

UTSA Admissions Operations

Peak Season Processing

Admissions Operations works tirelessly throughout the year to reduce turnaround times and provide exemplary customer service to our departments and applicants. However, during peak processing periods when volume is at its highest, we are unable to adhere to the normal response/processing times you may be accustomed to throughout the rest of the year.

When:

- Mid October – mid November
- January: catching up from holiday break & priority FA/Admission Deadline
- 2 weeks before any Admission Deadlines
- The week registration opens (for transcript processing/hold removals only)

Here is how you can help:

1. **Refer to the Monday Turnaround Time email.**
ADM Operations sends out turnaround times every Monday afternoon to various office contacts. Please refer to this timeline to get a sense of where we are with processing for the week.
2. **Avoid submitting tickets for missing applications/documents/transcripts if they are within turnaround time.**
Chances are, the item is still in processing and we will get to it. Submitting additional tickets can add additional workload and create further bottlenecks.
3. **Submit Salesforce tickets for any non-escalated issues.**
Limit sending emails/messages/etc. to managers so that they can focus on true escalations and helping the teams manage workload. Instead, submit salesforce tickets for non-immediate student inquiries that can be worked in receipt order.
4. **Collect enough information for search requests.**
Missing search requests should include the date the item was sent, the sending method (mail, parchment, email [which email address], etc.), and confirmation number if applicable. If the student has a confirmation email they can forward, even better! Some confirmation emails have links that will provide us additional details. Please keep in mind that ADM Operations receives *hundreds* of documents daily, unfortunately we cannot conduct document searches without these required details.
5. **Set acceptable expectations.**
Encourage applicants to be patient during peak times and to avoid sending duplicate documentation.

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- Applicants who apply on or shortly before application deadlines will experience longer processing times.
 - Before deadlines, applicants who are applying for the upcoming term will be prioritized over future terms.
 - Appeals/exception requests are typically considered lower priority.
 - Nothing is automatic; even electronic submissions require some form of downloading or processing to update student records.
- 6. Understand pending processing codes:** You do not need to submit a ticket to update these items unless it is outside the turnaround time.
- “NEW” on SAAADMS checklist indicates an application has been received, but not evaluated by a processor yet. Since the application has not yet been processed, the SAAADMS checklist/ admission requirements have not yet been established. Applicants can be provided general details on what they should submit in the meantime.
 - Xtender documents with the Routing Status “ADM_PROCESSING” or “ADM_GR_PROCESSING” means they are in the queue to be processed.

We sincerely appreciate your support in helping assist students so we can process all of our applications and admission documents &

GROW ENROLLMENT