In response to the UHCC Organizational and Resource Planning document, the Registrars of each UH Community College met on November 5, 2020 to discuss the centralization of admission procedures and processes.

By aligning admission procedures and identifying processes that can be administered centrally, we can promote equity, efficiency, and improve overall student experience. The goal is to develop an implementation plan that restructures UHCC admissions to support strategic priorities of UHCCs to streamline administration through centralization of back office functions.

A task force will be established to:

- Resolve Liaison performance issues in addition to in-progress/accepted communication plans.
  - Increase the number of completed applications
- Targeting implementation for a spring 2022 admission term, evaluate the feasibility of streamlining the back-end processing in phases including but not limited to:
  - Resolving Liaison/Banner application data discrepancies
  - Determination of residency status for tuition purposes
  - Placement of holds (e.g. health clearance, new student orientation (NSO), satisfactory academic progress (SAP), various campus holds)
  - Health clearance documents
  - Acceptance
  - Transcript Credit Evaluation
- Develop online resources for student interaction around admission
  - Help Desk or Call Center to assist students with the navigation of the online application and alleviate our A&R staff from being inundated with inquiries of the status of their admissions application, etc. because the Liaison Help Desk is based in Boston, MA and operation hours are EST.
- Determine functions which should be managed at UHCC System and at campus level
- Develop a unified UHCC admission, recruitment, and onboarding strategy
○ Provide ongoing training for UH Staff/Counselors/Faculty, High School Counselors, students, and the public such as generic tutorial videos, PPT, or manuals.
○ Work in collaboration with UH System Initiatives.

A centralized admissions process would create shared responsibility and accountability between UHCC campuses. Finally, through a centralized admission process, we hope to provide a clear and consistent student experience and increased efficiency of processing contributing to a higher number of completed applications, increased application acceptance rate, and increased yield rate.