



# **Proposal for Graduate Admissions Tracking System (CRMS)**

A Smarter, Faster, and More Efficient Way to  
Manage Applications

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# Current System Challenges

- The current graduate admissions process relies on **outdated systems** and **manual workflows**.
- **Information is scattered** across multiple platforms, leading to **inefficiencies**.
- Staff members struggle with **tracking applications in real time**.
- The **lack of a centralized system** creates administrative bottlenecks.

# Problem with Current System

- **Delays in application tracking** result in prolonged processing times.
- **Scattered documents and communication gaps** make coordination difficult.
- **Lack of real-time updates** leads to frustration for applicants and staff.
- **Data inconsistencies** create reporting challenges and compliance risks.





# Opportunity we have:

- Implement a **modern, integrated admissions tracking system** to streamline workflows.
- Improve **transparency, communication, and accessibility** for all stakeholders.
- **Automate** repetitive tasks, allowing staff to focus on high-value activities.
- Enhance **data-driven decision-making** with accurate, **real-time reporting**

# Purpose Statement

This project aims to **analyze, select, and implement** a cutting-edge centralized CRM system to improve the efficiency and effectiveness of the graduate admissions process, enhancing communication, data management, applicant tracking, and applicant experience.





# Project Objectives

1. **Identify the best solution** based on design, functionality, and scalability **to streamline** applicant tracking and communication.
2. **Prototype** and test before full deployment to ensure **enhanced data analysis and reporting** capabilities for better decision-making.
3. Ensure **seamless integration** with existing university systems to improve collaboration among admissions staff and faculty.
4. **Enhance security and compliance** with global educational standards to **increase applicant satisfaction** and conversion rates
5. Simplify and **enhance the user experience** for both applicants and administrators, improving the overall process for all stakeholders.

# Success Criteria

- **Improved applicant response time** through instant access to applicant data, forms, and documents.
- Increased application completion rates with a **50% reduction in system downtime** and processing delays.
- Enhanced **data-driven decision-making** for admissions, supported by accurate reporting and insights.
- **Increased enrollment rates** for graduate programs through increased stakeholder adoption and a minimal learning curve.



# Approach

1

## Establish Selection Committee - 15 Days

Form a committee to oversee the selection process and define detailed system requirements.

2

## Vendor Selection - 15 Days

Issue RFPs, conduct demonstrations, and review potential vendors to select finalists.

3

## Implementation - 4 Months

Select and implement the chosen solution, migrate data and conduct user and technical staff training.

4

## Go Live - 1 Month

Launch the new tracking system for graduate admissions and provide post-implementation support and maintenance.



# Method: Agile Methodology

- **Project vision:** focus on **delivering a flexible, iterative, and user-centric Graduate Admissions Tracking System** that continuously evolves to meet stakeholder needs; prioritize features in a product backlog.
- **Project deliverables:** Product Backlog, User Stories & acceptance criteria, Wireframe & UI Prototypes, Sprint deliverables, Minimum Viable Product (MVP), Integration Testing Report, User Feedback Reports, Training Materials & Documentation, Deployment Plan, Post Implementation Review.
- **Development & Iterations (Sprints):** Break the project into smaller iterations; develop features incrementally with continuous feedback. Plan sprints and conduct daily Stand-Up meetings during each sprint.
- **Testing & Quality Assurance:** Conduct unit, integration, and user acceptance testing; address issues iteratively.
- **Deployment & Implementation:** Release features in phases; provide training and ensure a smooth transition.
- **Maintenance & Continuous Improvement:** Gather user feedback, monitor performance, and refine features for long-term success.

# Resources

## People:

- Faculty/ Admissions Representatives, End users
- IT specialists - UI/UX designer, developers, etc
- Administrative staff involved in the admissions process.

