

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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American Association of Colleges of Pharmacy

Deborah Erdner, MA

Vice President, CAS Operations

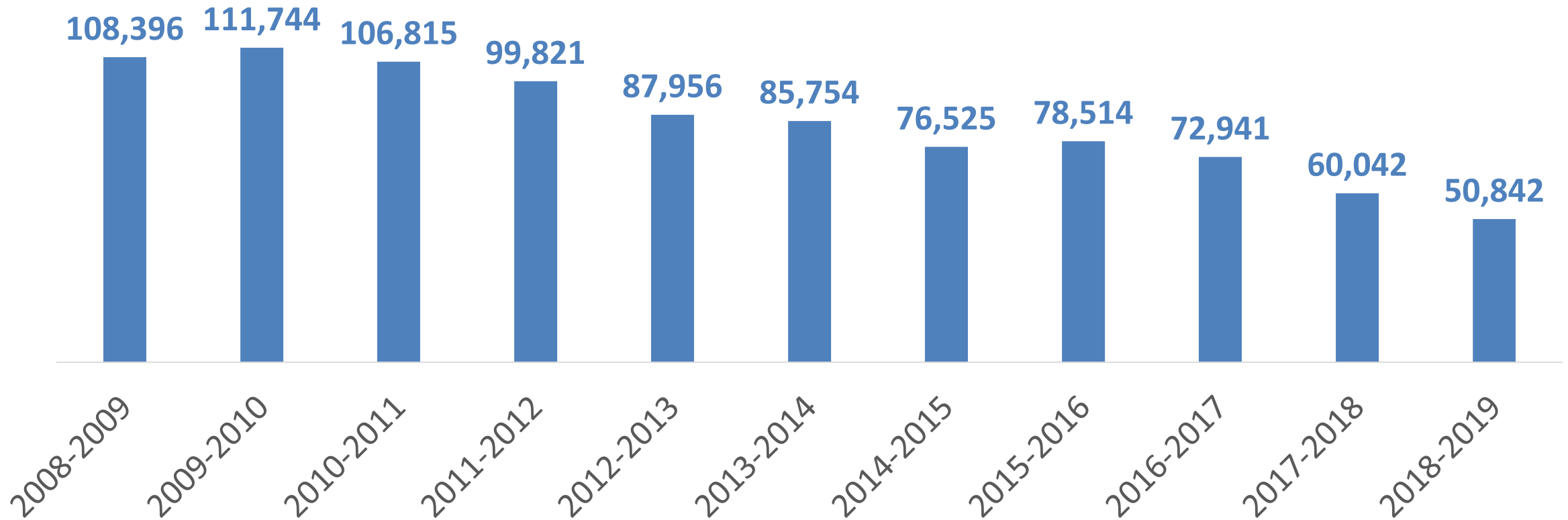
Liaison International, Inc.

Topics

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

Total # of Pharm.D. Applications

PharmCAS and Non-PharmCAS Institutions

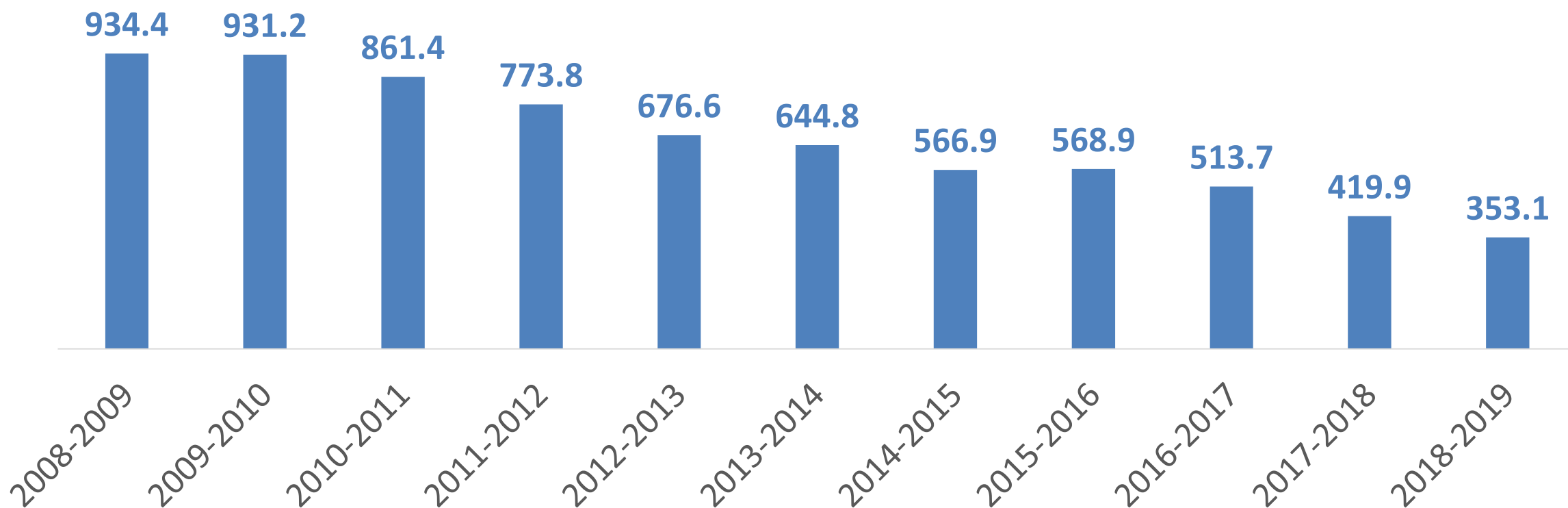


Source: AACP Fall 2019 [Profile of Pharmacy Students](#)

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

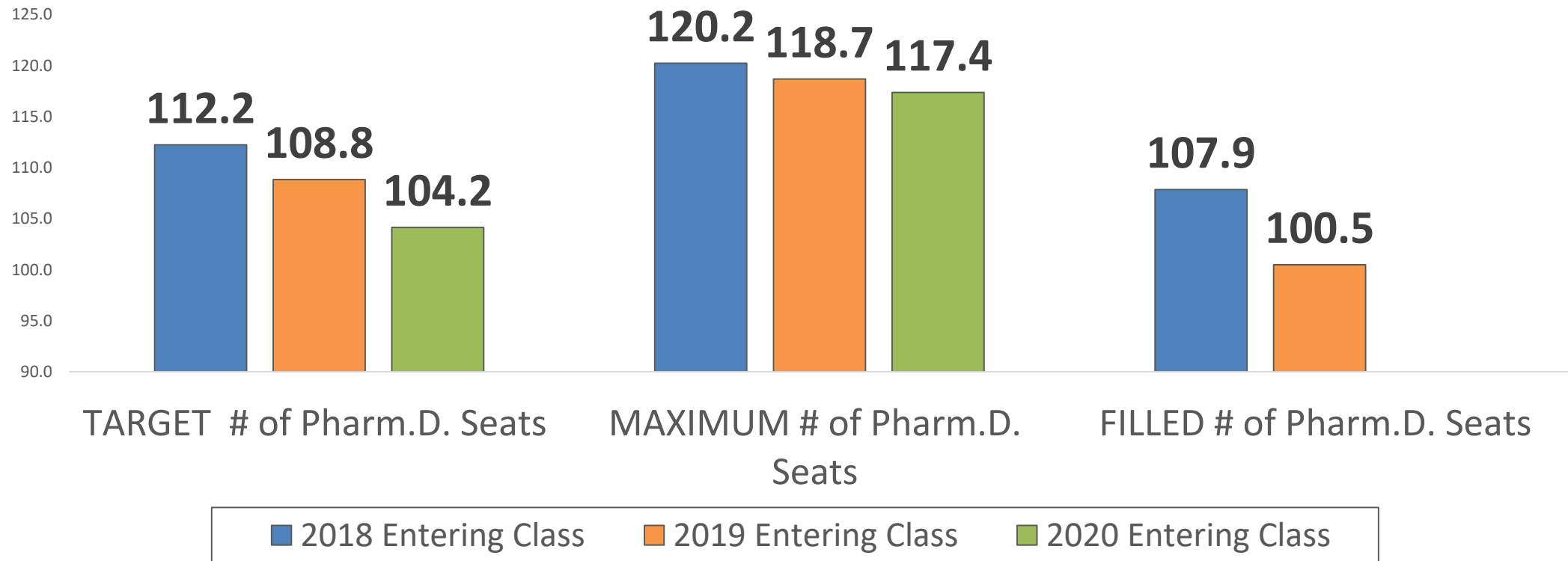
PharmCAS and Non-PharmCAS Institutions



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

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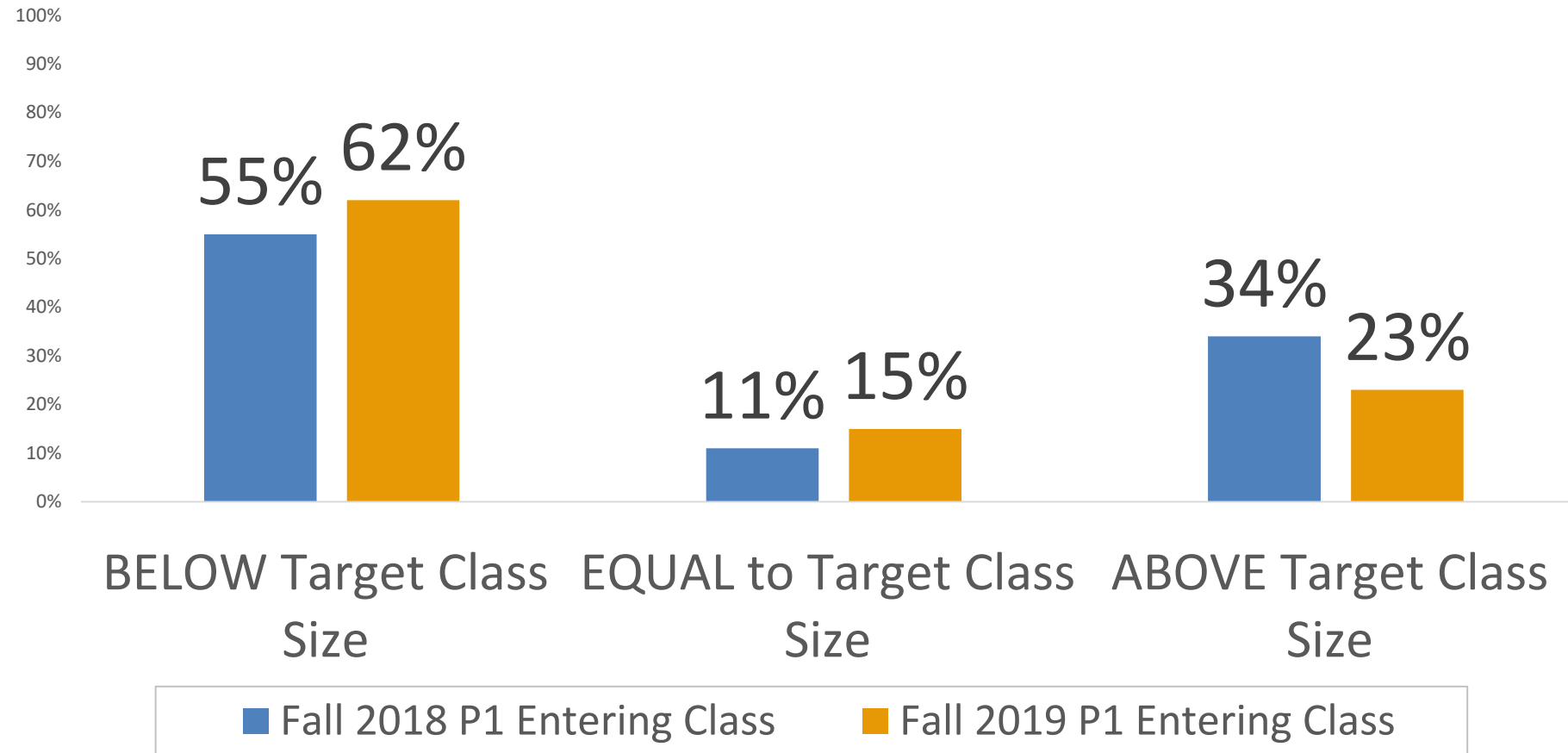
Mean #of P1 Pharm.D. Seats Available and Filled per Entering Class



Based on the 2020 AACP 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.

