

# Admissions

- coming together to make a difference



Admissions Operations, Communications, Technical and Student Visa Compliance team came together to review the end-to-end admissions processes together with the BTeam. The project started in November 2015 and is ending March 2017. Alongside, Admissions have been working together on the CCSS Systems and Applications project, supporting the roll-out of the applicant portal.

Robust and efficient end-to-end processes, enabling the team to operate in a consistent and standardised way

To provide a consistent, high quality level of service across the whole admissions process to delight the applicant

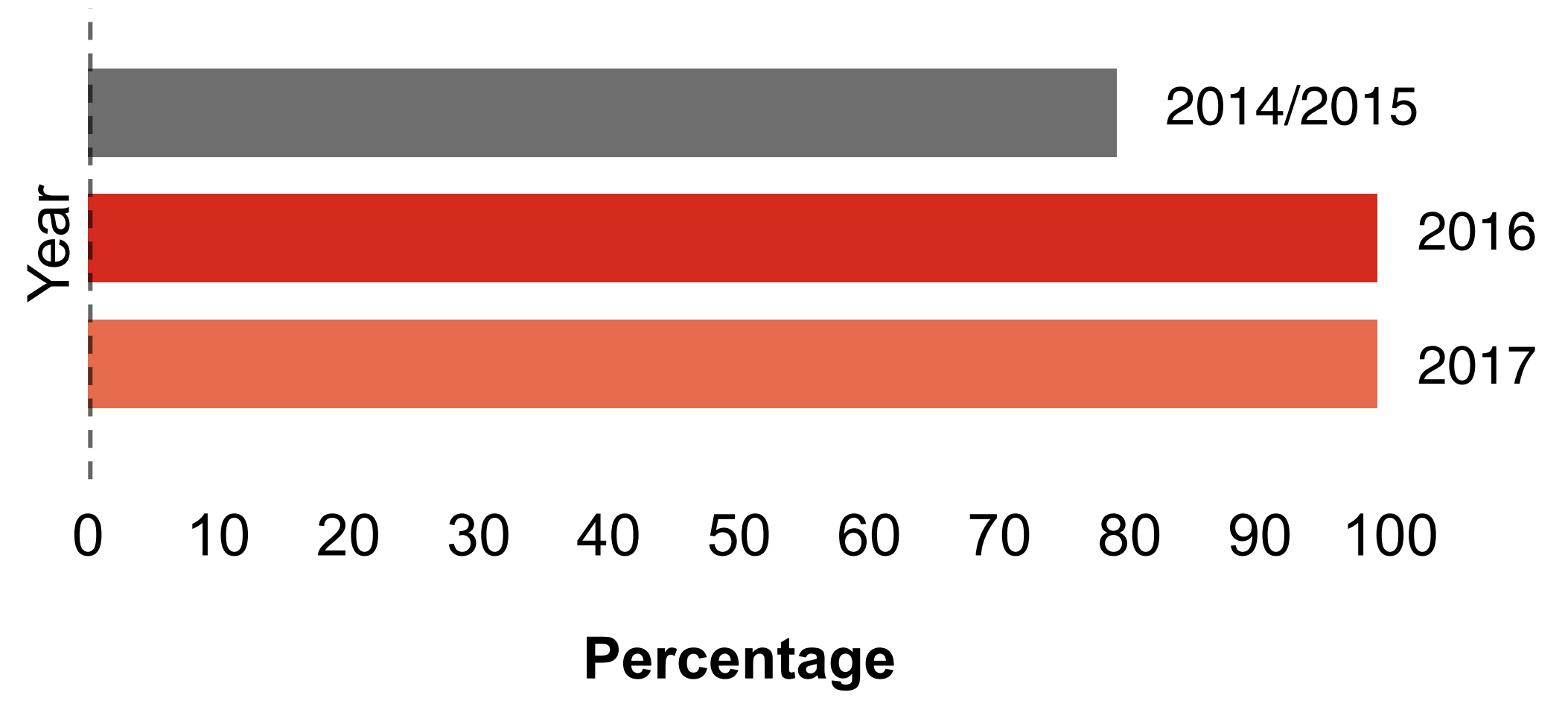
Increased efficiency demonstrated by data

## Coming together to delight our applicants

Around 65 colleagues across the University, from Faculties, Regional Offices and Professional Services, helped review the Interview process, the deferral process for applicants, visa credibility process and CPD.

