



UNIVERSITY OF THE PACIFIC

Utilization of a CRM in Graduate Enrollment Management

The background of the slide is a photograph of a tall, white, Gothic-style tower with a large stained-glass window, surrounded by lush green trees under a blue sky. The tower is the central focus of the image.

Olivia Nash, Assistant Dean

- Recruitment & Marketing
- Admission Processing & Operations
- Graduate Student Services



University of the Pacific at a glance

- California's first chartered institution of higher education, founded in 1851
- Private, three city university : Stockton, San Francisco and Sacramento
- Total enrollment (2017): 6,307
 - 3,607 undergraduate
 - 1,124 graduate
 - 1,583 first professional
- 80+ undergraduate majors, 30+ graduate programs, 3 first-professional programs
- Launched 13 new graduate programs since 2015



Who has a Customer Relationship Management system (CRM)?

What is a CRM?



Graduate Enrollment Management Pacific's Graduate School CRM Utilization





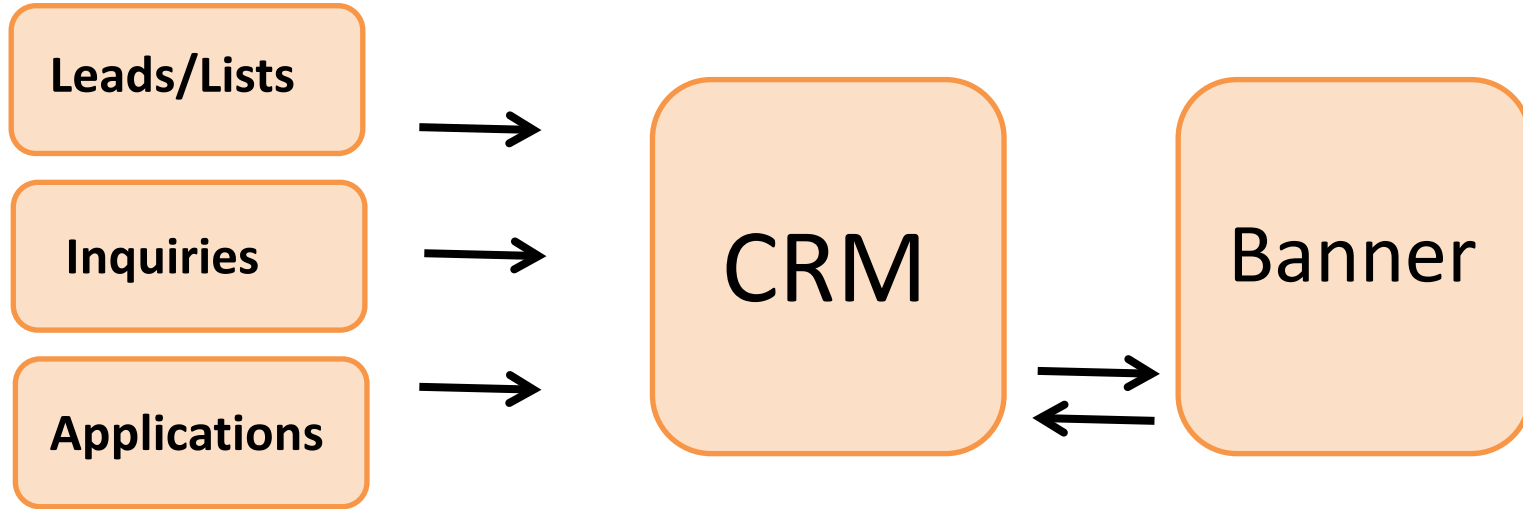
University of the Pacific's CRM

- Salesforce with TargetX platform (Salesforce native in 18 months)
- CRM team of 3 plus Graduate School Operations Lead & Marketing Lead
- Graduate School utilizes the CRM for:
 - Data Storage & Funnel Tracking
 - Event Management
 - Email Campaigns
 - Reporting
 - Data Visualization & Analysis

