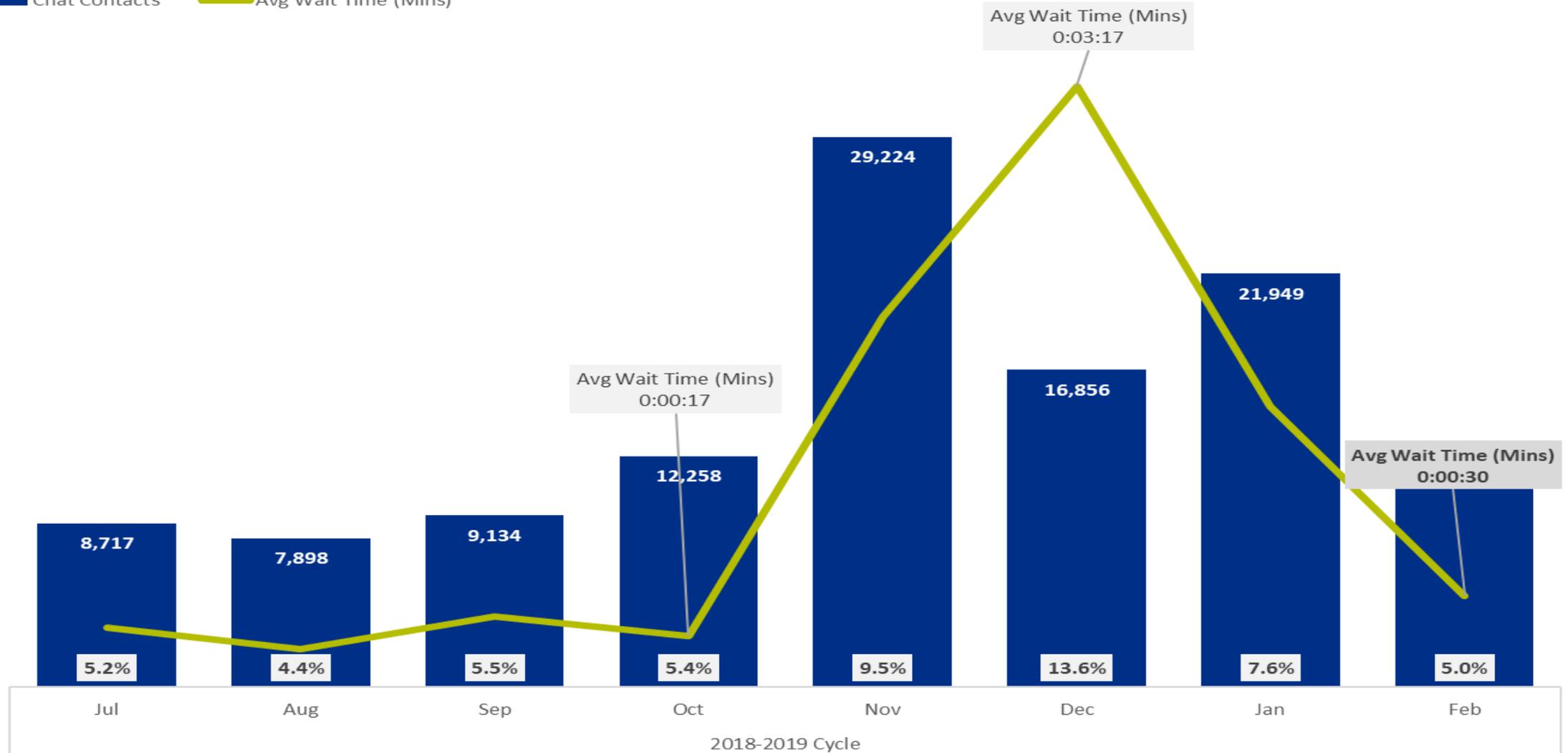


# All Services - Chat

Total Contact Chats With Average Wait Times and Abandonment Percentage by Month

■ Chat Contacts

— Avg Wait Time (Mins)