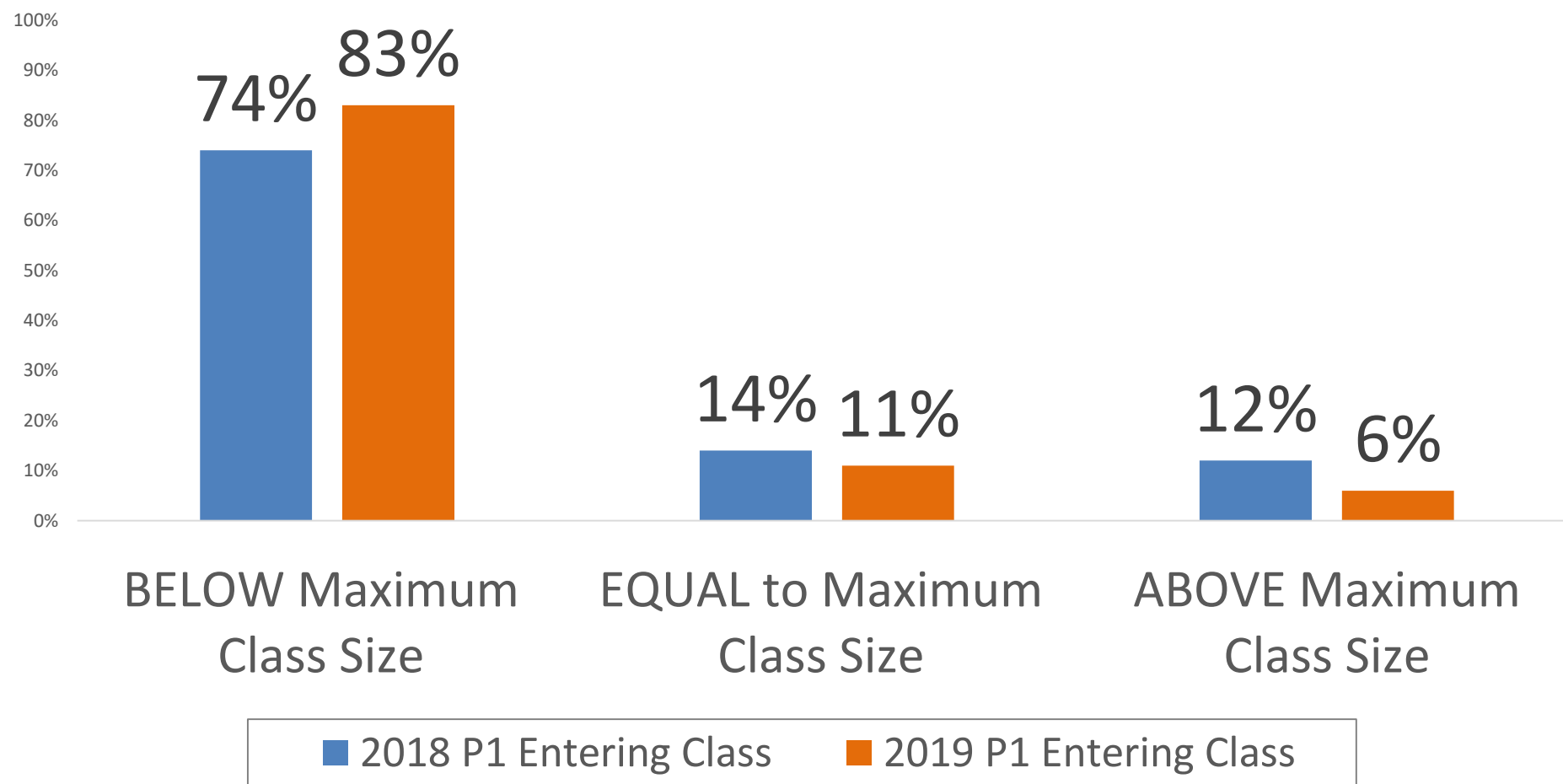
Source: 2020 AACP Pharm.D. Seats Survey Report (N=134)

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 AACP 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 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*.
- 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

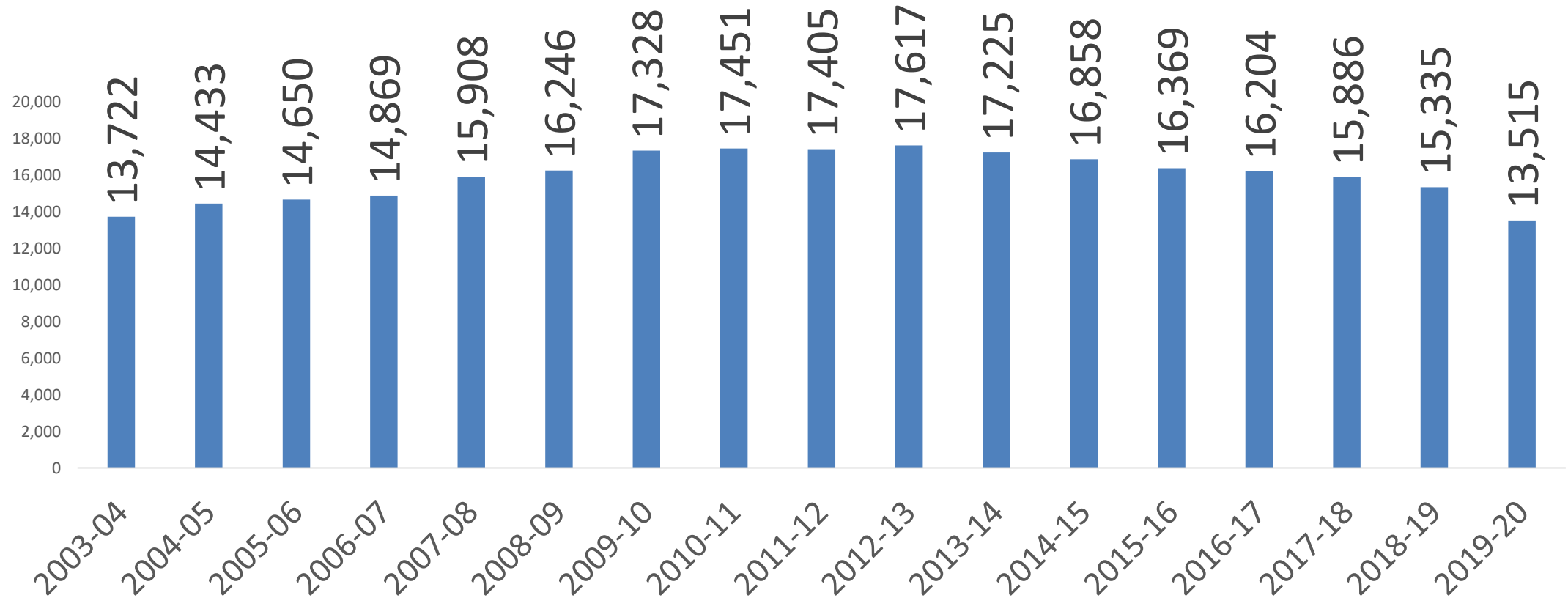
P1 Pharm.D. Seats Available vs. Filled

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

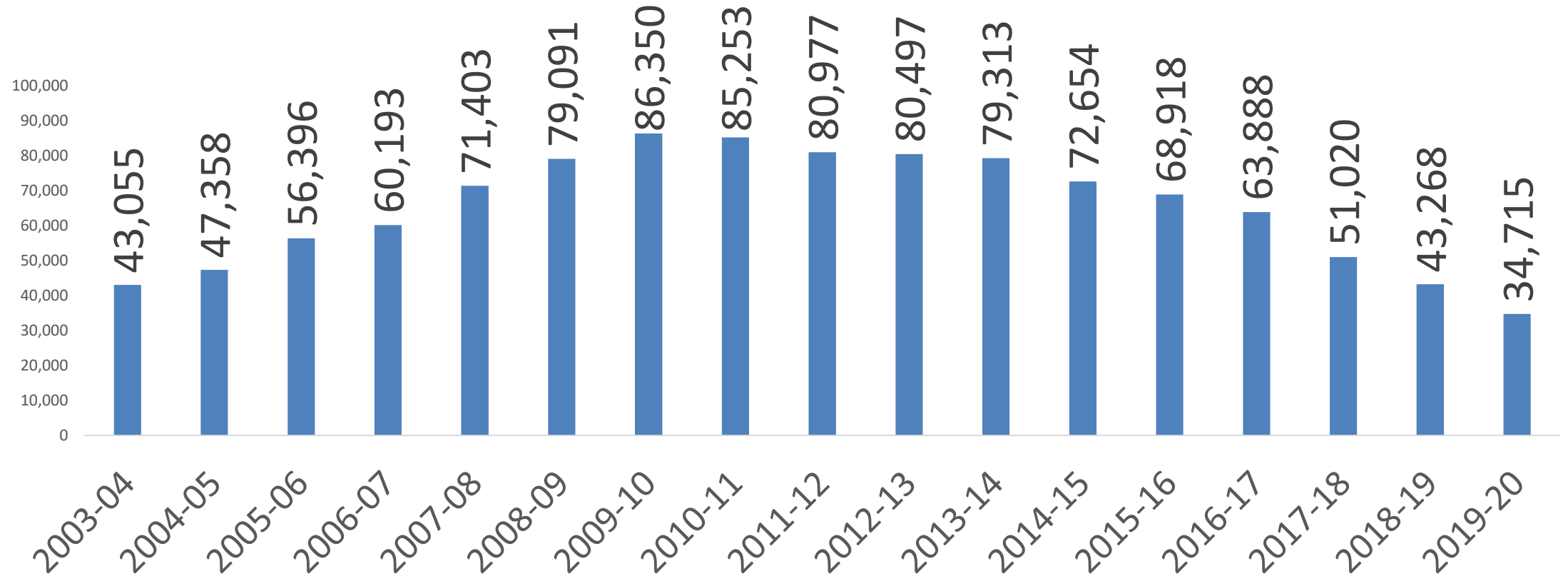
- Target, maximum, and filled seat data is estimated and primarily based on data in the 2020 AACP Seat Survey results.
- Additional data sources for estimates include the 2019 AACP Seat Survey results, PharmCAS School Directory, WebAdMIT matriculated decision codes, and Table 42 of the AACP *Profile 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



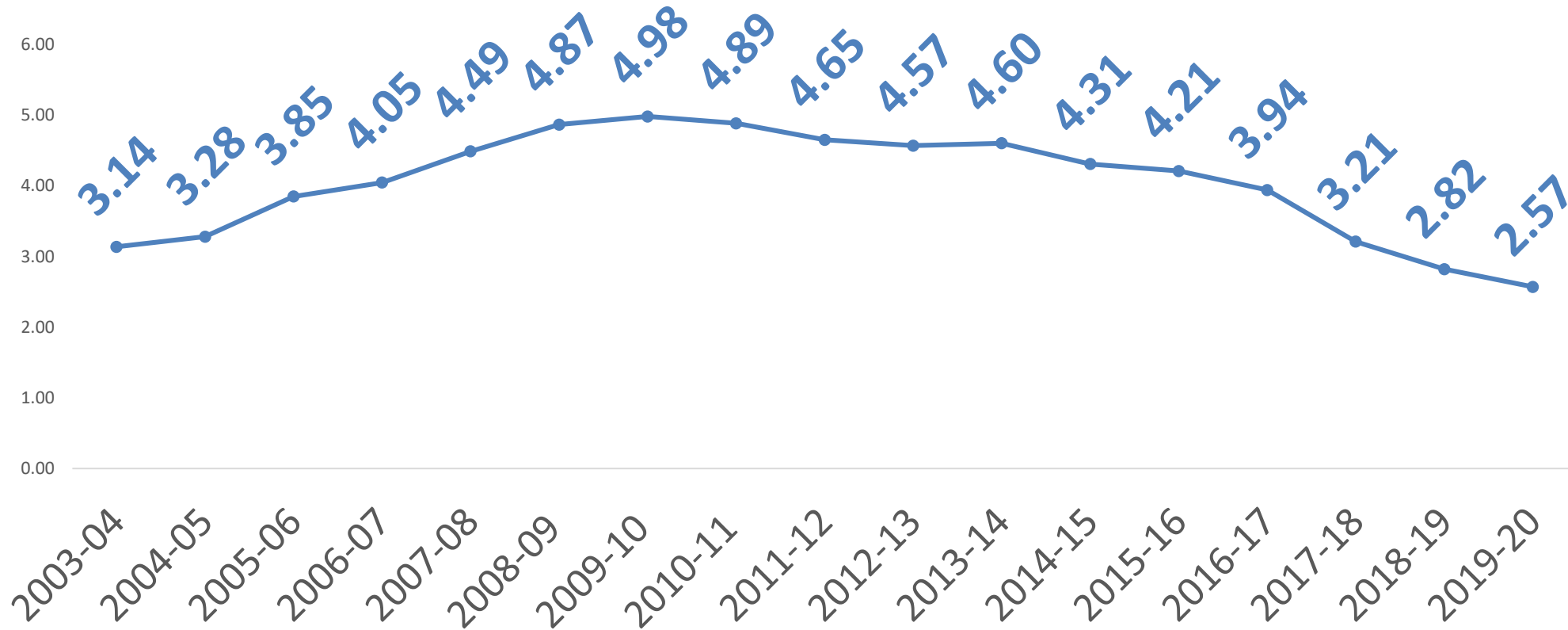
Preliminary PharmCAS data as of 7/2/2020. Final PharmCAS data for 2019-2020 will differ from these slides and be available in fall 2020

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

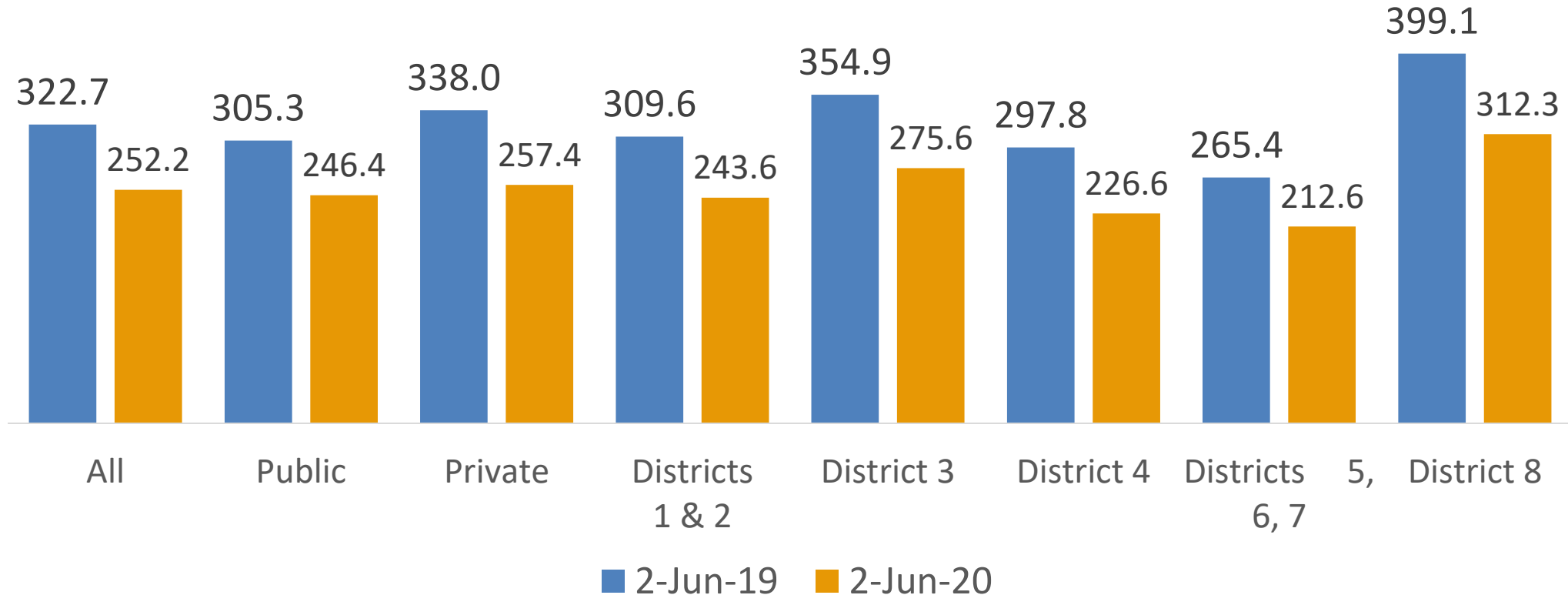
Mean # of PharmCAS Applications Per Applicant



