AIRC



ATLANTA, DECEMBER 3-6, 2025

Collaboration for Success: Strengthening
Global Networks

2025 ANNUAL CONFERENCE

Atlanta Marriott Marquis, 265 Peachtree Center Ave NE, Atlanta, GA

Understanding International Admissions Processes to Identify Efficiencies

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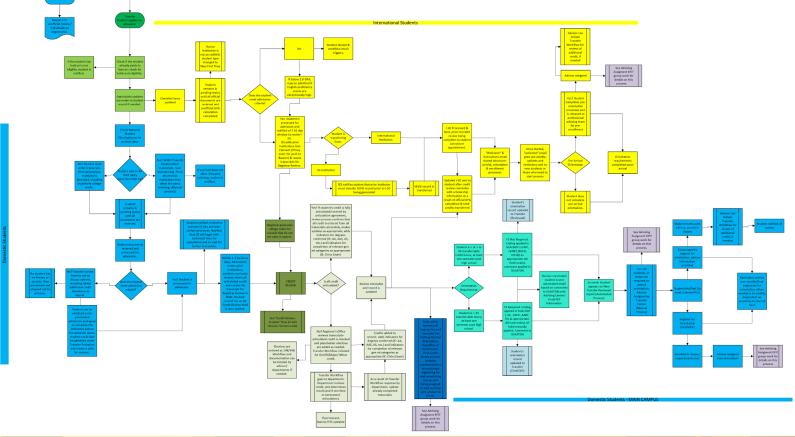


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Objectives

- Explore/understand differences and similarities of schools' IA processes
- Examine how application processing can affect yield
- Understand if your institution's/organization's policies and processes align in the best interests of the students and partner organization
- Learn about the resources available to make your IA process as efficient as possible



Assumptions

- Faster international application processing is positively correlated to increased yield
- Staffing dictates process; process dictates staffing
- Systems dictate processes
- There are key touchpoints in every institution's process that affect efficiency
- Exceptions hurt efficiency
- Resources (human and monetary) matter



SEMO's Int'l Admissions staffing

Assistant Director (PSC)

- Manage unit, training
- Primary credential evaluator/GPA calculations
- Policy and process
- Troubleshoot

International Admissions Coordinator (PSC)

- Credential evaluation/GPA calculations
- Marketing/website
- Commission payments

International Admissions Specialist (CTS)

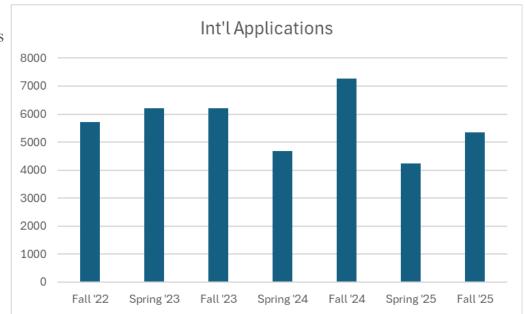
- Application processing
- Some GPA calculations
- Emails/phone calls

Graduate Assistant (Para-professional)

Managing GR files

Student workers (4-6)

Application pre-processing





SEMO's steps

- ✓ "Pre-processing" (Element 451)
 - ✓ Student workers (n=4-6)
 - ✓ Student workers all have different priorities (populations, levels, programs, agencies, tasks, etc.)
 - ✓ Verify applicant's information is correct
 - ✓ Add attributes to application (academic program, student type, visa type, etc.)
 - ✓ Manage checklist of required documents
 - ✓ Communicate with applicant if documents are missing
 - ✓ Tasks
- ✓ Once all required documents are submitted, application checklist updated on student's portal and the file routed to professional staff



SEMO's steps (cont.)

