Trust lost – no confidence that things can be fixed both in Admissions and with regard to coming through on promises.

Couple of different ways to think about it:

1. Status quo/nothing changes – what does that mean for us?
   1. What is likely to happen: CRM, two years out
   2. Any results of changes in Admissions will come from riding the coat tails of others.
   3. Gail – can live with status quo; have work arounds – stress level can only handle the status quo. Person come in over summer, ok. Not ok now.
2. What does each program need?
   1. Transcript drawer could have a grad student section
   2. When get transcripts and test scores enter into a database that can be shared with all so ADs can check (check over inquiries).
   3. If anyone asks if anything is there – they have to look for it, not tell them they have to post their applications.
   4. Fix: processing transcripts: misfiling, not noted in Banner, GPA calculation mistakes – need accuracy.
   5. Fix: file not complete in files, but says complete in Banner; listed in Banner but not filed, students admitted when not admitted
   6. Fix: file complete, but not listed in Banner
   7. MiT – endorsements and test scores; can’t turn this over

We want:

Online check-list and online admissions letter

Online transcript database – Admissions office creates and maintains a transcript database for all transcripts/web form/everyone has access

And a Graduate Program Admissions Program Coordinator

* ½ time, temporary position
* Reporting directly to the Admissions Director
* Duties:
  + One person that does all grad program admissions activities – from first contact to last (admit or deny letters). Does no other admissions office work
  + Inquiry follow-up, contact data entry, etc for all graduate programs
  + Support recruitment and outreach activities for all graduate programs
  + Creates and maintains all grad admission files
  + Only point of contact in admissions offices for all grad inquires, questions, etc.
  + Off-system database for all grad program (if we use)
  + Manage online checklist and online letters (if we use)
  + Keep Banner updated
  + Communication with prospective students by email
  + Only person that communicates with or about grad programs in the Admissions fofice
  + Transcript review (calculates GPA, highlight prereqs in transcripts, credential evaluations)
  + Manage general support for file review (forms copied, support reviewers, etc)
  + Other related activities as assigned.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | July |
| MPA |  |  | +++ | ++++ | ++++ | ++++ | ++++ | ++++ | ++++ |  |  |
| MiT |  |  | +++ | ++++ | ++++ | ++++ | ++++ | ++++ | ++++ |  |  |
| MES |  |  | +++ | ++++ | ++++ | ++++ | ++++ | ++++ | ++++ |  |  |

In seat, October 1 – do inquiry follow up, training, supporting recruitment and outreach, starting to build files, build processes (transcript drawer spreadsheet; off-line database (if we use it), etc).

All programs admission cycles become demanding from mid-November through the end of May.

Position continues, supporting recruitment, promotion and outreach for all grad programs through the end of July.

Intention: hire for permanent position in July

Over the year ongoing evaluation the effectiveness and parameters of the position (suited in right organization, right number hours, does it work, etc.?).