Georgia State University | UNDERGRADUATE ADMISSIONS

TRANSFER & TRANSITION

PROCESSING MANUAL

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I. ADMISSIONS TEAMS AND DESCRIPTIONS

The Office of Undergraduate Admissions is responsible for processing over 30,000 applications each academic year for prospective undergraduate students. There are a total of nine admissions teams.

THE PROCESSING TEAM

The admissions processing team has three major areas: Initial Processing (Set-up), Freshmen Processing, Transfer & Transition Processing. The team is led by an Assistant Director, three Administrative Supervisors, and 13 Enrollment Services Assistants.

THE INTERNATIONAL TEAM

The International Team is responsible for processing international students by evaluating the supplemental international application and additional documents required for admission (TOFEL scores, verification of VISA types, etc.).

THE LOBBY TEAM:

The Lobby Team assists incoming students with questions on admissions requirements and problems with applications currently on file; enters and processes AP, IP and CLEP credit for students.

THE TECHNOLOGY TEAM (ADMTECH):

The Technology Team is responsible for data management and technical support of software applications throughout all operational areas within the Office of Undergraduate Admissions; they also report information from our student Information System (BANNER) and our CRM (Hobsons Connect).

THE RECRUITMENT TEAM:

The Recruitment Team is responsible for recruiting high school and transfer students. The team visits high schools and colleges in the Atlanta Area, the state of Georgia, and across the country. It also presents the Daily Information Sessions to visitors. Each team member is responsible for a specific concentration in the office.

THE WELCOME CENTER:

The Welcome Center Team serves as the official ambassadors of Undergraduate Admissions. The WC is in charge of daily tours and special tours for thousands of visitors each year. The team also manages and conducts daily Campus-Atlanta Tours and assists with Campus Visit Programs.

THE MARKETING AND COMMUNICATIONS TEAM:

The Marketing and Communications Team is responsible for all marketing and communications for Undergraduate Admissions. The team creates content for new and existing publications, oversees website content development, manages communication plans to all constituent groups, and utilizes multimedia and social media outlets to reach out to students.

THE INFORMATION & SUPPORT CENTER (PHONE BANK):

The Phone Bank is responsible for answering incoming calls to the Office of Undergraduate Admissions. The staff assists perspective, applied, and accepted students with questions about admissions and the application process.

THE MANAGEMENT TEAM:

The Management Team is led by the Director of Admissions and is responsible for all divisions within Undergraduate Admissions. In addition to the Assistant Vice President, the team includes the following positions: Senior Administrative Assistant, Associate Director, Assistant Director for Processing, Assistant Director for Recruitment, Assistant Director for Welcome Center, Assistant Director for International Recruitment, Information Systems Specialist Lead, and Budget Manager.