✓ Professional staff

- ✓ Verify finances
- ✓ Verify test scores
- ✓ Convert GPA
- ✓ UG: If acceptable, IA professional staff make final admission decision (in Element 451)
- ✓ GR: If acceptable, GR file is forwarded to grad department for their admission decision (extra 2-4 weeks)
- ✓ GR: If applicant is accepted by grad department, IA is notified and IA office makes the update in Element 451



Post-admission

- ✓ IA responsible for updating records when official transcripts and test scores come in
- ✓ Hand-off from IA to ISS
 - ✓ Admit information is pushed to mainframe (Banner)
 - Automated "yield" communication plan kicks in (to both application email and SEMO email address)
 - ✓ Stated timeline of 5-10 business days to receive I-20
 - ✓ ISS staff creates batch I-20s in Ellucian's ISSM program
 - ✓ I-20s created in ISSM are emailed to student's SEMO email address
 - ✓ Admitted students required to complete Canvas pre-arrival orientation before they can register for courses



Areas identified to make efficiencies....

- > Application fees
- > Evaluations
- > Legacy system entries
- Official/unofficial documents
- > Who makes admission decisions?
- > I-20 creation integrated into admissions process?
- > Communication: is staff focused on processing or answering emails/calls?
- > Scholarship amounts on I-20?



Tiffin's International Admission Site

https://www.tiffin.edu/admissions/international-students/

TU Office of International Education

<u>Staff</u>

- Admission Counselors (2)
- International Student Advisor (1)
- Student Workers (3-4)

What We Do

- International Enrollment
- "Global Programs"
- F-1 Student Advising
- Academic Advising



Small School Considerations

- Tiffin University is a small, private university in a rural setting
- Small can often mean limited resources:
 - People / time / technology / budget
 - o Is it necessary?
 - Can we do it in-house?
- Small can also mean fast
 - Access to higher-level decision makers
- "Multiple hats..."



Tiffin's Steps: Application Processing

Goal: Remove barriers so we may gather applicant data and engage.

- Applicant can submit without admission docs and app fee.
 Only the passport is required.
- Application portal: checklist, upload materials, pay fee
- Student workers answer questions and triage the office's email account and WhatsApp
- Automated comm flow follow up on incomplete applications

Bio data
Contact info
Academic Interest
Co-Curricular
Interest
Academic History
Visa status
Agent/Source info



Tiffin's Steps: Ready to Review

- ✓ Application submitted
- ✓ Application fee paid (or waived)
- ✓ Transcripts uploaded (unofficial = okay)
- ✓ English proficiency score
- ✓ Passport

Not required:

- Financials
- Official documents

Assumption: Fast decision improves yield

- Achieving faster decisions with fewer requirements
- Future follow-ups are required to gather official docs, financials, etc.



Tiffin's Steps: Application Review

Admission Counselor:

- Verifies credential equivalency and accreditation
- Calculates equivalent GPA using Al tool
 - Admission eligibility
 - Scholarship tier
- Verifies English proficiency examination, if needed
- Issues admission and scholarship decision in CRM

Slow-Downs

-Missing school data

-Unique grading systems

-Poor translations



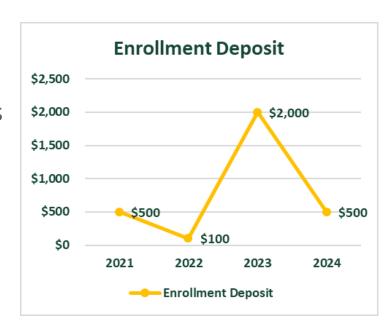
Tiffin's Steps: Admitted Students

Student Staff

 Follows up on missing documents, answer questions, promote pre-departure sessions and orientation

Admission Counselors

- Guidance and Yield
 - Need: Enrollment Deposit + Financial Support Documents





Tiffin's Steps: Committed Students

Our International Student Advisor's Many Hats
DSO & Academic Advising

- Receives notification of student deposits in CRM
- Reviews financials, passport, biographical information
- Issues individual Form I-20, send quickly!
- Additional steps: Transfer credits, calculating time to graduation

Visa awarded -> Register for classes

-Incomplete or old financials
-Missing bio data

-Misinformation about student visa status

Student responsiveness



What are the top challenges for international admissions officers?