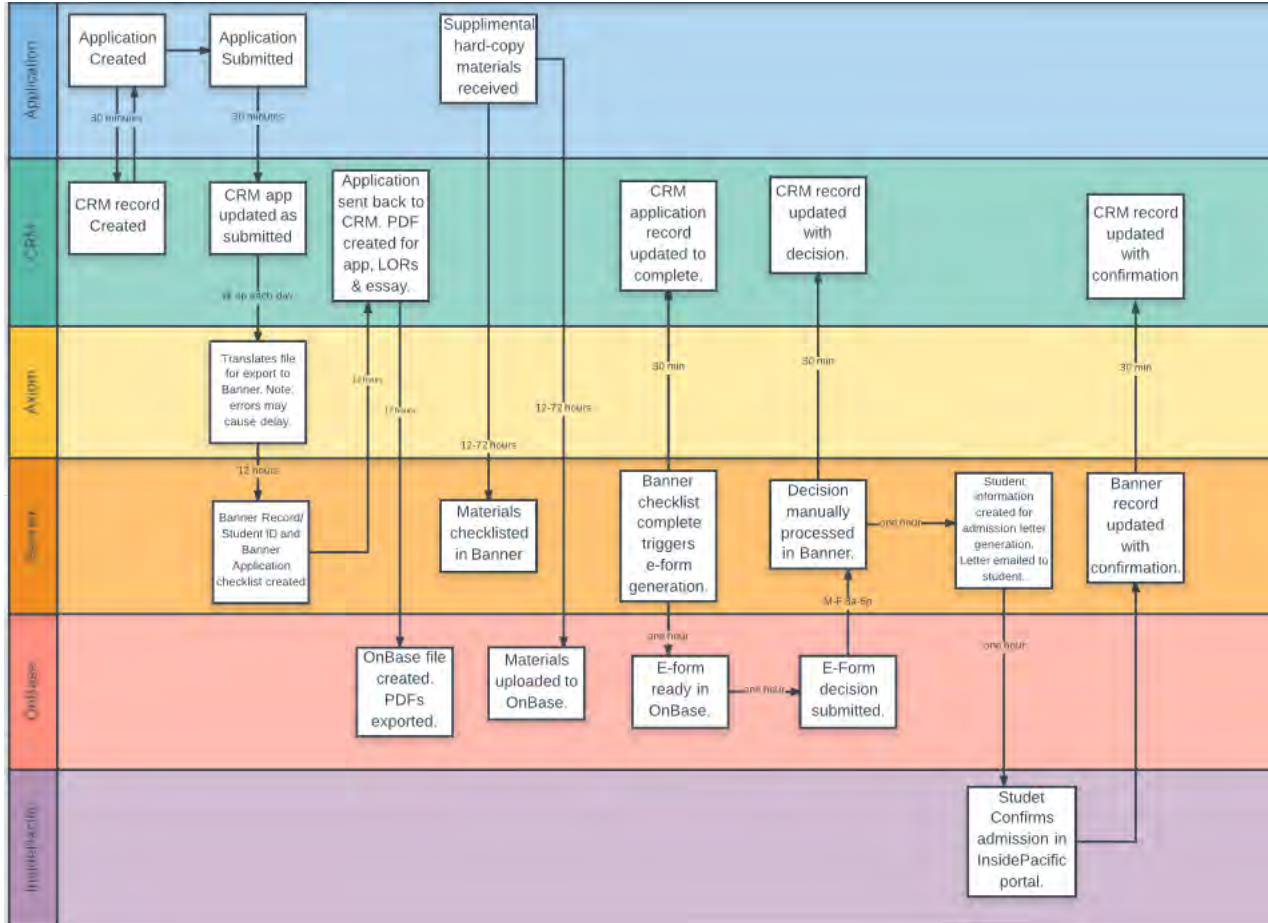


Data Storage and Funnel Tracking

Data Funnel



Admission Workflow





Data Capture

- Contact information
- Intended majors, degrees, terms
- Biographical information
- Interest level (low interest, high interest)
- Source type
- Emails received- mass and personal
- Events registered/attended
- Full application including enrollment history, recommendations, test scores, etc.
- Phone calls, in-person meetings, notes
- Build out custom fields

Create New...

