
Program or Service Specific Assessments

Unit: Admissions

What program or service specific assessment occurred in the current academic year?

1. The first assessment for Admissions involved the measurement of time to initial acknowledgement of an application and the measurement of time to decision notification for complete files. Prior to January 2005, the first acknowledgement of receipt of an application was the mailing of a missing information letter. The average time was six to eight weeks (varied through the admissions calendar).
2. The second assessment for Admissions involved the measurement of the time to decision notification for complete files. In the 2003-4 application cycle, this process was taking eight to ten weeks.

How were the results of the assessment used to improve services or programs?

1. Following determination of the time to first acknowledgement of an application, a study was made of the process. Based on the study, the process was changed to do an initial input of a small part of the application in Banner immediately upon opening the mail (or pushing a web application). This initial data was just sufficient to permit mailing an acknowledgement letter, normally in one day and rarely in two days after receipt of the application.
 2. Following determination of the time to decision for complete files, a study was made of the process. It was determined that the key bottleneck was the requirement that all complete files be evaluated by one associate director. Based on that study, the responsibility for evaluation of the majority of the applications was devolved to the individual admissions officers. The associate director handled the difficult cases and shepherded borderline cases through a committee review. With the process changes this year, all but one admissions officer has reduced the time to decision to about three weeks.
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