Admissions are currently creating a shared platform which will hold all central information required to process applications, incl. grade and language equivalencies, fees and entry requirements. This will allow all of the essential information to be shared with everyone involved in the admissions process.

### Improved Quality



In 2014/2015 the Admissions Operations team quality rate was 79% for direct offers. They focused on improving the quality and from May 2016 -January 2017 the team's average quality rate was 99%



The Admissions Communications team implemented an automated booking service for credibility interviews. In 2016, 1267 applicants booked their interview via the new system

## Some of our achievements



#1

Quality of direct offers increased by 20%



#2

Reviewing oldest applications has meant that we are driving down the waiting time for applicants



#3

Reduction in time spent processing interview decisions by 40 hrs per academic year



#4

Applicant enquiries are now responded to within 48 hours, complicated queries are triaged to the respective Admissions teams for follow-up



#5

The Admissions Communications team and Compliance team have set-up a 'One stop shop' on campus, to support applicants with their disclosure barring service (DBS)



#6

Technical issues raised at Admissions' morning meetings have been dealt with immediately, ensuring a smooth applicant journey



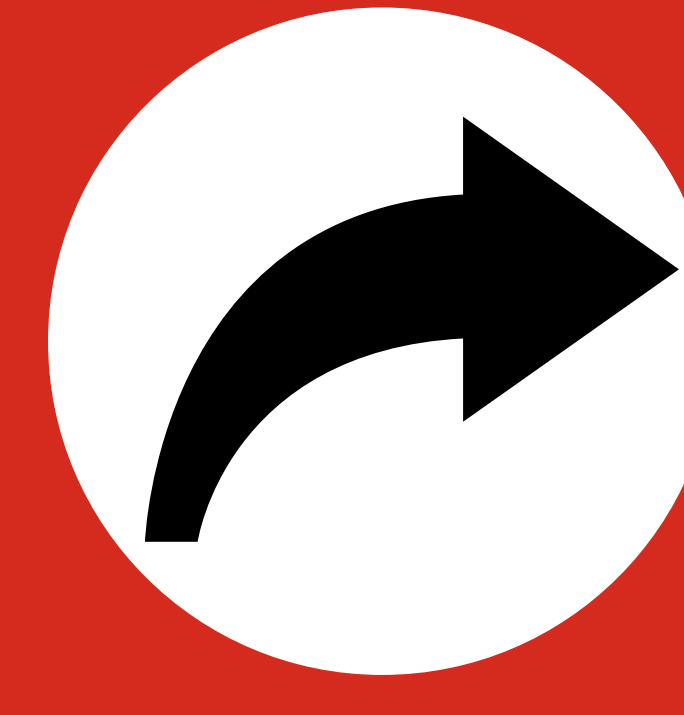
#7

Reporting has freed up 540 hrs per year for our colleagues



#8

Enhanced applicant experience by improved accessibility and reporting on applicant interview bookings



#9

The Student Visa Compliance team decreased their emails from 2500 to a consistent level of 100 to 200 by using visual management

"It has helped us prioritise our work better which means that we are able to answer applicants quicker"

"By visualising our work we are able to focus on areas that requires immediate attention and to see where we need to improve"

"We have a greater understanding of each other's work"

### The teams say...



"We could deal with technical issues during our morning meetings"

"The new 'toolkit' has helped both team and individual development"

"The project gave everyone ownership and people are also using their own initiative to continuously improve"

"It has helped us to identify waste and tasks that are not adding value to our applicants and staff"

"Our turnaround times and quality has improved"

"It has made us more proactive. We do not only see problems anymore, we see solutions"

"It has provided more structure to our work"

"Everyone has a voice now, and we listen to each other's ideas"

"It has made me a better leader"