

Inquiry and Admissions Team

LEAN Training Fall 2006

- Karen Anderson
- Dennis Bailey-Fougner
- Tammy Billick
- Leslie Chapman
- Dan Davidson
- Linda Gettmann
- Kathy Glankler
- Cheryl Hefty
- Sharon Morgan
- Nikki Patterson
- Roberto Suárez



Team Champions

- David Goldberg
- Nan Poppe
- Leslie Riester



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Current State of Affairs - Inquiry

- ◆ Requests are accepted via phone, web, in-person, mail, or at events. 80% are web requests; average of 150 requests per day.
- ◆ Requests are sorted to different campuses, printed and handed off or forwarded to admissions staff who re-enter data one by one into Banner. Due to volume, some requests may take 10-30 days to be entered.
- ◆ Banner requests are converted to packets that are stuffed and mailed by one staff member. Due to volume, packets may not be mailed out until 14 days later.
- ◆ Further mailings are sent out by the same staff member to prospective students in four batches over the next 8 weeks as part of the current communications plan. These mailings are handled as new requests continue to come in each day and are subject to further delays.

Current State of Affairs - Admissions

◆ Applications are accepted in-person, fax, mail, web. 87% of applications come via the web. Admissions offices handle a total of 11,000 admissions applications per year.

◆ Fax, mail and in-person applications

- Information is entered into Banner manually. May take up to one business day.
- Admissions staff determines where to refer student and/or what holds, if any, need to be applied.
- Application fee payments are either collected by admissions staff in an unsecured fashion and later taken to business office, or student has to travel to business office to take care of payment (if business office is open).

◆ Web applications

- Student automatically receives a confirmation email stating that their application has been received and will be processed.
- Data is entered manually into Banner, even though it had already arrived as electronic information, over the 2 business days. Credit card numbers are printed off and walked over to business office to have accounts charged application fee.

Current State of Affairs – Admissions cont.

- ◆ Due to time ticketing process in Banner, all applicants must wait 24 hours to register online during open registration.
- ◆ Acceptance letters are generated by Banner in 1-2 days after application information has been entered.
- ◆ Letters are stuffed, mailed and queued by the same individual handling inquiry requests, arriving to the student between 10 and 14 days from the moment they applied.

Current Process Map



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Example: Inquiry & Acceptance Letter Work Area



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“To Be” State – Inquiry

- ◆ Web Inquiries (80% of total) are direct loaded into Banner electronically. Other inquiries (remaining 20%) are entered manually by admissions personnel directly into Banner.
- ◆ Data is sent electronically from Banner to third party mail company or process is done in-house with additional staff.
- ◆ Information is sent to student within 1 week. Ideal goal is to have information sent within 1 day.

“To Be” State – Admissions

◆ Web applications:

- Applications are directly loaded electronically into Banner with a potential lag time of 1 day for non-duplication verification.
- Acceptance letter is generated and sent via email upon verification.

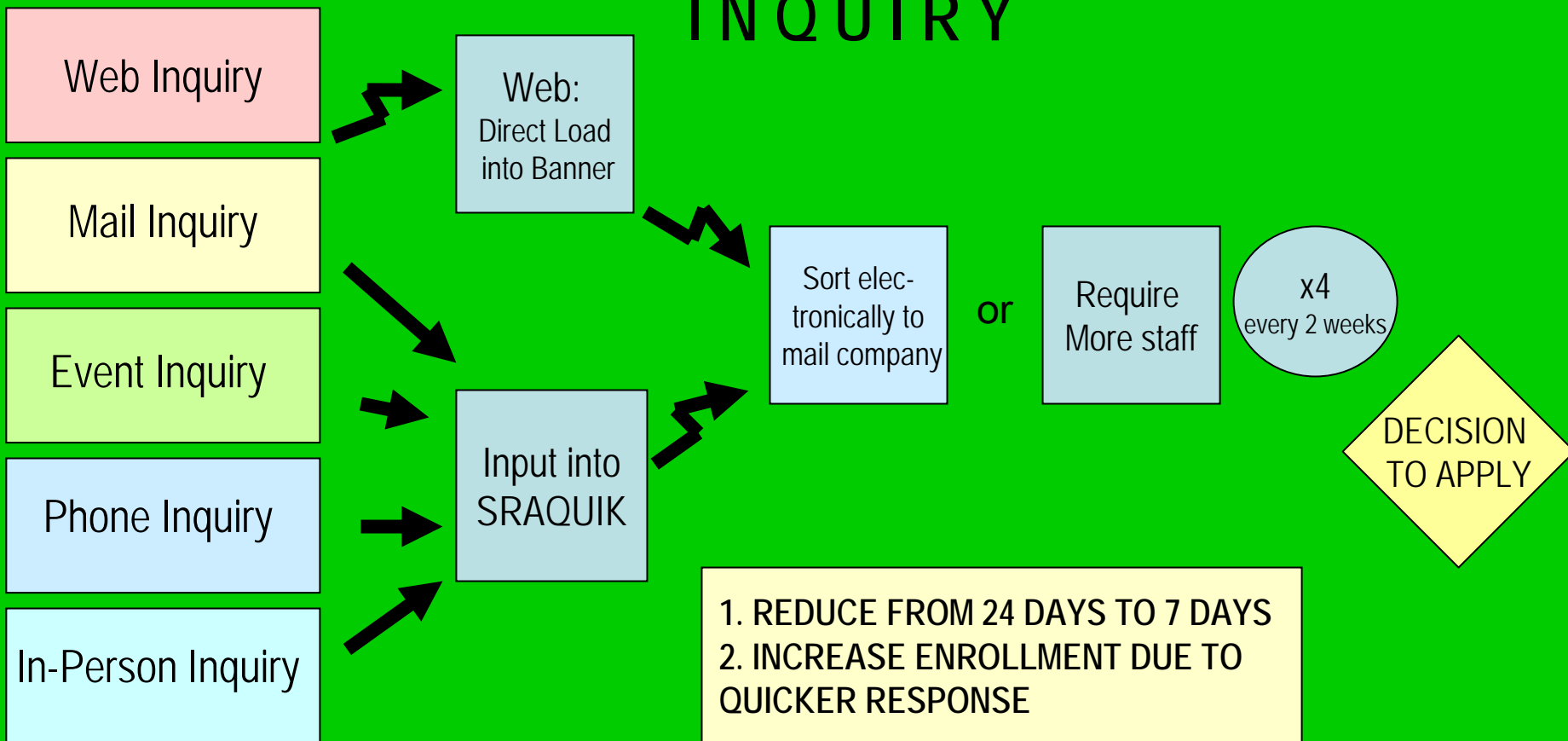
◆ Paper applications with email address:

