

A background image showing four people (two men and two women) walking outdoors on a sunny day. They are all smiling and looking towards the right. The man on the far left is wearing a light blue dress shirt and a dark tie. The woman next to him is wearing a black top. The woman next to her is wearing a white top. The man on the far right is wearing a maroon polo shirt. They are all holding white lab coats. The image is slightly faded to allow the text to be read clearly.

# CAS Updates and Policy Review

*Presented by AACCP and Liaison Staff*  
*July 7, 2021*

# Panel

**Libby Ross, MA**

Senior Director for Student Affairs

American Association of Colleges of Pharmacy

**Katie Bruce, BA**

Director of Application Services and Student Programs

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

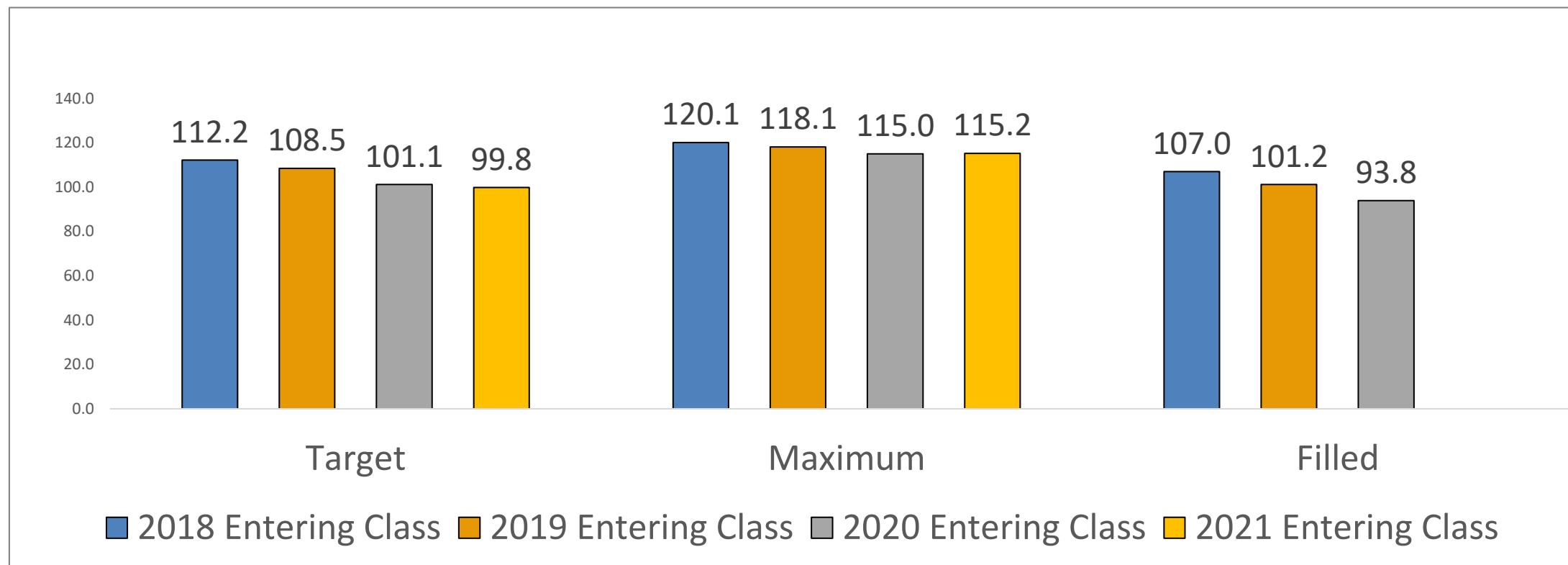
# P1 Pharm.D. Seats Available vs. Filled

## 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	14,464	16,443	13,420
2020-2021 Cycle for 2021 Entering Class	14,273	16,476	N/A

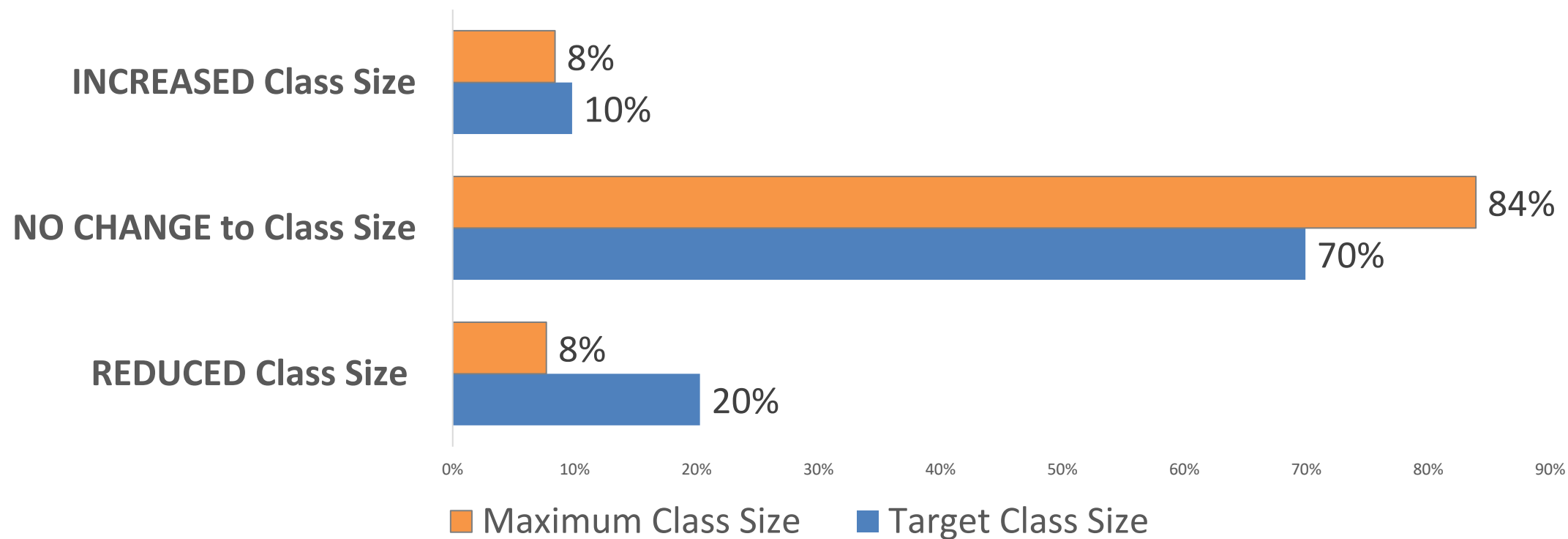
- 2020 and 2021 seats data are based on school-reported numbers in the PharmCAS School Directory.
- 2018 and 2019 seats data are based on previous school-reported data captured in the AACP Seat Survey results.
- Previous seat estimates for the 2020 entering class differ due to updated data.
- AACP cannot determine the number of individual applicants who applied to non-PharmCAS schools.
- Seats filled data is not yet available for the 2021 entering class.

# Mean # of Pharm.D. Seats per P1 Entering Class



- Table reflects school reported seats data for each Pharm.D. P1 entering class for PharmCAS and non-PharmCAS schools.
- 2020 and 2021 seats data are based on school-reported numbers in the PharmCAS School Directory.
- 2018 and 2019 seats data are based on previous school-reported data captured in the AACP Seat Survey results.
- Seats filled data is not yet available for the 2021 entering class.
- Previous seat estimates for the 2020 entering class differ due to updated data.

# School Changes to 2021 P1 Entering Class Size



- Graph reflects school-reported seats data for the 2021 Pharm.D. P1 entering class for both PharmCAS and non-PharmCAS schools, as captured in the 2021-2022 PharmCAS School Directory.
- Seats filled data for the 2021 entering class is 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 <b>Target</b> # of Seats	Ratio of Applicants to <b>Max</b> # of Seats
2017-2018 Cycle for <b>2018</b> Entering Class	15,934	17,050	15,192	15,866	1.09	1.05
2018-2019 Cycle for <b>2019</b> Entering Class	15,512	16,893	14,466	15,335	1.08	0.99
2019-2020 Cycle for <b>2020</b> Entering Class	13,357	15,212	12,382	13,988	1.05	0.92
2020-2021 Cycle for <b>2021</b> Entering Class	13,296	15,419	N/A	13,315	1.00	0.86

- Table reflects preliminary PharmCAS data as of **July 2, 2021**.
- Final PharmCAS data for 2020-2021 will differ from the table and be available in Fall 2021.

# PharmCAS Applicant Volume Comparison

as of July 2

Date	ALL Applicant Accounts	In-progress	Received	Complete	Verified	All Submitted (includes all received, complete, and verified applicants combined)
07/02/2020	25,936	11,413	597	232	13,536	14,365
07/02/2021	27,194	12,940	428	511	13,315	14,254
% Change	+4.9%	+13.4%	-28.3%	+120.3%	-1.6%	-0.8%

Table reflects preliminary PharmCAS data as of **July 2, 2021**.  
Final PharmCAS data for the 2020-2021 cycle will be available in Fall 2021.



# PharmCAS Application Volume Comparison

as of July 2

Date	ALL Applications for All PharmCAS Accounts	Submitted Applications (includes all received, complete, and verified applicants combined)	Mean # of Submitted Applications per Applicant
07/02/2020	74,698	36,521	2.54
07/02/2021	76,631	36,967	2.59
% Change	+2.6%	+1.2%	+2.0%

Table reflects preliminary PharmCAS data for applications with all and Submitted status as of July 2, 2021.  
Final PharmCAS data for the 2020-2021 cycle will be available in Fall 2021.

# PharmCAS Applicant Trends

as of July 2

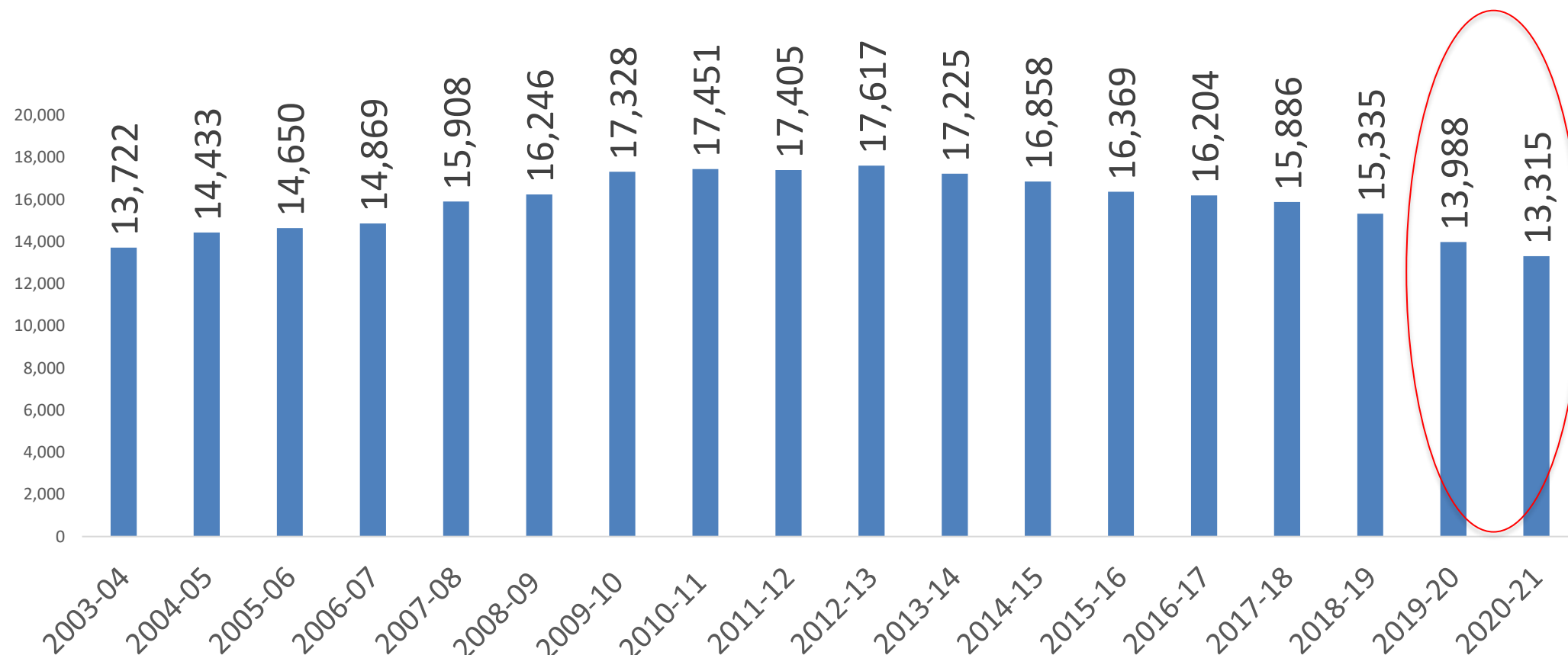


Table reflects preliminary data on PharmCAS applicants with Verified status as of July 2, 2021.  
Final PharmCAS data for the 2020-2021 cycle will be available in Fall 2021.

