**IT MANAGER’S QUESTIONS**

**1) What is the role of our admissions department, particularly in the system?**

: The admissions department's core responsibility is to select aspiring students, involving a comprehensive process of application review, assessment, and facilitating a seamless enrolment experience.

**2) Can you outline our existing admissions procedures, emphasizing how we manage applications?**

: Our admissions process comprises several stages, starting from inquiries, moving through application submissions, portfolio evaluations, and interviews, and concluding with efficient enrolment management. The centerpiece of this system is the team that manages and reviews the application at each stage.

**3) Who are our primary stakeholders, and how do they contribute to our admissions process?**

: Our key stakeholders include prospective students, parents, and faculty members. These stakeholders engage with us through various channels such as emails, interviews, and in-person meetings, influencing the admissions journey.

**4) Are we currently utilizing any communication or data management tools, and how should the CRM system seamlessly integrate with these?**

: We currently rely on email communication and a document management system. It's crucial that the new CRM system seamlessly integrates with these tools and should have more communication methods to enhance overall efficiency.

**5) Who within the admissions department requires access to the CRM system, and what security measures must be in place?**

: Access to the CRM system should be role-based, with a particular emphasis on ensuring robust security measures to safeguard entry points, and only the manager can handle the access of the system.

**6) What specific data and information are we required to collect, manage, and maintain on a daily basis, including any submitted information via the application?**

: We routinely collect data pertaining to applicant details, academic records, and any submitted work documents. Notably, the CRM system should be adept at handling the diverse and creative nature of all kind of data.

**7) What specific steps should be taken to ensure the security of sensitive applicant data and personal information within the CRM system?**

: Prioritizing data security is paramount. This entails implementing encryption for data at rest and in transit, strong access controls, and conducting regular security audits to fortify the safeguarding of applicant information and their personal data.

**8) Should the CRM system be capable of integrating with other systems within the academy, and if so, which ones?**

: It is advisable to consider integration with our learning management system (LMS) to manage academic records and faculty interactions, as well as with our finance system to streamline tuition payment tracking.

**9) Do we anticipate changes in the scale of our admissions operations, such as new programs or increased enrolment? How should the CRM system adapt to support such growth?**

: Anticipating program expansions and an upswing in enrolment, it is essential that the CRM system is designed with scalability in mind to seamlessly accommodate these changes. Our projection is to get 30% more enrolments next year.

**10) What are the expectations regarding staff training and ongoing support as we transition to the new CRM system?**

: A comprehensive training program is envisaged to ensure a smooth transition, covering aspects like system navigation, data entry, and reporting. Further, ongoing support will be readily available to address queries and issues.

**STUDENTS FEEDBACK:**

**1) How will the CRM system consider and act upon student feedback?**

: The CRM system will incorporate a dedicated feedback portal, allowing students to share their insights. Moreover, mechanisms will be established to systematically capture and address feedback, ensuring continual improvements in the admissions process.

**2) Will the CRM system allow students to track application status in real time?**

: Certainly, transparency is pivotal. The CRM system will provide a feature that allows you to monitor the status of your application in real time, from submission to the final decision.

**3) How will communication with the admissions department be facilitated?**

: Absolutely. The CRM system will feature a dedicated communication portal, ensuring easy access to inquiries, updates, and interactions with the admissions team.

**4) Will the CRM system be designed to be accessible and user-friendly for all applicants?**

: Accessibility and user-friendliness are non-negotiable priorities. We are committed to ensuring that the CRM system is easy to navigate and use, catering to applicants with diverse tech skills and accessibility requirements.