

Admissions and Clearance Processes at Methodist University

Hailey Carlyle, Jaquez Dedeaux, Patrick Gaddy
 Advisors: Denise H. Bauer, Girish Upreti

Problem Statement

The Admissions and Clearance Processes for incoming students should be easy to navigate and comprehend as well as provide adequate communication and feedback for each step in the process to students, parents, and even faculty and staff. We hope to help clear obstacles in the process to make it work better for all those involved.

Abstract

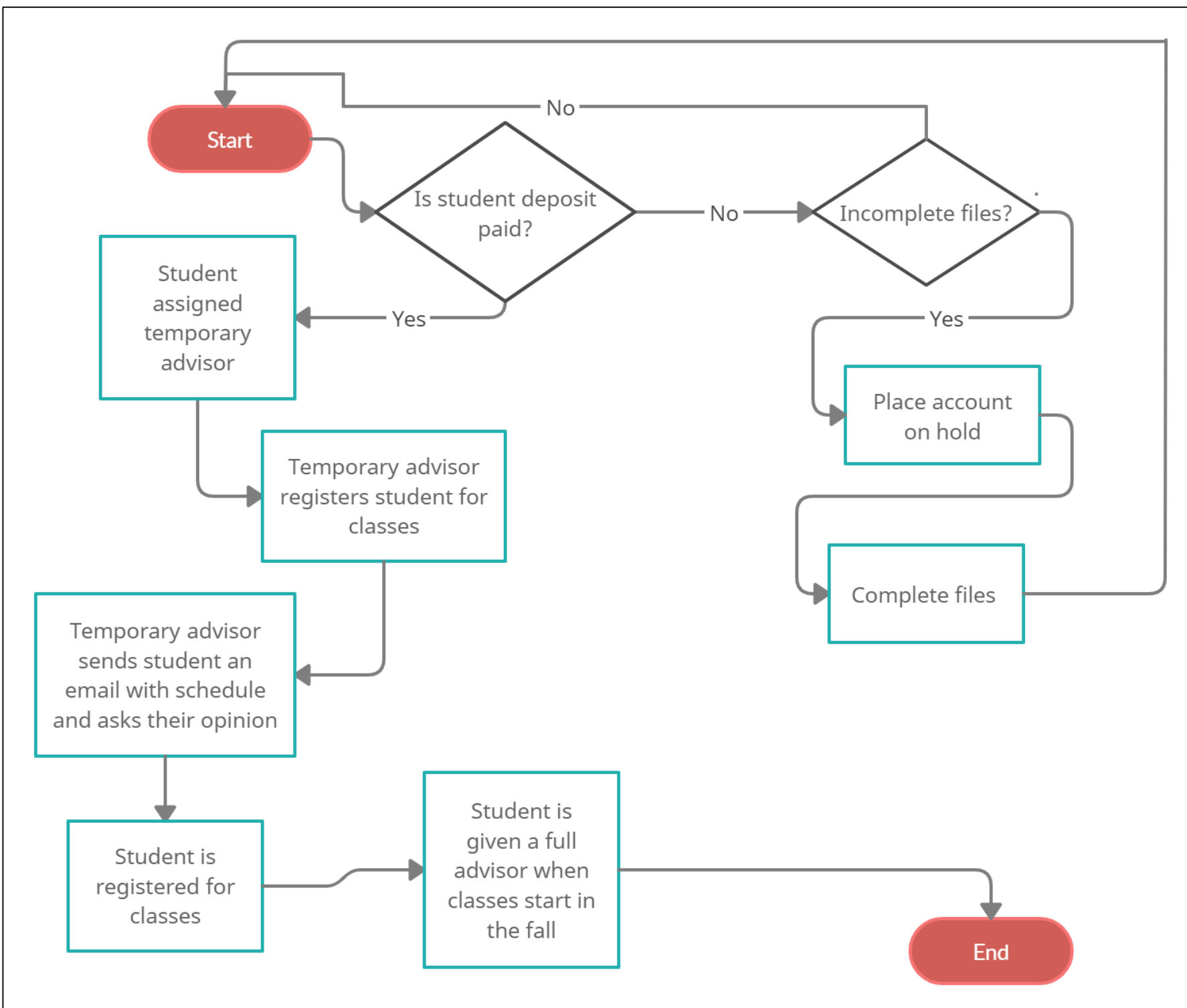
Methodist University's Admission and Clearance Processes have shown to be inefficient and unorganized. Currently, these processes at Methodist University do not flow as seamlessly as they could as a result of possible misconnects between departments and overall bottlenecks in the system. Some of the issues include lack of knowledge about the true "process" due to a lack of communication between departments and between the University and its community. These issues make the admission and clearance processes very difficult to complete for students, parents, and faculty.