# PharmCAS Application Trends

as of July 2

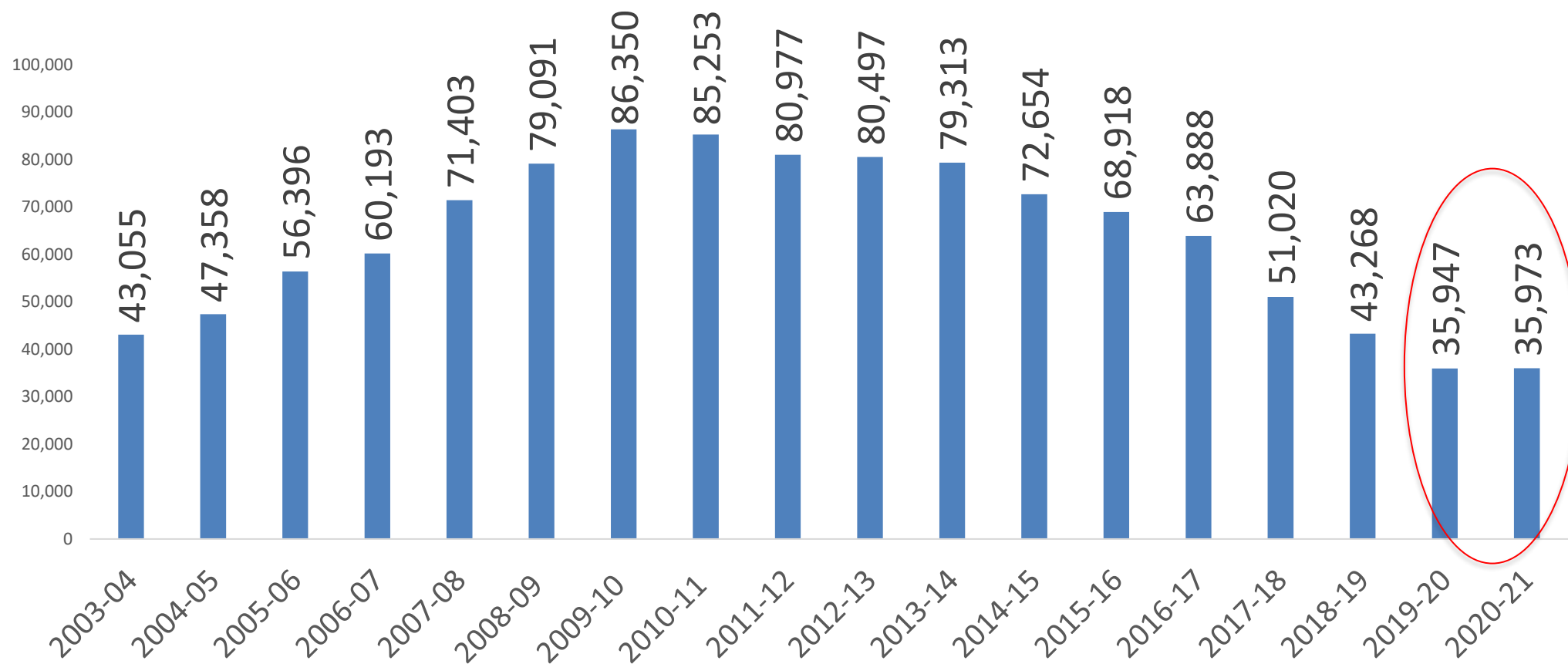


Table reflects preliminary PharmCAS data on applications with Verified status as of July 2, 2021.  
Final PharmCAS data for the 2020-2021 cycle will be available in Fall 2021.

# PharmCAS **Applicant** Trends by Month

Date	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	Point in Time % Change: 2020-21 vs 2019-20	Point in Time % Change: 2020-21 vs 2016-17
DEC	9,199	8,253	8,065	6,835	5,876	-14.0%	-36.1%
JAN	10,793	9,799	9,577	7,838	6,916	-11.8%	-35.9%
FEB	12,491	11,450	11,383	9,154	8,021	-12.4%	-35.8%
MAR	14,606	13,536	13,053	10,649	9,650	-9.4%	-33.9%
APR	15,775	14,730	13,988	11,531	10,895	-5.5%	-30.9%
MAY	15,990	15,255	14,169	12,071	11,603	-3.9%	-27.4%
JUN	16,129	15,652	14,971	12,898	12,476	-3.3%	-22.6%

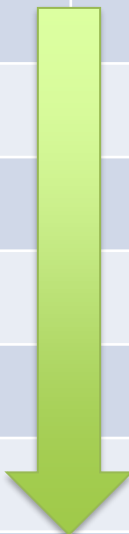


Table reflect PharmCAS applicants with Verified status at the beginning of each month.

Final numbers per cycle differ from the June data in this table because additional applications become complete and are verified between June 2 and the cycle close date every year. The 2020-2021 PharmCAS cycle for the 2021 entering class will close on June 30, 2021.

# PharmCAS **Application** Trends by Month

Date	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	Point in Time % Change: 2020-21 vs 2019-20	Point in Time % Change: 2020-21 vs 2016-17
DEC	36,986	26,906	21,052	15,606	14,389	-7.8%	-61.1%
JAN	43,801	31,106	25,336	18,786	17,689	-5.8%	-59.6%
FEB	53,886	40,010	32,643	23,234	22,948	-1.2%	-57.4%
MAR	61,786	46,207	37,883	27,521	27,102	-1.5%	-56.1%
APR	64,679	49,359	39,734	29,571	29,741	0.6%	-54.0%
MAY	65,025	51,077	41,420	31,403	32,020	2.0%	-50.8%
JUN	65,285	52,986	43,086	34,345	34,615	0.8%	-47.0%

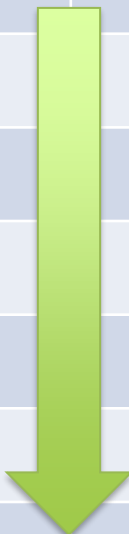


Table reflect PharmCAS applications with Submitted status at the beginning of each month.

Final numbers per cycle differ from the June data in this table because additional applications become complete and are verified between June 2 and the cycle close date every year. The 2020-2021 PharmCAS cycle for the 2021 entering class will close on June 30, 2021.

# Early Decision (ED) and Regular Applicant Trends

## in PharmCAS as of July 2

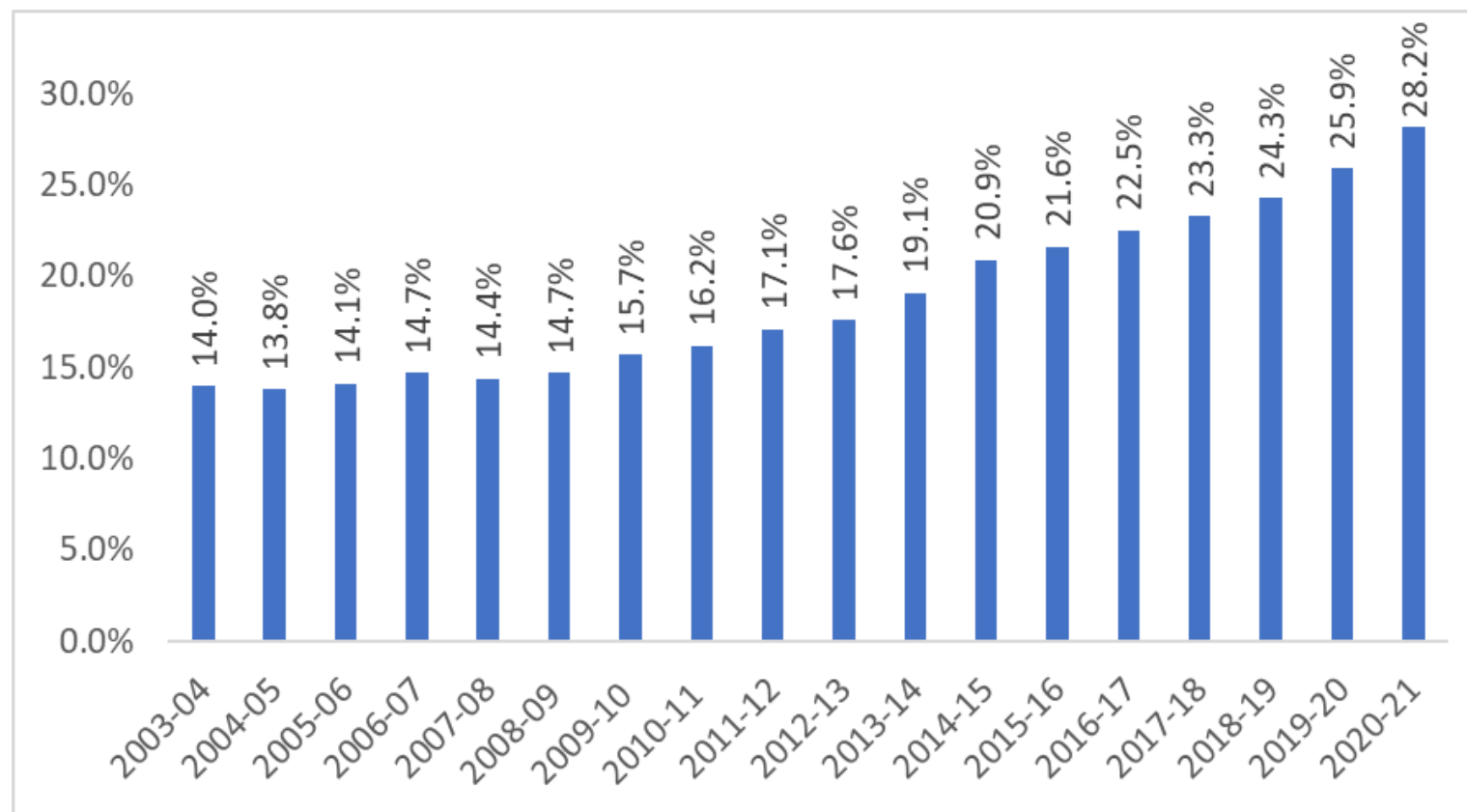
Cycle	# of ED Schools	Total # of ED Applicants	Total # of Applicants	ED% of Total Applicant Pool
2012-2013	34	528	17,225	3.1%
2013-2014	42	658	16,858	3.9%
2014-2015	59	952	16,369	5.8%
2015-2016	84	1,773	16,176	11.0%
2016-2017	101	2,022	16,369	12.4%
2017-2018	111	2,408	15,886	15.2%
2018-2019	113	2,851	15,334	18.6%
2019-2020	118	3,180	13,988	24.1%
2020-2021	86	1,876	13,315	14.1%

Table reflects preliminary PharmCAS data as of July 2, 2021.

