

Memorandum

DATE: February 17, 2021

TO: Vincent Boudreau, President of The City College of New York,
Jerrold Erves, Director of Admissions

FROM: Emily Sanchez, Undergraduate Mechanical Engineering Student at The City
College of New York

RE: Concerns in regards to Communication with the Office of Admissions and Student
Services

Purpose

I'm writing to discuss my concern on the issues that incoming students undergo in relation to the Office of Admissions and Student Services.

Summary

The current system being carried out, which allows students to get in contact with administration representatives and discuss their situations, is not efficient and doesn't successfully tend to the students' needs. I want to elaborate on the complications that students encounter when it comes to the Office of Admissions and Student Services and how it can be avoided. I would like you to take into consideration the following information and possibly consider my propositions for resolving these concerns.

Discussion on the Issues Residing in the Office of Admissions and Student Services

On the City College website, under the Office of Admissions and Student Services, there's an email presented in case any student needs to get in contact with an admissions representative. However, in most cases it takes about a week or more to receive a response. Numerous students contacting the admissions office are usually incoming freshmen who are attending the school for the first time and the first experience they have is their needs not being met. When it comes to applications and admissions, almost everything is time sensitive, therefore it's very upsetting when they can't seem to get in contact with anyone at the admissions office. Furthermore, once a meeting is placed and a student is finally discussing their issue with a representative, sometimes the representative isn't aware of how to help the student and they are incapable of assisting them with their situation.

There are a few suggestions I have in mind in regards to solving this issue. The financial aid office has zoom calls from Monday through Friday that are open to anyone who needs assistance during a certain time of the week. If you were to implement zoom calls that students can have access to, it would be easier for individuals to get in contact with the Office of Admissions and Student services. This solution wouldn't be time consuming for the people working in admissions, seeing as they can schedule a certain time to stay on a zoom call for anyone to join and reduce difficulty in scheduling meetings.

In addition to that, there was also a mention about admissions representatives lacking knowledge on the questions presented to them by the students. In this case, surveys would be a great solution, surveys are used to assess the opinions and concerns of other individuals on a specific topic. Surveys can be sent out asking students how they viewed the assistance they received and asking them to provide any questions they might have had about admissions. Once you receive those questions, you would be able to provide solutions and send it out to all your admissions representatives so that they can be informed and are never left speechless when a question is asked. The benefits include but are not limited to, minimal cost, would represent a large population, and precise results.

It is very important to ensure that students are provided with the support they require. The solutions discussed should provide a more efficient system for contacting the admissions office and resolving the students' concerns.

Contact Me

I'd appreciate you taking into consideration the matters discussed, it's very important to make sure that students are accessible to the services provided by the school. Please let me know if you have any other questions and feel free to contact me either by phone at (917)-499-4298 or by email at esanche014@citymail.cuny.edu

AUDIENCE PROFILE SHEET

Reader's Name: Vincent Boudreau

Reader's Job Title: President of The City College of New York

Kind of Reader: Secondary Reader

Education: B.A. in English and Philosophy at LeMoyne College(1984), M.A. and Ph.D. in Comparative Politics and International Relations at Cornell University(1987,1991)

Professional Experience: He started off as an assistant professor in the political science department at City College(1991), then moved up to professor in 2007, and later made his way to chair of the political science department(2008). In addition to that, he became Director of both the Master's Program in International Relations (1992-1997) and the International Studies Program (1999-2000). Following that, he also obtained the roles of Deputy Dean of the Division of Social Science (2000-2001), Director of Colin L. Powell Center for Leadership and Service(2002-2013), Founding Dean of the Colin Powell School for Civic and Global Leadership(2013), Interim President(2016-2017), and lastly the 13th President of The City College of New York(since 2017).

Job Responsibilities: His responsibilities include consulting with individuals to resolve issues, administration, budget management, and organizing meetings.

Personal Characteristics: Following the information given by his peers, he has incredible leadership skills, is very experienced, trustworthy, and a liberal.

Cultural Characteristics: Nothing of note.

Attitude Toward the Writer: As one of his students, he would be interested in any complaints or problems I have.

Attitude Toward the Subject: Very Interested

Expectations About the Subject: should expect an explanation on the issue, as well as, possible solutions.

Expectations About the Document: should expect to read a brief, clear document with about 500 words in length.

Reasons for Reading the Document: To address, and possible resolve, an issue that impacts numerous students in regards to the City College of New York's Office of Admissions and Student Services.

Ways of Reading the Document:

Skim it Study It Read a portion of it Which portion?

