

Admissions and ACN

Working together to help students find their way...





Overview

- Changes in Admissions – how we have started working smarter to get students to you more quickly.
 - Building Common Ground – discussing questions we hear on a daily basis.
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Where we were

- Admission processes were largely manual procedures.
 - Relied on paper rather than technology which increased the amount of time spent on tasks other than data input and analysis
 - Constant file movement increased the chances of lost documentation and the time needed to complete an application
 - Inefficient use of staff resources affected office morale
 - OARSS missed chances to target adult degree-seeking students
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How we got there

- Application volume
 - Conversion from the Legacy system to PeopleSoft and subsequent upgrades
 - Incoming documents on a rolling basis
 - Inefficient use of technology
 - Staff turnover
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What our plan was

To combine Undergraduate Admissions, OARSS and STAR with the goal to:

- consolidate related functions for increased productivity
 - improve existing admission procedures for accurate and timely processing
 - reflect the university's commitment to students
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How we implemented the plan

- Implemented a document management system with ImageNow
 - Reorganized the office
 - Improved overall business practices
 - Obtained staff input and implemented recommendations
 - Worked from a big picture instead of a small detail perspective
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Why paperless?

- Save time
 - Retrieve documents more efficiently—fewer “lost” transcripts
 - Allow for electronic notation of records
 - Provide high-speed/quality scanning
 - Allow off-site electronic backup of imaged files
 - A better “paper trail”
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Why restructure?

- Start over with new structure and equal level co-supervisors
 - Combine OARSS and STAR as sub-specialties within Undergraduate Admissions
 - Return to a team approach: Admission Specialist & Application Processor work together on the same files
 - Supervision: Split down the middle with back-up coverage for one another
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How to change?

- Evaluate tasks performed by application processors and specialists
 - Update (create!) documentation
 - Enhance training
 - Implement performance standards
 - Improve staff proximity
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Who? EVERYONE!!

- Presented restructuring in formative stages and sought input
 - Surveyed staff with outside consulting firm
 - Staff training sessions and team building
 - Concentrated staff meetings
 - Approached the fall from a problem solving basis
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Results

- Measurable performance improvements
 - Team-oriented environment
 - Improved communication
 - Energized staff
 - **Ultimately, we hope, increased customer satisfaction**
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Finding Common Ground

Working together to help students find their way by discussing questions we hear on a daily basis.



Finding Common Ground

Who admits students?

Technically...

- Undergraduate Admissions
- OARSS
- Graduate School
- CIE

In Reality...Admissions works in
conjunction with school/college policies



Finding Common Ground

What constitutes a complete application?

Depends on the student and circumstances. When in doubt, view checklist or DES website for more info.



Finding Common Ground

Why is the application deadline necessary?



Finding Common Ground

If a student has a Dean's Okay, is a reentry application required?

YES, the application is the main trigger to reactivate a student!!!



Finding Common Ground

What is happening with the Admissions Review Committee?

- Students are initially reviewed without the ATS.
 - Students receive decisions faster.
 - AOC has the option to obtain additional information prior to admission.
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Finding Common Ground

Who assigns advisors and when in PAWS?

- The admitting unit is responsible for assigning advisors at the point of matriculation.
 - Advisors are assigned based on data provided from the schools/colleges.
 - Please let us know when there are staff changes in your area to keep the list accurate.
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Finding Common Ground

How can I advise a student without a credit evaluation posted?

- Check PAWS, has anything been posted?
 - UWS/WTCS schools, www.uwsa.edu/tis
 - Contact Admissions
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Finding Common Ground

How does a student cancel an application, change major or terms?

- Go to www.desforms.uwm.edu
 - Fill out the Admissions Office Change form
 - Submit it to Admissions.
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Finding Common Ground

How can we better communicate with you to help you work with students?

What other questions do you have?