Final PharmCAS applicant data for 2020-2021 will differ from the table and be available in Fall 2021.

Early decision is not available as an option in the 2021-2022 admissions cycle.

# Underrepresented Minority Applicants in PharmCAS as of July 2



- Underrepresented minorities (URM) in pharmacy education are identified as black or African American, Hispanic or Latino, American Indian, Native Hawaiian, and/or Pacific Islander students who are U.S. citizens or permanent residents.
- Table reflects preliminary PharmCAS data for applications with Verified status as of July 2, 2021.
- Final PharmCAS data for the 2020-2021 cycle will be available in Fall 2021.

# Mean Science and Cumulative Undergraduate GPAs for PharmCAS Applicants as of July 2

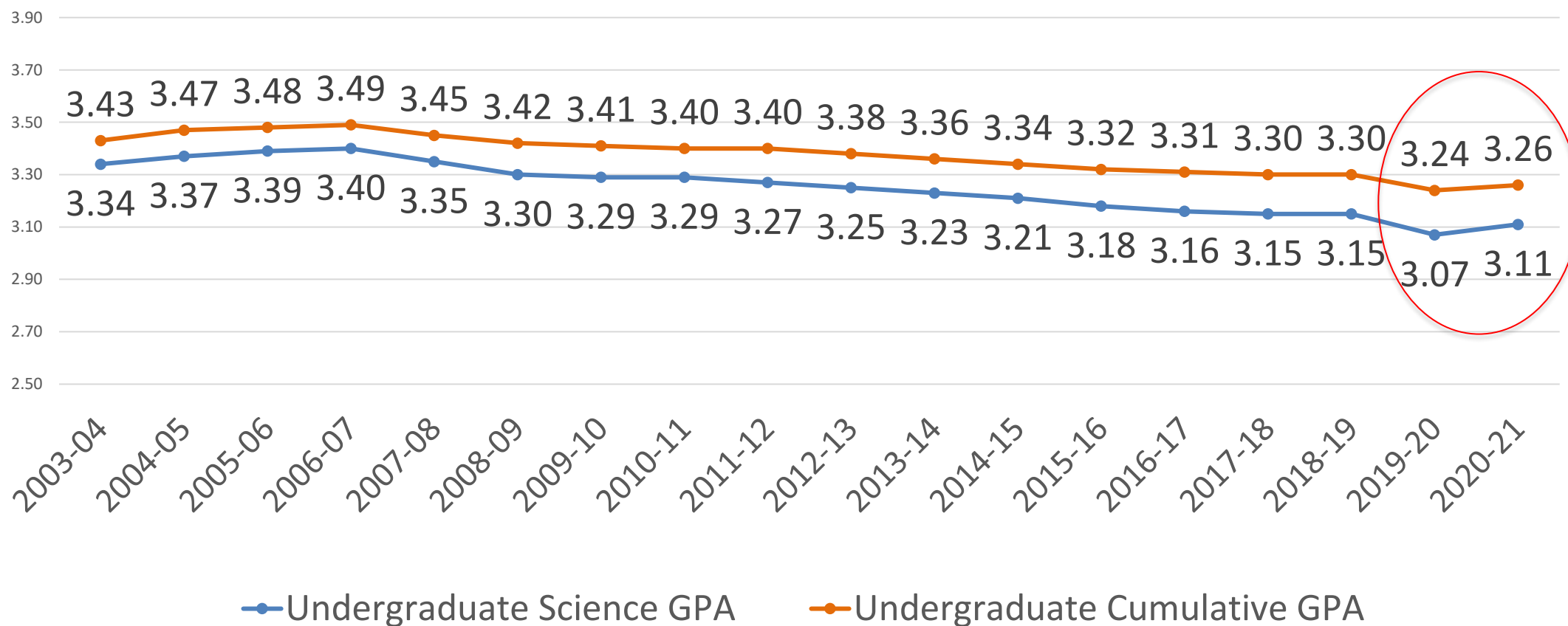


Table reflects preliminary PharmCAS data for applications with Verified status as of July 2, 2021.  
Final PharmCAS data for the 2020-2021 cycle will be available in Fall 2021.



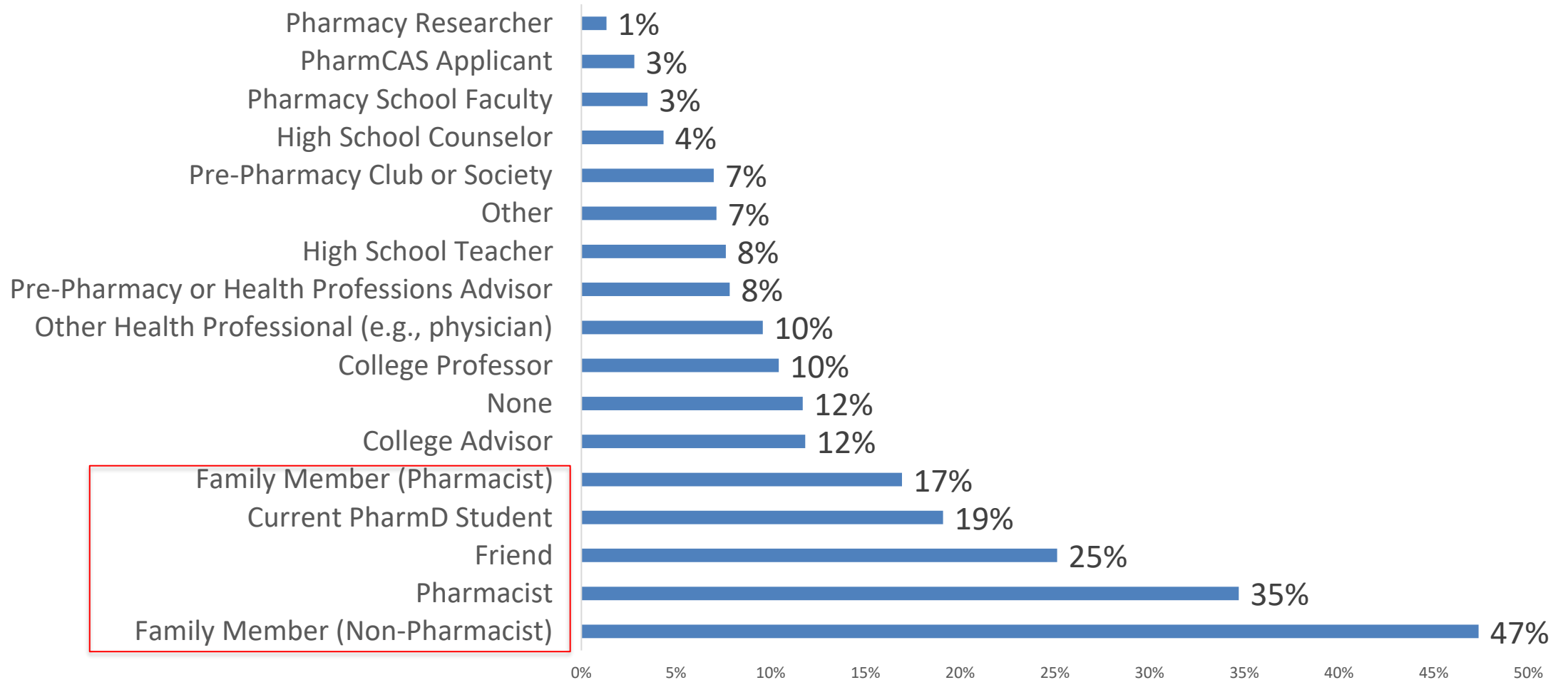
The background of the slide shows a blurred image of pharmacy students in a laboratory or classroom setting. In the foreground, a male student with a beard, wearing a white lab coat, is smiling and looking down at something on a table. Behind him, a female student is also working. Various lab equipment like beakers and containers are visible on the tables.

# PharmCAS Applicant Survey

*Excerpts from 2020-2021 Results*

# PharmCAS Applicant Survey Results

Who encouraged you to consider pharmacy as a career? Check all that apply.



2020-2021 PharmCAS Applicant Survey Results: N=3263 item responses in 1429 complete results  
AACP staff will release additional results from the 2020-2021 PharmCAS Applicant Survey by August 2021.



# PharmCAS Applicant Survey Results

Why did you choose to pursue a career as a pharmacist? Check all that apply.

Interest in helping people	83%	Interest in pharmaceutical research	42%
Desire to work as part of the healthcare team	80%	Job flexibility	42%
Interest in knowing how medicines work in the body	79%	Job security	41%
Interest in making a difference in the world	65%	Prestige of earning a Pharm.D. degree	39%
Interest in direct patient care	59%	Opportunities for advanced and specialized practice (e.g., oncology pharmacy)	39%
Interest in STEM careers	50%	Potential for leadership on the healthcare team	36%
Job salary	50%	Positive life experience with a pharmacist	35%
Work/life balance	49%	COVID-19 and role of pharmacists in fighting the pandemic	32%
Interest in healthcare fields that are less physically or medically intrusive with patients	45%	Prestige of a pharmacist career	31%
Pharmacists are essential employees	44%		

2020-2021 PharmCAS Applicant Survey: N=15,160 item responses in 1,429 complete results. Slide reflects top survey responses only.

AACP staff will release additional results from the 2020-2021 PharmCAS Applicant Survey by August 2021.



# PharmCAS Applicant Survey Results

Please rate the importance of each factor in your decision to apply to your selected pharmacy schools.

Top 10 Factors Rated as HIGH	%
Curriculum	65%
Faculty quality	63%
Career services for students/graduates	62%
Cost and financial aid	61%
Experiential opportunities	59%
Location: Desire to be closer to home or family	58%
Campus facilities	57%
Program structure (e.g., online, accelerated)	52%
Ranking or reputation	52%
Student services and support	52%

2020-2021 PharmCAS Applicant Survey: N=15,160 item responses in 1,429 complete results. Slide reflects top survey responses only.  
AACP staff will release additional results from the 2020-2021 PharmCAS Applicant Survey by August 2021.



# PharmCAS Applicant Survey Results

I was interested in particular pharmacy schools and later decided NOT to apply to them because...

	AGREE
I could not complete the total number of credit hours required in time to apply.	13%
I could not complete one or more specific course prerequisites in time to apply.	21%
I did not want to take one or more specific course prerequisites.	19%
The school(s) required too many application materials beyond the PharmCAS application.	14%
It would have taken me too long to complete the school-based custom questions on the PharmCAS application.	10%
I could not afford the cost associated with applying to multiple schools.	27%
A bachelor's degree was required for admission.	10%
The Pharmacy College Admission Test (PCAT) was required.	20%
<b>I applied to all of the schools in which I was interested.</b>	<b>47%</b>

2020-2021 PharmCAS Applicant Survey: N=1429 item responses in 1429 complete results. Slide reflects “Agree” responses only.  
AACP staff will release additional results from the 2020-2021 PharmCAS Applicant Survey by August 2021.