Contact
Test Olivia Test Nash

[Customize Page](#) | [Printable View](#) | [Help for this Page](#)

Bookmarks

Forms

- [New Event](#)
- [Inquiry Card](#)
- [Lead Entry](#)
- [Community Member Entry](#)
- [CRM Account/Access Online](#)
- [CRM Account/Access PDF](#)
- [CRM Team Request Form](#)
- [Pacific Links](#)
- [CRM Application \[prod\]](#)
- [TargetX CRM Community](#)
- [TargetX Knowledge Base](#)
- [CRM Sandbox Login](#)

Shortcuts

[Library/Shortcuts](#)

Expenses Data Quality

[Global Data Quality](#)

[Recycle Bin](#)

Find: Details

[Calendar](#) | [To-Do](#) | [Notes & Attachments](#) | [Routes](#) | [Enrollment History](#) | [Tasks](#) | [Applications](#) | [Recommendations](#) | [Relationships \(v1\)](#) | [Activities And Interests](#) | [Open Activities](#) | [Activity History](#) | [Event History](#) | [Start](#) | [Status](#) | [Leads](#) | [Subs](#) | [Academic Histories](#) | [Registration Enrollments](#) | [Curricula](#) | [Registration Appointments](#) | [Contact History \(15c\)](#)

Contact Detail

Contact Owner: [John Kolin \(Chabot\)](#)
 Banner ID:
 Name: Test Olivia Test Nash
 Preferred Name: Liv
 Middle Name: Samantha
 Alternate First Name:
 Alternate Last Name:
 Contact Record Type: Recruitment Manager Student
 Suffix:
 Gender: Female
 Title:
 Account Name: [University of California Santa Barbara - UCSB](#)
 CERN Code:
 Banner Creation Date:

Contact Preference:
 Enabled:
 Email Opt Out:
 Email: pnash@upacific.edu
 Alt Email:
 Secondary E-Mail:
 Personal E-mail:
 Pacific E-mail:

Primary Phone Type: Mobile
 Phone: (899) 569-9999
 Secondary Phone Type:
 Secondary Phone:
 Mobile Opt In:
 Facebook ID: <https://www.facebook.com/olstete>
 Facebook Photo:

Anticipated Start Term & Year (Pacific): Fall 2016

Stage Date: 8/5/2015
 Student Stage: Inquiry

[One View](#) | [One View](#)

▼ Academic Plan Current/Future

Level: Graduate (GR)	Anticipated Major: Public Administration
Student Type: Graduate (G)	Concentration: Health Policy, Finance and Management
Anticipated Start Term: Fall	Anticipated Cohort:
Anticipated Start Year: 2016	Anticipated Second Major:
Campus: Stockton	Anticipated Pre-Professional Program:
Department:	Engage Program: MPA
College:	New Program Tracking:
Anticipated Interests: Physician Assistant (SAC), Public Administration, Education	
Anticipated Interest List: Physician Assistant (SAC), Public Administration, Education	

Enrollment History [Enrollment History Help](#)

Action	Enrollment History Name	Unknown School Name	Primary School	Official Transcripts Received	Transcript Receive Date	UP Official GPA	Banner SDGI Code	School Level	Application
	Drexel University	Drexel University				003256		College	
	University of California Santa Barbara - UCSB	University of California Santa Barbara - UCSB				001320		College	

Tests [Tests Help](#)

No records to display

Applications [Applications Help](#)

Action	Application Number	Banner App Number ID	Application Type	Application Submit Date	Start Term and Year	Application Stage	Application Status	Application Decision	Possible Academic Major	Created Date
Edit	0000426924		Graduate Pharmaceutical & Chemical Sciences		Pharmacy Spring 2018	In Progress	Incomplete		Pharmaceutical and Chemical Sciences	9/21/2017

Recommendations [Recommendations Help](#)