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	16,129	15,652	14,971	12,898	-13.8%	-20.0%

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

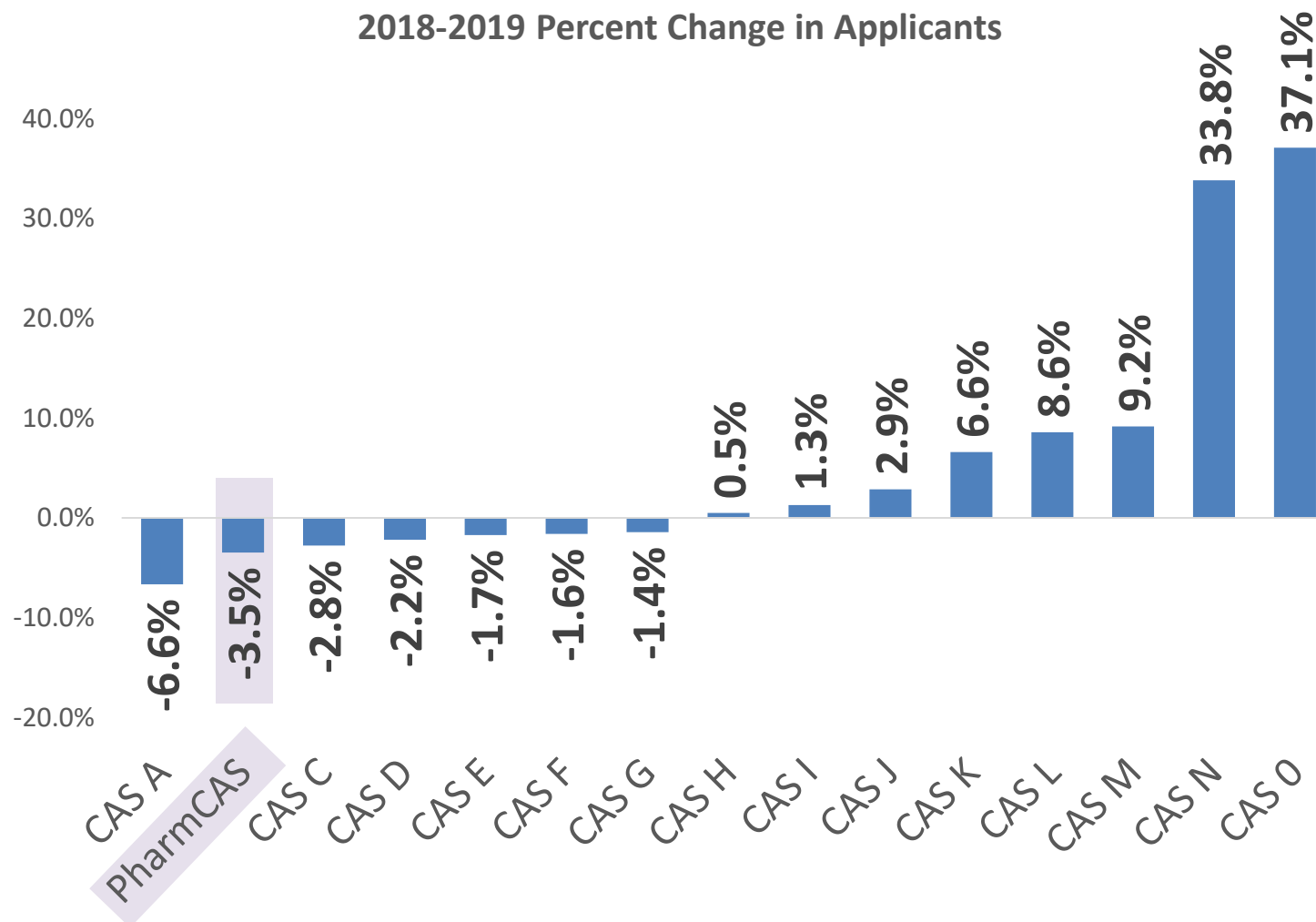
Date	2016-2017	2017-2018	2018-2019	2019-2020	Point in Time % Change: Current Cycle vs 2018-2019	Point in Time % Change: Current Cycle vs 2016-2017
Dec	36,986	26,906	21,052	16,121	-23.4%	-56.4%
Jan	43,801	31,106	25,336	19,787	-21.9%	-54.8%
Feb	53,886	40,010	32,643	23,234	-28.8%	-56.9%
Mar	61,786	46,207	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

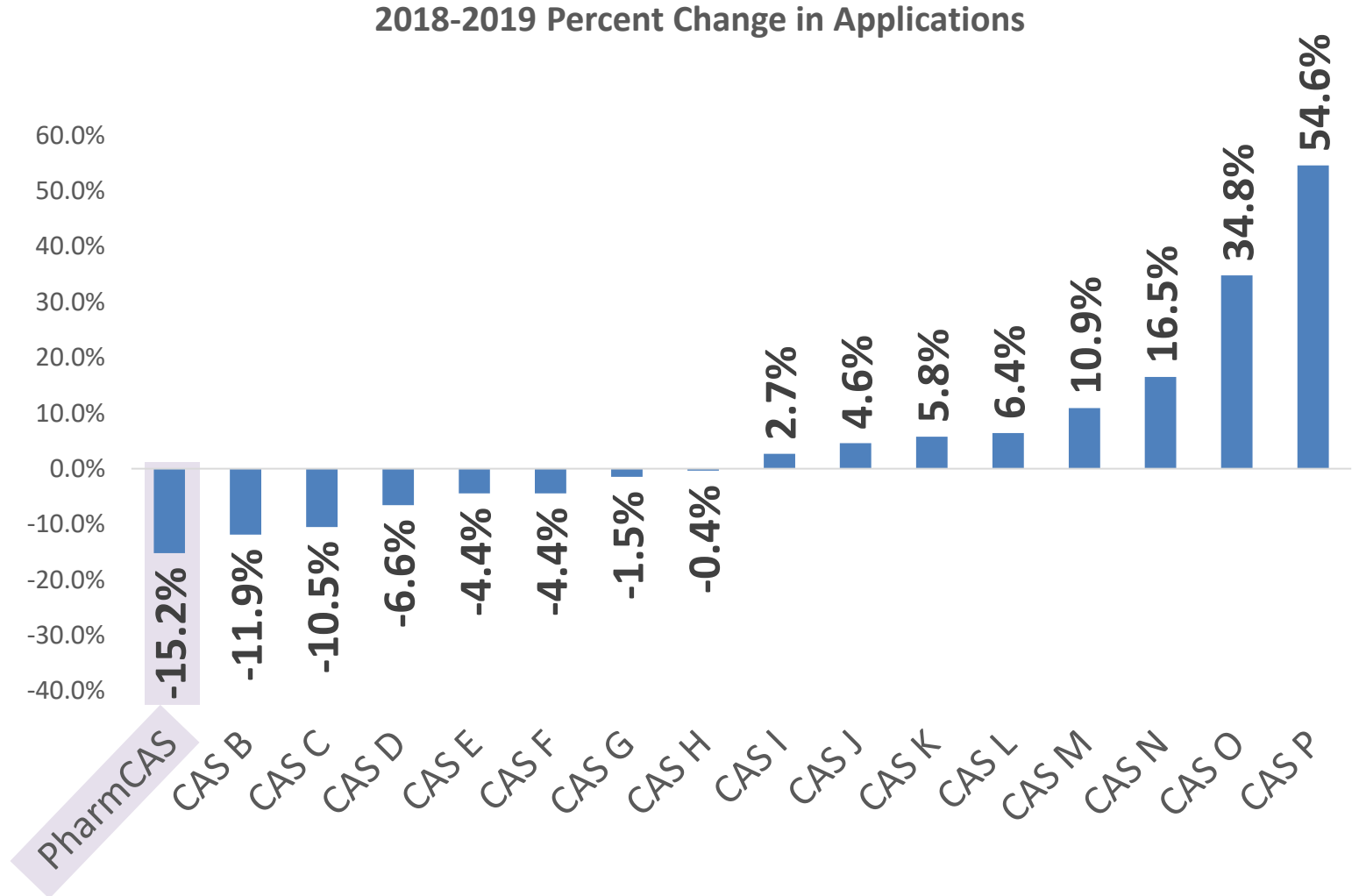


2018-2019 CAS data as of Nov 2019. Order of professions does not reflect order in graph. Graph only reflects CAS volume and may not reflect all volume for a particular profession. Percent changes may be due in part to a change in the number of participating programs or other extenuating circumstances. 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

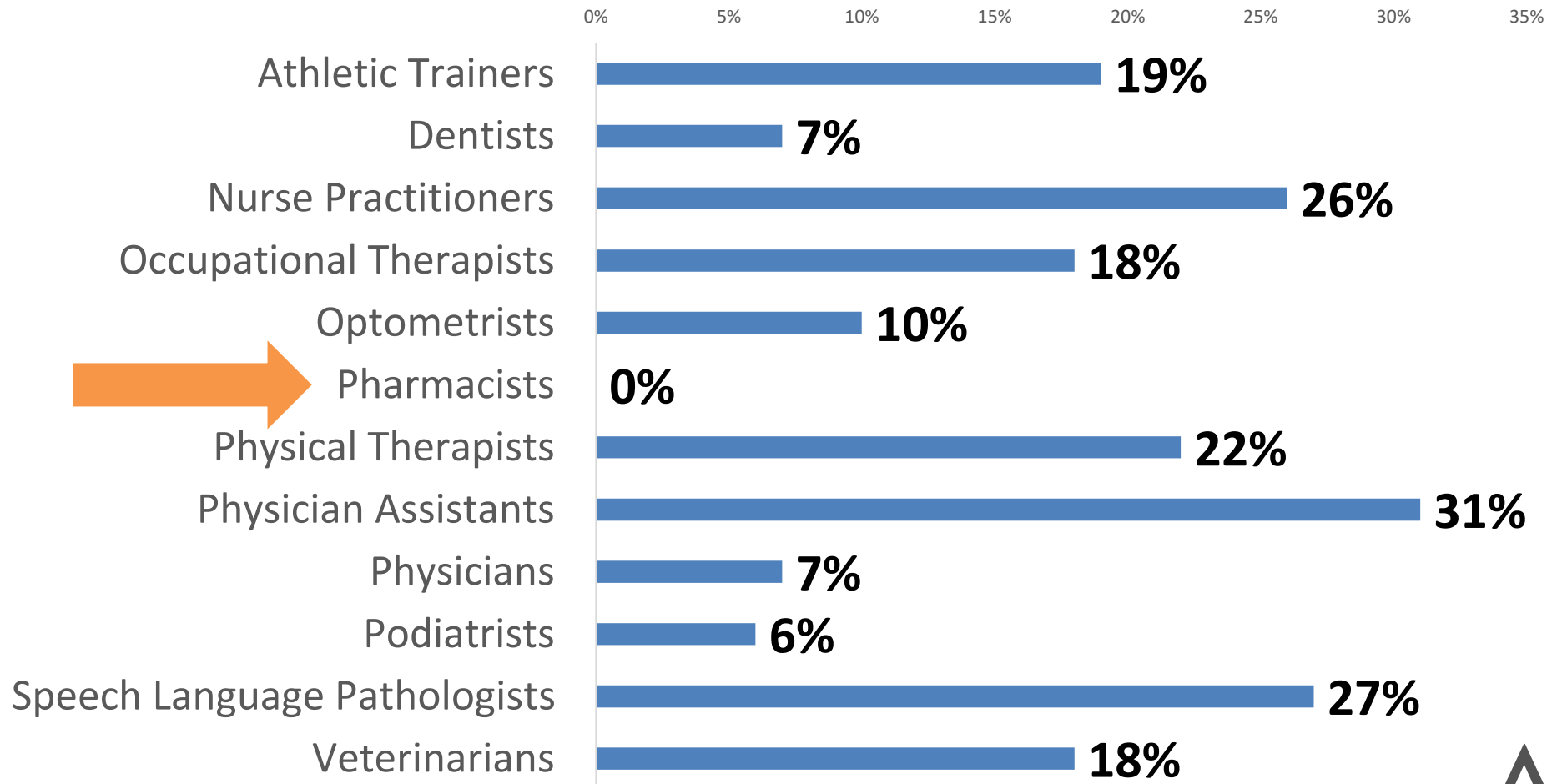
Allopathic Medicine
Communication Sciences
Dentistry
Nursing
Occupational Therapy
Optometry
Orthotic & Prosthetic
Osteopathic Medicine
Pharmacy
Physical Therapy
Physician Assistant
Podiatry
Psychology
Public Health
Social Work
Veterinary Medicine

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



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%
2019-2020	24%	65%	11%

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?

Interest in helping people	87%
Desire to work as part of the healthcare team	86%
Interest in knowing how medicines work in the body	84%
Interest in making a difference in the world	72%
Interest in direct patient care	63%
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%

Source: PharmCAS 2019-2020 Applicant Survey (June 2020) N=2296; Applicants could select more than one response.

Applicant Survey

Who encouraged
you to consider
pharmacy as a
career?

Family Member	57%
Pharmacist	43%
Friend	28%
Current PharmD Student	20%
College Professor	11%
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%

Source: PharmCAS 2019-2020 Applicant Survey (June 2020) N=2296; Applicants could select more than one response.