# PharmCAS Applicant Survey Results

To what extent do you agree with the following statements.

	AGREE
I had trouble taking one or more course prerequisites because classes were full before I could register.	21%
I had trouble taking one or more course prerequisites because the course is not offered at my school or had limited availability.	25%
COVID-19 impacted my ability to fulfill one or more course prerequisites.	18%
I had trouble completing one or more course prerequisites due to the other requirements for my major.	16%
I worked 20+ hours per week while I was taking college classes.	46%
I had to take classes during an "extra" term (e.g., summer) to complete all of the course prerequisites.	57%
I had significant family caretaking responsibilities while I was taking college classes.	31%
The financial hardship of funding my education may limit my ability to complete the program.	23%

2020-2021 PharmCAS Applicant Survey: N=1429 item responses in 1429 complete results. Slide reflects "Agree" responses only.  
AACP staff will release additional results from the 2020-2021 PharmCAS Applicant Survey by August 2021.



# School Policies: **Online Course Prerequisites**

Can applicants use online classes to fulfill the institution's course prerequisites?

	Yes	No	Varies	Not Sure	N/A
<b>Science Courses with Labs</b>	57%	10%	30%	3%	1%
<b>Science Courses without Labs</b>	73%	3%	20%	2%	2%
<b>Non-Science Courses</b>	84%	1%	13%	1%	1%

Table reflects school-reported data in the 2021-2022 PharmCAS School Directory data as of June 29, 2021 (n=143).  
Visit the PharmCAS School Directory to view more comparison tables.

# School Policies: **Pass/Fail Course Prerequisites**

Can applicants use pass/fail classes to fulfill the institution's course prerequisites?

	Yes	Yes, but only if no letter grade option available	No	Varies	Not Sure	N/A
<b>Science Courses with Labs</b>	22%	28%	20%	27%	1%	1%
<b>Science Courses without Labs</b>	24%	28%	19%	26%	1%	2%
<b>Non-Science Courses</b>	26%	27%	18%	27%	1%	1%

Table reflects school-reported data in the 2021-2022 PharmCAS School Directory data as of June 29, 2021 (n=143).  
Visit the PharmCAS School Directory to view more comparison tables.



# School Policies: **Online Interviews for Admission**

**Does the institution offer an online interview option?**

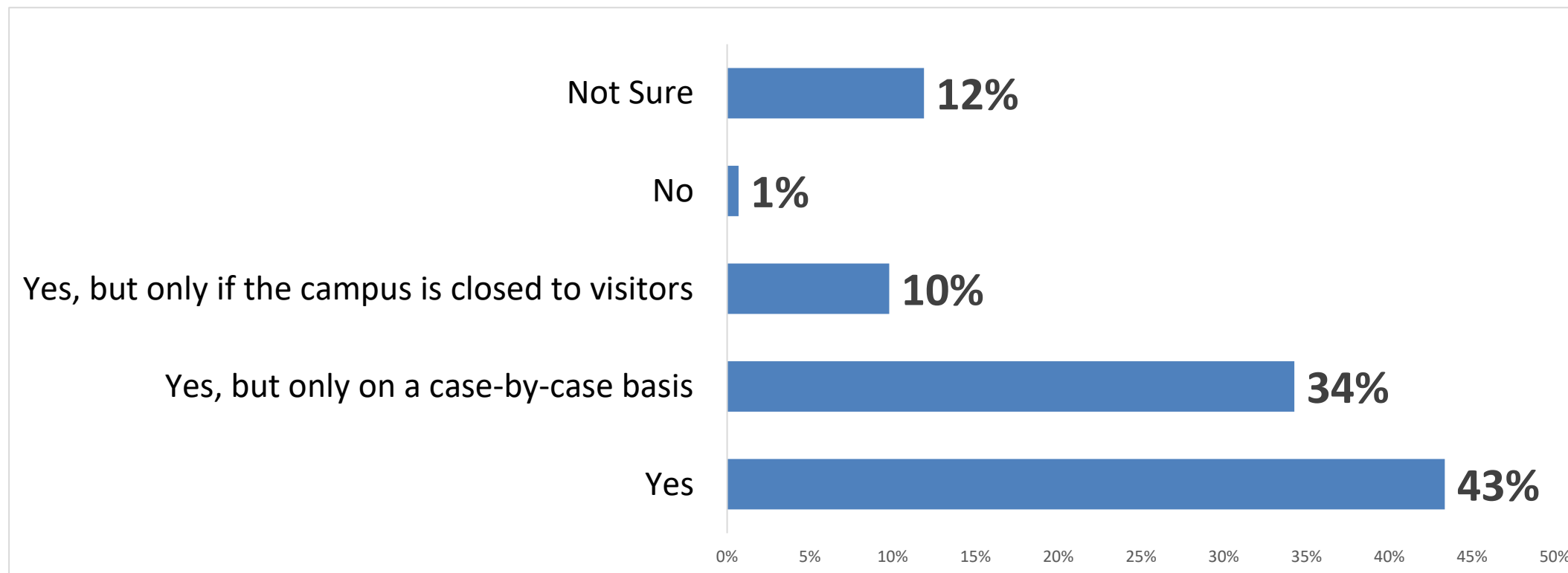


Table reflects school-reported data in the 2021-2022 PharmCAS School Directory data as of June 29, 2021 (n=143).  
Visit the [PharmCAS School Directory](#) to view more comparison tables.

A photograph of three female scientists in a laboratory setting. They are all wearing white lab coats and safety glasses. The scientist on the left is holding a test tube. The scientist in the middle is looking down at something. The scientist on the right is looking towards the left. The background is a laboratory with various equipment and shelves.

# Policy Review & 2021-2022 Enhancements

# PharmCAS Advisory Committee: 2020-2021

- Joel Gonzales University of California, San Francisco, Chair
- Olivia Buncher University of Minnesota
- Dustin Christensen-Grant Roseman University of Health Sciences
- Jennifer Clutter West Virginia University
- Nikki Mellen University of South Carolina
- Bill Nichols Belmont University
- Everlidis Pena Larkin University
- Mimi Qurashi George Mason University, NAAHP Liaison
- Jennifer Rosenberg University at Buffalo, SUNY
- Kevin Rynn University of Illinois Chicago
- Laurel Sampognaro The University of Louisiana Monroe
- Kris Virga William Carey University
- Krystal Ward The University of New Mexico
- Katie Bruce AACP

# Welcome New Schools in PharmCAS!

#	Institution	Joined PharmCAS in 2020-2021	Joined PharmCAS in 2021-2022
133	Ohio Northern University	X	
134	University of California-Irvine	X	
135	California Health Sciences University		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).

# PharmGrad Advisory Committee: 2020-2021

- Jason Hartfield Keck Graduate Institute, Chair
- Lori Altenbaugh University of Pittsburgh
- Kevin Baer The University of Louisiana Monroe
- Julie Cogley-Pifko Manchester University
- Kimberly Dunn Campbell University
- Justin Hadley Albany College of Pharmacy and Health Sciences
- Cynthia Jones Marshall University
- Rose Llanos-Almeida Nova Southeastern University
- Innokentiy Maslennikov Chapman University
- Omathanu Perumal South Dakota State University
- Katie Bruce AACP

# Welcome PharmGrad Programs!

PharmGrad Institution	PharmGrad 2021-22
Albany College of Pharmacy and Health Sciences	x
California Northstate University	x
Chapman University	x
Keck Graduate Institute	x
Manchester University	x
Mercer University	x
Northeastern University	x
Nova Southeastern University	x
University of Louisiana Monroe	x
University of Pittsburgh	x
Western New England University	x
<b>TOTAL # of PharmGrad INSTITUTIONS</b>	<b>11</b>
<b>TOTAL # of PharmGrad PROGRAMS</b>	<b>28</b>

# Important Dates Reminder

- **PharmCAS**

- **July 14:** Application and WebAdMIT launch by noon ET for 2021-2022
- **July 15:** Transfer settings feature and final Custom Export Layout file are available

- **PharmGrad**

- **August 18:** Application and WebAdMIT launch by noon ET for 2021-2022
- **August 19:** Transfer settings feature and final Custom Export Layout file are available



# New Priority Deadlines

- Participating colleges and schools can designate a “priority” (preferred, non-binding) application deadline in addition to their final (enforced) PharmCAS deadline as a means to encourage applicants to apply earlier in the cycle.
- This feature is optional.

# New Priority Deadlines

- Displayed to applicants in the PharmCAS application and School Directory.
- Will not be enforced by PharmCAS.
- PharmCAS will not expedite verification or processing for applications submitted by a program's priority deadline.
- Cannot be changed or extended after the cycle launches.
- Date options for schools will align with those for the final (enforced) deadlines plus a new October option.

# Updated Add Program Page

- The Add Program page in the Applicant Portal will have a streamlined look and feel and an updated search feature.
- This change became feasible for PharmCAS with the removal of the early decision process.

[My Application](#)[Add Program](#)[Submit Application](#)[Check Status](#)

## Add Programs

You must select at least one program to continue completing the application. If you want to remove a program and only have one selected, you need to add the second program before you can remove the first one. Before sub...

[Show More](#)[Find Program](#)[View Selected Programs](#)[Filters](#)[Enter Invitation Code](#)

Showing results for: ✕ Available Programs

Add	Program Name	Level	Start Year	City	State	Accreditation	Priority Deadline	Final Deadline <sup>?</sup>
APPALACHIAN COLLEGE OF PHARMACY								
<a href="#">+</a>	College of Pharmacy	PharmD	2022	Oakwood	VA	Full Accreditation	Not Applicable	06/01/2022
NORTHEASTERN UNIVERSITY								
<a href="#">+</a>	PharmD/MPH Dual direct-entry- for Bachelor Degree Holders	PharmD	2022	Boston	MA	Full Accreditation	Not Applicable	06/01/2022
ROOSEVELT UNIVERSITY								
<a href="#">+</a>	Roosevelt University College of Science, Health & Pharmacy	PharmD	2022	Schaumburg	IL	Full Accreditation	Not Applicable	03/01/2022

# New Gender Identity Question

- In efforts to create a more inclusive environment for applicants, the application includes a new gender identity question in addition to a reworded sex question.

# Legal Sex Question Change & New Gender Identity Question

Question(s)	Answer Options	Required
<ol style="list-style-type: none"><li>1. What is your current legal sex? This information is required for reporting purposes to the U.S. Federal Government using these values only.</li><li>2. We understand that your sex may not necessarily be binary. How do you describe your current gender identity?</li><li>3. Please specify your self-described gender identity:</li></ol>	<ol style="list-style-type: none"><li>1. Male/Female/Decline to State</li><li>2. Select all that apply:<ul style="list-style-type: none"><li>- Female/Woman</li><li>- Male/Man</li><li>- Non-Binary/Third gender</li><li>- Trans female/Trans woman</li><li>- Trans male/Trans man</li><li>- Prefer to self-describe (self-identification below)</li></ul></li><li>3. &lt;Free Text&gt;</li></ol>	<ol style="list-style-type: none"><li>1. Yes</li><li>2. No</li><li>3. If Prefer to self-describe is selected, then question 3 appears, but is not required</li></ol>

## Sex

\* What is your current legal sex? This information is required for reporting purposes to the U.S. Federal Government using these values only.

☐

Male

☒

Female

☐

Decline to State

## Gender Identity

We understand that your sex may not necessarily be binary. How do you describe your current gender identity? Select all that apply.