No records to display



Event Management

Event Calendar

NEW EVENT		FILTER		OCTOBER 2017		TODAY	MONTH	WEEK	DAY
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
1		<p>10a UC Merced Graduate Fair</p> <p>Ep Data Science Information Session</p>	<p>10a Saint Mary's College Graduate Fair</p> <p>12p MPP/MPA Webinar</p>	<p>5p San Francisco Open House</p>		<p>10a Stockton Graduate Open House</p> <p>10a Stockton Graduate Open House</p>	7		
8	<p>10a Seattle Institute Graduate Fair</p>	<p>9a Computer Science & Technology Graduate School Virtual Fair</p> <p>11:30a University of the Pacific Lunch and Learn</p> <p>5p MPP/MPA Information Session</p>	<p>11:30a University of Puget Sound Information Session</p>	<p>6p IMA in Organizational Learning & Effectiveness Information Dinner</p>		<p>10a UC Davis Pre-Health Fair</p>	14		
15	<p>10a Biola University Graduate School Fair</p>	<p>10a CA Lutheran University Graduate School Fair</p> <p>11a U of San Diego G&P Fair - Business</p> <p>6p Cybersecurity Webinar</p>	<p>10a William Jessup Graduate School Fair</p> <p>10-30a UC San Diego G&P Fair - Business</p> <p>11:30a Westmont College Lunch and Learn</p> <p>12p Data Science Webinar</p>	<p>3p Master of Physician Assistant Studies (MPAS) Online Webinar</p> <p>5-30p MPP/MPA Webinar</p>		<p>3p Food Studies: ACCELERATING THE EVOLUTION OF THE FOOD SYSTEM: INNOVATION, ENTREPRE</p>	21		
22	<p>11:30a Sierra Nevada College Lunch and Learn</p>	<p>10a University of Nevada Reno Graduate School Fair</p> <p>12p EdD in Educational & Organizational Leadership Webinar</p> <p>5-30p PharmD/MBA and MBA-Healthcare Management Info Session</p>	<p>10a UC Davis Graduate School Fair</p> <p>12p UC Davis G&P Fair - Business</p> <p>6p Master of Physician Assistant Studies (MPAS) Information Session</p>	<p>5a CSU East Bay Graduate School Fair</p> <p>11a CSU East Bay G&P Fair - Business</p> <p>5p UC Santa Cruz Graduate Fair</p>			28		
29			<p>4:30p Sacramento Open House</p>						<p>10a CA Forum for Diversity</p>

UNIVERSITY OF THE PACIFIC

Home | A-Z Directory | Library | Campus Map | Events | Athletics | Inside Pacific

STOCKTON | SACRAMENTO | SAN FRANCISCO

LECTURES | CONCERTS | PERFORMANCES | SPORTS | STUDENT CLUBS | COMMUNITY EVENTS

Logie

Search places, events, groups

UNIVERSITY OF THE PACIFIC > EVENT DETAILS

Webinar: EdD Educational and Organizational Leadership in Sacramento

Tuesday, February 6, 2018 at 12:00 pm to 1:00 pm
9 Online Webinar

Join us for an online information session to learn more about the EdD Program in Educational and Organizational Leadership at our Sacramento Campus. **Please RSVP here.**

Register

EVENT TYPE
Admissions

SPONSORING DEPARTMENT
Benerd School of Education, Gladys L.

TAGS
Graduate program information

WEBSITE
<https://pacific.secure.force.com/ev...>

UNIVERSITY OF THE PACIFIC

Registrant Information

Search > **Register** > Review > Confirm

Thank you for your interest in one of our upcoming EdD events. Please complete the registration form below and click "continue".

Name and Contact Information

First Name *

Last Name *

Email *

Phone Type

Phone *

Anticipated Program Information

Program *

Concentration *

Degree *

Anticipated Start Time

NEW EVENT

Attendees

New Event Registration | New Invitation

Name	Invited	Confirmed	Pending	Attended	Wait Listed	Cancelled	Guests	Field 1 Label	Custom Field 1	Field 2 Label	Custom Field 2
<input checked="" type="checkbox"/> Suzanne Anderson	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Camille Butterfield	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Braxton Ellis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Turquoise Jones	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Vinay Kumar	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Larrod Luce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Steve Malloy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Josephine Nost-Dickmann	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				
<input checked="" type="checkbox"/> Maria Pulido	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0				

New Event Registration | New Invitation

Manual Entry Form

This form is used for manual data entry only for Pacific admission staff/students.

Data Source Pacific - Inquiry Grad

Sample Grad Inquiry Card

Request more information about graduate programs
By returning this card or visiting www.upacific.edu/gradinfo



A sample of a graduate inquiry card with fields for Name, Address, Phone, and Email. A small box on the right says "We'll get you info!"

Name and Contact Information

First Name *

Middle Name

Last Name *

Email *

Verify Email *

Birthdate (mm/dd/yyyy)

Gender Please select...

Address Information

Street Address

Program Information

Anticipated Start Term * Please select...

Anticipated Start Year * Please select...

Campus/Location * Please select...

Anticipated Program * Please select...

Anticipated Program|Degree Please select...