- Data is entered manually into Banner and verified for non-duplication within 1 business day.
- Acceptance letter generated and sent via email upon verification.

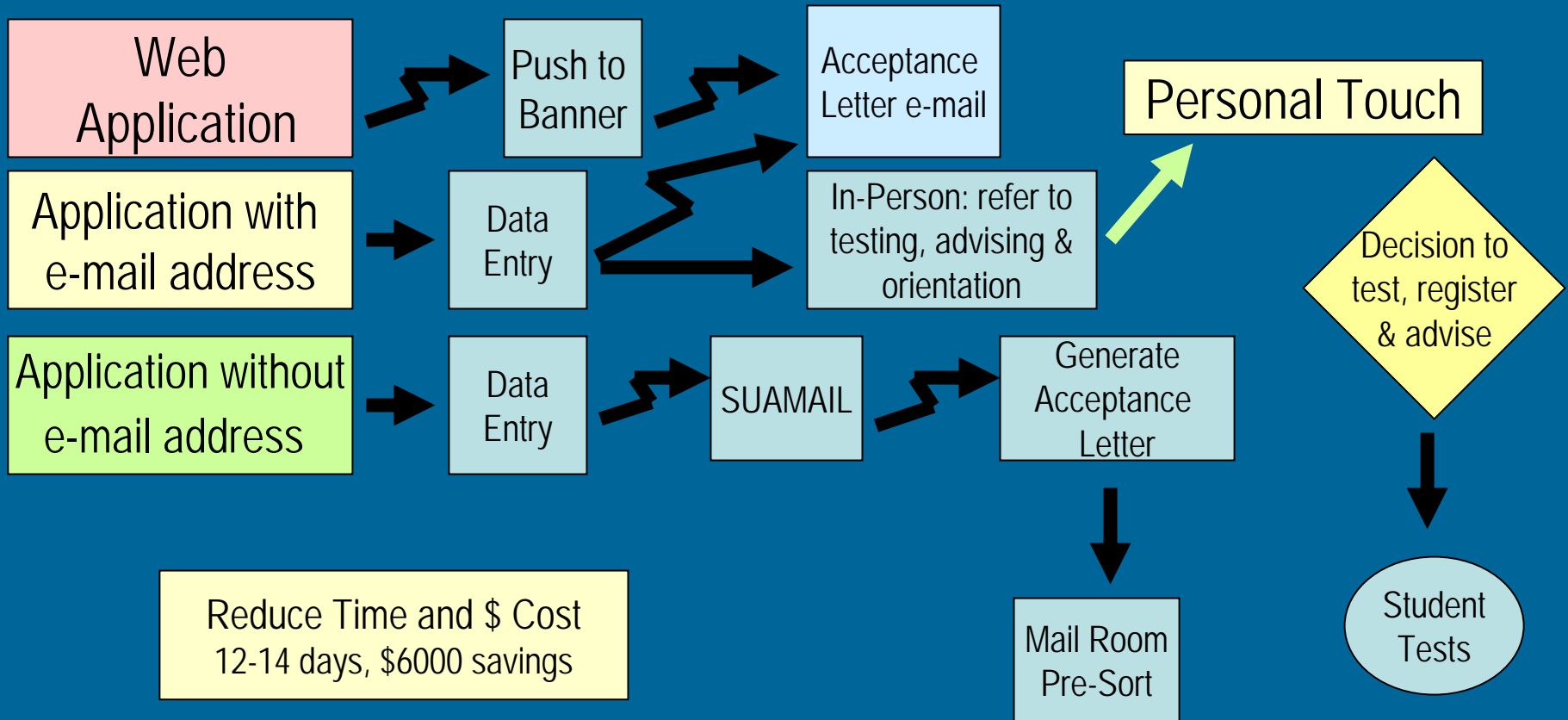
◆ Paper applications with no email address:

- Data is entered manually into Banner and verified for non-duplication within 1 business day.
- Letters are stuffed, mailed and queued. Due to reduced mailings, these will be sent in 1-2 business days.