Modify it and submit it to another reader

Attempt to implement recommendations ____

Use it to perform a task or carry out a procedure ____

Use it to create another document ____

Other ____ Explain

Reading Skills: Exceptional

Reader's Physical Environment: Room 300, Wille Administration Building

AUDIENCE PROFILE SHEET

Reader's Name: Jerrold Erves, M.A.

Reader's Job Title: Director of Admission

Kind of Reader: Primary Reader

Education: N/A

Professional Experience: N/A

Job Responsibilities: Will oversee the admission process, course enrollment, and registration paperwork, as well as, being on top of on-campus tours and viewing potential students.

Personal Characteristics: Due to his job title, most likely has problem solving skills, is organized, meticulous, and is experienced in admissions and policies

Cultural Characteristics: Nothing to note.

Attitude Toward the Writer: Professional and Understanding

Attitude Toward the Subject: Interested in ways to improve the communication between students and the office of admissions and student services.

Expectations About the Subject: should expect an explanation on the issue, as well as, possible solutions.

Expectations About the Document: should expect to read a brief, clear document with about 500 words in length.

Reasons for Reading the Document: To address, and possible resolve, an issue that impacts numerous students in regards to the City College of New York admissions

Ways of Reading the Document:

Skim it ___ Study It ___ Read a portion of it ___ Which portion?

Modify it and submit it to another reader ___

Attempt to implement recommendations ___

Use it to perform a task or carry out a procedure ___

Use it to create another document ___

Other ___ Explain

Reading Skills: Adequate

Reader's Physical Environment: In his office H-101C, located in Harris Hall

REFLECTION

The assignment itself didn't seem too difficult when I was first reading the prompt, however, as we dove more in depth on how it should be structured, I got more stressed at the thought of writing this piece. Whenever I write any form of essay, I usually either go too much into detail about unnecessary information or not enough detail, because of this I knew the struggle to come when writing a concise, brief yet detailed, memo. However, thinking about rhetorical elements that I could implement and how they come into play, did help to further develop my memo.

The genre of this assignment, as previously mentioned, is a memo. A memo is a written message used to either inform or persuade an organization of certain policies, decisions, or procedures. My assignment is considered a memo because it addresses the problem residing within the Office of Admissions and Student Services. In addition to that, the structure includes a brief summary on the topic that will be discussed, along with the problem and solution displayed in following paragraphs.

As for the media I am working in, it is digital. Before I could get started on the memo, I had decided the topic I would be referring to, which was later uploaded onto blackboard. Following the first assignment, my peers posted their topics as well, which I had to look over online and comment on. Lastly, the final product was also typed up and uploaded using blackboard.

The exigence that influenced this memo to be written is not only from personal experience but also from the experiences that have been told to me by my peers. The admissions office has been known to provide from minimal to no response to students in dire need of their assistance. A fellow student had an issue where she made an appointment to discuss matters with the admissions office and had to wait over two weeks to receive a response, even when she finally got to schedule a meeting, the person on the other line couldn't answer some of her urgent questions. In addition to that, I once tried to get in contact with the admissions office over a concern I had about my application, and despite the deadline I had for that application, I still did not receive a response until after the deadline.

My stance is that many students have time sensitive questions or needs and it's not justified for the office of admissions to be so delayed with their responses. Students should be able to rely on their colleges to provide assistance when there's a problem that arises.

My purpose in writing this is to inform my readers of the situations that their students undergo and to help them understand why faster responses and more informed admissions representatives would be more beneficial.

My audience is geared towards Vincent Boudreau, the President of The City College of New York, and Jerrold Erves, the Director of Admissions. Through an extensive amount of research I found an article in the *Cornell Chronicle*, where Vincent Boudreau claimed "Whatever the barriers to admission that exist elsewhere, City College has made access one of its signature

values,” which further proves he would be interested to hear how he could improve problems lying within the admissions office. As for Jerrold Erves, the Director of Admissions, I believe it’s important to gain his attention because he is someone who is overseeing the admission process and course enrollments and could assist in fixing the current issue at hand.

This assignment meets Course Learning Outcomes 3 and 6. It demonstrates my use of number 3, to negotiate my own writing goals and audience expectations regarding conventions of genre, medium, and rhetorical situation, because in this writing I was allowed to send a memo digitally, discussing the issue I viewed within the office of admissions and solutions that I hope my audience will carry out. In addition to that, this assignment also meets number 6, formulate and articulate a stance through and in your writing, because in order to get my point across about the issue within the office of admissions, I had to in some way provide my stance or my attitude on the topic so that it would be clear as to why I was writing this memo.