

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The central area is white, providing a clean space for the text.

TAP Recovery Program at Lehman College

TAP Recovery Problem

When a course is not required for General Education, Major, Minor, or elective areas that add up to 120, it will end up in 'Electives Not Allowed' in DegreeWorks and flag in FACTS (our Financial Aid tracking system) as not eligible for TAP.

Among many other factors, a student must take 12 credits that apply towards a degree requirement in order to receive TAP.

TAP Recovery Our Solution

Lehman College has launched an exciting program aimed to assist students in reclaiming their TAP award. Utilizing data available in DegreeWorks, FACTS (our Financial Aid System), and CUNYfirst, we were able to proactively identify and communicate with students who are approved to receive TAP, but need some intervention for it to be disbursed.



TAP Recovery Strategies and Outcomes



Fallthrough Auditors were identified among the already successful Graduation Specialist unit within the Office of the Registrar.

These auditors reviewed student records and contacted them via telephone and/or email with highly personalized and targeted advice.

For example, they made suggestions that included swapping course registration, adding additional course(s), requesting substitutions from faculty, declaring a minor and much more.

For Fall 2019, With an investment of \$7,740 and less than three months of proactive outreach, we have course corrected 169 unique students equating to \$307,418 in TAP awards.