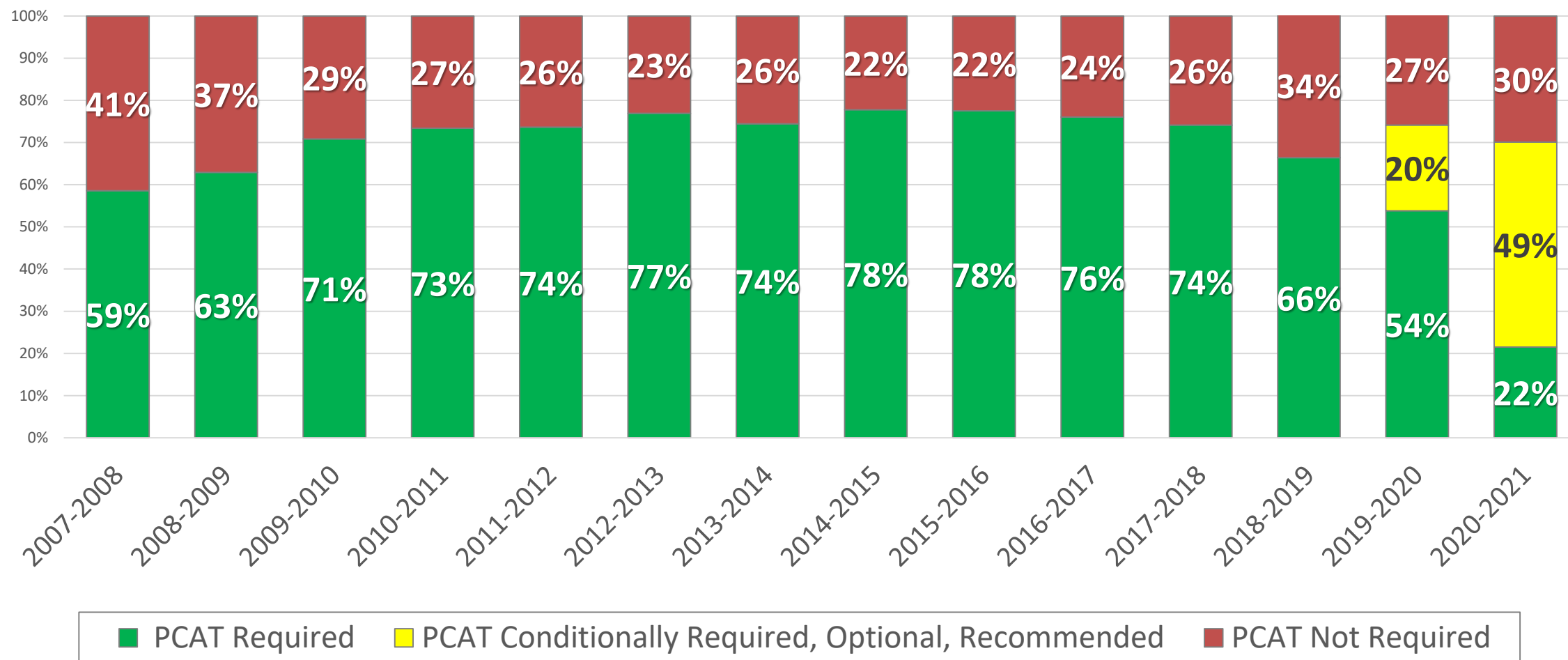
Applicant Survey: Impact of Recruitment Events

How did virtual and/or on campus events ...influence your decision to become a pharmacist?	A PIVOTAL experience that significantly influenced my decision to pursue pharmacy	A POSITIVE experience that influenced my decision to pursue pharmacy	A NEUTRAL 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	18%	30%	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%

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!

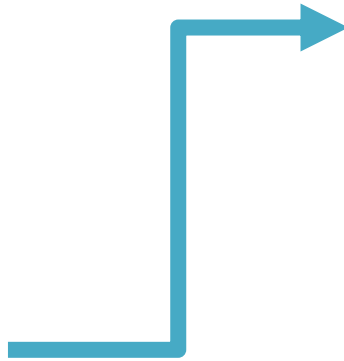
#	Institution	Joined PharmCAS in 2019-2020	Joined PharmCAS in 2020-2021
134	Florida A&M U	X	
135	U of Kansas, The	X	
136	Ohio Northern University		X

All AACCP 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 AACP Connect.
- Accessed here: <http://connect.aacp.org>.
- To request access to this community, contact 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'. To the right of the logo is a navigation bar containing links for 'CALENDAR', 'CONTACT US', 'APPLICATION INSTRUCTIONS', 'APPLICANT CONDUCT', 'SCHOOL DIRECTORY', and 'HELPFUL RESOURCES'. Further right are social media icons for Facebook, Twitter, and a search icon, followed by a prominent yellow 'APPLY NOW' button. The main content area is split into two panels. The left panel features a woman in a yellow sweater sitting in a yellow chair, working on a laptop; it includes the text 'READY TO APPLY' and 'Apply with ease through PharmCAS.', along with a teal 'START APPLICATION' button. The right panel shows three students in lab coats and safety goggles working in a chemistry lab; it includes the text 'SCHOOL DIRECTORY' and 'Find the program that's right for you.', along with a teal 'SCHOOL DIRECTORY' button. At the bottom center, there is a large teal banner with the PharmCAS logo and the text '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



CALENDARCONTACT US

APPLICATION INSTRUCTIONSAPPLICANT CONDUCTSCHOOL DIRECTORYHELPFUL RESOURCES

APPLY NOW



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

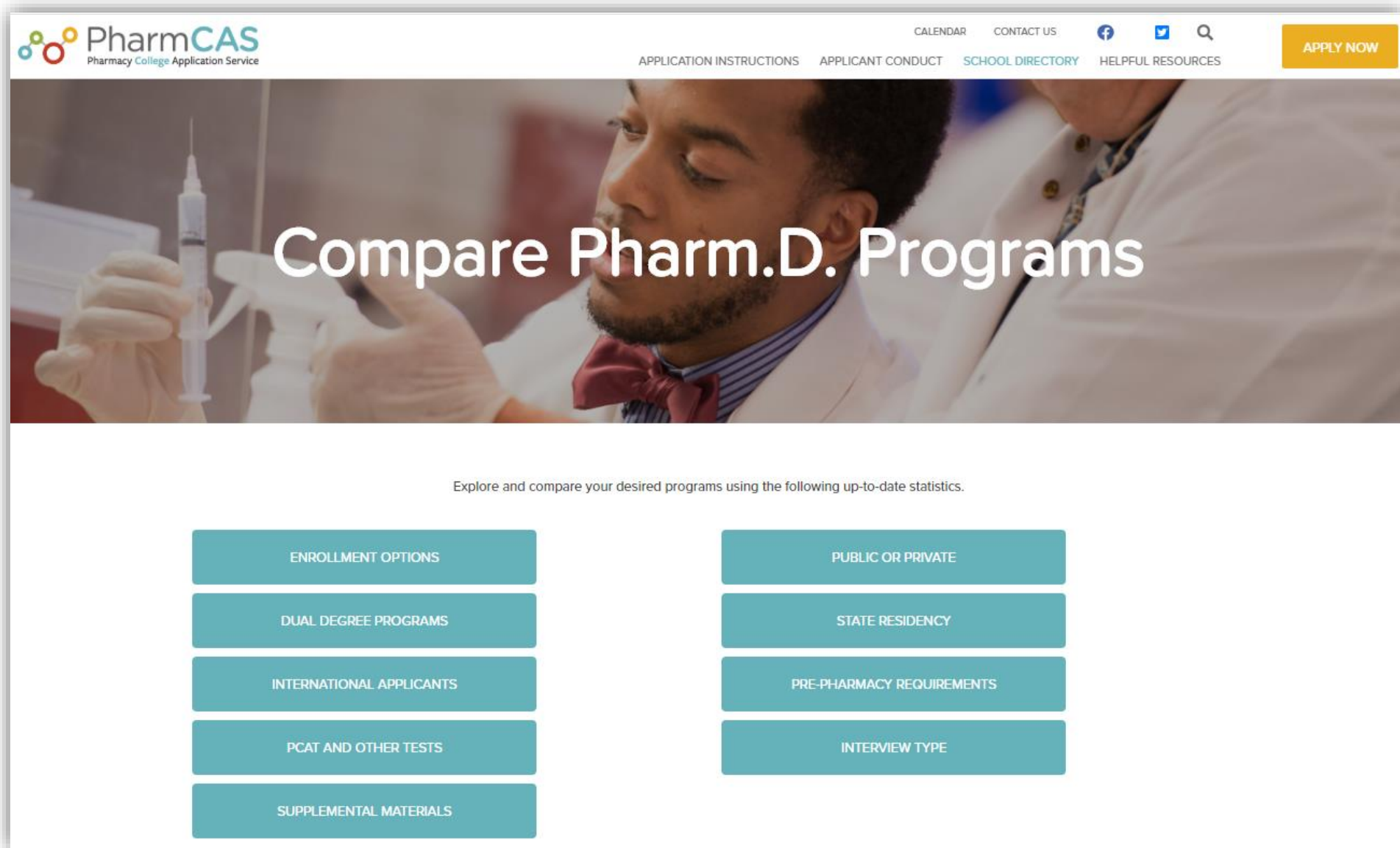
Apply Filter

Clear




Displaying 1 - 3 of 3

 [Download File](#)

New “Compare Programs” Tool



PharmCAS
Pharmacy College Application Service

CALENDAR CONTACT US   

APPLICATION INSTRUCTIONS APPLICANT CONDUCT SCHOOL DIRECTORY HELPFUL RESOURCES

APPLY NOW

Compare Pharm.D. Programs

Explore and compare your desired programs using the following up-to-date statistics.

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

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

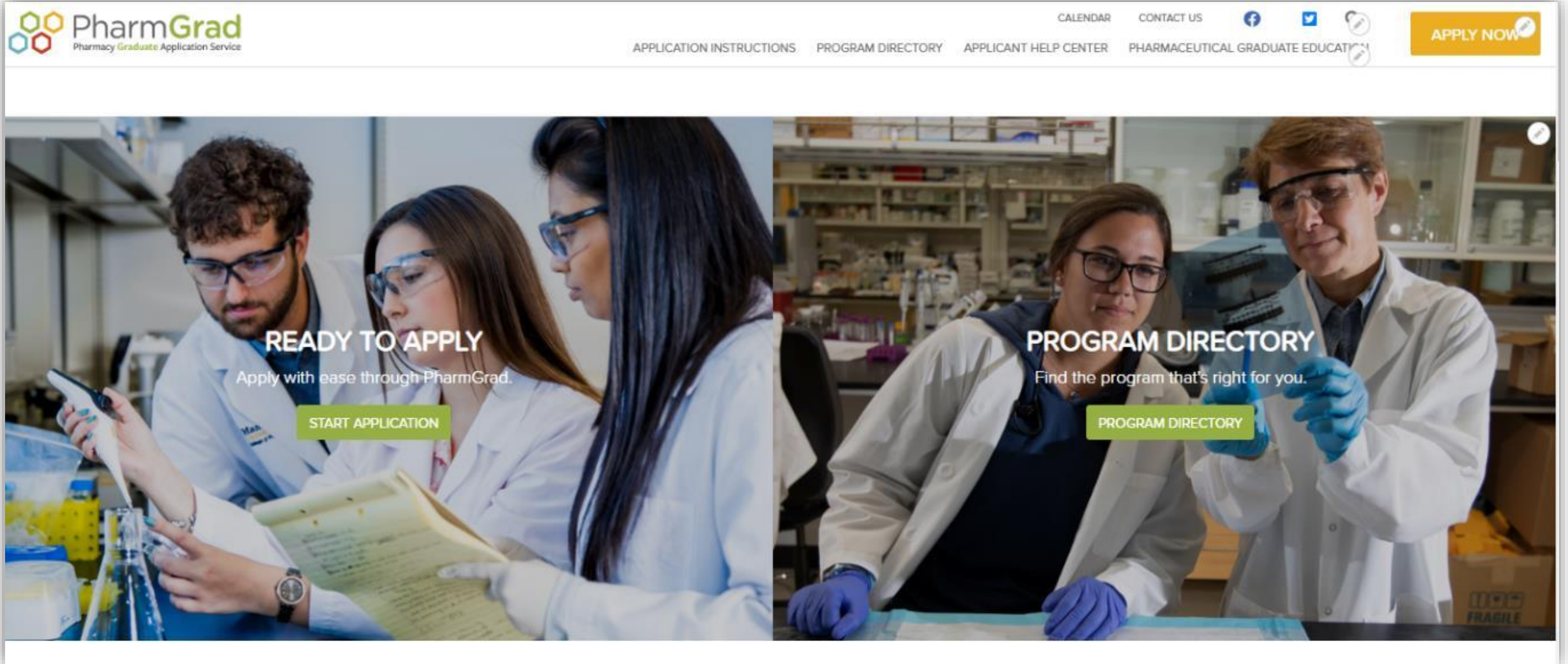
Welcome New PharmGrad Programs!

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
TOTAL # of PharmGrad INSTITUTIONS	10
TOTAL # of PharmGrad PROGRAMS	23

@AACPharmacy
#VirtualPharmEd



New PharmGrad Website



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."

Regions	Location	GRE Requirement	Public/Private
Degree Type	Delivery Method	Program Start Term	PharmGrad Participation
Institution Name		Apply Filters	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

Designations				
Designation	Local Status	Decision Code	Application Status	Early Decision Status
PharmD	<div>Offer Accepted ▼</div>	Offer Accepted	<div><input checked="" type="radio"/> Manual</div>	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



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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.

