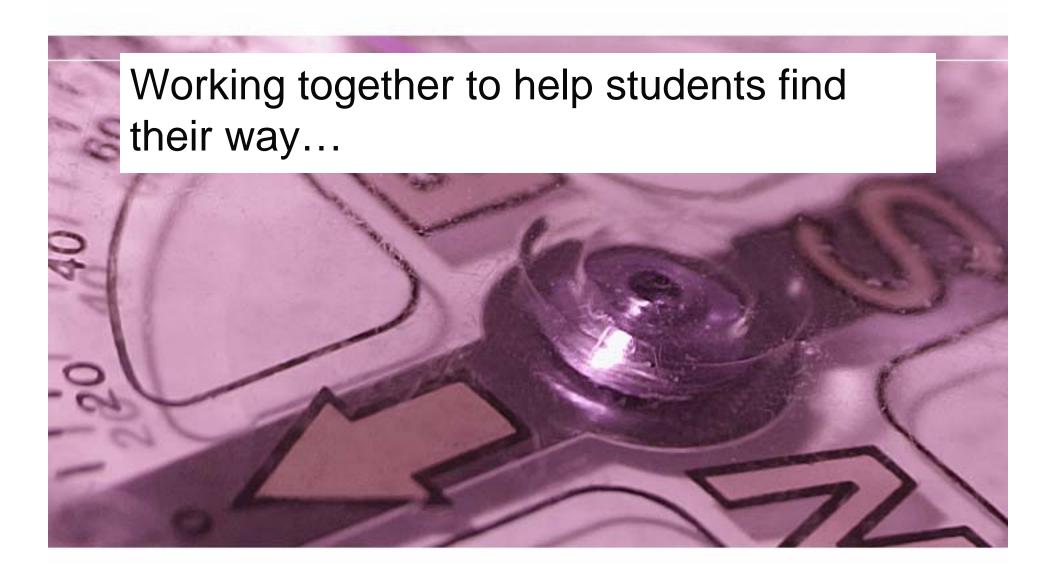
Admissions and ACN



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.

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

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

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

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

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"

Why restructure?

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

How to change?

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

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

Results

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

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

Who admits students?

Technically...

- Undergraduate Admissions
- -OARSS
- Graduate School
- CIE

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

What constitutes a complete application?

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

Why is the application deadline necessary?

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

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

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.

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.

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

- Check PAWS, has anything been posted?
- UWS/WTCS schools, <u>www.uwsa.edu/tis</u>
- Contact Admissions

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

- Go to <u>www.desforms.uwm.edu</u>
- Fill out the Admissions Office Change form
- Submit it to Admissions.

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

What other questions do you have?