☐

Female/Woman

☐

Male/Man

☐

Non-Binary/Third gender

☐

Trans female/Trans woman

☐

Trans male/Trans man

☒

Prefer to self-describe

Please specify your self-described gender identity:

# Pronoun Question Addition

- In efforts to create a more inclusive environment for applicants, a new Pronoun question block has been added to the PharmCAS application.
- **Participating programs are encouraged to view and consider responses to the new Pronoun question when communicating with applicants.**



# Pronoun Question Addition

Question(s)	Answer Options	Required
<ol style="list-style-type: none"><li>1. If you would like, please share your pronouns with which you wish to be referred.</li><li>2. Please specify your self-described pronouns:</li></ol>	<ol style="list-style-type: none"><li>1. <ul style="list-style-type: none"><li>- she, her, her/hers, herself</li><li>- he, him, his, himself</li><li>- they, them, their/theirs, themselves</li><li>- [name], [name]'s, [name]'s, [name]'s self</li><li>- Prefer to self-describe (self-identification below)</li></ul></li><li>2. &lt;Free Text&gt;</li></ol>	<ol style="list-style-type: none"><li>1. No</li><li>2. If Prefer to self-describe is selected, then question 2 appears, but is not required</li></ol>

## Pronouns

If you would like, please share your pronouns with which you wish to be referred

she, her, her/hers, herself



## Pronouns

If you would like, please share your pronouns with which you wish to be referred

Prefer to self-describe (self-identification below) 

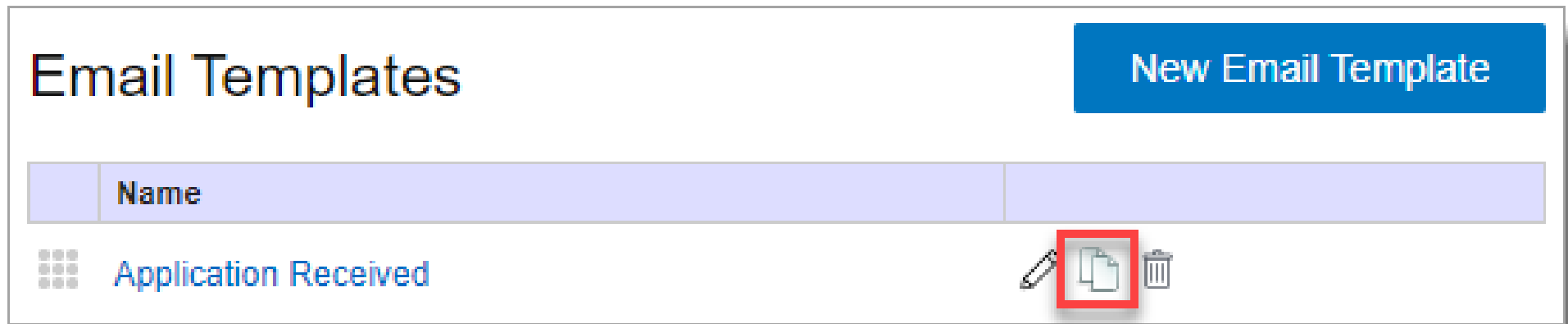
Please specify your self-described pronouns:

# Transfer Settings Keeps Sort Order

- When transferring templates from one cycle to another, the sort order for all templates in the new cycle now matches the sort order from the previous cycle.

# Copy Function for Email Templates

- WebAdMIT users can now copy existing Email Templates, allowing them to be built and customized more quickly.



# Reapplicant Field in WebAdMIT

- This new WebAdMIT field identifies if an applicant carried forward an application and submitted it to at least one of your programs at **your** organization (institution) in a previous cycle.

# Full View of "Complete" and "Received" Applications in WebAdMIT

- In recent cycles, schools could only view the full application of applicants with Verified status in WebAdMIT. Beginning in July 2021, PharmCAS will also provide a full view of applicants with Received and Complete status.

# Benefits of Full View

- Access all WebAdMIT panels for the school's applicants with Received and Complete status in addition to applicants with Verified status.
- View the list of missing official transcripts and evaluations for Received applicants.
- Include Received and Complete applicants in counts in both the Designations by Local Status and Designations by Decision Code panels.
- Review submitted evaluations and other application details before an application is verified.

# PharmCAS Fee Waiver

- 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.
- The temporary expansion allowed AACCP to cover an additional 114 applicants in financial need for a total of 571 during the 2020-2021 cycle.



# PharmCAS Fee Waiver Update

- We are pleased to announce that the AACCP Board of Directors decided to continue this expanded funding for the 2021-2022 cycle.
- The temporary expansion will again allow for AACCP to cover an additional 114 applicants in financial need for a total of 571 during the 2021-2022 cycle.
- AACCP supports the highest fee waiver fund of any Liaison CAS.

# 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.



# 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	<input type="text" value="Offer Accepted"/>	Offer Accepted	<input checked="" type="radio"/> Manual	Not Early Decision



# 2021 VIRTUAL **LIAISON** USER CONFERENCE

## Liaison Operations Update

- Deborah H. Erdner

# Agenda



- New Manager – Kim Petersdorf, Manager Customer Service
- New Promotion – Zareh Jorekjian, Senior Manager, Operations
- Quality Assurance – what we changed
- Liaison by the Numbers

# Quality Assurance



1

Setting standards

2

Recording and  
listening to calls

3

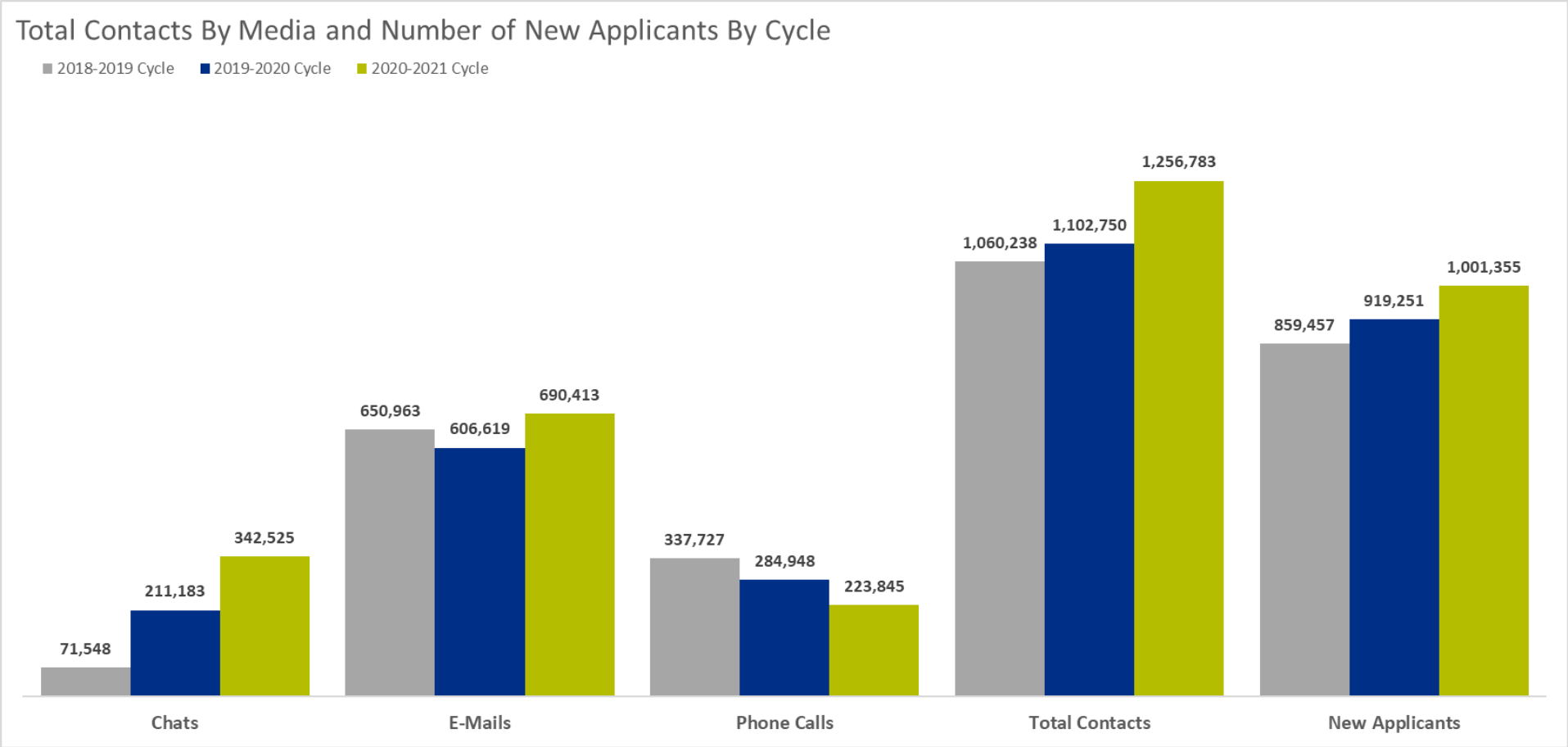
Coaching and  
providing feedback

# Performance Measurement Strategy



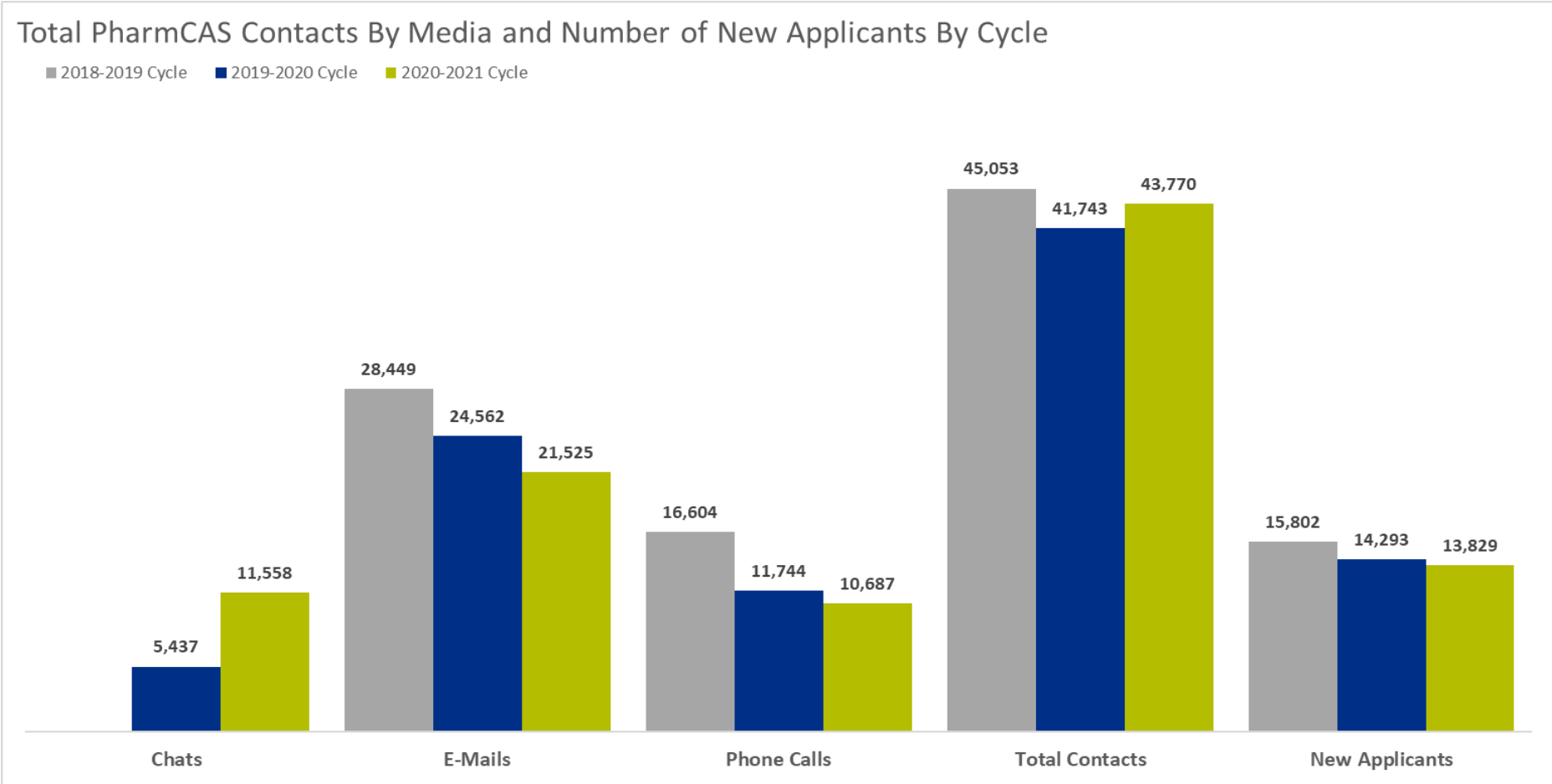
Setting	Setting goals – individual and team
Understanding	Understanding how/why we chose these goals
Seeing	Seeing each specialist as an individual
Investigating	Investigating the root cause of problems
Optimizing	Optimizing our resources-new Ring Central modules