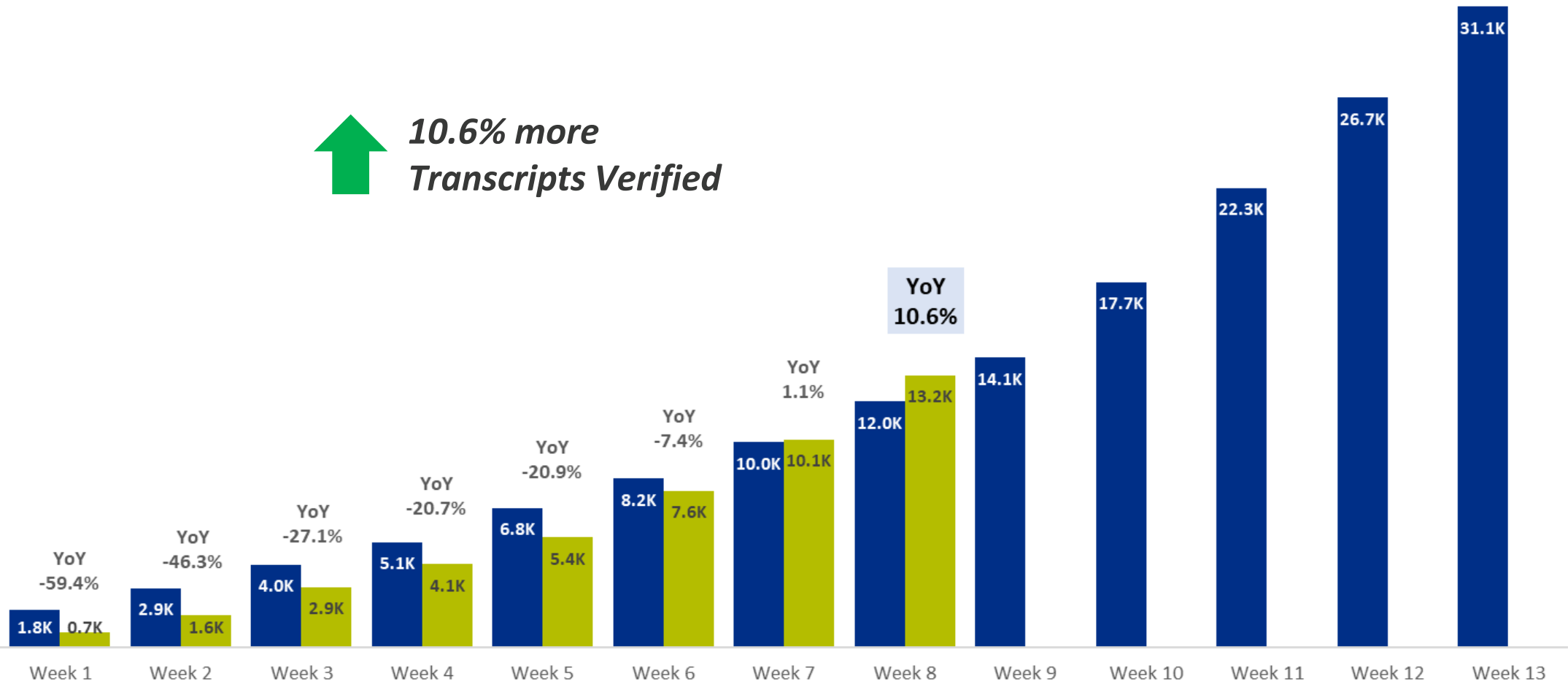
Quickly responding to Registrars unable to send eTranscripts



- COVID-19 Operational Trends – YTD Transcript Verification

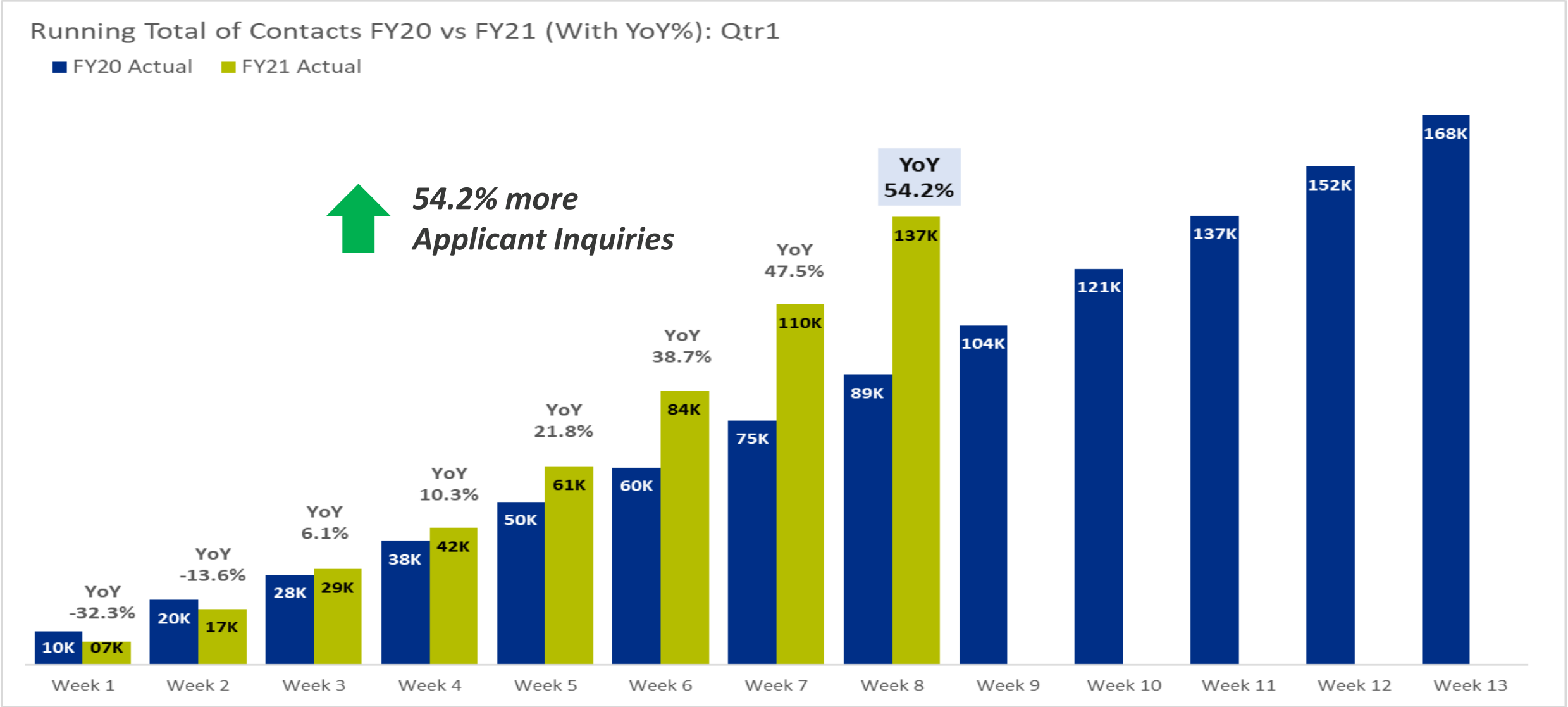
Running Total of Verifications FY20 vs FY21 (With YoY): Qtr1

FY20 Actual FY21 Actual





- 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 12th 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

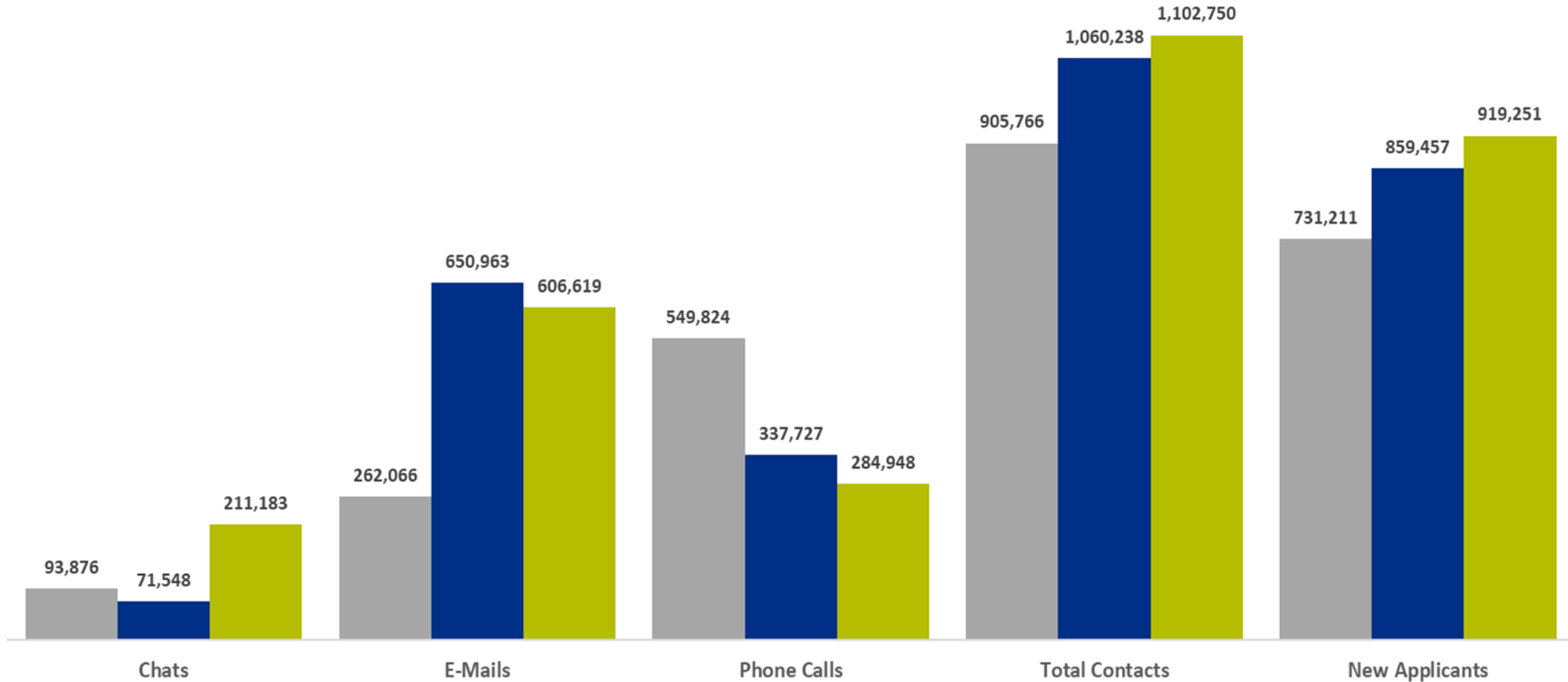
Over 1,000,000 calls, chats and emails resolved annually

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

• Total Contacts – All Services

Total Contacts By Media and Number of New Applicants By Cycle

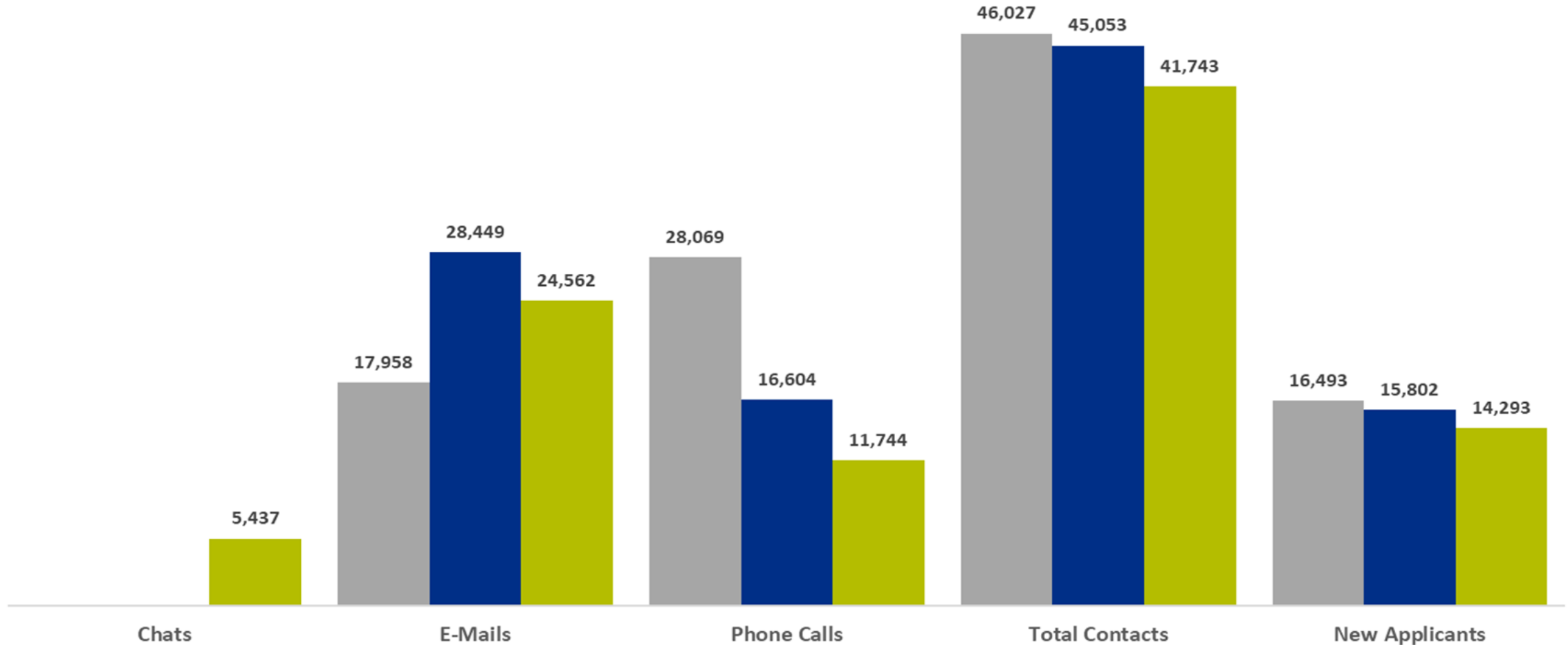
■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle