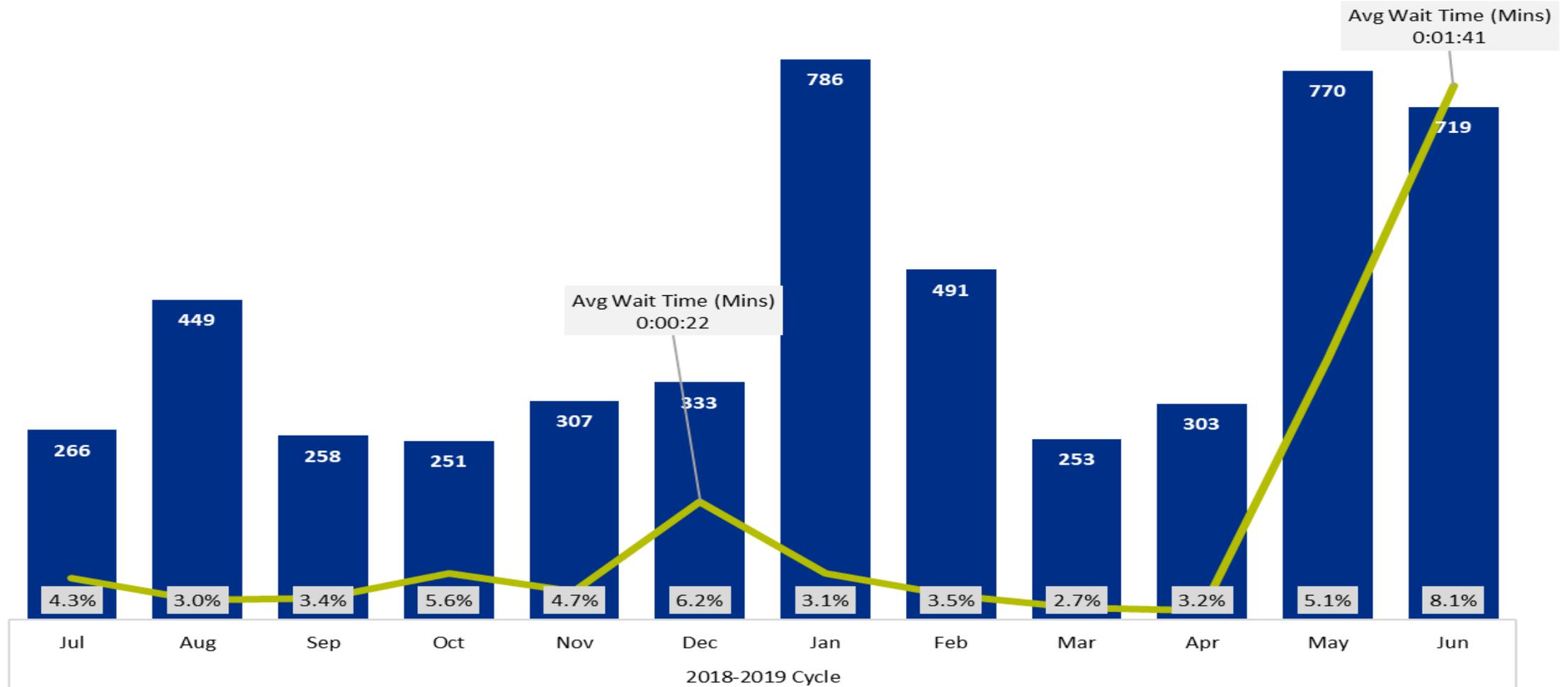


# PharmCAS - Chat

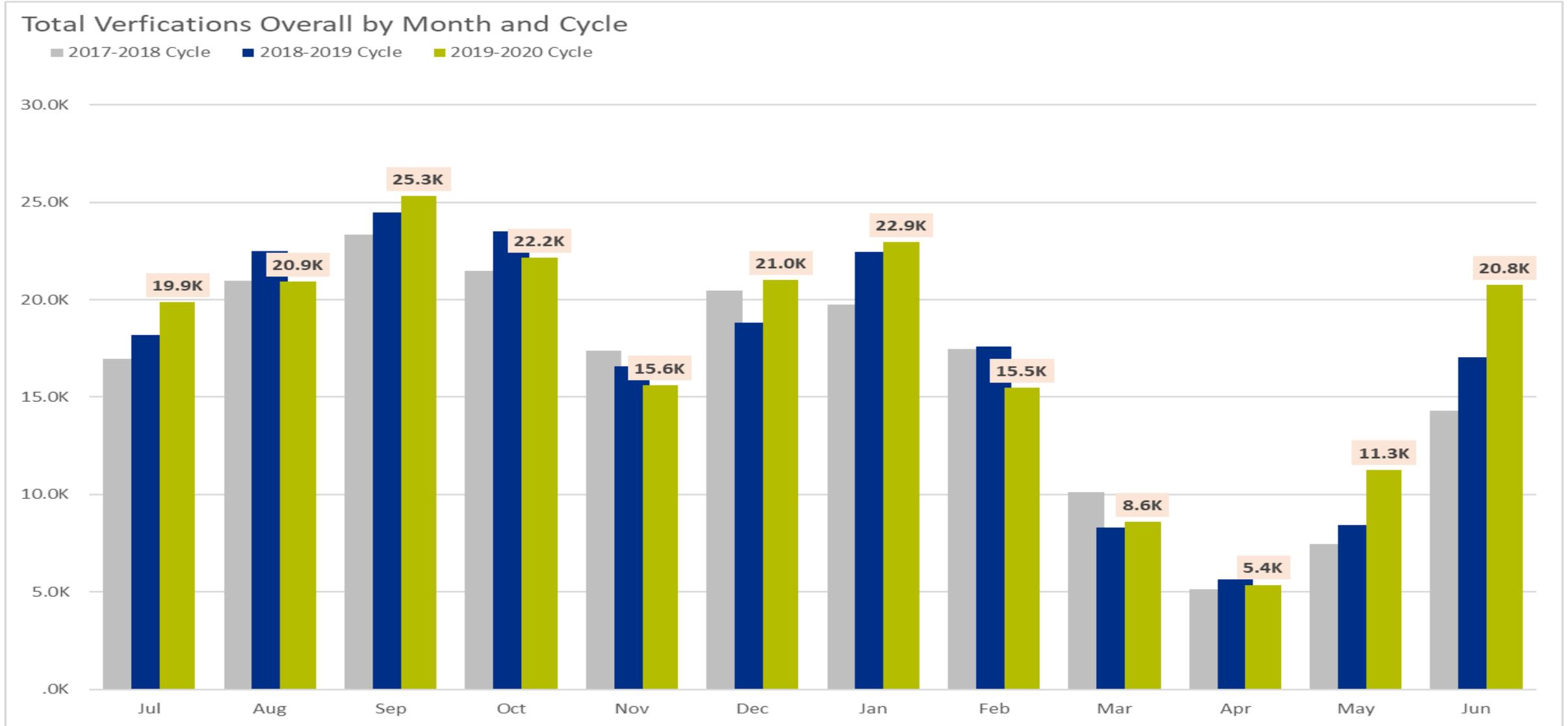
Total PharmCAS Chats With Average Wait Times and Abandonment Percentage by Month

■ Chat Contacts

— Avg Wait Time (Mins)