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





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

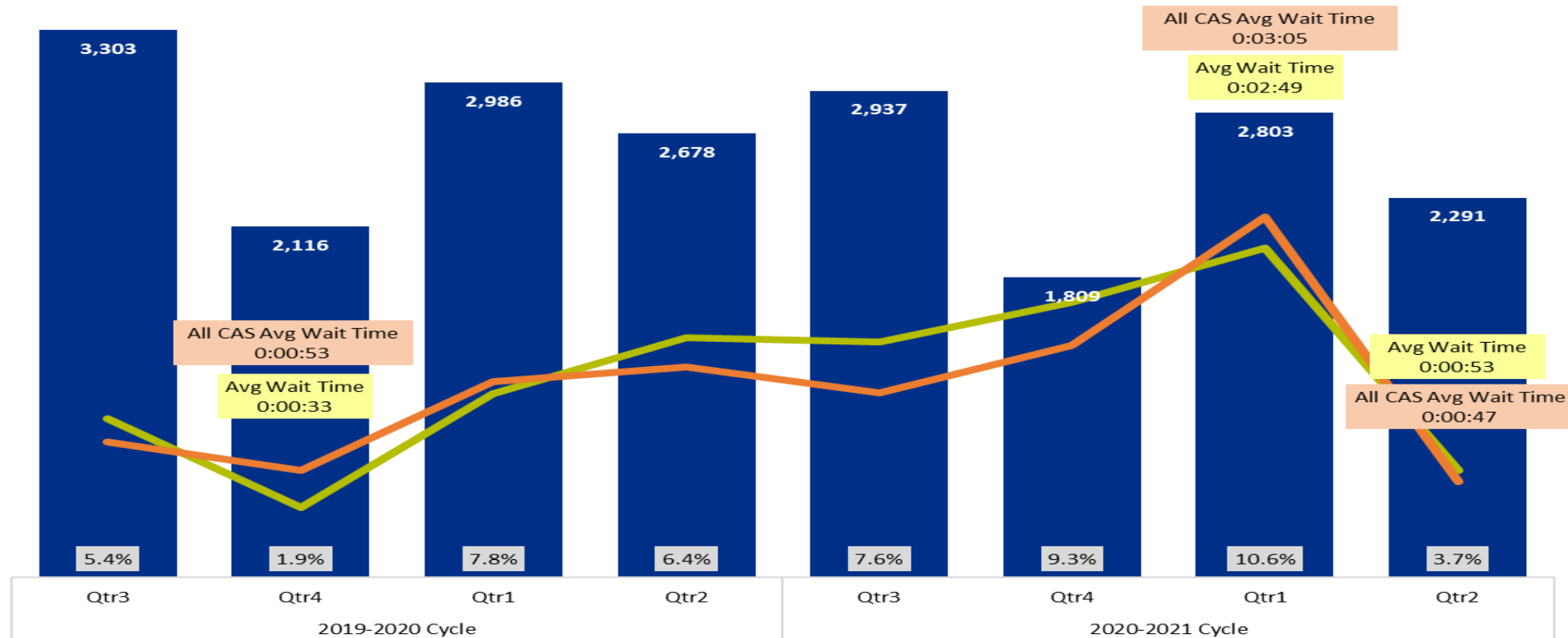


# PharmCAS Calls

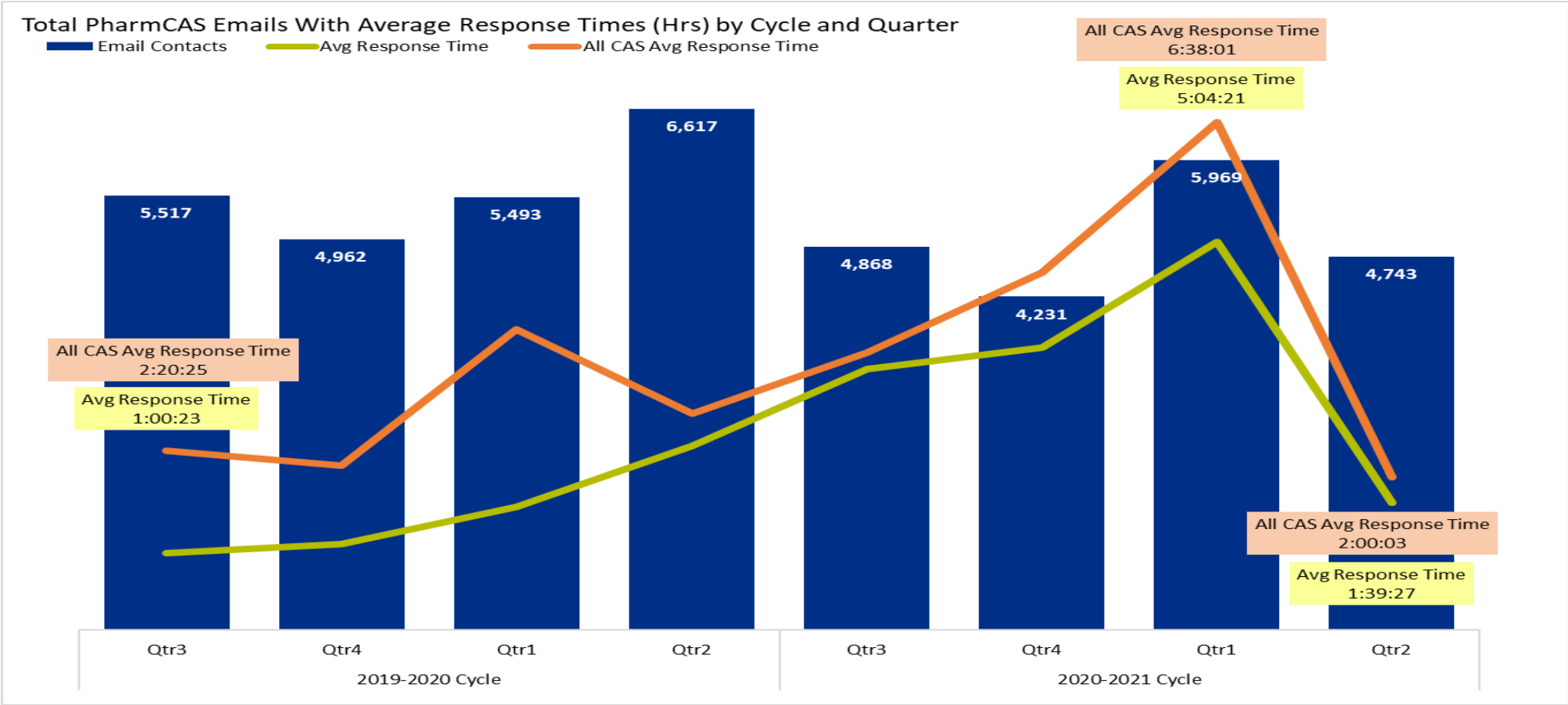


Total PharmCAS Calls With Average Wait Times (Mins) and Abandonment Percentage by Cycle and Quarter

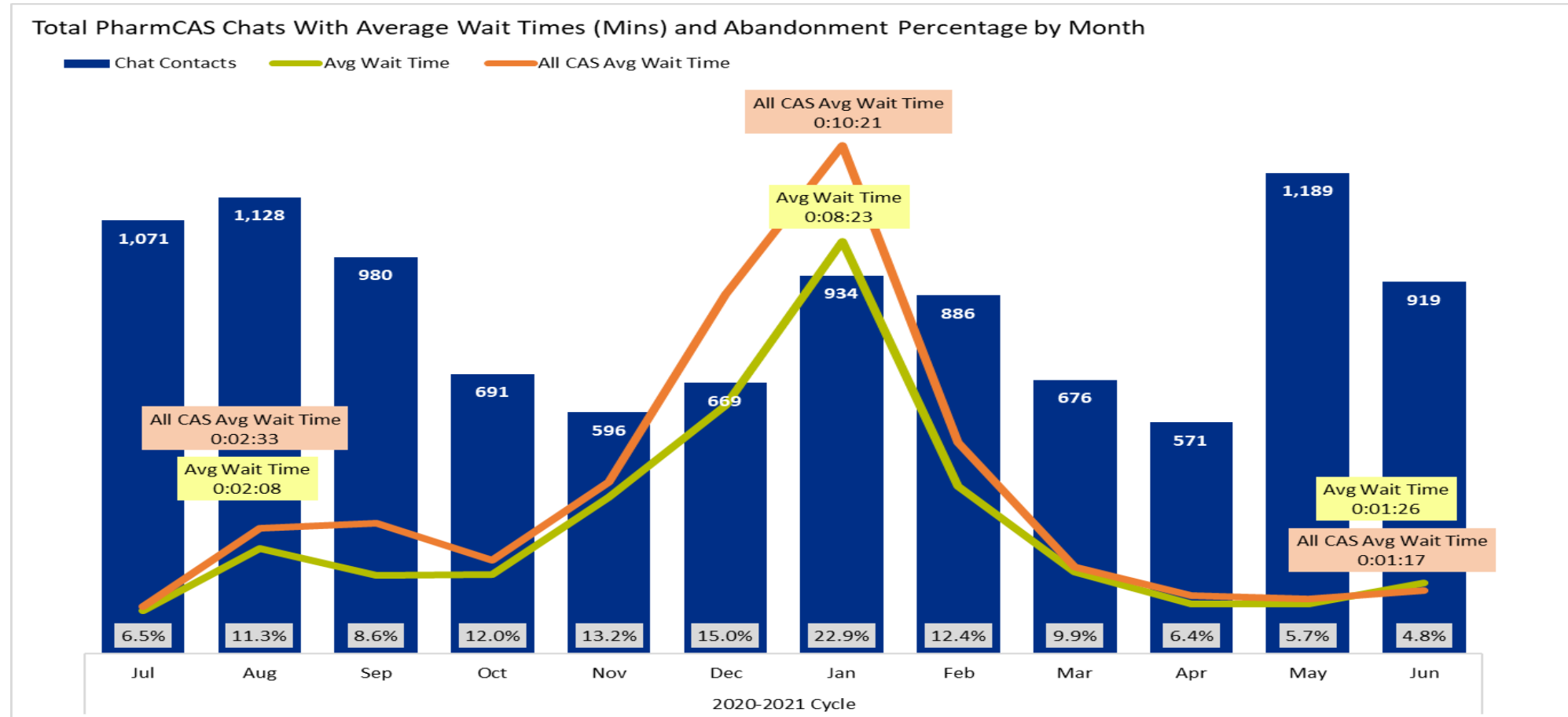
■ Phone Contacts    — Avg Wait Time    — All CAS Avg Wait Time