• Total Contacts – PharmCAS

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

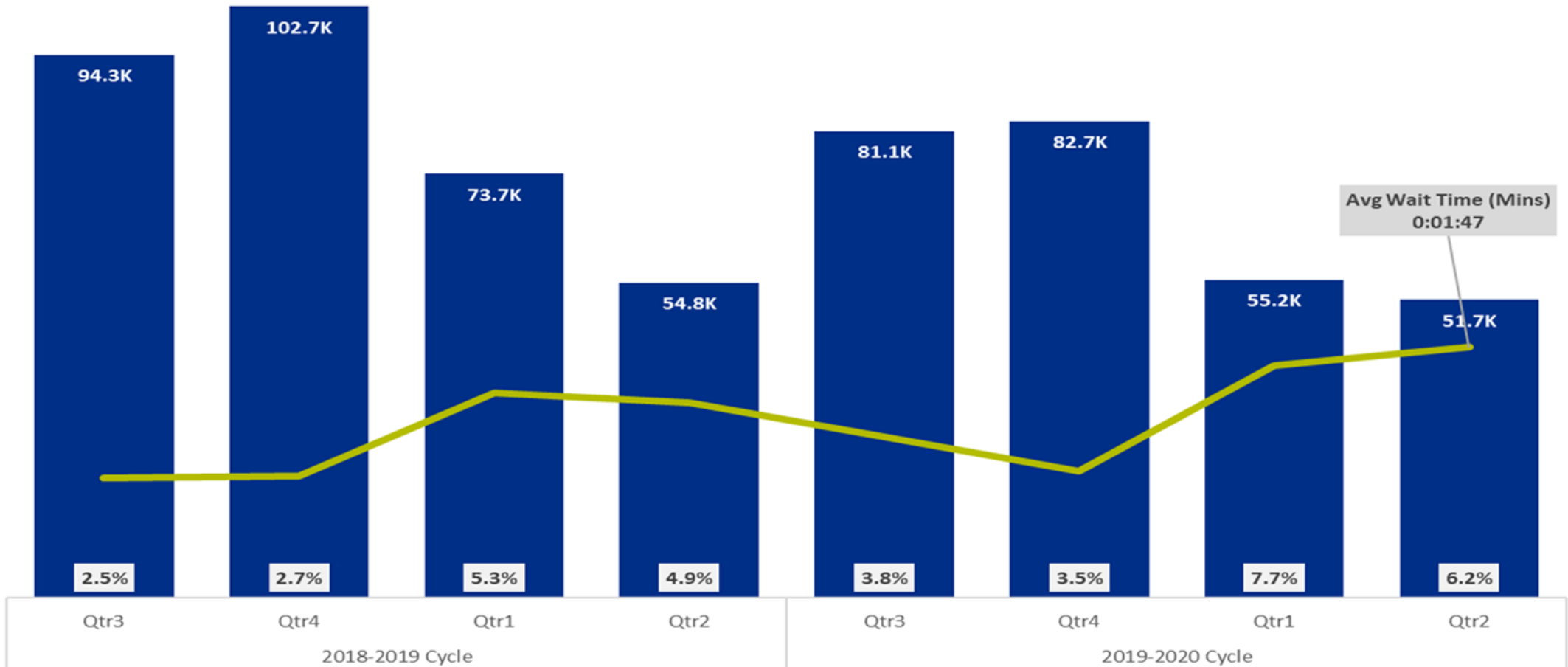
■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle



• All services - calls

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

■ Phone Contacts — Avg Wait Time (Mins)

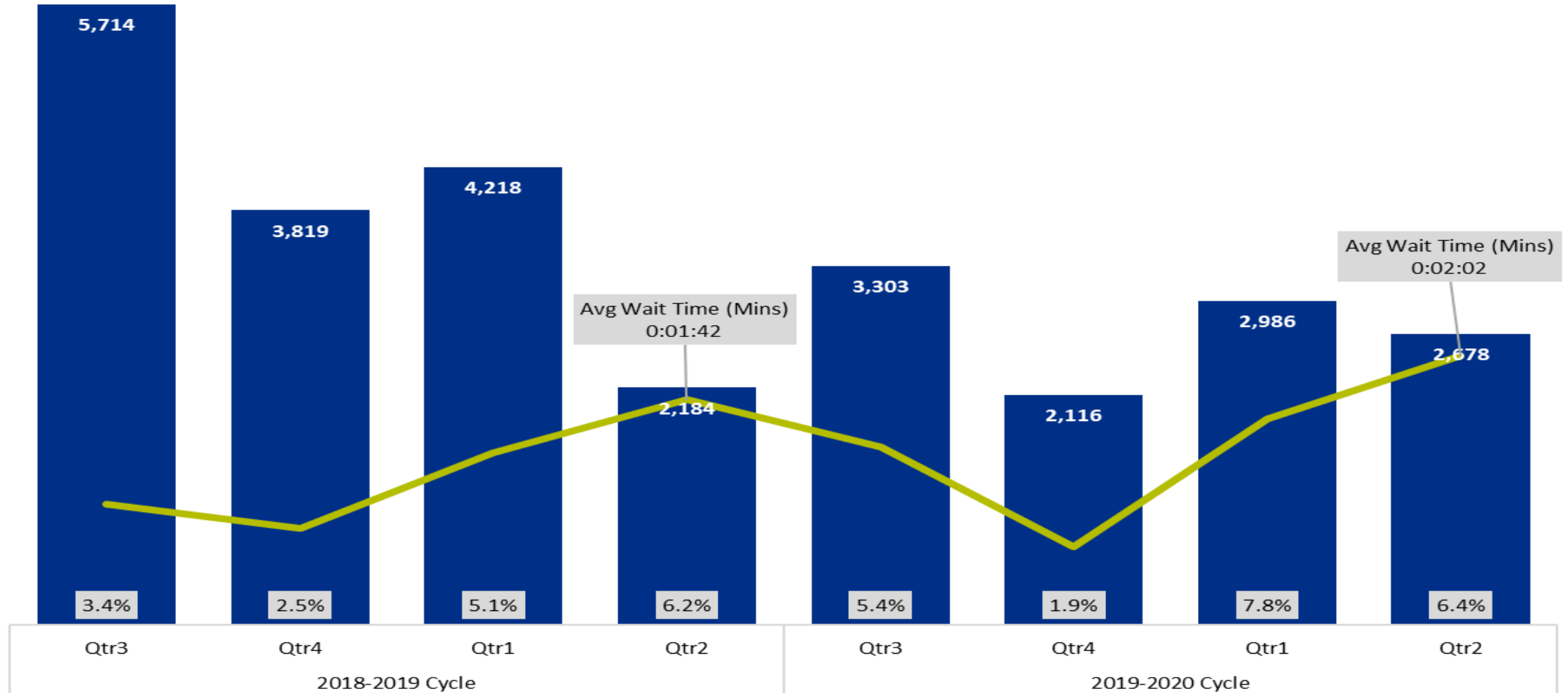


PharmCAS calls

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

Phone Contacts

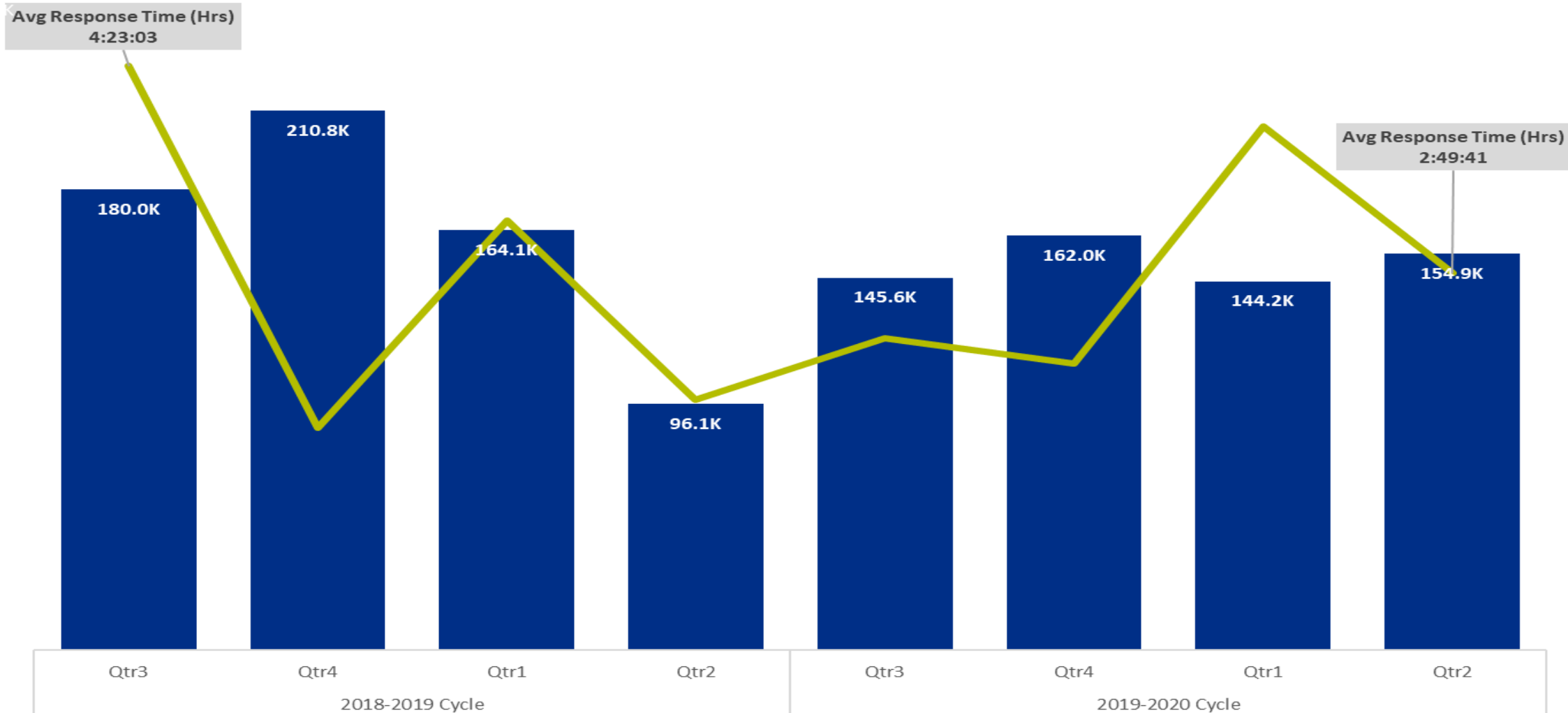
Avg Wait Time (Mins)



• All Services - Emails

Total Contact Emails With Average Response Times by Cycle and Quarter

■ Email Contacts — Avg Response Time (Hrs)