Employment Information

Job Title

Employer

Office of Admission Use Only

Is there an Event Code Listed? * YES NO

Event Type/Code: *

This is a 6 digit number of the event in Salesforce. If you DO NOT have a number, please select NO to the question above

Rep Code: Please select...

Send E-Com 1 (For Graduate Comm. flow) * Yes No

Additional Comments, Questions, or Requests

Text area for additional comments, questions, or requests.

SUBMIT



Email Campaigns

3 ways Graduate School uses the CRM for Emails

- Electronic Communication Plan- trigger emails
- Mass communication campaigns
 - Event promotion (Grad School + Program Specific)
 - GRE campaigns (program specific)
 - Deadline reminders
- BCC to Salesforce function



Electronic Communication Plan- Email Triggers

ELECTRONIC COMMUNICATIONS FLOW: GRADUATE					
Email Name	Theme	Content Type	Content Title	Audience	Trigger
Programmatic auto response	<i>Request of information</i>	Email	E-Com: <program> 1	Inquiry	Inquiry form completed
Grad Admission auto reponse	<i>Drive to apply</i>	Email	E-Com 2	Inquiry	Inquiry form completed
Submit app reminder	<i>Drive to submit app</i>	Email	E-Com 3	In-Progress Applicant	Application started
Supplimental items reminder	<i>Drive to complete app</i>	Email	E-Com 4	Submitted Applicant	Application submitted
App complete email	<i>App notification</i>	Email	E-Com 5	Complete Applicant	Application complete
App Decision	<i>Decision notification</i>	Email	Graduate Admission Decision	Applicants with a decision	Decision processed- maual
Confirmation reminder	<i>Confirm enrollment</i>	Email	E-Com 7	Accepted applicants	Accepted but not confimed after 3 weeks
Grad Studies Dean email	<i>Welcome to Pacific</i>	Email	E-Com 8	Confirmed applicants	At time of confirmation

SACRAMENTO OPEN HOUSE

ONLY 2
DAYS LEFT
TO REGISTER

Register



Don't miss out! Join us at the
Sacramento Open House

Wednesday, November 1st
4:30pm-7:00pm
Grand Salon

Register

An inside look at our campus and graduate programs

We invite you to take advantage of this opportunity to meet with program faculty and staff, and the graduate admission team. We will have representation from the following programs:

- Data Science
- Education
- Law
- Public Administration
- Public Policy
- Physician Assistant
- Degree Completion Program

Those in attendance will get a chance to win a Pacific swag bag

Join us for an evening of socializing, appetizers and drinks. Experience our campus through student-led tours and gain insight about graduate financial aid.

We look forward to meeting you!

University of the Pacific
Graduate School

Contact Us

Graduate Admission
gradinfo@pacific.edu
916.752.2351



Mass Email Campaigns

▼ Campaign Email Intelligence Report

Number Sent	3406	
Bounced Back	12	0.4%
Received	3394	99.6%
Viewed HTML	678	19.9%
Opt Out	12	0.4%
Interacted	356	10.5%
http://www.pacific.edu	8	0.2%
https://forms.gooleducation.com/ksa7hemivwqopen+5ern	340	10.0%
https://www.life-science-focus.com/forethelibrary_fr	27	0.8%
http://www.fet.ebooks.com/universityofthepacific	1	0.0%
http://www.instagram.com/universityofthepacific	3	0.1%
Did Not Interact	3048	89.6%

Created By [Myra Barrera Torres](#), 10/24/2017 9:51 AM

Last Modified By [TaraDX Integration](#), 11/27/2017 11:08 PM

Custom Links

[View All Campaign Members](#)
[View Campaign Influence Report](#)

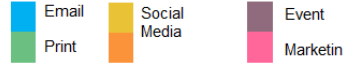
▼ Other Information

original_recipient_count	3,306
# Sent	3,387
# Bounced	12
# Forward to Friend By	
# Forward to friend To	
max_email	
FromEmail	gradinfo@pacific.edu
From Owner Email	
FromVanity	University of the Pacific, Graduate School
Recipients Receive Once	
ReplyEmail	gradinfo@pacific.edu
ReplyVanity	University of the Pacific, Graduate School
Email template	00X-A0000011600UAS
Email Groups	