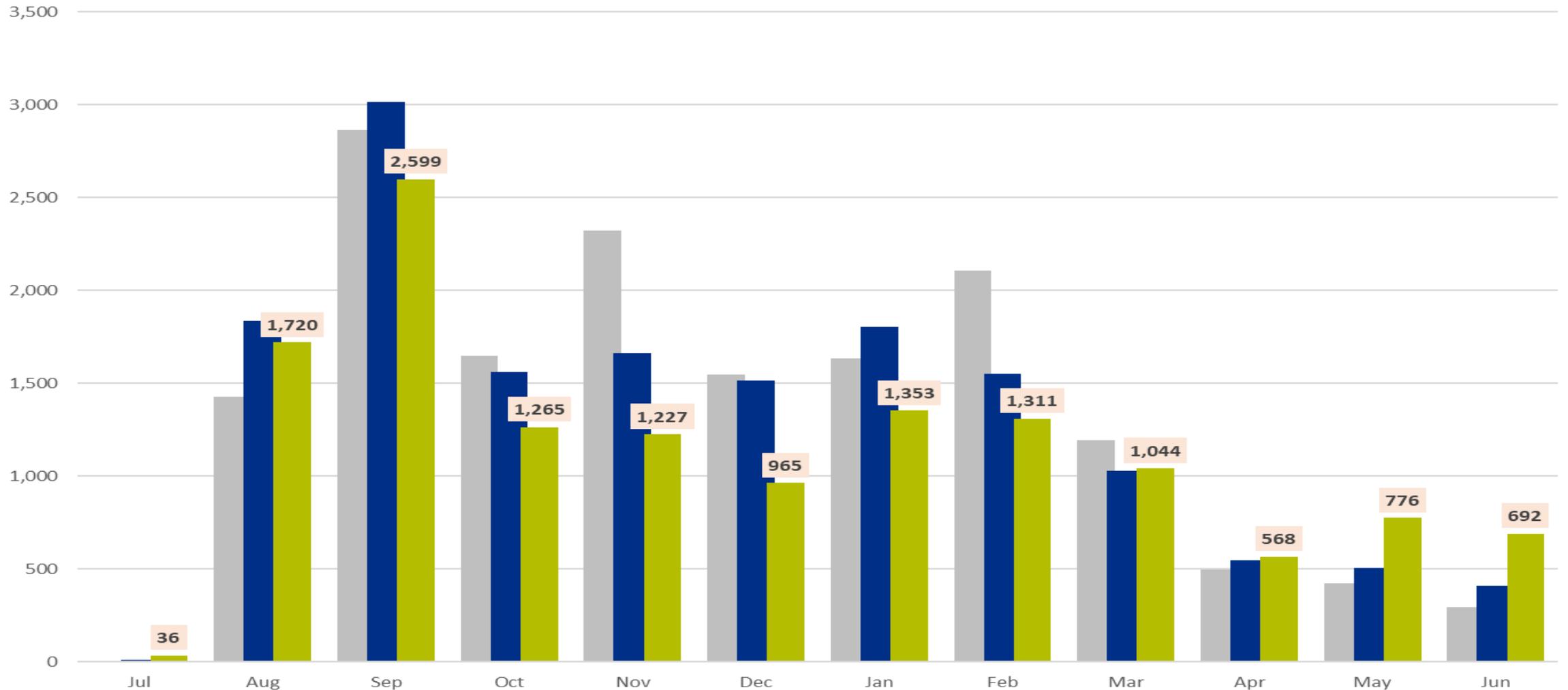
# • Total Verifications – All Services



# • Total Verifications – PharmCAS

Total PharmCAS Verifications By Month and Cycle

