Admissions

Application Processing Efficiency

Goal Description:

Decrease application processing time.

RELATED ITEMS -

RELATED ITEM LEVEL 1

Graduate Application Processing

Performance Objective Description:

Admissions staff will decrease application processing time byaddressing needs in the following areas:

- Identify programming opportunities within the CRM

- Restructure analyst duties for processing efficiency

- Coordinate with Graduate Studies to improve program review time

RELATED ITEM LEVEL 2

Decrease Processing Time

KPI Description:

By addressing the areas of stated need, Admissions staff (along with graduate program advisors) will decrease application processing time as compared to August 2016, in which we were three weeks behind in processing applications.

Results Description:

As of August 2017, all application processing was up to date, as compared to August 2016 when processing was averaging three weeks behind schedule. This is a major accomplishment!!!

RELATED ITEM LEVEL 1

Undergraduate Application Processing

Performance Objective Description:

Application processing staff will redesign the transfer articulation process to reduce processing time and provide more timely acceptance for transfer students.

RELATED ITEM LEVEL 2

Transfer Post-Articulation

KPI Description:

A new business procedure for the transfer articulation process will be implemented in which transfer applicants who meet admission requirements will be automatically accepted and the courses transferred in will be articulated. For applicants who do not meet admission requirements, they will be denied and their courses will no longer be articulated. Ultimately, analysts will only be articulating courses for accepted students, allowing analysts time to process other needed documents and giving students an admission decision more quickly.

Results Description:

The change in business process for transfer articulation was a three step process:

1. Change temp tables/EDI's

2. Test Daily Accepted reporting (student type & admit type)

3. Reverse business process (rec'd/code, scan, analyst process)

Along the implementation route, we identified another business process change that needed to occur in the way we coded "last college attended" (CTLA) and "all transcripts received" (CTAT). This process was implemented in September 2017.

The other steps are a work in progress and will take place next FY.

Customer Service

Goal Description:

Improve customer service outlets (phone, email, walk-ins) and provide consistent information regarding undergraduate and graduate admissions.

Staff Development

Performance Objective Description:

After participating in staff development opportunities, staff members will be able to understand a clear vision of our "why" statement in Admissions. They will also create new or deeper relationships with other staff members.

Build Relationships

KPI Description:

After receiving discussion prompts, POD groups (groups of staff members that may not work together on a regular basis) will meet bi-weekly or monthly to build relationships through intentional discussion.

Results Description:

Staff members informally shared feedback throughout the year that they enjoyed getting to know people that they don't normally see everyday (recruiters, analysts, etc). They also enjoyed growing relationships outside of "work" talk. However, some groups did not meet as often as others and therefore did not grow as much in relationship building.

Clear Purpose

KPI Description:

During the all department staff development day (August 2017), staff members will participate in a brainstorming and focusing activity that will produce one unified "why" statement that guides practice and approach to work.

Results Description:

During the brainstorming and focusing activity, four groups answered a series of questions that guided reflection on the singular importance of Admissions. After combining all group feedback, the staff came to one simple statement on why admissions exists...

"We help students start their path to success!"

The entire process gave clarity and focus to the staff. Then, each functional area (Customer Service, Processing, Recruiting) discussed how this will be lived out in their daily work.

Student Employee Training

Performance Objective Description:

Improve student employees' abilities to communicate effectively and provide consistent customer service.

Change Staffing Structure

KPI Description:

By implementing student employee lead positions that will facilitate a team of student employees, staff will be able to communicate changes and updates more effectively. Each of the following teams shall have a lead position:

- Customer Service

- Document Processing

- Recruitment

Results Description:

Three student employee leads were hired in summer 2017. By hiring the following student employee lead positions, employees have taken ownership of additional responsibilities and increased training opportunities for new hires:

- Customer Service

- Document Processing

- Recruitment

Departmental Culture

Goal Description:

Improve staff moral and create a culture of belonging.

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