# Viewed HTML	577
# Interacted	456
# Opted Out	12
# Received	3,375
IncludeF2FLink	
IncludeProfileUpdateLink	
IncludeTrackableURL	<input checked="" type="checkbox"/>
Query	
query_category	1
query_type	R
reply Owner Email	
reportID	0003100000000PT

Chat

Graduate Marketing Recruitment Calendar 2017-18



	Publish Date	Channel	Theme	Content/Event Name	Headline/Subject Line	Call to Action	Audience	Format	Link	Registration Link	Program
94	11/2/2017	Social media	Event Engagement	Cyber Events Post		Register	SOECS				Cybersecurity
95	11/2/2017	Email	Open House	SAC Open House No Show Registrants Email		Engage	No Show Registrants				All-SAC
96	11/2/2017	Email	Event Engagement	MAOLE Webinar Invite Email 	Couldn't make it to our Open House? Join us for our webinar	Register	MAOLE No Events				SAC MAEd
97	11/3/2017	Email	Event Engagement	Bagap Virtual Fair Reminder Email 		Register	prospective Students				All-SF
98	11/6/2017	Email	Event Engagement	Pizza Social: SOECS Reminder Email 		Register	Cybersecurity Inquiries				Cybersecurity
99	11/6/2017	Event	Online Recruitment Fair	BAGAP Virtual Fair	SF Programs Virtual Fair hosted by BAGAP	Apply	Prospective Students				All-SF
100	11/7/2017	Email	Event Engagement	MPP/MPA November Events Email 		Register	All MPP/MPA	MPP/MPA			MPP/MPA
101	11/8/2017	Event	In-person Info Session	Pizza Social: Cyber, Data & Engineering Graduate Programs		Apply	AllSOECS		5pm-6pm	https://pacmc.secure.orce.com/events/target_eventsb__eventspecificregistration?oid=50K	All-SOECS
102	11/8/2017	Social Media	TBD	FS Social: TBD	TBD	TBD	All Social Media				Food Studies
103	11/9/2017	Event	Webinar	MAOLE Webinar		Apply	MAOLE No Events	SacEd			SAC MAEd

Calendar:

- Emails
- Events
- Social media

	A	B	C	D	E	F	G	H	I
1	NOVEMBER								
2	2017							CALENDAR MONTH NOVEMBER	
3								CALENDAR YEAR 2017	
4								1ST DAY OF WEEK SUNDAY	
5	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
6	29	30	31	1	2	3	4		
7		SAC Open House Final Reminder Email	SOECS Nov Events SAC Open House- See You Tomorrow Email	Cybersecurity November Invite Email SAC Open House Food Studies Webinar Proposed FS Email: Course Highlight + Events	Cyber Events Post SAC Open House No Show Registrants Email MADLE Webinar Invite Email	Bagap Virtual Fair Reminder Email			
8	5	6	7	8	9	10	11		
9		Pizza Social: SOECS Reminder Email BAGAP Virtual Fair	MPP/MPA November Events Email	Pizza Social: Cyber, Data & Engineering Graduate Programs FS Social: TBD	MADLE Webinar	Cyber Webinar	FS Saturday Seminar		
10	12	13	14	15	16	17	18		
11			MPP/MPA Webinar	Pacific Giving Day Post	EdD Webinar Invite Email				
12	19	20	21	22	23	24	25		
13			FS Email: Thanksgiving + Events						
14	26	27	28	29	30	1	2		
15		DS Info Session Invite Email	MADLE Info Session Invite Email	Food Studies Webinar Proposed	SAC-Durham target to complete your app email SAC-There's still time to apply email Cybersecurity	FS Social: TBD Data Science Webinar Post			
16	3	4	Notes						
17		Webinar Reminder Email							
18									

Salesforce Contact Record View

Email Campaigns

Individual Email Activity

Email Campaign Activity

Campaign	Date/Time	Received	View	Interact	Profile Update	Opt Out	Forward By	Message
GRAD_PA Virtual Fair July 2016	2016-07-11 16:23:20	✓	✓					View Resend
GRAD_BSE Pizza and Basketball Event Invite Jan 2016	2016-01-06 18:59:44	✓	✓	✓				View Resend
GRAD_Sac Info Session Invite Oct 2015	2015-10-07 15:38:37	✓	✓					View Resend
GRAD_Info Sessions Fall 2015 (Reminder 2)	2015-09-30 19:11:37	✓	✓					View Resend
GRAD_Info Sessions Fall 2015 (Reminder)	2015-09-25 12:15:30	✓	✓					View Resend
GRAD_Info Sessions Fall 2015	2015-09-17 13:02:04	✓						View Resend

