

The Higher Learning Commission Action Project Directory

University of St. Francis: Refining, Connecting, and Communicating Admission Processes

Project Details	
Title	Refining, Connecting, and Communicating Admission Processes
Category	6-Supporting Institutional Operations
Timeline	
Planned Project Kickoff	02-16-2004
Actual Completion	
Status	COMPLETED
Updated	09-10-2007
Reviewed	09-27-2007
Created	11-24-2009
Last Modified	01-12-2010

1: Describe this Action Project's goal in 100 words or fewer:

A: To understand, refine, and communicate admission processes from initial inquiry through enrollment. Processes must be seamless to the student to allow for a smooth transition of data, information, and student needs through various offices at USF.

2: Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

A: Identified by the entire university community as a high need area through vital focus process.

3: List the organizational areas -- institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

A: Marketing, Admissions, Financial Aid, Colleges, Advising, Registrar, Student Life, Business Office

4: Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

A: Processes within the admission to enrollment cycle include moving a student from inquiry to application, applicant to accepted student, accepted student to deposit, a deposited(committed) student to registration and from registration to enrollment.

5: Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

A: The core team leading this project will engage individuals throughout the process to collect information by set timelines. The group will continue to meet bi-weekly and bring in university personnel as appropriate for input. As an essential area in need of refinements, all team members have a vested interest in focusing energy on this project as it will improve processes overall.

6: Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

A: 1. Completion of data collected on all processes identified (inventory) 2. Identify strengths and problems 3. Process improvements initiated 4. Clear communication channels established 5. Evaluate 6. Refine

7: Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

A:

8: Other information (e.g., publicity, sponsor or champion, etc):

A: By late August, initiate new processes Evaluate and revise processes and expand to graduate programs Continue to evaluate all processes and improve