ChatGPT (OpenAl)	٠
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Gemini (Google):

Claude (Anthropic):

Credential Evaluation

Cultural and Linguistic Differences

Increasing Complexity of Applications

Credential Evaluation Complexity

Verifying Document Authenticity

Fraud and Document Verification

Language Proficiency Assessment

Financial Considerations

Language Barriers

Regulatory and Visa Issues

Declining Enrollment

Visa and Immigration Issues

Recruitment and Outreach

Diversity and Inclusion

Cultural Context

Financial Aid and Affordability

Political and Economic Instability

Financial Verification

Cultural Sensitivity and Communication

Managing Expectations

Recruitment Logistics

Competition from Other Institutions

Technology and Data Management

Geopolitical Factors



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Pre-application

- Clear instructions
 - O Documents, fees, deadlines
- Modality
 - Online/digital
 - Paper-based
 - Combination
 - External provider (CommonApp, etc.)
- Who
 - Applicants, agents, parents, counselors
- Fees





Application Process

- External document evaluation
- Credential Evaluation
 - In-house
 - Outsourced
 - Combination
- English proficiency
- Financial Documents
- Faculty Requirements
- Other...





A moment in the life of an admissions officer

Application review, high season!

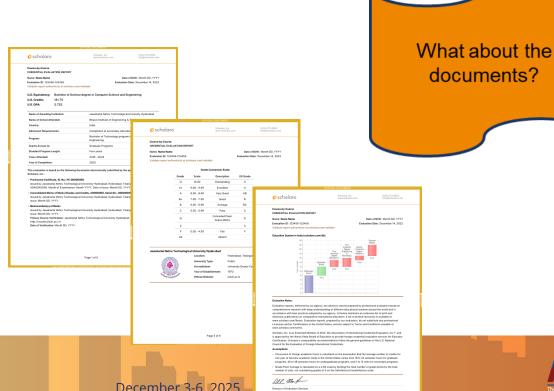
- 1. Personal Details who is the applicant?
 - a. Are they your applicant?
 - b. Is the "applier" the "applicant"?
 - C. Are they admissible?
 - d. Are they international?
- 2. Language Proficiency and Test Scores
 - a. Do I have the scores I need, are they authentic?
- 3. Academic Records
 - a. Do I have documents that meet my policy requirements, and are theyauthentic?
- 4. Financial Documents
 - a. Can the applicant afford to study, and meet any immigration requirements?





Outsourced Credential Evaluation

- + Speed
- + Experience
- + Efficiency
- Cost
- Control
- - Standards





Guide to Selecting an Evaluation Service

- Identity
- Standards
- Resources
- Training
- Involvement
- Track Record
- Policies
- Scope
- Content
- Fees

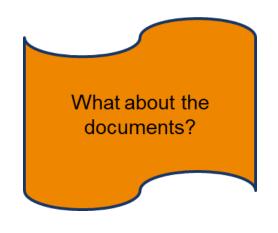
NAFSA – Considerations for Selecting a Credential Evaluation Service

 $\underline{https://www.nafsa.org/professional-resources/browse-by-interest/considerations-selecting-credential-evaluation-service?login=success\&check | logged | in=1 | logged | logg$



In-house Credential Evaluation

- + Control of the process
- + No outside expenses
- + Can align with institutional policies
- Time
- Training
- Resources

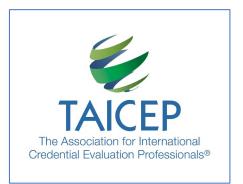




Required Resources

- Research
 - AACRAO EDGE
- Training
 - Conferences
 - Webinars
 - TAICEP
- Tools
 - Scholaro Premium
- Data Management
 - o CRM (Slate, etc.)

