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Case Management 101

What are the goals?

1. Improve the student experience.
2. Develop a personalized communication plan
3. Increase student enrollment.

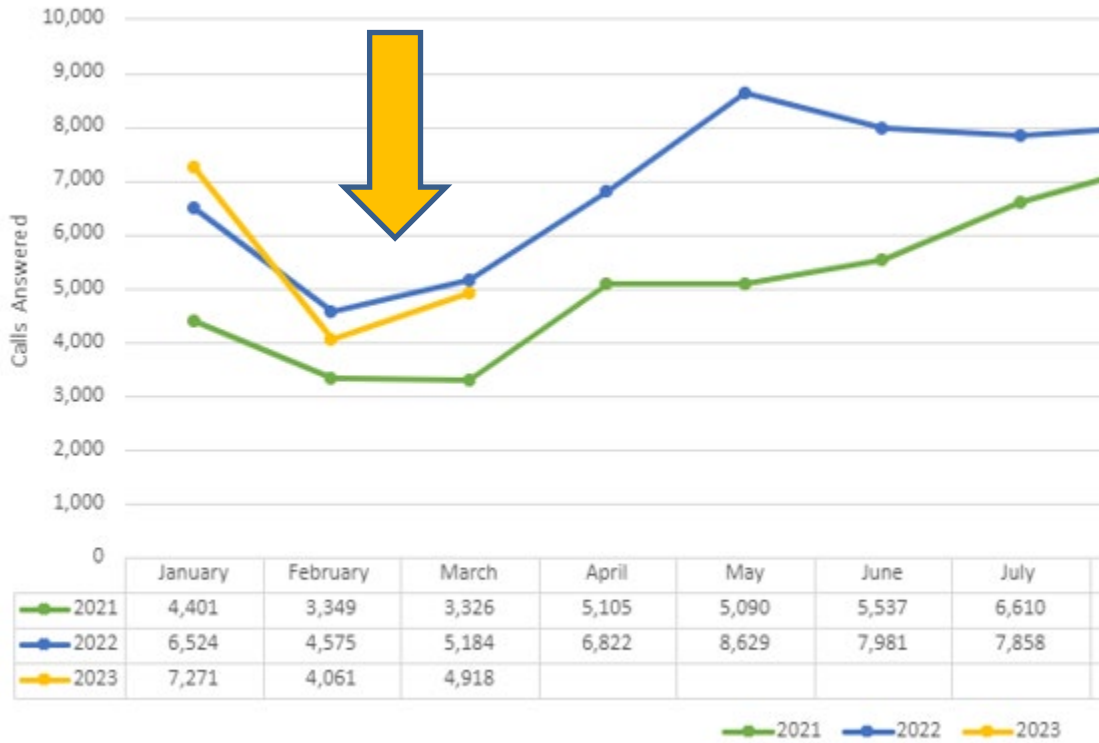
Rationale (the WHY):

It is theorized, if the Case Management Model is executed effectively, the applicant will have a complete admissions file, be referred to appropriate resources, and seamlessly transitioned to their academic advisor to register for courses.

**Case
Management**



Capstone Results



Enrollment Call Center Data

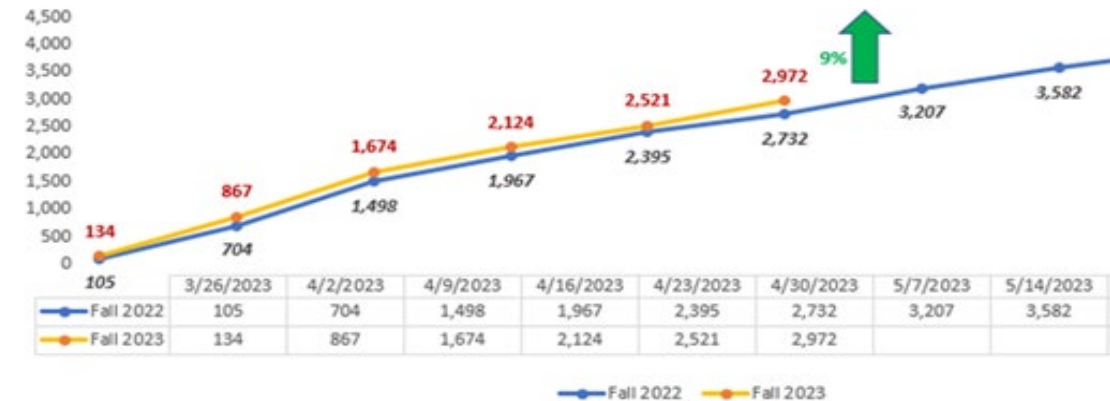


Summer & Fall Enrollment Data

Summer 2023 Headcount (Day Number -11)
Goal: 6,500



Fall 2023 Headcount (Day Number -113)
Goal: 10,923



Suggestions for Further Action

- Review of all **Workday Admissions processes**
- Explore how to **engage the last 20% of students**

