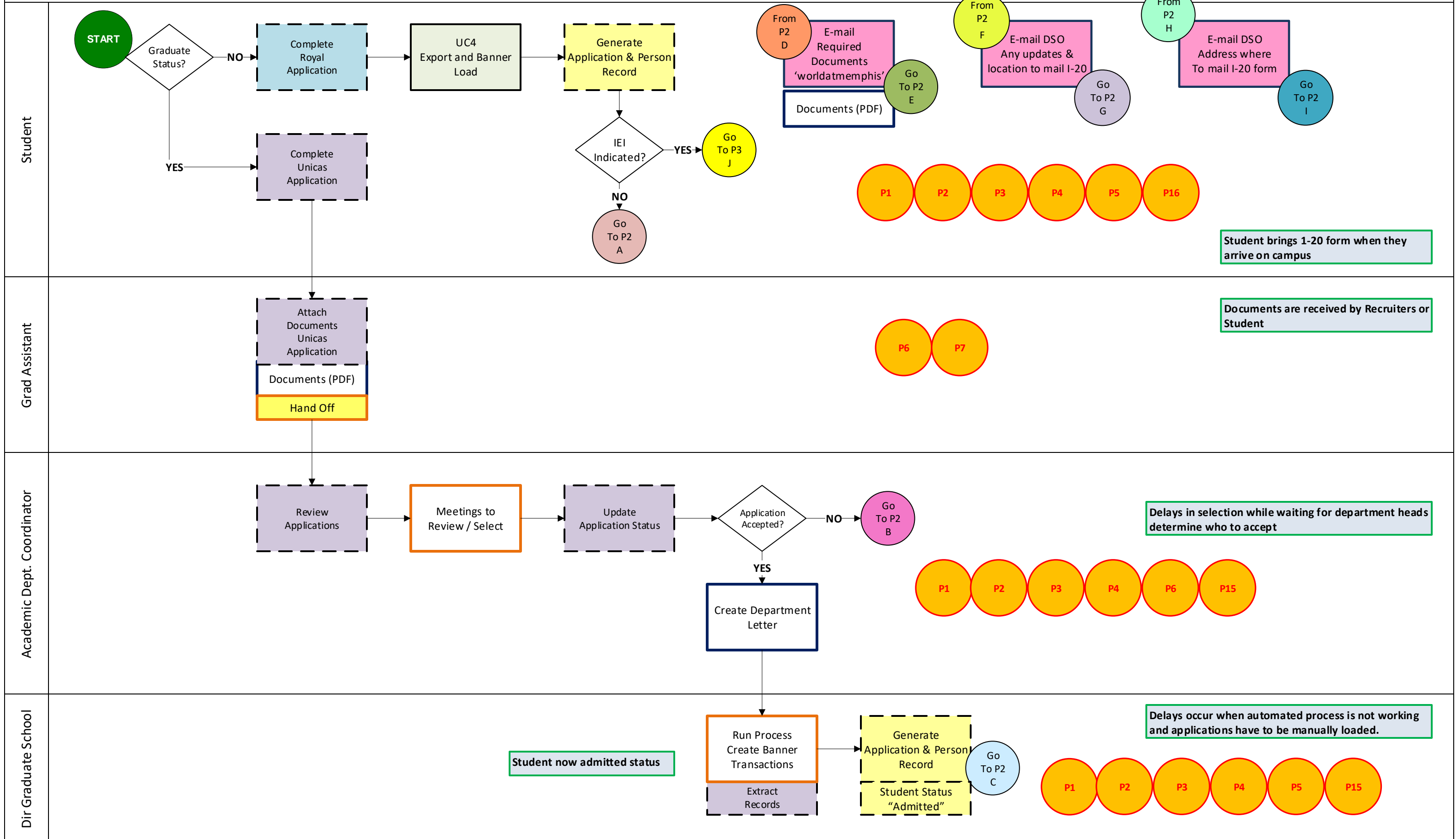


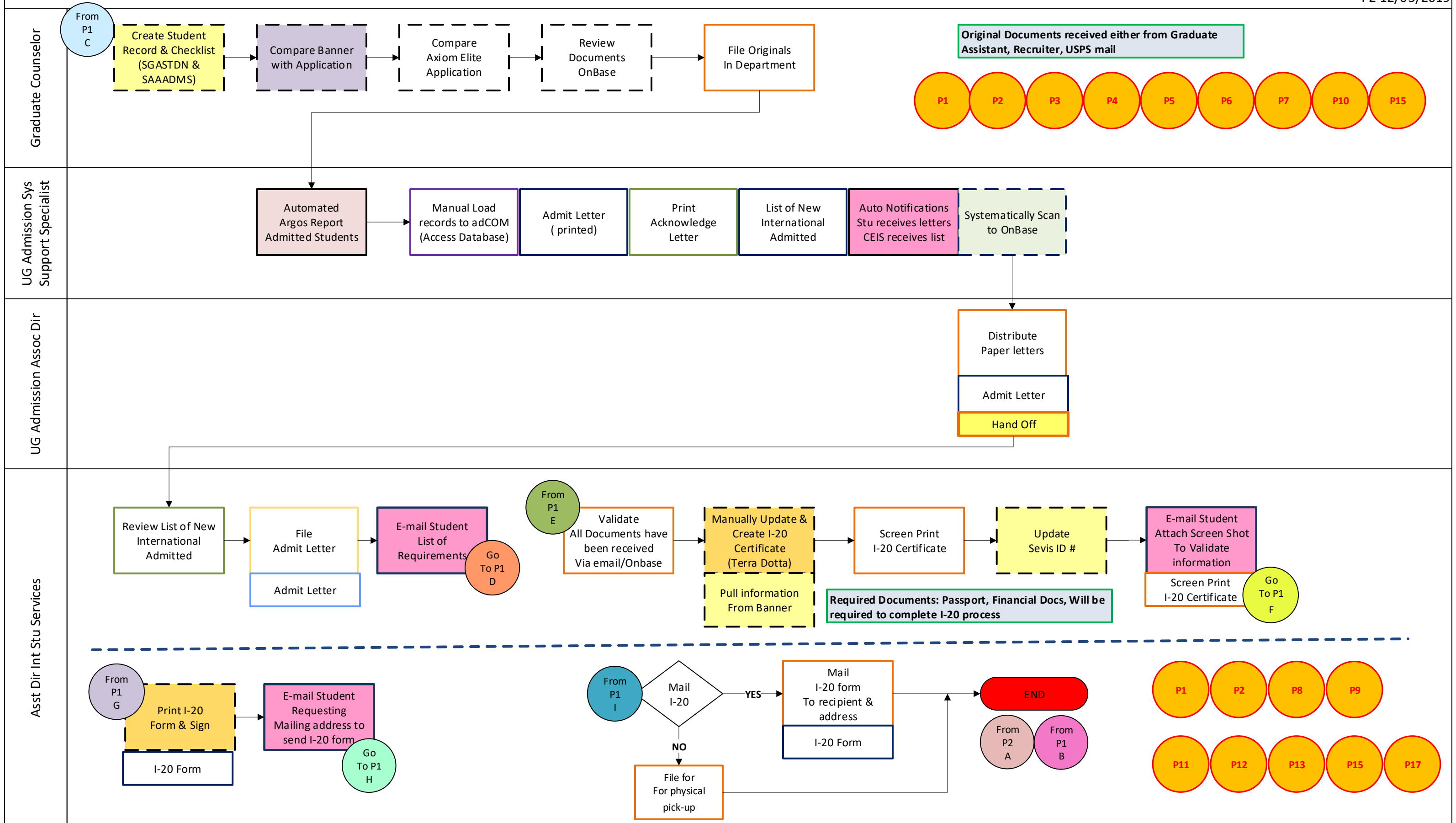
# International Student Admissions Process

P1 12/03/2019



# International Student Admissions Process

P2 12/03/2019

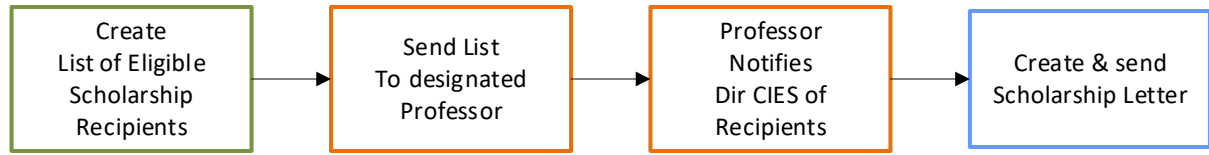


# International Student Admissions Process

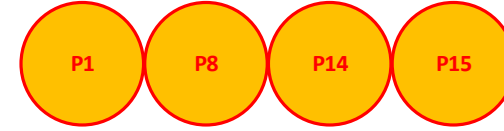
P3 12/03/2019

## Scholarship Process

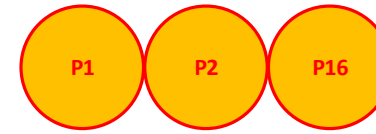
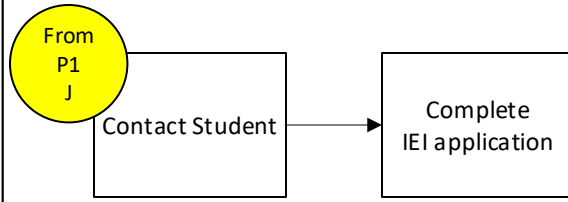
Dir CIES



CIES -Center International Education Services



Dir Intensive English



**Pains & Issues:**

The issues and pain points identified during the AS IS Process Mapping and Analysis workshop are noted below. The issue is numbered and its Root Cause Analysis is in red text, preceded by **RCA** prefix.