■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle

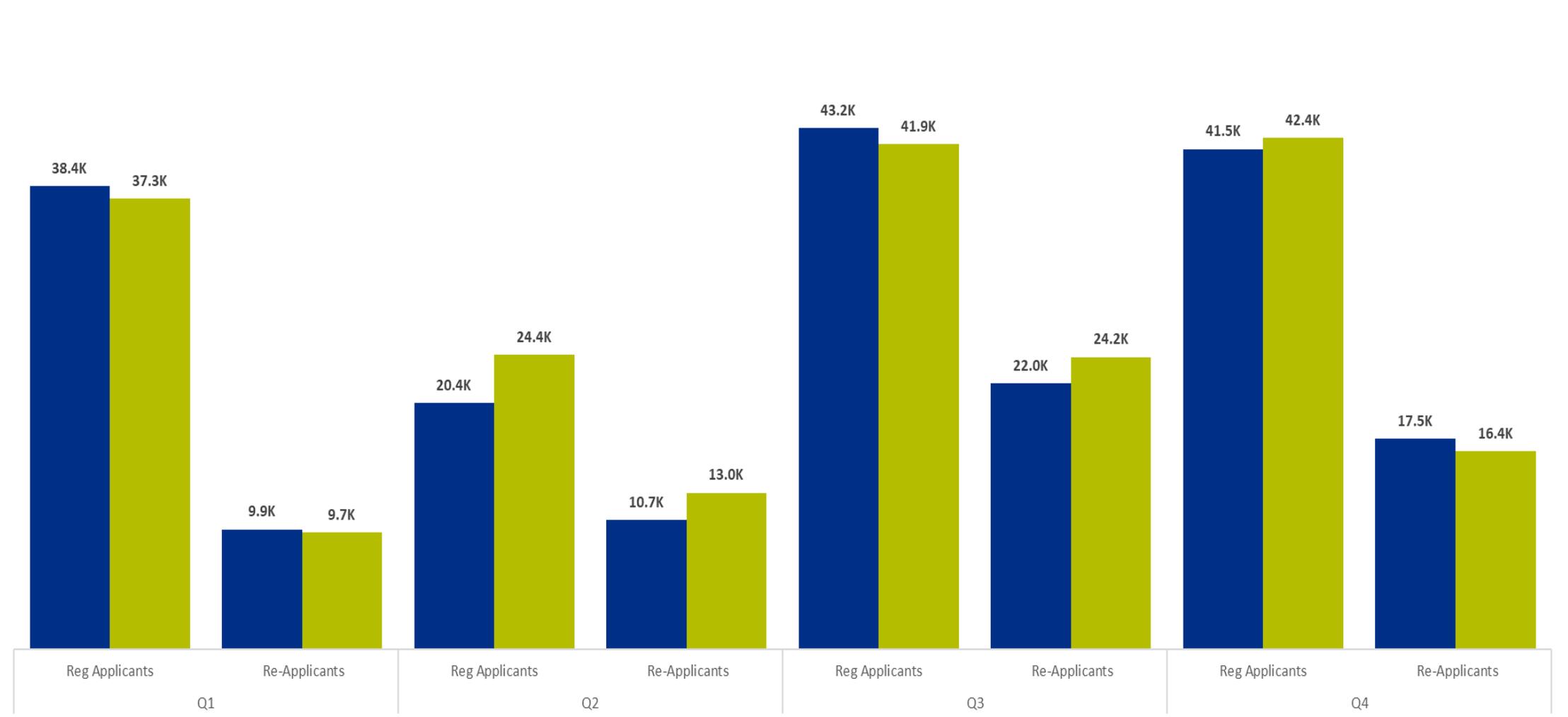




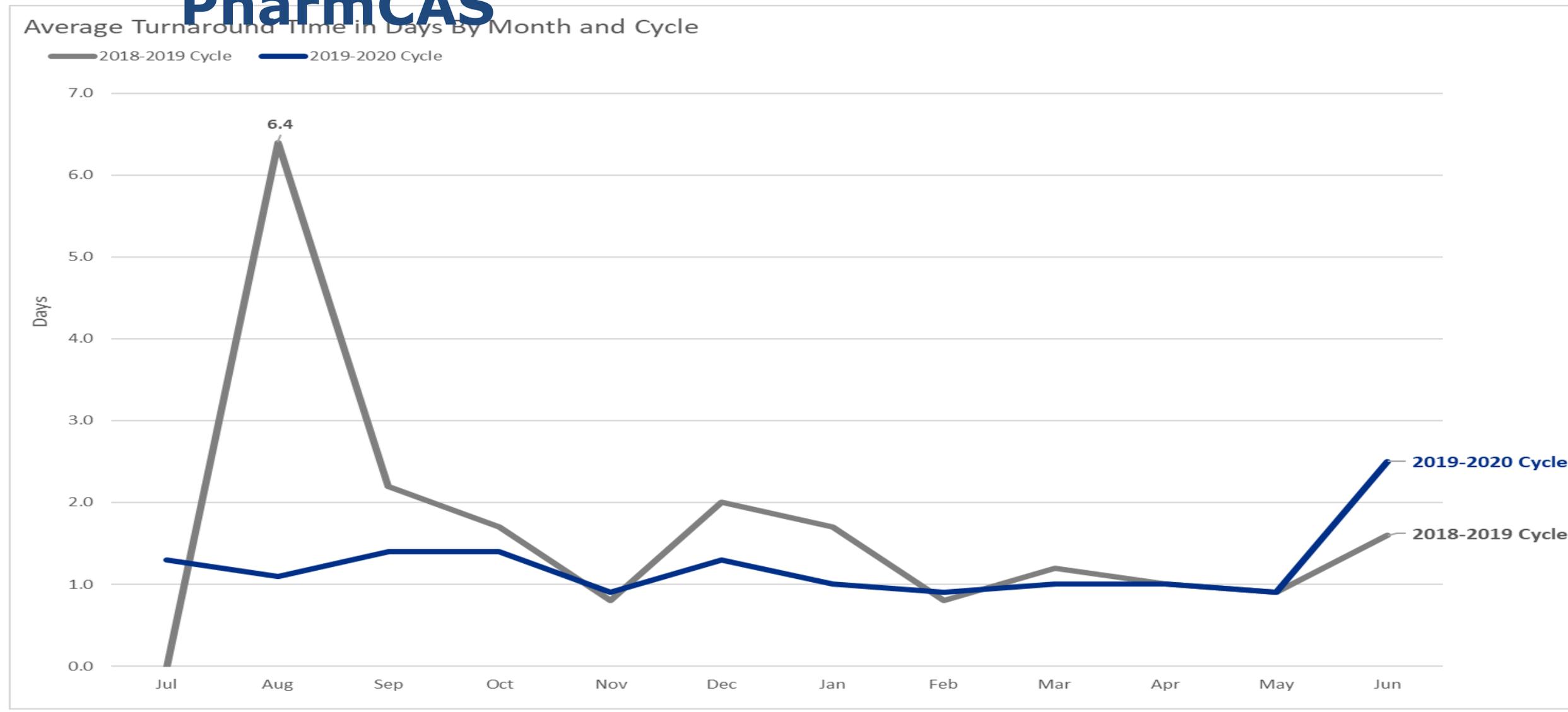
# Verifications: All CASs

Total Verifications Overall By Applicants and Re-Applicants

