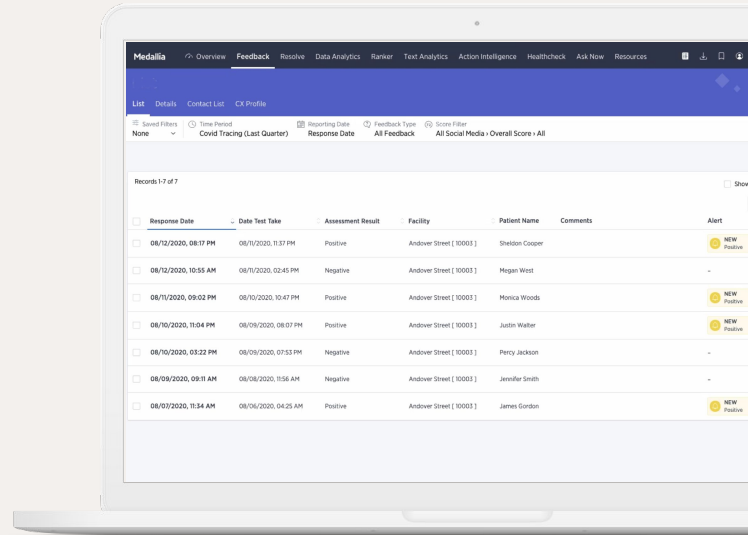




# Admissions & Enrollment Quickstart Solution

Delivering institution leaders the insights needed to impact the student experience.



## Understand the student decision making process and enrollment obstacles and take action

Colleges and Universities have had to adapt admissions and enrollment processes in response to the pandemic leading to a breakdown in many of the systems needed to equip your incoming students with the tools they need to succeed. Admissions and Enrollment professionals need new tools to give insight into prospective students.

The Admissions and Enrollment Quickstart by Medallia puts you in direct contact with your admitted students. Universities can use it to capture feedback at the critical touch-points you identify within the student experience, allowing you to then reach out and ensure they take the necessary steps that lead to enrollment.

### The Admissions and Enrollment Quickstart includes:

- SMS, email-to-web, Digital, and QR code assessment deployment channels
- Dynamic assessment survey architecture with guided responses
- Robust Text Analytics to parse open-text responses and trigger contact tracing workflows
- Real-time, workflow automation, and dashboards
- Secure integration capabilities
- Rapid response templates for post-assessment follow up



**Guided Assessment**  
Via Mobile, Digital, QR Code, etc resulting in test directive



**Ingest Data**  
Third-party testing or personal data



**Compile Data**  
Role-based dashboards and personalized alerting



**Take Action**  
Results trigger automated workflows

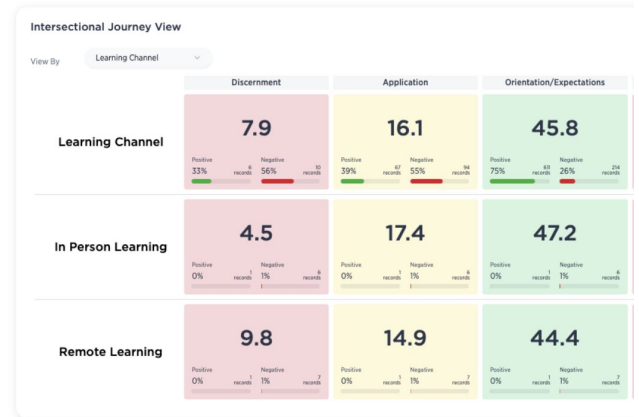


**Give Support**  
Tailored engagements based on feedback

# Everything you need in one platform

## Intelligent and user-friendly contactless assessment architecture.

- Medallia's Artificial Intelligence (AI) functionality integrates and understands voice, text, SMS, video, audio, and surveyed feedback to meet stakeholders "where they are" (on their phones!)
- Automate next steps with built-in logic that directs students through the assessment process
- Combine speed with ease and intelligence to paint the clearest picture of how students, faculty, and staff are feeling; how their opinion is shifting over time; and how to best respond.



### Student Journeys

Click on a journey to explore



## Experience: Integrated post-assessment wellness and process improvement feedback.

- Protect the emotional well-being of impacted individuals by engaging them early and often to understand their unmet needs
- Create role-based dashboards and alerts for Employee Assistance Program (EAP) leaders to enable them to take swift action on feedback received
- Focus actions where they matter most by surfacing common topics and themes from open-text responses and analyzing their related sentiment

## Self Service Functionality

- Give your administrators the flexibility to customize and react to events in real time
- Bring world-class commercial web optimization solutions through the use of digital solutions to your institution.

