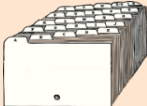# Revisiting Paperless Admission at UCLA iSchool

Yi Ding – MLIS 2017

Admission Records Workflow:	Applications are submitted online. Transcripts and diplomas are mailed.	Online application files are dragged to FileMaker Pro and put in CCLE.	All paper records are scanned and added to CCLE	GPA is manually calculated. Diploma authenticity is checked.	A copy of all applications (140+) is printed for review.	Admission letters are mailed. Other records are kept until the retention period has lapsed.
Level of Paperless:	★★★☆☆	★★★★★	★★★☆☆	★★☆☆☆	★☆☆☆☆	★★★☆☆
User Experience:	★★★☆☆	★★★☆☆	★☆☆☆☆	★★☆☆☆	★★★★☆	★★★★☆
Contexts:	• Transcripts include GRE score reports, TOEFL score reports, and college transcripts. • The application management system is Hobsons.	• Director of Office of Student Services at Ed & IS (Graduate School of Education and Information Studies) and Student Affairs Officer at IS work together in this process.	• CCLE is a UCLA collaborative online platform supposed to support admission review. • An application checklist is used for record checking for every applicant.	• MLIS program requires only Junior and Senior accumulative GPA • Students from different countries are required different documents by the Graduate Division.	• It's a unique preference of the IS Department. Ed Department doesn't do this. • An application usually ranges from 20 pages to 100 pages, which add up to **2800-14000** pieces of paper to print out.	• UCLA requires 5 years of retention period for all admission files, 3 years for all enrolled students, and permanent for grade records.
Challenges:	• Only a third of transcripts are currently sent via email.	• Lack of streamlined practice between Hobsons, FileMaker, and CCLE	• Time consuming: "tons of tons of tons of" files • Cost and space of storing and shredding records	• The unique GPA requirement of the Department • Lack of standardized tabular data in transcripts from different universities	• Security issue to review in paper • Functional affordances of Paper • Resistance from faculty • Lack of review functionality infrastructure set up in Hobsons	• Affective affordances of Paper: paper admission letters as carriers of personal memory and accountability
Recommendations:	• Encourage students to order electronic transcripts, which usually cost two dollars cheaper than paper transcript	• Simplify the process by eliminating the CCLE step	• "I don't see any way around it, just because we have to get authentic copies."	• Potential Partnership with transcript sender company	• Get support from the Graduate Division to specify admission review process • Utilize the more user-friendly review system in Hobsons or future application management systems	• Include an option in application system for applicants to opt-out paper copy admission letter

Less Paper but not Paperless