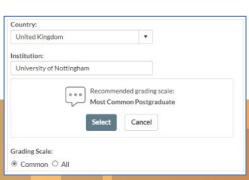




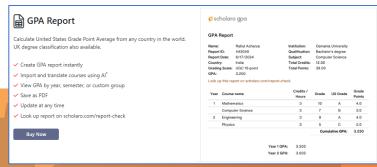


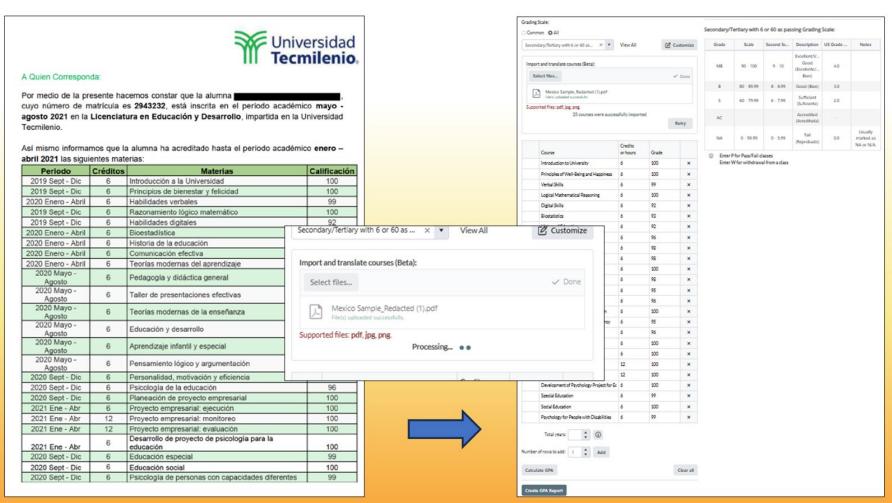
Combination using Scholaro Premium

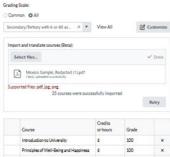
- Self-service / self-reported international GPA and degree equivalency
- Applicant → University
- Administrator → Application
 - Minimal Training
 - Al-powered recommendations
 - Reduced data entry
 - Affordable











Course	Credits or hours	Grade	
Introduction to University	6	100	×
Principles of Well-Being and Happiness	6	100	×
Verbal Skills	6	99	×:
Logical Mathematical Reasoning	6	100	×
Digital Skills	6	92	×
Biostatistics	6	93	×
History of Education	6	92	×
Effective Communication	6	96	×
Modern Learning Theories	5	98	×
Pedagogy and General Didactics	6	98	×
Effective Presentation Workshop	6	100	×
Modern Teaching Theories	6	98	×
Education and Development	ó	95	×
Child and Special Learning	ó	96	×
Logical Thinking and Argumentation	å	100	×
Personality, Motivation, and Efficiency	6	95	×
Educational Psychology	6	96	×
Business Project Planning	ó	100	×
Business Project: Execution	6	100	×
Business Project: Monitoring	12	100	×
Business Project: Evaluation	12	100	×
Development of Psychology Project for Ec	6	100	×
Special Education	6	99	×
Social Education	6	100	×
Psychology for People with Disabilities	6	99	×

Total years:	0	0	
Number of rows to add:	1 💲	Add	
Calculate GPA			Clear at
The Institution field is req			

	Course	US Credits	Grade	US Grade	Grade Points
1	Introduction to University	6.00	100	A	40
2	Principles of Well Being and Happiness	6.00	100	A	4.0
3	Vorbal Skills	6.00	99	A	4.0
4	Logical Mathematical Reasoning	6.00	100	A	4.0
5	Digital Skills	6.00	92	A	4.0
6	Biostatistics	6.00	96	A	4.0
7	History of Education	6.00	92	A	4.0
8	Effective Communication	6.00	96	A	4.0
9	Modern Learning Theories	6.00	58	A	4.0
10	Pedagogy and General Didactics	6.00	56	A	4.0
11	Effective Presentation Workshop	6.00	100	A	4.0
12	Modern Teaching Theories	6.00	98	A	4.0
13	Education and Development	6.00	95	A	4.0
14	Child and Special Learning	6.00	96	A	4.0
15	Logical Thinking and Argumentation	6.00	100	A	4.0
16	Personality, Motivation, and Efficiency	6.00	95	A	4.0
17	Educational Psychology	6.00	96	A	4.0
18.	Business Project Planning	6.00	100	A	4.0
19	Business Project: Execution	6.00	100	A	40
20	Business Project: Monitoring	12.00	100	A	4.0
21	Business Project: Evaluation	12.00	100	A	4.0
22	Development of Psychology Project for Education	6.00	100	A	4.0
25	Special Education	6.00	99	A	40
24	Social Education	6.00	100	A	4.0
25	Psychology for People with Disabilities	6.00	99	A	4.0

