

Dual Credit/Dual Enrollment Scholarship Application Review Process

About the Dual Credit/Dual Enrollment (DCDE) Scholarship

This scholarship program, designed to help students who demonstrate financial need, covers the cost of tuition and fees for high school students taking dual credit or dual enrollment courses from a Missouri college or university.

THE PROBLEM

Application review time takes, on average, 20 business days to determine initial eligibility because of required documentation and, on average, eight weeks to notify students of incomplete applications.

This can result in holds being placed on students' accounts, impacting their ability to enroll in courses for subsequent semesters or leaving them with outstanding balances.

NEXT STEPS

Implement identified changes to review process:

- Download daily applicant reports, instead of weekly, to increase review speed and decrease delays
- Utilize cloud services (such as Microsoft 365) so that staff can work in the same excel file simultaneously
- Incorporate review checklist into master application review file
- Train more staff on review process

THE GOAL

Streamline the application review process to reduce the time to notify students of eligibility or incomplete status by 50 percent, by focusing on the aspects of the process we control.

LOOKING AHEAD

Work with other state agencies for increased data-sharing to more seamlessly verify eligibility criteria, such as free or reduced lunch, foster or homeless youth status, or recipient of low-income public assistance.

APPLICATION REVIEW

2023-24 Academic Year

- Applications Received: 1,794
- Application Review Time: 2-6 weeks (avg. 20 days)
- Incomplete Notification: 7-10 weeks (avg. 42 days)

2024-25 Academic Year Goals

- Expected Applications: 2,250 estimated
- Application Review Goal: 1-3 weeks (avg. 10 days)
- Incomplete Notification Goal: 3-5 weeks (avg. 20 days)