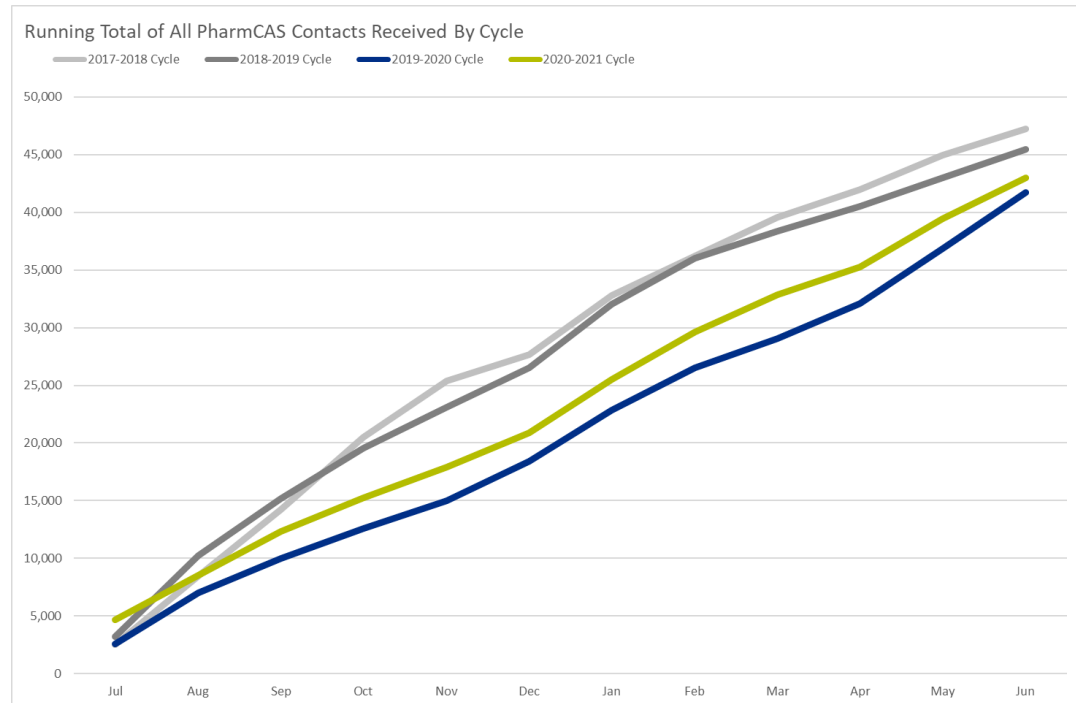
# PharmCAS Emails



# PharmCAS Chats



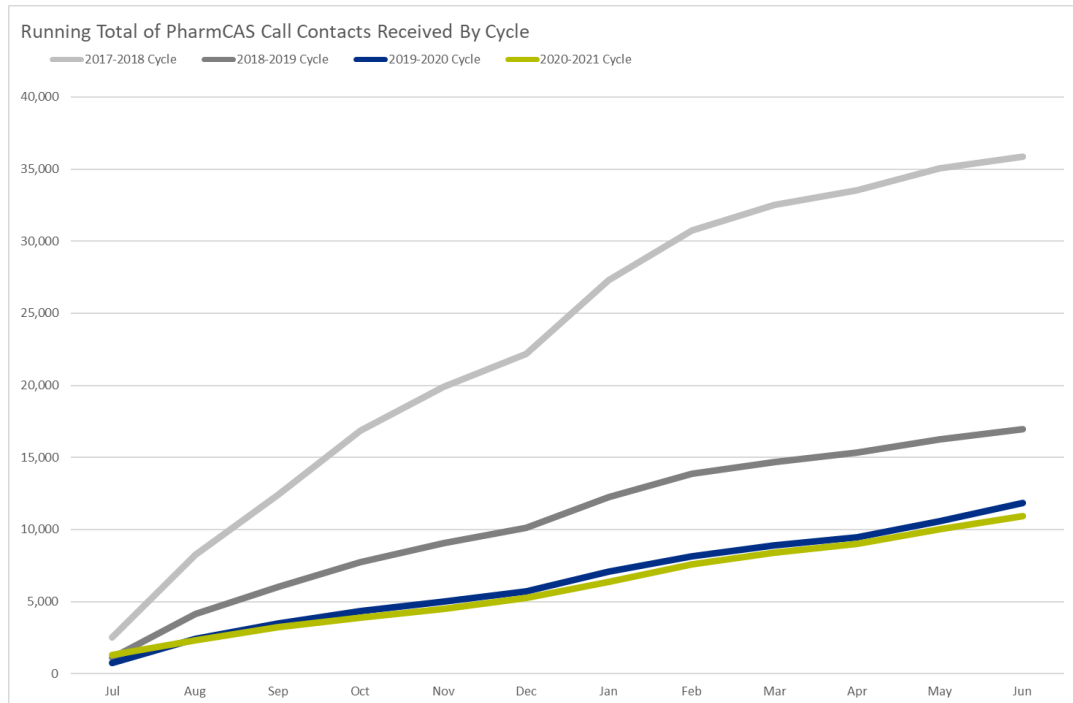
# Running Total of All PharmCAS Contacts By Cycle



Running Total of All PharmCAS Contacts Received By Cycle						
	2017-2018 Cycle	2018-2019 Cycle	2019-2020 Cycle	2020-2021 Cycle	Cycle Growth 18-19 vs 19-20	Cycle Growth 19-20 vs 20-21
Jul	2,506	3,205	2,574	4,683	-20%	82%
Aug	8,477	10,267	6,990	8,539	-32%	22%
Sep	14,242	15,177	10,000	12,363	-34%	24%
Oct	20,502	19,531	12,598	15,228	-35%	21%
Nov	25,374	23,092	14,994	17,925	-35%	20%
Dec	27,666	26,506	18,389	20,909	-31%	14%
Jan	32,772	32,017	22,832	25,487	-29%	12%
Feb	36,233	36,009	26,516	29,637	-26%	12%
Mar	39,572	38,370	29,031	32,854	-24%	13%
Apr	41,998	40,510	32,075	35,264	-21%	10%
May	44,962	43,007	36,869	39,455	-14%	7%
Jun	47,242	45,432	41,748	43,014	-8%	3%
Total	47,242	45,432	41,748	43,014	-8%	3%

# Running Total of PharmCAS Call Contacts By Cycle

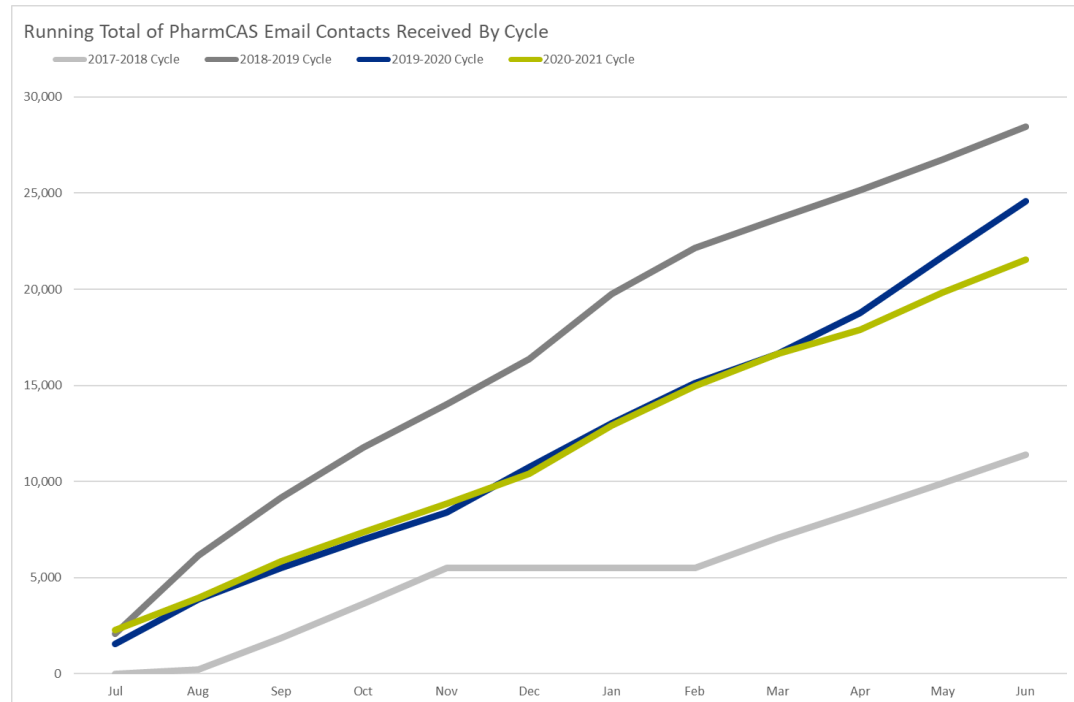
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Running Total of PharmCAS Call Contacts Received By Cycle						
	2017-2018	2018-2019	2019-2020	2020-2021	Cycle Growth	Cycle Growth
	Cycle	Cycle	Cycle	Cycle	18-19 vs 19-20	19-20 vs 20-21
Jul	2,506	1,119	763	1,311	-32%	72%
Aug	8,270	4,121	2,402	2,324	-42%	-3%
Sep	12,400	6,012	3,480	3,247	-42%	-7%
Oct	16,868	7,749	4,360	3,883	-44%	-11%
Nov	19,884	9,068	5,013	4,511	-45%	-10%
Dec	22,176	10,133	5,696	5,246	-44%	-8%
Jan	27,282	12,273	7,086	6,363	-42%	-10%
Feb	30,743	13,860	8,148	7,564	-41%	-7%
Mar	32,510	14,698	8,902	8,416	-39%	-5%
Apr	33,516	15,352	9,486	8,982	-38%	-5%
May	35,050	16,257	10,573	10,024	-35%	-5%
Jun	35,867	16,984	11,849	10,955	-30%	-8%
Total	35,867	16,984	11,849	10,955	-30%	-8%