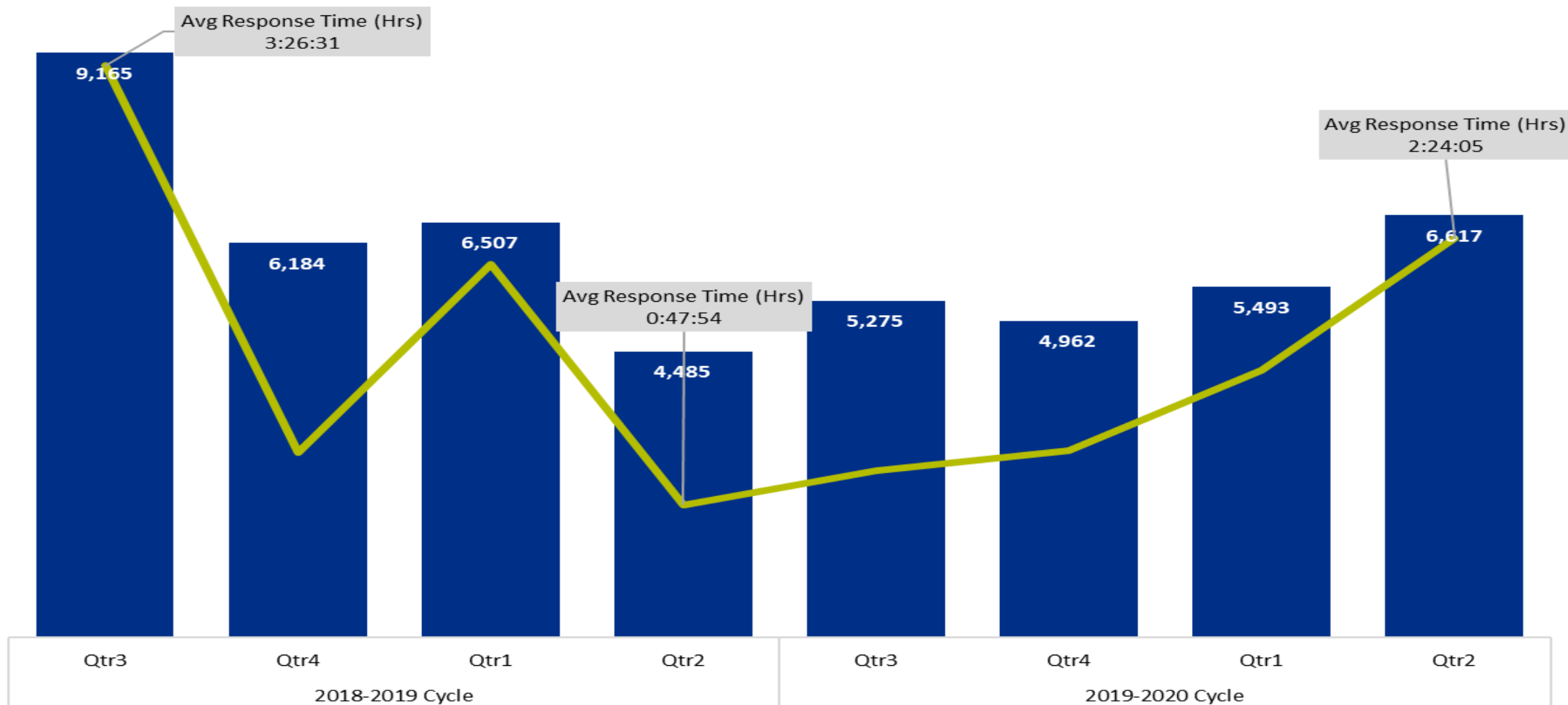


PharmCAS Emails

Total PharmCAS Emails With Average Response Times by Cycle and Quarter

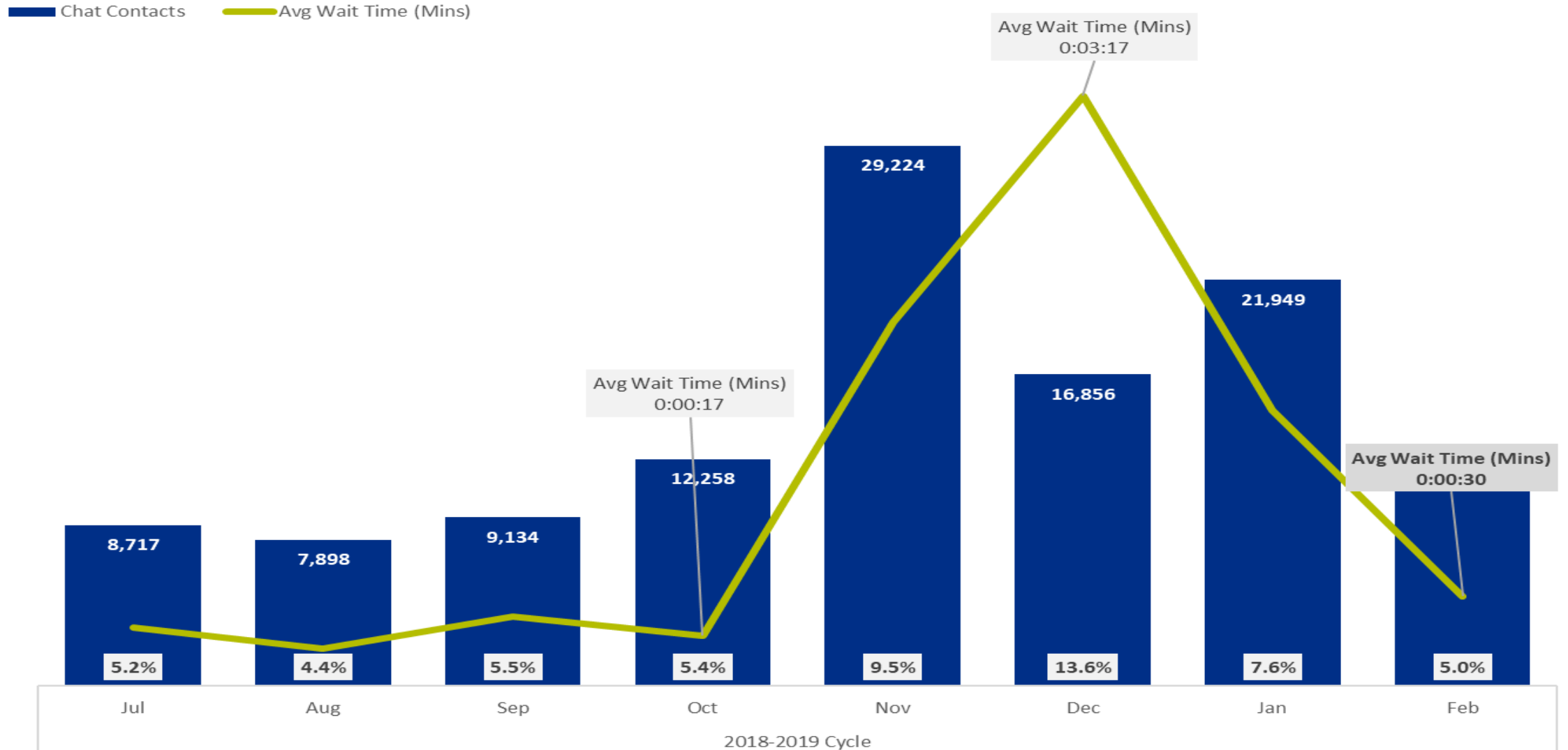
Email Contacts

Avg Response Time (Hrs)



• All Services - Chat

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



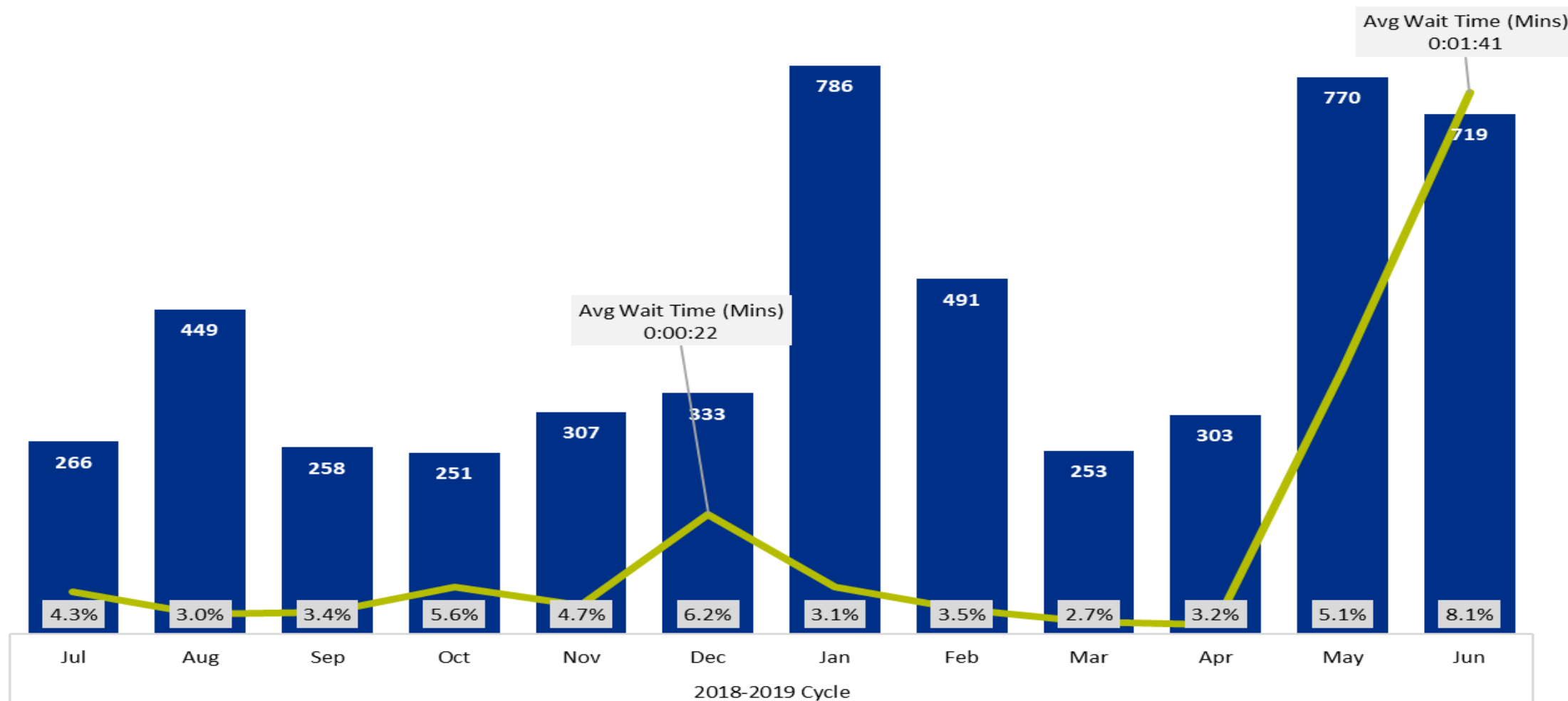


PharmCAS - Chat

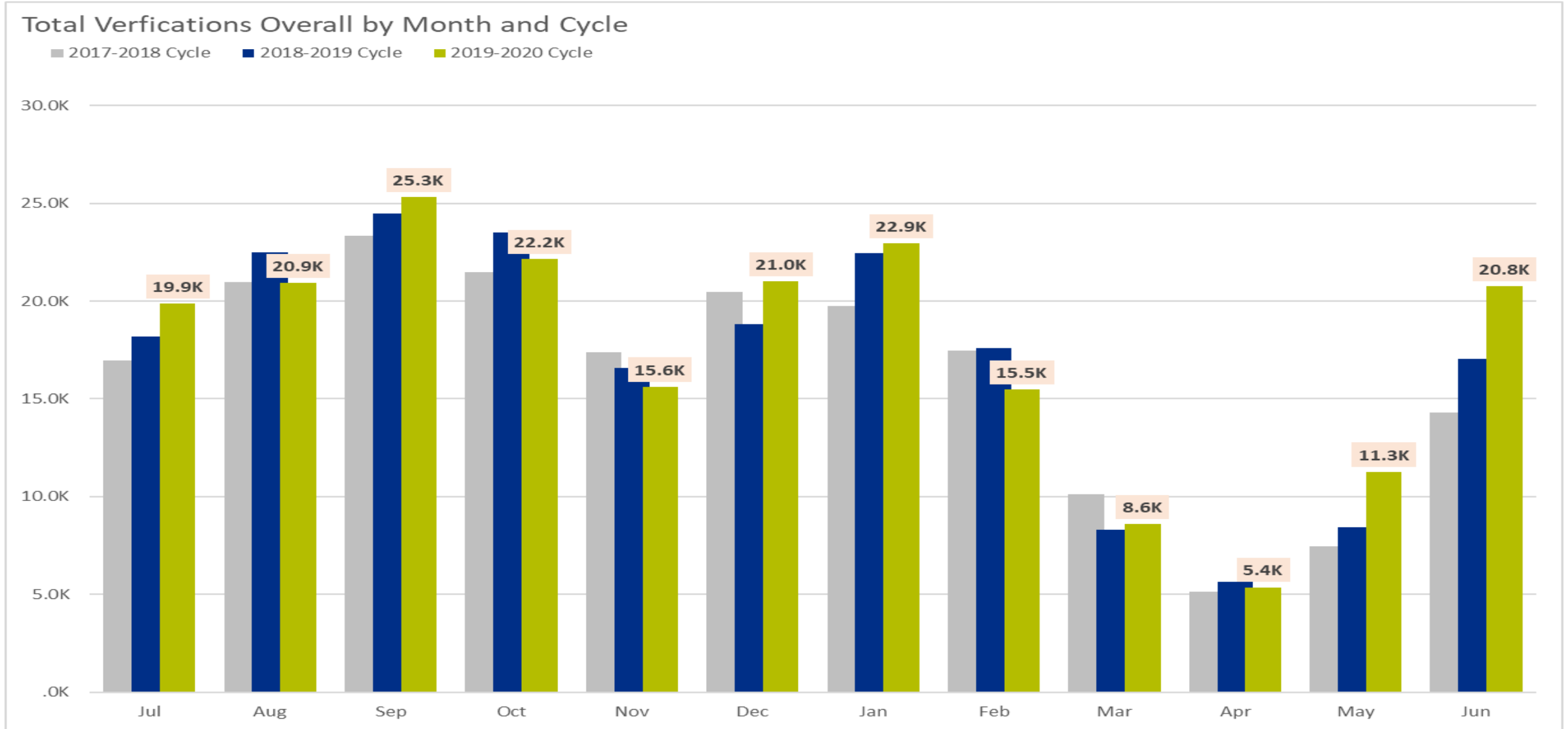
Total PharmCAS Chats With Average Wait Times and Abandonment Percentage by Month

■ Chat Contacts

— Avg Wait Time (Mins)