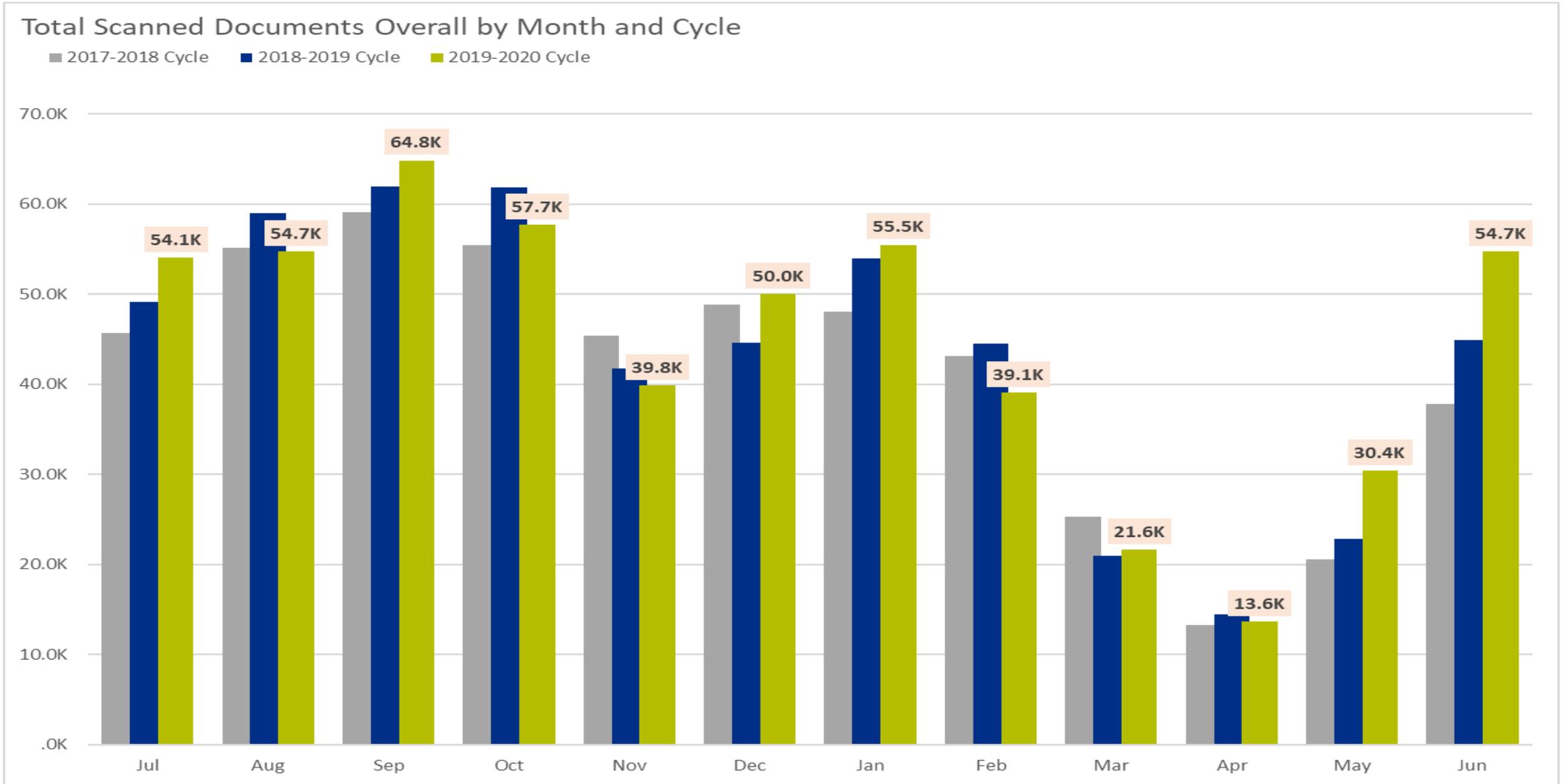
■ 2018-2019 Cycle ■ 2019-2020 Cycle



# • Verification Average Turnaround Time: PharmCAS



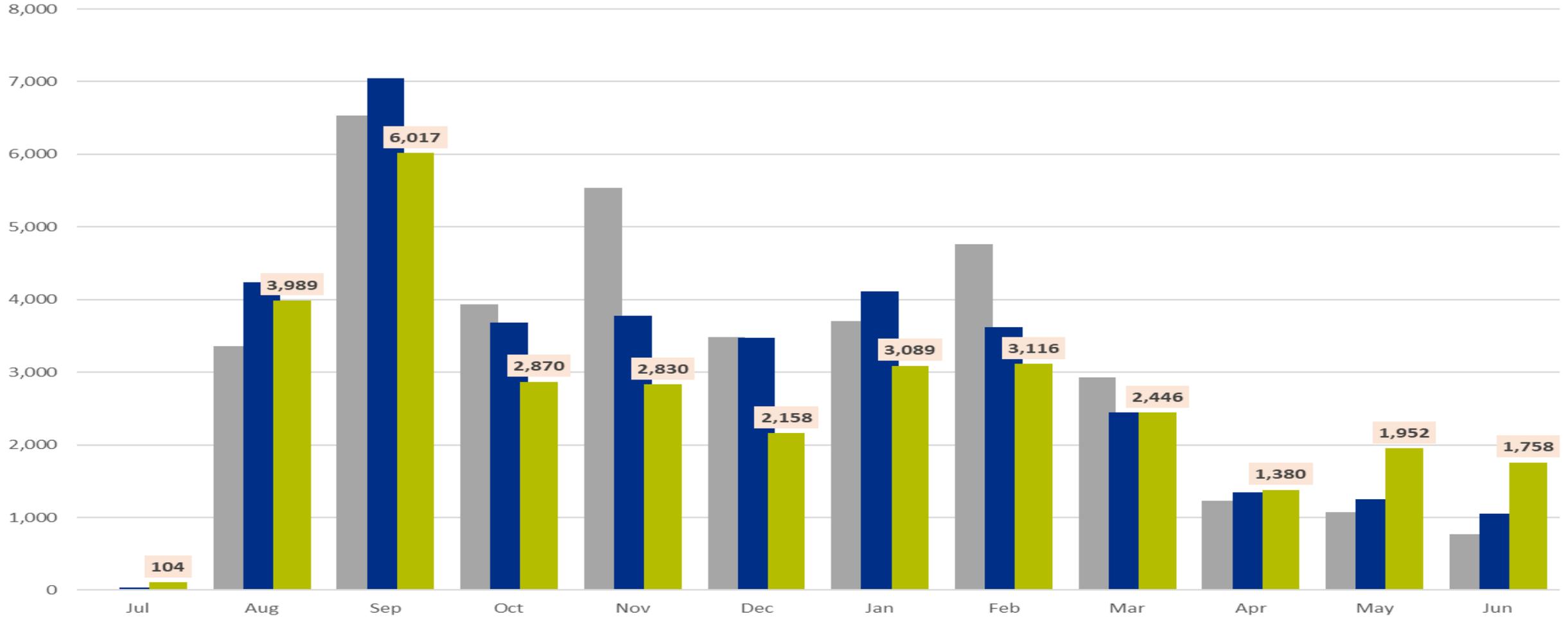
# Scanned Documents by Month: All CASs



# Scanned Documents by Month: PharmCAS

Total PharmCAS Scanned Documents By Month and Cycle

■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle





# Questions