Trigger emails + BCC to Salesforce emails

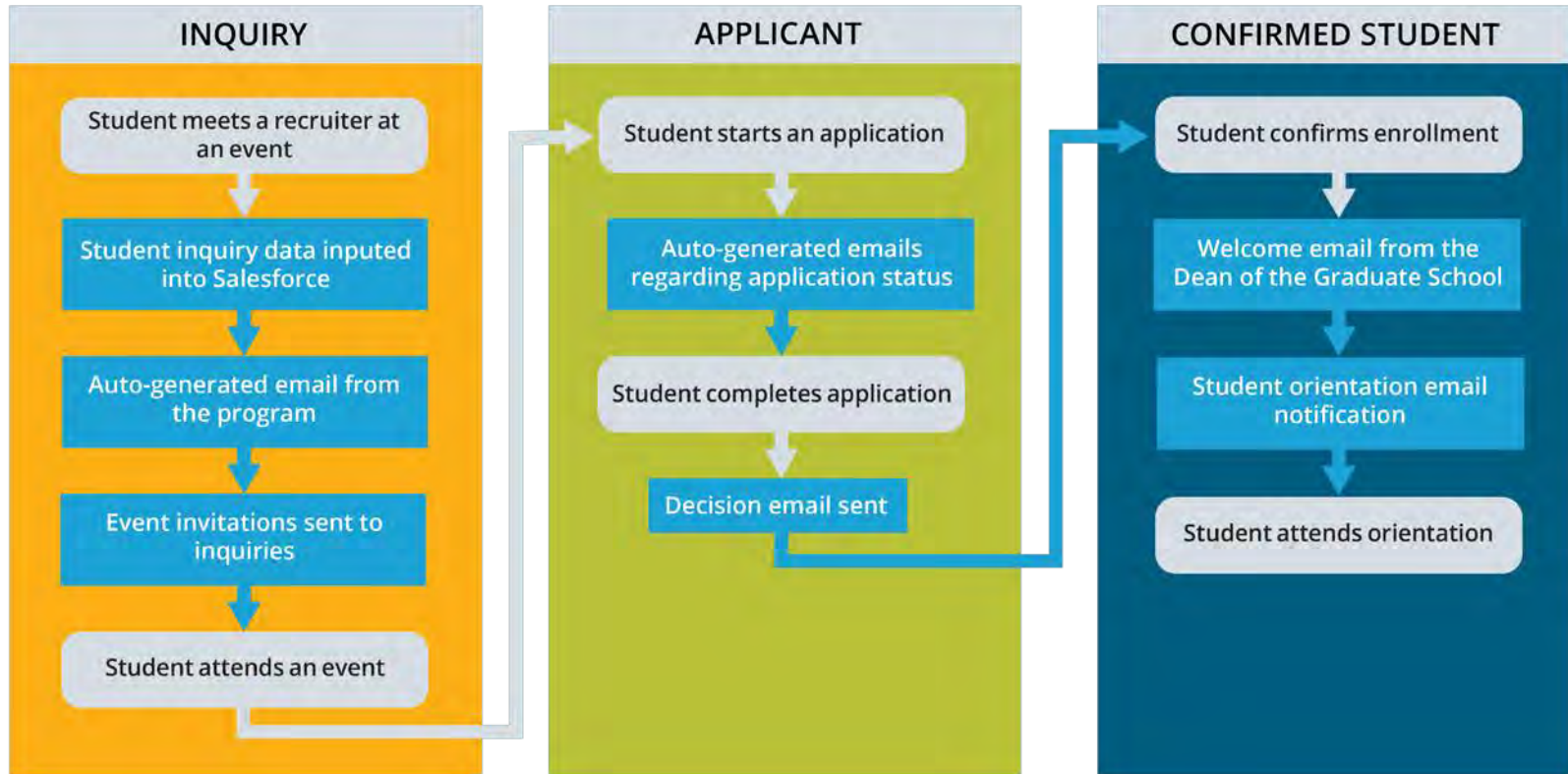
Activity History		Log a Call Mail Merge Send an Email View All				Activity History Help ?	
Action	Subject	Related To	Task	Due Date	Assigned To	Last Modified Date/Time	
Edit Del	Call		✓	10/10/2017	Olivia Nash	11/29/2017 12:39 PM	
Edit Del	Email: Requested Information: Master of Physician Assistant Studies at University of the Pacific		✓	1/6/2016	John Sterni	1/6/2016 5:52 PM	
Edit Del	Email: Requested Information: Master of Public Policy		✓	1/6/2016	John Sterni	1/6/2016 5:48 PM	
Edit Del	Email: Requested Information: Master of Public Policy		✓	1/6/2016	John Sterni	1/6/2016 3:42 PM	