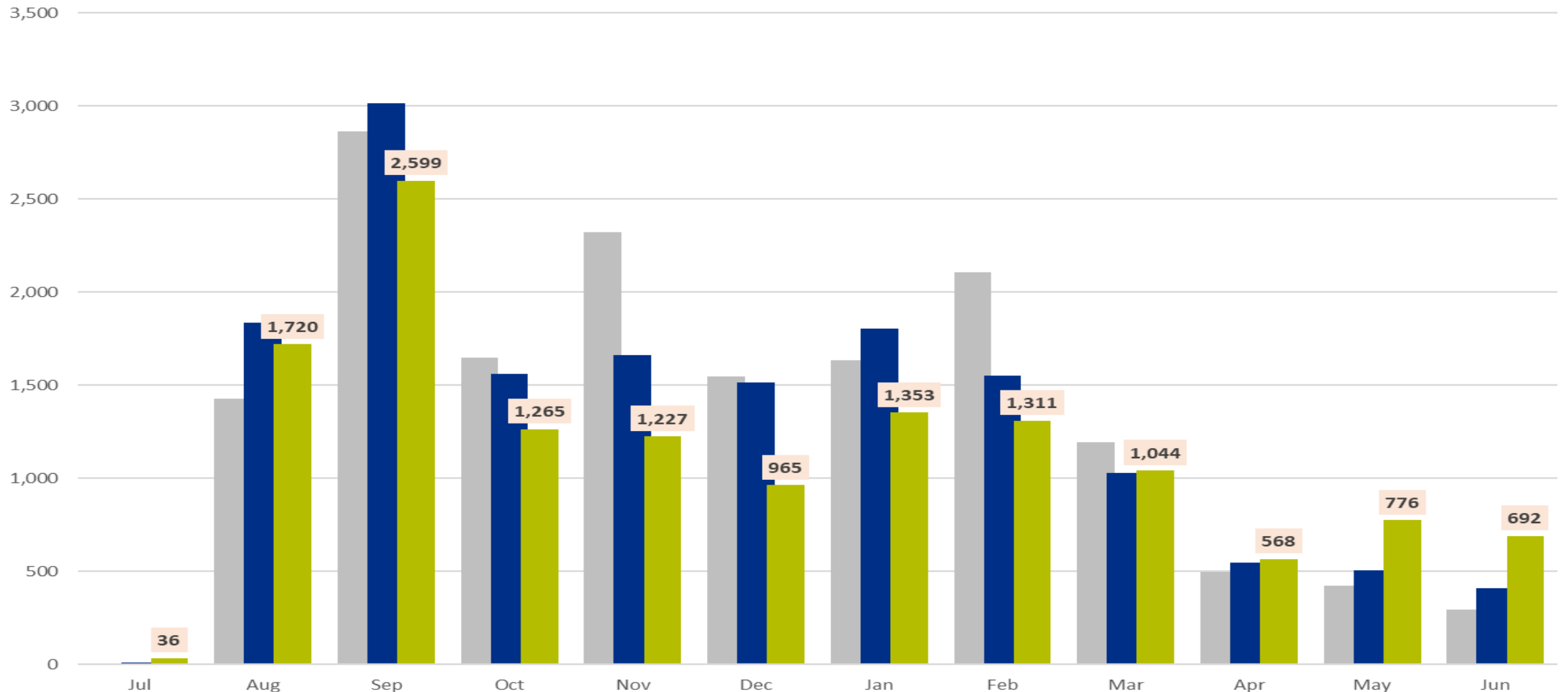
• Total Verifications – All Services



• Total Verifications – PharmCAS

Total PharmCAS Verifications By Month and Cycle

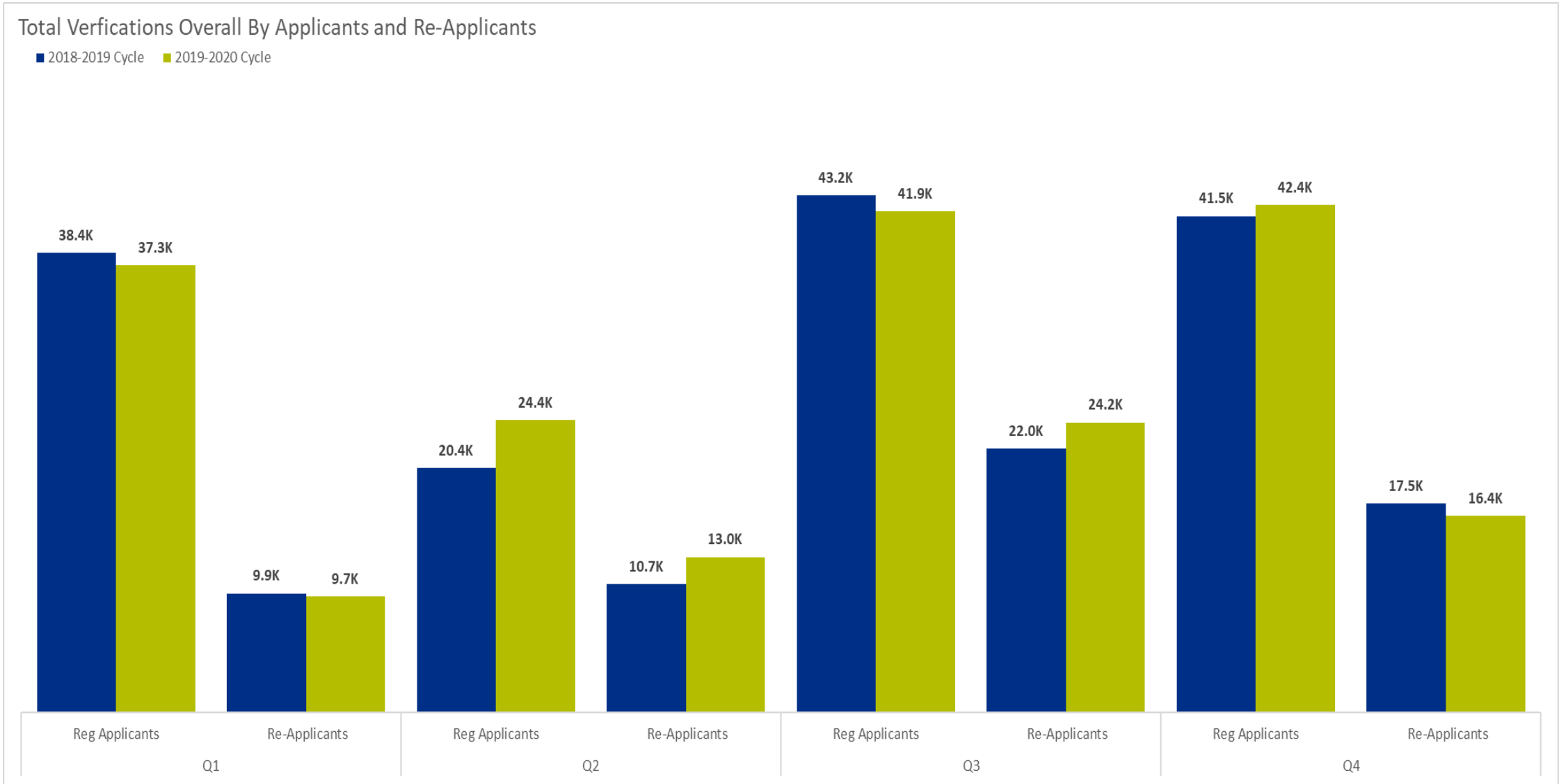
■ 2017-2018 Cycle ■ 2018-2019 Cycle ■ 2019-2020 Cycle



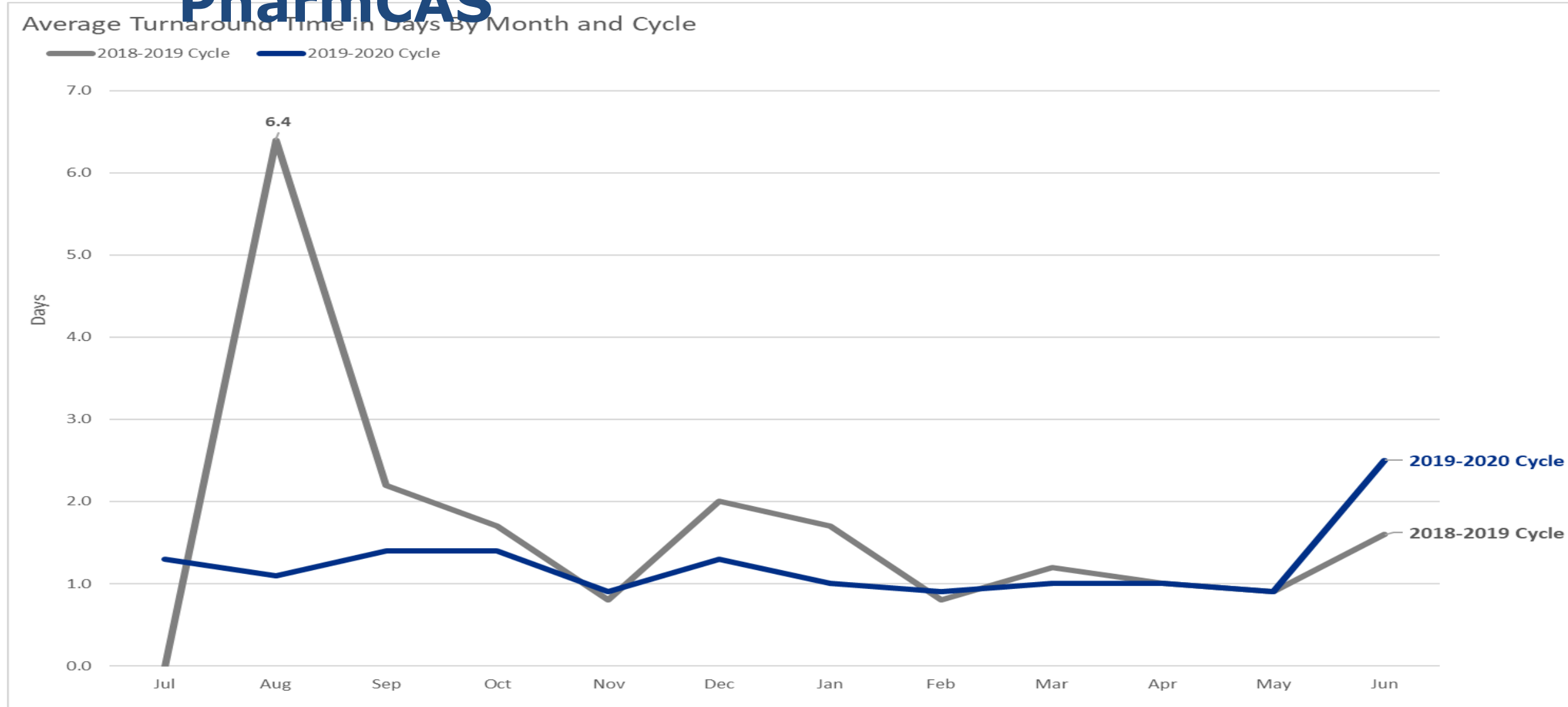
• Verifications: All CASs

Total Verifications Overall By Applicants and Re-Applicants

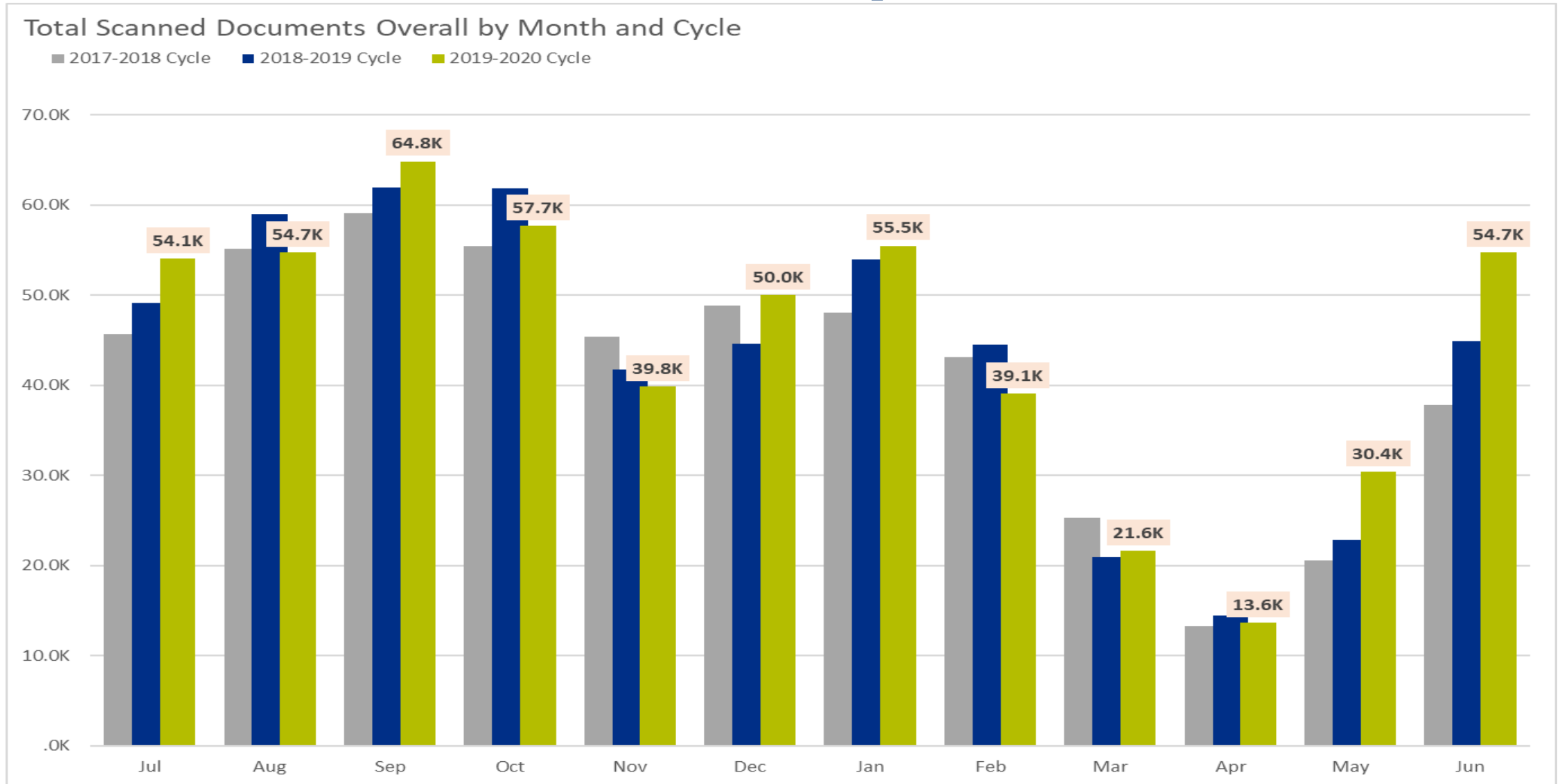
■ 2018-2019 Cycle ■ 2019-2020 Cycle



• Verification Average Turnaround Time: PharmCAS



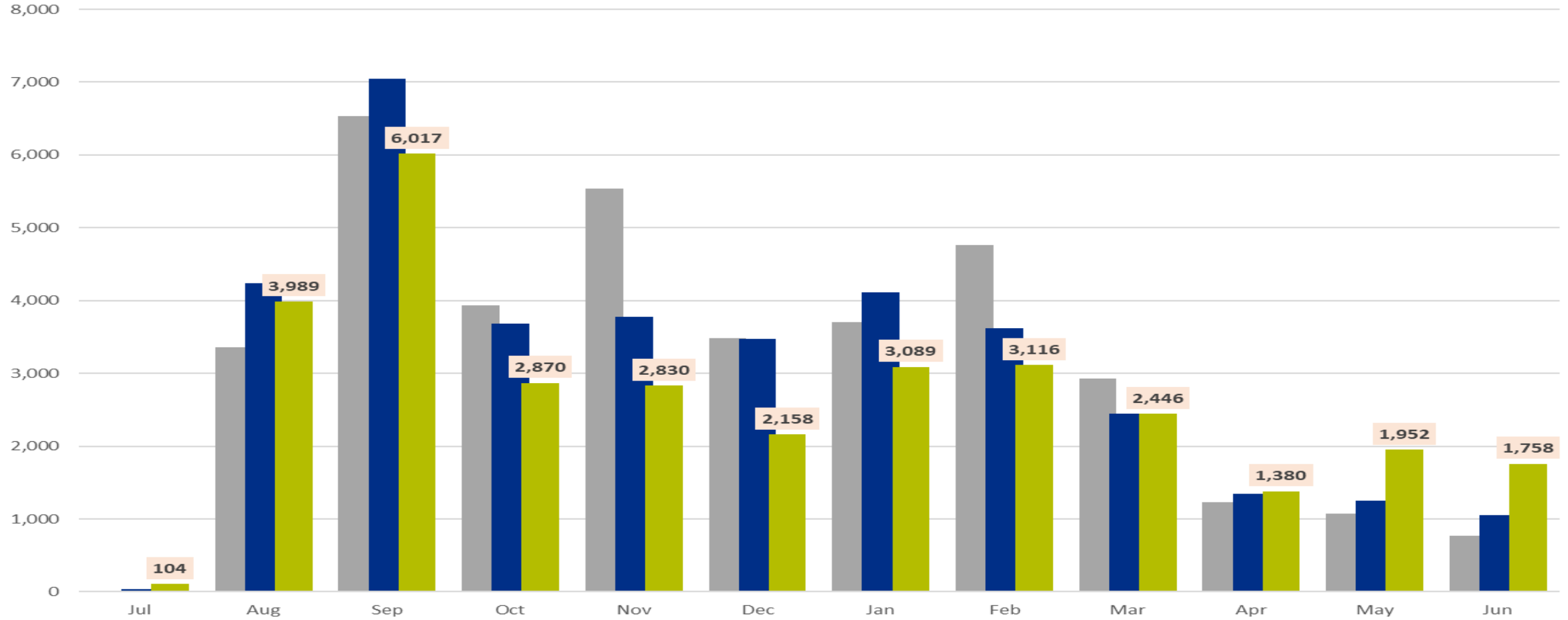
Scanned Documents by Month: All CASs



Scanned Documents by Month: PharmCAS

Total PharmCAS Scanned Documents By Month and Cycle

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





Questions