# Running Total of PharmCAS Email Contacts By Cycle

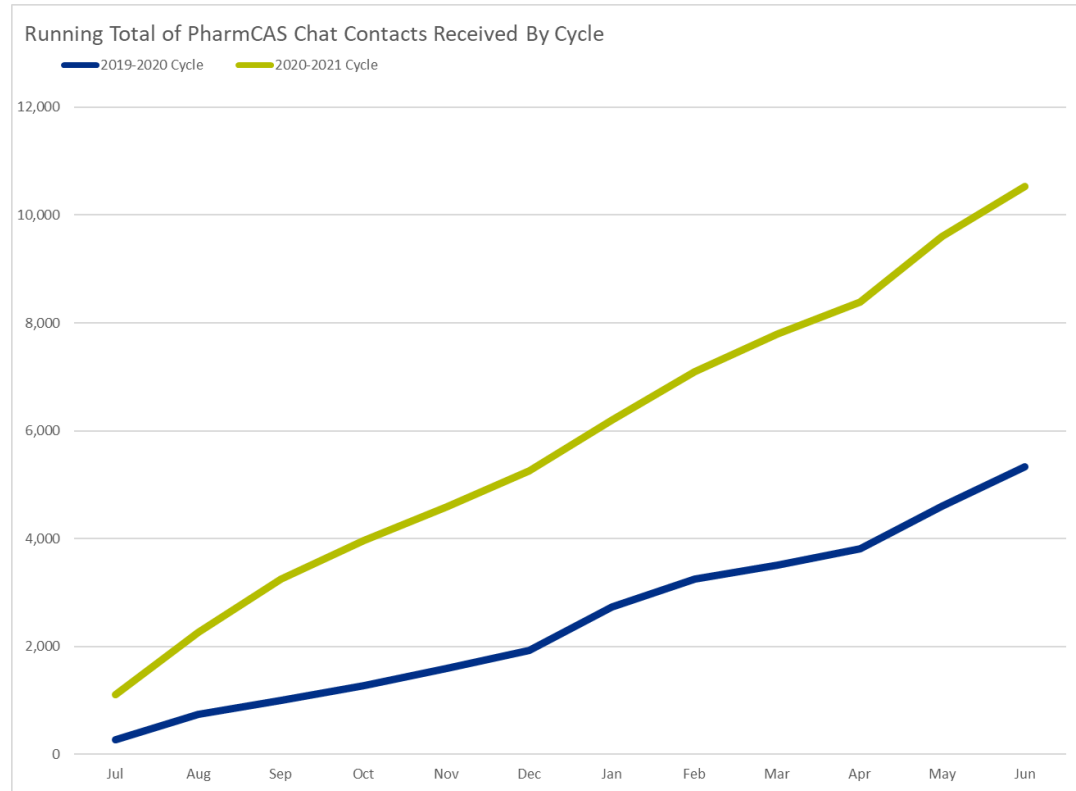
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Running Total of PharmCAS Email Contacts Received By Cycle						
	2017-2018 Cycle	2018-2019 Cycle	2019-2020 Cycle	2020-2021 Cycle	Cycle Growth 18-19 vs 19-20	Cycle Growth 19-20 vs 20-21
Jul	0	2,086	1,540	2,270	-26%	47%
Aug	207	6,146	3,854	3,961	-37%	3%
Sep	1,842	9,165	5,517	5,861	-40%	6%
Oct	3,634	11,782	6,971	7,381	-41%	6%
Nov	5,490	14,024	8,395	8,833	-40%	5%
Dec	5,490	16,373	10,759	10,407	-34%	-3%
Jan	5,490	19,744	13,011	12,930	-34%	-1%
Feb	5,490	22,149	15,124	14,975	-32%	-1%
Mar	7,062	23,672	16,625	16,645	-30%	0%
Apr	8,482	25,158	18,772	17,902	-25%	-5%
May	9,912	26,750	21,697	19,828	-19%	-9%
Jun	11,375	28,448	24,568	21,524	-14%	-12%
Total	11,375	28,448	24,568	21,524	-14%	-12%

# Running Total of PharmCAS Chat Contacts By Cycle

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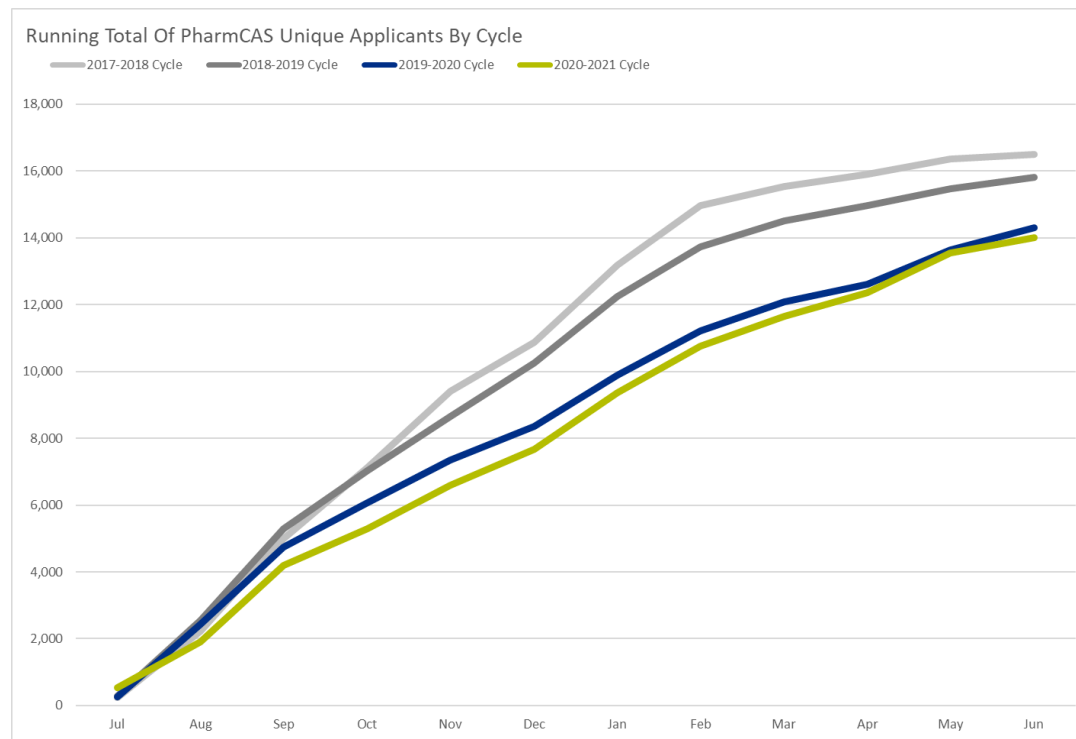


Running Total of PharmCAS Chat Contacts Received By Cycle				
2017-2018	2018-2019	2019-2020	2020-2021	Cycle Growth
Cycle	Cycle	Cycle	Cycle	19-20 vs 20-21
Jul		271	1,102	307%
Aug		734	2,254	207%
Sep		1,003	3,255	225%
Oct		1,267	3,964	213%
Nov		1,586	4,581	189%
Dec		1,934	5,256	172%
Jan		2,735	6,194	126%
Feb		3,244	7,098	119%
Mar		3,504	7,793	122%
Apr		3,817	8,380	120%
May		4,599	9,603	109%
Jun		5,331	10,535	98%
Total		5,331	10,535	98%



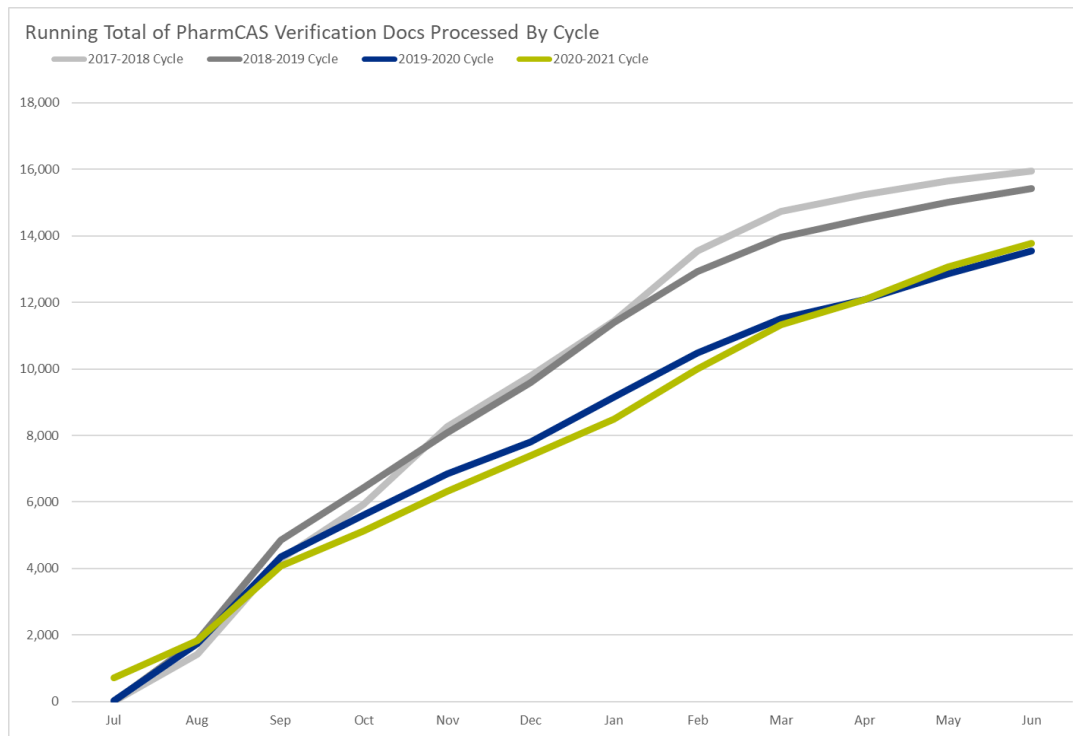
# Running Total of PharmCAS Unique Applicants By Cycle

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Running Total of PharmCAS Unique Applicants By Cycle						
	2017-2018 Cycle	2018-2019 Cycle	2019-2020 Cycle	2020-2021 Cycle	Cycle Growth 18-19 vs 19-20	Cycle Growth 19-20 vs 20-21
Jul	234	293	260	538	-11%	107%
Aug	2,228	2,547	2,435	1,914	-4%	-21%
Sep	4,994	5,288	4,740	4,205	-10%	-11%
Oct	7,115	7,022	6,069	5,298	-14%	-13%
Nov	9,397	8,643	7,342	6,603	-15%	-10%
Dec	10,878	10,261	8,358	7,680	-19%	-8%
Jan	13,176	12,249	9,888	9,372	-19%	-5%
Feb	14,962	13,730	11,206	10,754	-18%	-4%
Mar	15,528	14,499	12,076	11,646	-17%	-4%
Apr	15,899	14,977	12,619	12,359	-16%	-2%
May	16,370	15,471	13,640	13,547	-12%	-1%
Jun	16,493	15,802	14,293	14,012	-10%	-2%
Total	16,493	15,802	14,293	14,012	-10%	-2%

# Running Total of PharmCAS Verifications Processed By Cycle



Running Total of PharmCAS Verification Docs Processed By Cycle						
	2017-2018 Cycle	2018-2019 Cycle	2019-2020 Cycle	2020-2021 Cycle	Cycle Growth 18-19 vs 19-20	Cycle Growth 19-20 vs 20-21
Jul		10	36	717	260%	1892%
Aug	1,422	1,847	1,756	1,841	-5%	5%
Sep	4,283	4,862	4,355	4,084	-10%	-6%
Oct	5,931	6,423	5,620	5,128	-13%	-9%
Nov	8,253	8,085	6,847	6,319	-15%	-8%
Dec	9,800	9,599	7,812	7,396	-19%	-5%
Jan	11,433	11,405	9,165	8,488	-20%	-7%
Feb	13,541	12,927	10,476	10,008	-19%	-4%
Mar	14,736	13,955	11,520	11,332	-17%	-2%
Apr	15,233	14,504	12,088	12,085	-17%	0%
May	15,659	15,009	12,864	13,059	-14%	2%
Jun	15,956	15,420	13,556	13,786	-12%	2%
Total	15,956	15,420	13,556	13,786	-12%	2%

# Thank You



**Deborah Erdner**

Liaison International

[derdner@liaisonedu.com](mailto:derdner@liaisonedu.com)



# Questions