

REQUESTER / SPONSOR INFORMATION

Requester **Ext** **E-mail**

Sponsor **Ext** **E-mail**

A statement of sponsor support should accompany all project requests and must be received by the proposal deadline.

PROJECT INFORMATION

Title

Level **Type**

Purpose

The problem of

The nature of International Admissions is very complex. Interpreting transcripts from different countries requires extra documentation, very specific training on educational practices and how they relate to US standards, and collaboration between the Admissions Office and the International Office, currently located in two separate buildings. Our current system requires staff from both offices to share paper files, to routinely check mailboxes for new documents and to keep abreast of changes in business practices that affect both offices (see attached diagram). The staff in the International Office responsible for Admissions is currently one person, who has other duties in the office and therefore, can not easily get away on a regular basis to check for documents in the Admissions Office. The current system is working for the number of International Students on campus at HSU. But, the International program is going to grow significantly in the near future and will need to increase the efficiency of its operations to accommodate more students. Finally, some students come from educational systems with advanced technological capabilities and can submit all required documents electronically. Other students come from countries without such capabilities and must submit paper forms, often their only copy. The International Office needs a system that can handle applications from each of the students above and be able to track all incoming documents.

affects

International Programs currently serves 118 students and processes about 150 applications a year. The population of International students is expected to increase to 200-plus in the coming years with increased recruiting efforts. (There is a search currently under weigh for a new recruiter.)

the impact of which is

The workload of the International Program staff will increase greatly, potentially affecting the time it takes to process applications and assist students in obtaining all of the requirements to be ready for classes (transcripts requiring translation, exams such as TOEFL, etc). International students have the added pressures of securing visas and preparing to live and study in a brand new culture. These pressures could be mitigated with a quick turn-around on application processing and decisions.

a successful solution would be

The intent in utilizing the strengths of the NOLIJ software is to allow International Program staff to maintain the high quality of service provided to International students, and to be able to serve a rapidly growing number of applicants following recruitment efforts abroad.

Alternatives

With limited budget flexibility, hiring more staff in International Programs is not currently being considered to handle the increase in workload.

Alignment with Strategic Objectives

We believe that NOLIJ work flow, customized web forms, and the real-time connection with Peoplesoft will contribute to significant increases in efficiency in processing International applications. Our current processes involve student assistants and staff in the admissions building and Siemans Hall. NOLIJ work flow will effectively bridge the distance between our work environments and moderate ebbs and flows in application activity with the "In Box" functionality. Increasing the number of International Students at HSU will also meet HSU's Vision of "increasing our diversity of people and perspectives".

Deadline Date

No Hard Deadline



Deadline Reason	September 2012 is chosen to be ready for the Fall 2013 application cycle which begins in October 2012.					
Considerations / Dependencies	Implementing a new software for Admissions, with its multiple steps and multiple staff involved, is an excellent opportunity to rethink what we do and why. All staff who will be involved in the implementation have agreed that it is a golden opportunity to rethink what we do and how, and not simply try to "cram" our existing business practices into a paperless environment. Also, there is an opportunity to benefit from an existing Project (Admissions Workflow) where code and processes will be available to modify for International Admissions, instead of having to create from scratch.					
Resources	The Associate Director of Admissions will work closely with International Program staff on this project. ITS staff who already have a technical grasp of NOLIJ will be members of this Project.					
Estimate (Hard Costs Only)	Initial	<input type="text" value="\$1,000"/>	On-going	<input type="text"/>	Budgeted	<input checked="" type="checkbox"/>
<i>Comments</i>	<input type="text" value="costs are for purchasing scanners"/>					
Affected System / Module	<input type="text" value="NOLIJ interfaces with Peoplesoft in real time."/>					
Other	<input type="text"/>					

Email completed project request form and written indication of support from the project sponsor to the ITS Project Office at itspo@humboldt.edu

From: Scott K. Hagg [mailto:Scott.Hagg@humboldt.edu]
Sent: Sunday, March 11, 2012 7:36 PM
To: Melinda Haynes Swank
Subject: Statement of Support for Admissions Office

The Office of Admissions was approved in the last round of project proposals to transition our application process to a paperless format. We did not realize at the time the additional work necessary to also include the graduate admissions application process. By moving to a paperless format, it will improve the efficiency of evaluating applications by graduate departments after the admissions office receives all of the necessary documentation.

Similarly, the International Office evaluates all international applications but the materials are received by the Admissions Office. Transitioning to a paperless system will increase the efficiency of evaluating the files once complete.

Much of the groundwork has been completed for both of these proposals due to the current project in progress to move the transfer application process to Nolij. I am confident both of the projects can be fully implemented during Fall 2012 and have my full support.