



## Des Moines Area Community College – Admissions Process Overhaul

**DMACC reduced its  
application processing  
time by 74%.**

### Background:

Des Moines Area Community College (DMACC), the largest community college in Iowa, has six accredited campuses and six centers with an enrollment of 38,099 credit and 30,970 non-credit students.

### Challenge:

Before working with workplacelean, all six of DMACC's campuses were receiving and manually entering both paper and online applications from potential students. Due to system constraints, most of the online application entries had to be manually edited. Paper applications were actually being processed faster than those submitted online. In addition to processing inconsistencies, the main campus was taking valuable time to re-check work already performed by the satellite campuses. Students were waiting up to 2 weeks to receive notification regarding their applications and DMACC suspected it was losing potential students to other schools and training institutions given the delay.

### Solution:

The workplacelean consultants worked with a cross-functional team from DMACC to map this process from the point at which a student application is received to when the application information is entered into the student information system and a student can register for classes. The team set about to fix the cumbersome and inefficient process.

After learning about lean principals and techniques, DMACC staff created a current state map, assessing value to each process step and documenting issues and possible solutions. The team then mapped their future ideal state and created an implementation plan. DMACC staff put into place a new and highly efficient admissions process within their timeline goal.

### Results:

The results of DMACC's Admissions process improvements have been significant:

- Reduced application processing time by 74%
- Reduced application processing steps by 44%
- Reduced online application edits by 70%
- Reduced processing errors by 30%
- Increased number of online applications received.

*"We now have 44% fewer steps in our admissions process. Fewer errors and faster application processing means higher enrollment numbers for DMACC and significant cost savings."*

**– Rob Denson, DMACC President**