In response to the UHCC Organizational and Resource Planning memo, the Centralized Admissions Workgroup has been meeting regularly to identify the components necessary for Centralized Admissions across the UHCC System.

Registrars from each of the UHCC’s (one position is currently vacant due to a retirement) have been meeting to discuss the centralization of admission procedures and processes and have suggested a three phase implementation plan.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Timeline</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>July 2021 (for Spring 2022 admission)</td>
<td>Temporarily assign staff to work on application process up until “acceptance” with all campuses utilizing consistent process to accept students, including all applications (Resident, Non-Resident, and “0” [zero])</td>
</tr>
</tbody>
</table>
| 2     | July 2022 (for Spring 2023 admission) | Physical Office on Oahu (“virtual” office for non-Oahu campuses), permanently move positions to UHCC System  

- Cost analysis for physical vs. non-physical location?  
Pending evaluation of Phase 1, centralized office may accept all applications (Resident, Non-Resident, and “0” [zero]) |

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.

The workgroup has determined that a centralized admission office is feasible and has identified the following recommendations to initiate the Phase 1 implementation of a centralized admission office:

- Functions to be centralized vs. campus-based
Centralized office will review applications (including stop out and rollover) up until acceptance
Centralized office will communicate with applicants via text, email, and phone calls
Campuses will be responsible for accepting all students

- Resources needed to enable transition to centralized services
  - Estimated 3-4 FTE required for phase 1 implementation
  - Centralized staff will need access to Banner/STAR/Liaison/Onbase applications/student records from all campuses
  - Union consultation and campus agreement of workload will need to be addressed to ensure campuses retain adequate staffing in light of current hiring considerations

- Key decisions that need to be made
  - Creation of admission manual
  - Placement of holds (e.g. health clearance, new student orientation (NSO), satisfactory academic progress (SAP), various campus holds)
  - Processing of international applications
  - Communication (application, acknowledgement, acceptance)
  - Processing of late applications and expedited applications
  - 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.
  - 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.

- Opportunity and risks associated with centralizing the functions
  - Opportunities
    - Create shared responsibility and accountability between campuses, enabling the UHCC’s to provide a clear and consistent student experience in addition to increased efficiency of processing contributing to a higher number of completed applications, increased application acceptance rate, and increased yield rate
  - Risks
    - Liaison application not able to be customized enough to meet the needs of the System
    - Over/under estimation of FTEs required

- Key performance indicators to determine impact
  - Increase the number of completed applications
  - Decrease staff processing time of applications
- Decrease student wait time between application submission and admission decision
- Streamline the admission process to create more consistency across campuses

These centralization efforts may contribute to a better student experience from the time prospective students express interest in the UHCC’s. Engaging prospective students through a strategic admission process, including outreach and follow up, could provide a more quality experience as they are converted into students. This in turn could engage more Hawai‘i residents in post-secondary education and training while helping prepare them to fill the jobs Hawai‘i needs.