1. Departments send out 'acceptance' letters prior to student has been fully vetted.

**RCA: Letters are generated at time application has been accepted and prior to all documentation received.**

2. Duplicate student/person records created in Banner.

**RCA: Common matching rules aren't in place.**

3. Understanding process to review UniCAS applications loaded to Banner.

**RCA: Training or documentation needs to be created.**

4. Manual entry of applications in Banner.

**RCA: Automated process does not run automatically due to processing issues.**

5. THEC 14<sup>th</sup> day required fields are missing in Banner.

**RCA: Errors when loading data from UniCAS to Banner.**

6. Original documents are not always received in a timely manner causing departments to manually track.

**RCA: Student/recruiter does not send originals in timely manner.**

7. Manual comparison UniCAS application data with the Axiom data load to Banner.

**RCA: Missing comparison reports.**

8. Scholarship award process not using following best practices.

**RCA: Currently not involving Scholarship Office with process for applying or awarding.**

9. Manual set registration and transcript holds in Banner.

**RCA: Not using technology to set holds when required documents are missing.**

10. Handoff of original documents from the Graduate Assistant to the Counselors to scan to OnBase (document retention system).

**RCA: Graduate Assistant does not have access to OnBase.**

**Pains & Issues:**

The issues and pain points identified during the AS IS Process Mapping and Analysis workshop are noted below. The issue is numbered and its Root Cause Analysis is in red text, preceded by **RCA** prefix.

11. Admit letters are physically picked up at the UG Admissions office and then the CEIS office alphabetized and files.

**RCA:** Not automated for email delivery or print directly in CEIS office.

12. Multiple manual email communications from CEIS to students.

**RCA:** There isn't an automated email process in place. Recommend consolidating 3 emails into one.

13. Various ways to determine if all documentation has been received.

**RCA:** No central repository to review all documentations. No single guideline.

14. Manual creation of excel document to track I-20 shipping method and dates.

**RCA:** There isn't a field on the Banner checklist to indicate document shipped, so can't create a spreadsheet with Argos reporting tool.

15. Acknowledge and admit letters are emailed same time, confusing the student.

**RCA:** UG Admissions application system generates and emails together.

16. IEI not notified if Graduate student needs services.

**RCA:** There isn't a field to identify this in UniCAS.

17. Manual loading data from Banner to Terra Dotta.

**RCA:** There isn't a process to pull data from Banner and load to Terra Dotta and vice versa.

Analysis of the 'AS IS' process

1. Are all roles essential? **What roles could be considered to be eliminated? No, the Admissions Associate Director responsibilities could be reassigned.**
2. What is the number of hand-offs? **Three**
3. Are any steps automated? Yes, transferring data from UNICAS to Banner.
4. What steps can be eliminated or automated? **Eliminate scanning documents to OnBase, use a print server to save documents directly. Eliminate printing letters in Admissions office and delivery to Graduate office. Eliminate department level acceptance letters.**
5. What tasks consume the greatest amount of time? **Creating the Banner admissions checklist, searching for required documents, maintaining manual checklist, manual comparison Unicas records to Banner, review Axiom data load logs, Reviewing and validating documents, and creating email communications .**
6. Does each task add value? No, department letters send incorrect messages to the student, there isn't any guideline,
7. What steps/process should be added? **Eliminate the Admissions Access database and create a new process to generate admissions letters directly from Banner with Argos reporting tool and save letters to a shared drive and print them as needed in International office. Automate the creation of the Banner admissions checklist. Quick hit: Purchase a color printer for the CEIS office and eliminate Undergraduate Admission printing and delivering letters. Grant students access to Terra Dotta to complete forms.**
8. Iterations (how many times is process repeated in a timeframe)? **Weekly, peak time in the summer.**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **50%. Reasons include insufficient funding, changing term. Department funding needs to be adjusted.**
10. % FTE and/or estimate time takes for each key role in the process. **Grad Assistant 30%, Director Graduate School 40%, Counselor 100%, UG Systems Support 25%, UG Assoc Director 1%, International Services 3 FTEs 50% each, Director International Student Services 10%.**
11. Metrics – identify measurable outcomes (time, manual steps, paper, manual communications, unnecessary reviews & approvals). Identify current time spent on task for roles: **273 Spring applications – FALL ?????**

Grad Assistant – 45 minutes per application

Dept. Coordinator – 3 hours a day review logs and issues

Dir Graduate School – 2 hours a day

Graduate Counselor –

UG Admission Assoc Dir – 10 minutes a day

Inst Student Services – 3.75 hours a day \* 3 FTE= 11.25 hours

Dir CIES -

Dir IEI -