Legal Studies Center



Result- complete snapshot of student lifecycle from inquiry through enrolled student

GRADUATE STUDENT CYCLE





Reporting

You can report on any data set in the CRM

- Applicant reports for programs
- Inquiry reports for programs
- Lead/inquiry reports for digital marketing
- Events reports showing program, attendance, applications started
- Confirmed student reports
- Enrolled student reports



Individualized report folders for programs

The screenshot displays the University of the Pacific CRM Recruitment Manager interface. The top navigation bar includes the university logo, a search bar, and user information (Olivia Nash) with links for Setup, Help & Training, and Recruitment Manager. Below this is a main navigation menu with options like Home, Chatter, Contacts, Applications, Reports, Dashboards, Leads, Accounts, and Ideas. The 'Reports & Dashboards' section is active, showing a 'New Report...' and 'New Dashboard...' button. On the left, a 'Folders' sidebar lists various report categories, with 'Event Reports' and its sub-items highlighted by an orange circle. The main area, titled 'All Folders', contains a table of reports with columns for Action, Name, Folder, and Created By. The table lists various reports such as 'GR-Events Enrolled', 'Inquiries/In-Prog Apps - STK (Events)', '3Fold Sac Campaign Applications', and 'Data Science Applications (SF)', each associated with a specific folder and creator.

Action	Name	Folder	Created By
	GR-Events Enrolled	Grad Admission	Nash, Olivia
	Inquiries/In-Prog Apps - STK (Events) <small>All STK programs and in progress apps</small>	Grad Admission	Barnera-Torre
	3Fold Sac Campaign Applications <small>Applications submitted after a 3Fold inquiry</small>	Grad Admission	DeVaul, Keitt
	3Fold Sac Campaign Inquiry Report <small>All inquiries for 3Fold Sac Campaign</small>	Grad Admission	DeVaul, Keitt
	All Grad Inquiries-Sac (3Fold) <small>2017 3 fold report</small>	Grad Admission	Barnera-Torre
	Data Science Applications (SF) <small>All applications for Data Science in San Francisco</small>	GRAD: Data Science	DeVaul, Keitt
	Data Science Inquiries SF <small>All SF inquiries</small>	GRAD: Data Science	Barnera-Torre
	Data Science Inquiries (All) <small>Inquiries for both SAC & SF</small>	GRAD: Data Science	Patterson, Al
	Data Science Applications (SAC) <small>All applications for Data Science in Sacramento</small>	GRAD: Data Science	DeVaul, Keitt
	HESP Applications	GRAD: HESP	Patterson, Al
	Cyber Apps 17-18	My Personal Custom Reports	Nash, Olivia
	Cybersecurity applications	GRAD: Cybersecurity	Nash, Olivia
	Cybersecurity Inquiries (U.S.) <small>Inquiries that are not international</small>	GRAD: Cybersecurity	Barnera-Torre
	Food Studies Inquiries	GRAD: Food Studies	DeVaul, Keitt
	Music Therapy Applications	GRAD: Music Therapy	Patterson, Al
	UG Applicant Dashboard - Fall/Spring <small>The Applicant Dashboard contains all Applicant Reports. Refreshes daily at approximately at 7:00am to allow for update from previous day load from Banner, but before the same day import of applications.</small>	Applicant Report Dashboards	Integration, T
	SAC Reception Fall'17 (Staff)	Grad Studies - GSS	DeVaul, Keitt



Data Visualization & Analysis

Go to Analytics Studio

A slide with a background of autumn leaves in shades of yellow and orange, with a bright sun flare in the center. The text is overlaid on the left side.

UNIVERSITY OF THE PACIFIC

Q & A