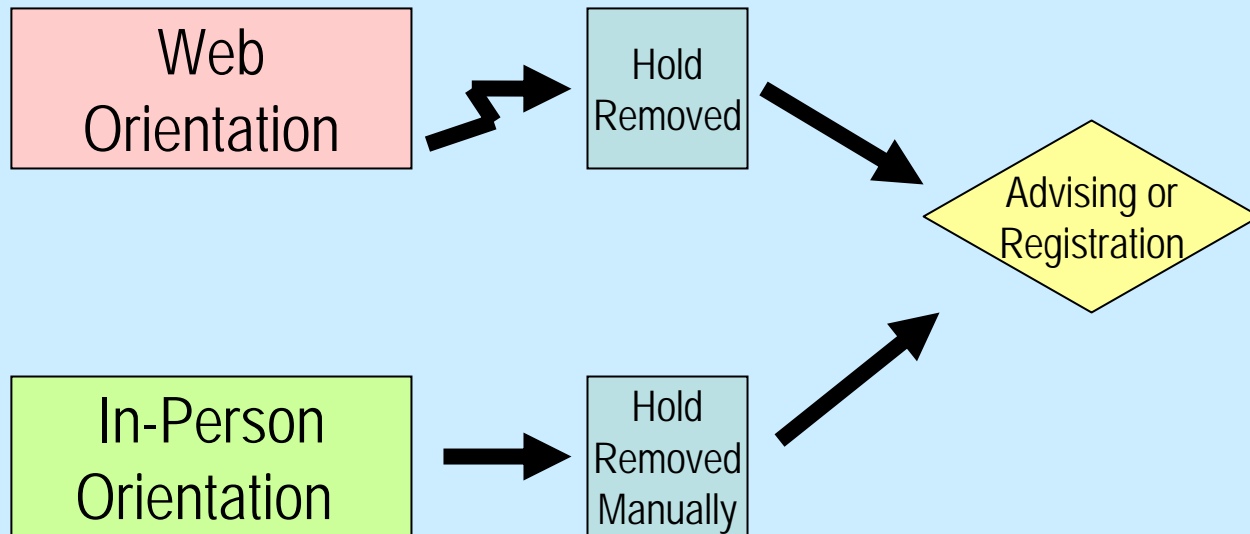
New Process Map: Inquiry



New Process Map: Admissions



New Process Map: Orientation



Action Items and Timelines

<u>ACTION ITEM</u>	<u>IMPLEMENTATION TIMELINE</u>	<u>COST</u>	<u>STAFF HOURS</u>	<u>OTHER FACTORS</u>	<u>Staff Savings</u>	<u>Cost Savings</u>
Time ticketing - reduced from 24 hrs to immediate during open registration	implemented	0	1 hour (Reg)		0	Student Retention
Revise acceptance letter	by November 1, 2005	0	4 hours	both printed and email	0	0
Send an email acceptance letter to all applicants with email addresses	by November 15, 2005	0	20 hours (ITS)	in progress	0	\$6,000 per year

Action Items and Timelines, cont.

<u>ACTION ITEM</u>	<u>IMPLEMENTATION TIMELINE</u>	<u>COST</u>	<u>STAFF HOURS</u>	<u>OTHER FACTORS</u>	<u>Staff Savings</u>	<u>Cost Savings</u>
Either outsource or hire staff to assist with inquiry mailings	by December 1, 2005	\$29,000 salary with benefits and \$5000 additional casual	1 hour	Can also outsource printing and mailing. Waiting on cost estimate	0	0
Place Inquiry process and staff under admissions supervision	by December 1, 2005	0	0	Will allow admissions operation to work more closely as a team	0	0
Push through online applications into BANNER	by March 30, 2006	0	45 days (ITS)	timeline dependent on ITS projects	30 hours a week of staff time to be redeployed else where	0

Action Items and Timelines, cont.

<u>ACTION ITEM</u>	<u>IMPLEMENTATION TIMELINE</u>	<u>COST</u>	<u>STAFF HOURS</u>	<u>OTHER FACTORS</u>	<u>Staff Savings</u>	<u>Cost Savi ngs</u>
Push through online inquiries into BANNER	by March 30, 2006	0	45 days (ITS)	timeline dependent on ITS projects	35 hours a week of staff time to be redeployed else where	0
Admissions publications budget controlled by admissions	by July 1, 2006	0	0	need appropriate materials in a timely manner	0	0
Change storeroom policy on stuffing, folding and mailing	by December 1, 2005	0	0	delay in students receiving requested materials	0	0
Degree program brochures	by December 1, 2005	\$69,000	0	vital to prospective students decision process	0	0

Way To Go, Team!



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