Cumulative GPA: 4.000 Total credits: 162.00

Secondary/Tertiary with 6 or 60 as passing Grading Scale:

Grade	Scale	Second Sc	Description	US Grade	Notes
MB	90 100	9 10	Excellent/V Good (Excellente/ Bien)	4.0	
8	80 89.99	8 8.99	Good (Bien)	3.0	
\$	60 : 79.99	6 - 7.99	Sufficients)	2.0	
AC			Accredited (Acreditada)		
NA	0 59.99	0 - 5.99	Fail (Reprobado)	0.0	Usually marked as NA or N/A

Enter P for Pass/Fail classes
 Enter W for withdrawal from a class

øscholaro gpa

GPA Report

Name:		h dibdox	Universided Techlik
Report ID:	555442	Qualifications	Eachelor's degree
Report Date:	2/12/2025	Total Years:	4.0 (tut-time)
Country	Mecko	Total Credito:	121.50 (US)
Grading Scale:	Secondary/Testiary with 7 or 70 as passing	Total Points:	405.00
GPA:	4.000		

Look up this report on acholies com/report-chack

	Course name	Credita:	Grade	US Grade	Grade Point
1	Introduction to University	4.50	100		4.0
2	Principles of Well-Deing and Happiness	450	100		4.0
3	Verbal Skills	4.50	20	A	4.0
4	Logical and Mathematical Reasoning	450	100	A	4.0
\$	Digital Skills	4.50	92	A	4.0
6	Signatura di ca	450	93		4.0
7	Hatory of Education	4.50	92	A.	4.0
a	Effective Communication	4.50	96	A	4.0
2	Modern Learning Theories	4.50	26	A:	4.0
10	Fedagogy and General Didectics	4.50	96	A	4.0
11	Effective Presentation Workshop	450	100		40
12	Modern Teaching Theories	4.50	98	A	4.0
13	Education and Development	450	25		4.0
14	Children's Special Learning	450	96	A	4.0
15	Logical Thinking and Argumentation	450	100	A	4.0
15	Personality, Motivation and Efficiency	450	25	A	4.0
17	Educational Psychology	450	96	A	4.0
18	Business Project Flanning	450	100	A	40

Page 1 of 2

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	Course name	US Credita	Grade	US Grade	Grade Points
12	Busines Project Discusion	4.50	100	A	4.0
20	Business Project Monitoring	900	100		40
23	Business Project Disturtion	9.00	100	A	4.0
22	Development of Phychology Project for Education	450	100	*	40
23	Special Education	450	20		4.0
24	Social Education	4.50	100	A	4.0
25	Psychology of People with Disabilities	450	22		4.0
			Cum	datha GPA:	4,000

Grade Summery

US Grade	Credita	Percent
A	121.50	100%

Secondary /Tertiary with 7 or 70 as passing Grading Scale

Scale		Points
90.00 - 100.00	9.00-10.00	4.0
80.00 - 89.00	8.00 - 8.90	3.0
70.00 - 79.00	7.00 - 7.90	2.0
0.00 - 69.00	0.00 - 6.90	0.0



Discussion - Revisit Objectives

- Explore/understand differences and similarities of schools' IA processes
- Examine how application processing can affect yield
- Understand if your institution's/organization's policies and processes align in the best interests of the students and partner organization
- Learn about the resources available to make your IA process as efficient as possible