## Budget:

**Rs 50,00,000** which would cover software, hardware, training and on-going support.

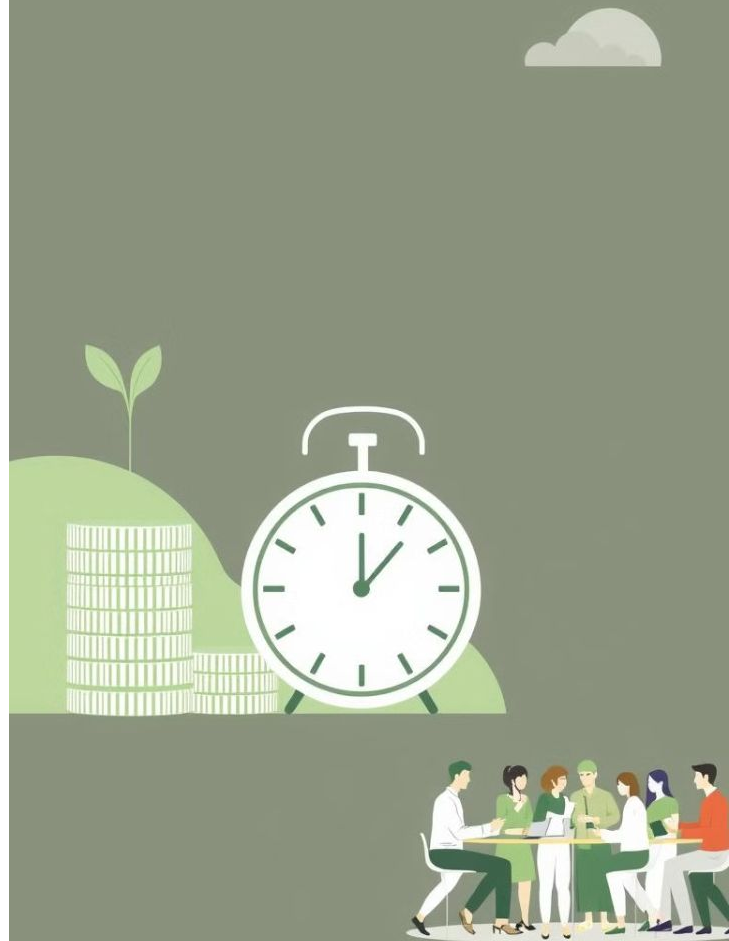
## Timeframe

A structured **6-month** phased rollout to ensure smooth implementation, starting with system setup and ending with full deployment and adoption across all departments.

## Additional Resources:

- Third-party evaluations
- Research reports
- User feedback

Not to exceed **Rs 500000**





# Risks

- **User Adaptation:** The current system has been in use for years, requiring a well-planned transition.
- **Cost Justification:** Measuring efficiency gains in qualitative and quantitative ways.
- **Security and Compliance:** Aligning with institutional policies and data protection laws.
- **Implementation Challenges:** Potential resistance to change and unforeseen technical issues.

# Dependencies:

- **Technical Dependencies:** Ensuring compatibility with existing infrastructure.
- **Stakeholder Engagement:** Gaining cooperation from leadership and end users.
- **Third-Party Vendors:** Dependence on external providers for software development and support.
- **Regulatory Compliance:** Meeting industry standard and accreditation requirements.





# Expected Benefits and Outcomes

- **Faster Admissions:**  
Automation boosts efficiency and communication.
- **Improved Accuracy and Transparency:**  
Enhanced data insights for fairer evaluations.
- **Reduced Workload:**  
Less administrative work allows staff to focus on strategic tasks.
- **Scalable and Adaptable:**  
Supports future growth and program expansion.
- **Higher Enrollment & Satisfaction:**  
Increased enrollment rates and satisfaction for applicants and stakeholders.



# Executive Summary

This proposal presents a compelling case for implementing a CRM system for graduate admissions, offering a comprehensive solution that addresses the challenges of the current system and delivers significant benefits. By adopting an Agile approach, the project will ensure a flexible and adaptable implementation, leading to improved efficiency, enhanced communication, and better data-driven decision-making. The expected outcomes include increased enrollment rates, greater applicant satisfaction, and a more robust graduate program. By approving this proposal, we will enable a better experience for both applicants and admissions staff. Let's work together to implement this transformative solution.