

# ADMISSIONS OPERATIONS REVIEW



The modern admissions office is paperless and powered by workflow automation. Rapid advances in data transfer and technology allow information to be loaded and processed with little human intervention. Admissions decisions are rendered for many students automatically and cases are reviewed virtually. While these are great opportunities for streamlining admissions operations, many college and university admissions offices struggle to leverage technology, retrain staff and manage the data and information they now must control.

The **Admissions Processing Review** provides enrollment leaders with a thorough and unbiased assessment of their operations. It focuses on business processes and admissions policies, and their related impact on staff structure, roles, deployment, assignment of responsibilities and skill sets. The review examines how information is collected, digitally transformed and stored, reviewed, processed and reported. For offices that are not yet paperless and powered by workflow automation, the review can facilitate that transition.

This review is commonly paired with a **Recruitment and Marketing Review** and can be performed as a single, larger consultation or as a stand-alone service.

## What is the intended outcome?

The goal of the **Admissions Processing Review** is to provide you with updated business processes. It offers insights on staff skill sets, deployment, assignment of responsibilities, roles and training to help your staff reach maximum efficiency and maintain it.

While each consultation is tailored to the complexity of the college or university's admissions operations, typical deliverables include:

- Review of admissions requirements and policies
- Assessment of job descriptions and organizational structures
- Evaluation of current business processes (which may include business process mapping)

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- Assessment of staff barriers and opportunities to improved business processes
- Evaluation of the work of admissions in providing critical information to partner offices (recruitment, advising, registrar, etc.)

### What does a consultation look like?

Prior to coming onsite, AACRAO consultants review information you already have on hand, such as organizational charts, job descriptions, technology descriptions, business process guides, reports and policies.

Most **Admissions Processing Review** consultations last two to three days onsite. This is adjusted to meet the scope of your project and the size of your operation. During the onsite portion of the project, we interview staff and key institutional partners to gather multiple perspectives on the current business processes and performance to assess how well they meet expectations and needs.

At the conclusion of the site visit, we will provide you with a brief, initial assessment of our observations and recommendations. This will be followed by a narrative report with specific, actionable recommendations for your implementation. AACRAO Consulting is also available after the initial review to provide any additional implementation assistance you may need.

### Who typically contracts with AACRAO Consulting for an Admissions Processing Review?

- New admissions directors who need an impartial and immediate assessment of the strengths and challenges of their processing area
- Student affairs and/or academic affairs leaders who supervise admission units
- Institutions with new or pending technologies and needs to match processes to them
- Colleges and universities who want to improve the performance of their admissions offices and improve services to students, parents, guidance personnel and faculty