

Success Story: NWMOC Tech College Partner WITC Streamlines Admission Process



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Profile

Location: Ashland, New Richmond, Rice Lake, & Superior
Headquarters: Shell Lake, Wisconsin
Years in Business: Ashland (1920), New Richmond (1967), Rice Lake (1941), Superior (1912) Shell Lake Administrative Office (1973)
No. of Employees: 401 Full Time Employees
Services: Over 90 Degree and Certificate Programs
NWMOC Projects: Value Stream Mapping of Admission Process



Situation

Former WITC President Chuck Levine heard an NWMOC presentation on Value Stream Mapping and thought it might be helpful for their Student Services area. Craig Fowler, WITC campus administrator, thought the timing was right because they were currently in transition with the Dean of Students, so he volunteered the Rice Lake campus. All 40 Student Services employees attended the overview class and decided to focus on their Admission procedures because a potential student's first contact with WITC occurs during the admission process.

Project

Craig Fowler worked with NWMOC project managers Aaron Bialzik and Kelly Sullivan to begin the project and then turned it over to Todd Solberg, his newly appointed Dean of Students. Todd and six other team members wanted to make the admission process more student friendly by reducing the paperwork, the number of files accessed, and the time it took to notify students of their acceptance.

"They did a great job; they led us to think outside the box. We found the process so valuable here that we wanted to take it to our other campuses as well. We are now using this process college wide!"

Todd Solberg, Dean of Students at WITC

Results

- Decreased admission notification from 14 days to 2 days
- Decreased files accessed from 11 to 6
- Decreased paperwork time from 9 days to 1 day
- Increased mailing of matriculation letters from twice a week to daily