Objectives

- Evaluate the current Admission and Clearance Processes
 - Process map of the process from start to finish
 - Fishbone diagram to illustrate cause and effect
 - Interviews with students and faculty about their experiences
- Find solutions to the issues found within the processes

Procedure

- Use DMAIC and Lean Tools
 - Develop process maps and fishbone diagram of the Admissions and Clearance Processes
- Interview students and faculty
 - Acquire information about the processes from the users
- Recommend a list of solutions to the problems
 - Determine feasibility of solutions by conferring with involved departments



Spring 2020-2021 Courses Certifiable for VA Benefits

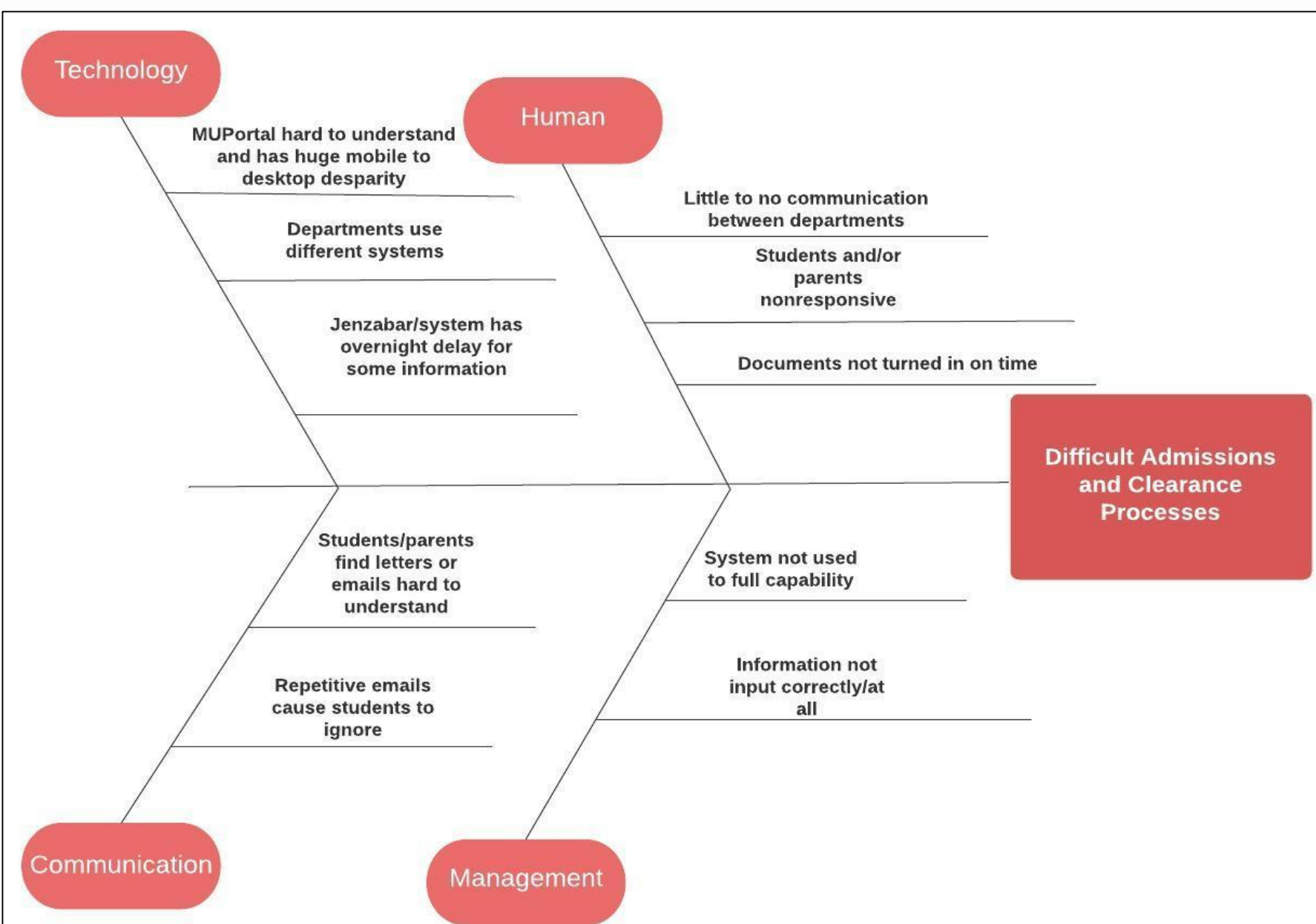
| Course | Title | Credit Hours | Grade | Certifiable |
|-----------------|------------------------------------|--------------|-------|-------------|
| CSC 2020 001 D | Intro To Programming | 3.00 | | ✗ |
| CSC 2200 001 D | Introduction/Computer Organization | 3.00 | | ✓ |
| CSC 3100 001 D | Data Structures/Algorithm | 3.00 | | ✓ |
| HCA 3600 001 E2 | Health Care Informatics | 3.00 | | ✗ |
| HON 1020 001 D | Honors Seminar 2 | 2.00 | | ✗ |
| MSL 1020 001 D | Intro to Tactical Leadership | 1.00 | | ✓ |
| THE 1620 001 D | Survey Of Theatre | 3.00 | | ✓ |

Findings

- Lack of/inadequate communication
 - Between departments
 - To/From students and parents
- No public knowledge of processes even within the University
- MU Portal design flaws
- Departments on different computer systems

Improvements

- Create a tracker tab for the MU Portal that tracks your progress in the processes
- Earlier orientation with detailed introduction to the processes
- Student volunteers to help guide students through processes
- Better communication between departments
- More public awareness of the process



Conclusions

We have determined feasible solutions to all the issues found in the Admissions and Clearance Processes at MU, which have already been taken into consideration. Hopefully, at least some of the solutions will be implemented to better the process.